	Public Works and Government Services Canada	**Travaux publics et Services gouvernementaux Canada**

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC/Réception des soumissions – TPSGC
11 Laurier St/11, rue Laurier
Place du Portage, Phase III
Core OA1/Noyau OA1
Gatineau
Quebec
K1A 0S5
Bid Fax: (819) 997-9776

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution
Business Operations Support Systems Division/Systèmes de soutien des activités opérationnelles
Portage III 12C1 - 42
11 Laurier Street/11, rue Laurier
Gatineau
Quebec
K1A 0S5

Title - Sujet
RFI ONLINE AUCTIONING SERVICES

Solicitation No. - N° de l'invitation	**Amendment No. - N° modif.**
EN578-140437/A	001

Client Reference No. - N° de référence du client	**Date**
20140437	2013-10-23

GETS Reference No. - N° de référence de SEAG
PW-$$XS-004-26410

File No. - N° de dossier	**CCC No./N° CCC - FMS No./N° VME**
004xs.EN578-140437	

Solicitation Closes - L'invitation prend fin		**Time Zone** **Fuseau horaire**
at - à	02:00 PM	Eastern Daylight Saving Time EDT
on - le	2013-10-31	

F.O.B. - F.A.B.
Plant-Usine: ☐   Destination: ☑   Other-Autre: ☐

Address Enquiries to: - Adresser toutes questions à:	**Buyer Id - Id de l'acheteur**
Whissell, Pierre G.	004xs

Telephone No. - N° de téléphone	**FAX No. - N° de FAX**
(819) 956-1424 ( )	(819) 956-8303

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	**Delivery Offered - Livraison proposée**

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Telephone No. - N° de téléphone
Facsimile No. - N° de télécopieur

Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)
Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)

Signature   **Date**

Canada

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SEE RFI DOCUMENTS ATTACHED

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REQUEST FOR INFORMATION REGARDING

ONLINE AUCTIONING SERVICES

FOR

GCSurplus.ca

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PART 1: REQUEST FOR INFORMATION

Public Works and Government Services Canada – GCSurplus.ca - RFI

1.1 OBJECTIVE, BACKGROUND OF THIS REQUEST FOR INFORMATION (RFI)

(a) Introduction:

GCSurplus of Public Works and Government Services Canada (PWGSC) has a requirement for a bilingual commercially available Online Auctioning Service (OAS) that can be readily configured and customized to meet Canada's needs and hosted and managed by an external third party. Canada is seeking information on current marketplace capabilities and interest to work collaboratively with GCSurplus to provide this transformative technology to meet current and future functional business requirements as well as implement new technologies to enhance the systems supporting the GCSurplus.ca business line for the sale of Surplus Crown Assets.

This Request for Information (RFI) process is to solicit industry opinions and feedback to help further define the requirements as well as to understand current market capacity and interest.

In particular, this RFI is a means of gathering information to assist in accomplishing the following specific purposes:

1. To validate GCSurplus.ca functional and technical requirements and potential upgrades against marketplace offerings;

2. To investigate possible approaches and techniques to meeting current and potential future business requirements in a timely and cost effective manner;

3. To determine the extent to which there exists current capacity within the marketplace to offer a "turn-key" or integrated solution approach to the provisioning of the underlying systems and web-based interfaces which support the delivery of GCSurplus.ca, providing for one (1) system / one (1) platform; and

4. To determine the interest and ability of the marketplace to work collaboratively with GCSurplus to provide access to this solution and related services to maintain and further enhance the GCSurplus.ca business model while leveraging shared investments with the possibility of shared benefit.

The information provided in response to this RFI process should be reflective of systems, services and capabilities that are readily available within the marketplace. The information provided, while incorporating any lessons learned therein, may contribute to the scope and range of service offerings sought by PWGSC in any subsequent solicitation process.

(b) Objective:

Through this RFI and any subsequent solicitation process, GCSurplus is seeking to achieve the following business outcomes:

• To achieve a modern, robust and sustainable technological solution for the delivery of GCSurplus.ca; providing for one (1) system / one (1) platform;

• To provide a flexible platform, that builds upon existing solutions available in the marketplace with ideally minimal customization or configuration to support current business as well enable GCSurplus to respond to changes in how business is delivered over time;

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- To leverage business and technological advances currently present and emerging in the marketplace to provide a future-oriented solution which drives efficiencies in current business activities as well as provides for scalability to add business functionality over time; and

- To understand and identify the extent to which capacity and interest exists within the private sector marketplace to support and enhance the application and infrastructure underlying GCSurplus.ca as well as to work with GCSurplus to jointly deliver and further develop the associated business opportunity. The desired outcome of this work is to establish a long-term mutually beneficial relationship (i.e. shared risk/shared reward) with ideally one (1) best in class service provider, which will leverage the strengths and investments of both parties to continue to provide a quality program with a view to minimization of cost, while maximizing best value to Canada in the disposal of its surplus assets. A desired outcome is to achieve an end-to-end solution that provides full audit and reporting capability to monitor and demonstrate the attainment of these objectives.

Through this RFI and any subsequent solicitation process, PWGSC may wish to seek a single organization to provide some or all of the design, delivery and maintenance aspects of its requirement to provide the GCSurplus.ca system, as well as support future application development needs.

To support this goal, PWGSC may undertake a non-mandatory industry consultation process, to seek interest, feedback and advice from industry about capacity within the market to:

- Provide the components of GCSurplus.ca which meet GCSurplus' current business requirements and that are capable of working with existing and emerging business processes, while also demonstrating the ability to provide future-oriented innovation through technology and business approaches;

- Provide transition/migration and related support services during and subsequent to the transition to a new GCSurplus.ca system provided by industry (e.g. hosting, application development, disaster recovery, help desk, documentation, training, etc.); and

- Work collaboratively with GCSurplus in the delivery of a robust and forward-looking GCSurplus.ca system that promotes shared benefit while ensuring compliance with applicable legislative, regulatory and policy requirements and providing assurance of public accountability.

Attendance at the Industry Day session may be in person or via teleconference. Interested parties are requested to confirm their interest for an Industry Day to the PWGSC representative identified in section **1.10** of this RFI **no later than close of business on October 31, 2013.** Information on how to participate in any Industry Day session is provided in Attachments 2 through 5 to this RFI. If required, additional information on how to participate in the Industry Day session will be provided through this RFI process.

(c) Background:

GCSurplus is part of the Acquisitions Branch of Public Works and Government Services Canada (PWGSC). GCSurplus' core functions include the sale of federal surplus assets through its online bidding system, GCSurplus.ca; providing strategic, procedural and technical advice to federal government departments, agencies and other organizations who use GCSurplus' services; supporting government-wide consultations and related functions, including life cycle disposal advice; supporting Treasury Board policy development; and exploring ways and means to increase efficiency, reduce disposal costs and maximize Canada's net proceeds of asset sales.

The technology which supports the GCSurplus business is currently comprised of three (3) disparate components:

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- GCSurplus.ca – a public facing website and functionality associated with this system for sales of Surplus Crown Assets (e.g. validation of customer; closed bidding; payment remittance; etc.);

- GCSci – a client interface web portal used by Client departments/agencies to declare and manage their surplus assets, as well as by GCSurplus personnel to manage the surplus and sale process from Client identification through to customer pick-up. GCSci also supports Clients in program-level reporting and analytical capability;

- CASS 2000 – a 'back-end' database application to which the GCapplications interface to provide for a secure common dataset and single record of activity. CASS 2000 also supports GCSurplus in program-level reporting and analytical capability through custom reports.

These three (3) components are currently hosted by an external service provider to the Government of Canada (GoC) and are maintained and administered by GCSurplus. Application development is currently undertaken by GCSurplus personnel. GCSurplus also currently provides a tiered help desk with call centre for system users (GCSurplus, Client departments/agencies, and Customer inquiries) as well as associated user training on these systems.

GCSurplus' systems report financial information and transaction data (funds) to separate systems housed in PWGSC (the Departmental Financial Information System – SIGMA – built on the SAP platform; and the Receiver General through the Receiver General Buy Button - RGBB).

GCSurplus also interfaces with PWGSC's Customer Information System (CIS) to read updated Client department/agency Customer information (e.g. consignee code, etc.) that is subsequently written to GCSurplus.ca through a third-party API.

Federal organizations, with a few exceptions, must use GCSurplus to dispose of moveable (i.e. tangible) Surplus Crown Assets, which are moveable equipment and materiel no longer required or seized goods, ranging from ships, aircraft and cars to furniture, tools and clothing. Through GCSurplus.ca and a small number of contracts with service providers, GCSurplus disposes of surplus assets through its nine (9) regional sales centres. Client departments and organizations notify GCSurplus of their surplus assets and GCSurplus then manages all aspects of the asset disposal, returning the net proceeds to the client department or organization once the items are sold. The activities and programs of GCSurplus were previously funded via a combination of Parliamentary Appropriation and proceeds of sale. The business has transitioned to a funding framework based exclusively on proceeds of sale as of April 2013.

Transformation

In support of its strategic plan to explore ways and means to increase efficiency in its operations and maximize its revenue potential, GCSurplus is looking to outsource the design ("configuration"), development, and operation management (including hosting, maintenance, support, back-up, disaster recovery and future development) of the functionality of these systems in order to take advantage of private sector experience and technology. For greater clarity, GCSurplus is not looking to replicate its existing technologies or systems, but rather looking for a market leader with existing technical capability to support its current business operations.

In addition to technological change, and growing the existing customer base for GCSurplus.ca items through the provision of further buyer-friendly system and online auctioning features, GCSurplus is also interested in exploring the ability to offer related new and complementary business lines through GCSurplus.ca which could potentially include:

(a) Functionality to support GCSurplus in exploring opportunities with non-federal government public sector organizations who could benefit from access to GCSurplus.ca for the disposal of their organization's surplus assets via sale.

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(b) Functionality to supports the transfer of assets between federal organizations Federal organizations to promote re-use of assets with residual value within the public sector. An asset transfer would be at no charge to the receiving organization.

(c) Functionality to support the donation of surplus assets to third parties (in accordance with policy requirements) such as non-profit, charitable or other organizations (e.g. schools, First Nations, etc.). A donation would be at no charge to the recipient.

Through this process and any subsequent solicitation, GCSurplus is seeking to establish a strategic arrangement whereby it will be able to share the financial risks and potential benefits associated with the expanded use of a modern and robust online auctioning system and complementary sales marketing approaches.

At this time, it is anticipated that the scope of any future solicitation will include provision of:

- A single integrated and modern online auctioning solution which fulfils all of the functions required in the current GCSurplus.ca, GCSci and CASS 2000 components; providing for one system / one platform. This includes the ability to provide secure data transfer of financial information and funds to departmental systems, as well as providing access to enhanced functions associated with modern online auctioning and potential future innovations associated with the delivery of the solution (e.g. real time bidding, online shipping, enhanced system functionality and features, mobile applications, broader system use through additional complementary applications and other marketing measures, etc.);

- A robust business intelligence, market analytic, and reporting capability (canned / custom reports) on all aspects of the underlying database to enable GCSurplus personnel to access key decision-making information as well as to inform departmental and public reporting requirements. This includes data, analytics and reporting both on current asset disposal activities as well as historical data retention and associated reporting capacity;

- Secure off-site hosting, maintenance, application development, and disaster recovery for the above components, including full redundancy; and

- Help desk call centre, system documentation (technical and user), and associated system user training for the above components.

For the purpose of this RFI, the above components are considered to be included within the term "GCSurplus.ca".

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Scale of Business

GCSurplus is National in scope, encompassing GCSurplus.ca system use from nine (9) regional sales centres.

In FY2012-2013, across all regional sales centres, approximately $38,182,221.78 in sales was processed through GCSurplus.ca. This figure included approximately 26,184 individual surplus asset sales transactions as well as 43 contracts for surplus materials sales. A breakdown of these transaction volumes by regional sales centre and type of sale or contract is provided in Appendix B.

GCSurplus.ca is used to sell a variety of Surplus Crown Assets, including vehicles, furniture, office equipment, technology, and seized goods. In addition to surplus assets, GCSurplus.ca is also used to establish period contracts for scrap and removal of materials which maintain some residual value.

Military sales for items registered under the Controlled Goods Program are not processed through GCSurplus.ca.

GCSurplus currently provides services to over 90 federal department and agency Clients. There is a potential opportunity to support an enhanced Client base within the federal arena (e.g. special operating agencies and Crown Corporations not currently served by GCSurplus). It is also anticipated that other organizations from within the broader public sector (e.g. provincial, territorial, municipal, etc.) could find the established GCSurplus.ca model of potential benefit in the disposal of their surplus assets. Customers for Surplus Crown Assets are from across Canada and internationally.

Current annual operating costs for information technology (software, hardware and infrastructure) to support the delivery of the GCSurplus.ca business are approximately $600,000.00. As noted previously, as of FY2013-2014, GCSurplus has moved to a business model that is fully funded by proceeds of sale.

GCSurplus provides its services to federal organizations on a commission-based sales model. In seeking to work collaboratively with the private sector through a strategic arrangement, it is anticipated that there is a potential for shared reward in return for shared investment in the GCSurplus.ca infrastructure, system and business supports.

For additional information on the requirements and future vision for GCSurplus.ca, please refer to Part 2 of this document. For additional information on the context of GCSurplus and GCSurplus.ca and associated volumetrics, please refer to Appendices A and B.

Estimated volumetrics have been provided to Respondents to assist them in preparing their responses. The inclusion of this data in this RFI does not represent a commitment by Canada that Canada's future usage of on line auctioning services will be consistent with this data. It is provided purely for information purposes.

(e) Definitions and Acronyms

Within this RFI, initially capitalized terms shall have the meanings set out in this Sub-section (whether capitalized or not), unless the context requires otherwise.

"Application Development" means services to develop new or modified components, features and functionality for the GCSurplus.ca system.

"Client" means a Government of Canada department/agency who is the seller of surplus assets.

"Customer" presently means a member of the general public or an organization who is the buyer of declared surplus assets.

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"Configure" Requires no programming or code changes; it involves either setting a value or turning a feature on/off.

"Customize" Requires programming or coding functionality to modify features to meet GCSurplus' requirements.

"Equivalent" means a function, capability or process delivered by Respondents' solutions that is equal in function, capability or process to that required by GCSurplus as identified in this RFI.

"GCSurplus" means the directorate responsible for the disposal of Surplus Crown Assets as conducted by PWGSC personnel. GCSurplus is the System Administrator for the GCSurplus.ca systems through personnel in headquarters (HQ) and conducts all business activities associated with the surplus asset life cycle and administration of the sales process as the Sales Administrator through personnel at HQ and in its Regional Sales Centres.

"GCSurplus.ca" means the underlying infrastructure, systems, and associated technological supports which support the delivery of the GCSurplus business line.

"PWGSC" means Public Works and Government Services Canada. Acquisitions Branch of PWGSC is responsible for managing the procurement and contracting process with industry.

"RFI" means Request for Information and includes any schedules or parts of this document and its Appendixes.

"Respondent" means an Individual, Corporation or other entity that has submitted a response to, and in accordance with, this RFI.

"Response" means a written response to this RFI submitted by a Respondent.

"Sales Administrator" means the role of GCSurplus personnel in the surplus asset sales life cycle, from receipt of Sales Requests from Clients, triage, initiation and finalization of Sales Listings, publication of Sales Listings online, administration of the bidding process through to close of the Sales Listing, administration of award of the Sale, receipt of payment and release, possession of the purchased asset by Customers and reconciliation. This role includes management of Client and Customer information in the GCSurplus.ca system.

"Sales Listing" means the information and associated documentation and electronic links pertaining to declared surplus assets that are prepared by GCSurplus personnel and published online at GCSurplus.ca for viewing and bidding by Customers.

"Sales Request" means the information provided to GCSurplus from Clients on declared surplus assets to assist in preparation of the item(s) for sale. Sales Requests are used by GCSurplus personnel to develop the Sales Listing.

"Surplus Crown Asset" means property of Her Majesty in its custody or under its control that the department or federal body has determined is surplus to its requirements.

"System Administrator" means the current role of GCSurplus personnel in management and administration of the GCSurplus.ca systems and infrastructure, which presently includes but is not limited to: maintenance of system databases, development of templates (e.g. for Sales Requests, Sales Listings, reports, etc.), development of user functionality, creation and administration of user groups including user rights, and related system administration activities.

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"Triage" refers to a stage in the Surplus Asset sales cycle wherein Surplus assets are sorted by GCSurplus personnel according to a variety of characteristics which trigger business rules to support subsequent sales activities (e.g. commodity, value, seasonality of use, etc.).

1.2 NATURE OF REQUEST FOR INFORMATION

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement.

Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described herein.

1.3 NATURE AND FORMAT OF RESPONSES REQUESTED

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

1.4 RESPONSE COSTS

PWGSC will not reimburse any respondent for expenses incurred in responding to this RFI.

Respondents will be responsible for all of their costs associated with the preparation and submission of any Response to this RFI, including any costs associated with accepting any PWGSC invitation(s) to participate in any clarification meeting(s) with PWGSC.

1.5 TREATMENT OF RESPONSES

(a) Use of Responses: Responses will not be formally evaluated. However, the responses received may be used by PWGSC to develop or modify procurement strategies or any draft documents contained in this RFI. PWGSC will review all responses received by the RFI closing date. PWGSC may, in its discretion, review responses received after the RFI closing date.

(b) Review Team: A review team composed of representatives of PWGSC will review the responses. PWGSC reserves the right to engage any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

(c) Confidentiality: Respondents should mark any portions of their response that they consider *Proprietary* or *Confidential.* PWGSC will handle the responses in accordance with the *Access to Information Act*.

(d) Follow-up Activity: Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response. In the event of such an occurrence, any requested clarification meetings may take place at PWGSC's facilities, location to be determined, or may take place via teleconference or other mutually convenient means, as agreed to between PWGSC and the selected Respondents.

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1.6 CONFIDENTIALITY OF RESPONDENT INFORMATION

(a) Although PWGSC is seeking detailed responses from Respondents to this RFI, it is understood that Respondents may not be willing or able to address all of the information sought by PWGSC.

(b) Nevertheless, and in an effort to encourage Respondents to be as forthcoming as possible, it is understood and agreed that PWGSC shall, during and after the period of the RFI, treat as confidential and not divulge, unless authorized in writing by the Respondent, any information obtained from the Respondent that has been identified by Respondents as "confidential" or "proprietary", within their written response to this RFI.

(c) Although one of the primary purposes of this RFI is to obtain information and recommendations directly from industry knowledge leaders that will be used to support PWGSC's preparation in project planning, PWGSC will in no way make any direct attribution of any information obtained from Respondents that has been identified by Respondents as "confidential" or "proprietary" within their responses.

(d) PWGSC will also not impose any future obligations or commitments on Respondents with respect to claims or cost information contained within their responses to this RFI.

1.7 CONTENTS OF THIS RFI

(a) This RFI contains contextual information about the GCSurplus.ca system and related service requirements, as well as initial plans and strategies of GCSurplus for enhancement of these system and service offerings. This document remains a work in progress and Respondents should not assume that new requirements will not be added to any bid solicitation that is ultimately published by PWGSC. Nor should Respondents assume that none of the requirements will be deleted or revised. Comments regarding any aspect of the requirements are welcome.

(b) This RFI also contains specific questions addressed to the industry.

1.8 FORMAT OF RESPONSES

(a) Cover Page: If the response includes multiple volumes, Respondents are requested to indicate on the front cover page of each volume the title of the response, the RFI number, the volume number and the full legal name of the Respondent.

(b) Title Page: The first page of each volume of the response, after the cover page, should be the title page, which should contain:
   (i)   the title of the Respondent's response and the volume number;
   (ii)   the name and address of the Respondent;
   (iii) the name, address and telephone number of the Respondent's contact;
   (iv)   the date; and
   (v)   the RFI number.

(c) Response Structure: In order to gain the greatest value from responses to this RFI, and to facilitate a consistent and structured assessment of the information provided to PWGSC within their responses, Respondents are asked to structure their responses to match the order in which the questions are asked in Part 2 - Response Template, of this RFI package.

(d) Documentation and Electronic Submissions: Respondents are requested to provide one (1) softcopy of any system datasheets, user, system and/or other manuals that describe the functionality and technical specifications of the Respondent's system / solution. Respondents may also provide a demonstration copy of their system in electronic format on CD or USB, or via a publicly accessible website address.

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(e) Numbering System: Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.

(f) Number of Copies: PWGSC requests that Respondents submit two (2) *hardcopies* and two (2) *softcopies* of their Response and one (1) *softcopy* of their system/solution documentation (as per section 1.8 (d)). Softcopies may be provided on a CD, DVD or USB drive with the main body of the Response. The documentation should be in one of the following file formats – PDF, MS Word or HTML.

1.9 RFI TIMETABLE

RFI Release Date	September 19, 2013
Date/Time for Receipt of submissions from Respondents	October 31, 2013, 14:00 hrs (EST)
RFI Responses reviewed by PWGSC	November, 2013
Possible One-on-one session with individual Suppliers in relation to RFI	November -December, 2013 (planned)
Non Mandatory Industry Day	November -December, 2013 (planned) – to be confirmed prior to any Industry Day
Possible One-on-one session with individual Suppliers in relation to RFI	December, 2013, 2013 (planned) – to be confirmed after any Industry Day

1.10 ENQUIRIES

Because this is not a bid solicitation, PWGSC will not necessarily respond to enquiries in writing or by circulating answers to all potential Respondents. However, respondents with questions regarding this RFI may direct their enquiries to:

Pierre G. Whissell
Supply Specialist
Public Works and Government Services Canada
Acquisitions Branch
Special Procurement Initiatives Directorate
12C1, Place du Portage, Gatineau, Quebec K1A 0S5
Telephone: 819-956-1424
Facsimile: 819-956-8303
pierre.g.whissell@pwgsc-tpsgc.gc.ca

PWGSC will undertake best efforts to provide answers to all questions that are received.

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1.11 SUBMISSION OF RESPONSES

(a) Time and Place for Submission of Responses:

Respondents interested in providing a response should deliver it by the time and date indicated to the location specified on page 1 of this document.

Responses should not be sent directly to the Contracting Authority.

(b) Responsibility for Timely Delivery:

Each Respondent is solely responsible for ensuring its response is delivered on time to the correct location.

(c) Bid Receiving Unit Address Solely for Delivery of Responses:

The address identified on page 1 of this document is only for response submission. No other communications are to be forwarded to this address.

(d) Identification of Response:

Each Respondent should ensure that its name and return address, the RFI number, and the closing date appear legibly on the outside of the response.

(e) Respondents may develop their Responses in either Official Language of Canada.

1.12 RESERVED RIGHTS

In addition to any other expressed or implied rights, PWGSC reserves the right to:

(a) Cancel this RFI process at any time;

(b) Issue a new RFI for the same or similar information;

(c) Change the structure of the RFI process;

(d) Vary or extend any date or time in this RFI at any time, and for such period as PWGSC, in its absolute discretion, considers appropriate;

(e) Make changes, including substantial changes to the requirements as described in this RFI. Substantial changes will be communicated to all potential Respondents;

(f) Request written clarification or the submission of supplementary information from any or all Respondents, or provide additional information or clarification;

(g) Not consider any response that contains information which PWGSC (in its exclusive opinion) believes to contain misrepresentations or any other inaccurate, suspicious or misleading information.

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PART 2: REQUEST FOR INFORMATION – REQUIREMENTS AND RESPONSE TEMPLATE

Public Works and Government Services Canada – GC Surplus.ca - RFI

This Response Template, which includes the requirements for GCSurplus.ca (see Attachment 1) is provided to facilitate responding to this RFI. In order to gain the greatest value from responses to this RFI and to facilitate a consistent and structured assessment of the information provided to PWGSC, Respondents are asked to structure their responses in accordance with the following Response Template:

2.1 CORPORATE AND SYSTEM PROFILES:

Respondents are asked to provide Corporate profile information as follows:

2.1.0 CORPORATE PROFILE

Please provide a brief overview of your organization including main business line(s) and related business lines/products, number of customers and revenues associated with your Online Auctioning Service business line(s), number of years in business, identification of any joint ventures or subcontractors in your business, and the number and location of Canadian offices.

Response:

2.1.1 BUSINESS INFORMATION AND EXPERIENCE

(a) In relation to your Online Auctioning Service, please describe your client and customer base. Please provide any available annual, monthly and/or per transaction volumetrics:

    a. How many individual sellers do you currently support?

    b. How many items (individual sales) do you currently process?

    c. What dollar value of sales do you currently process?

    d. How many system administrators are currently using your system?

    e. How many "hits" do you receive on your website?

    f. How many buyers do you currently support?

    g. Please provide any other volumetrics which help demonstrate the scope and scale of your capabilities.

    h. How are your business and system(s) scalable to support additional volumes of Clients and/or Customers, both in peak periods and increases over time?

Response:

(b) Do you currently have a solution in commercial use that can be readily configured [see ":Definitions and Acronyms for common definition] or minimally customized [see ":Definitions and Acronyms for common definition] by your organization that would meet GCSurplus' requirements (as identified in Attachment 1)?

    a. Please provide an overview of your Online Auctioning Services and enabling system(s).

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b. Please include a URL for your web-based system interfaces for buyers, sellers and/or system administrators.

Response:

(c) What is your organization's vision for sustainability and innovation in your systems and service offerings? Please describe your technology roadmap for your systems/business.

Response:

(d) Please provide examples of your experience in providing your systems and services to private sector and/or public sector clients.

Response:

(e) It is anticipated that due to the nature of the information (Protected A, B and/or C) that will be held within the GCSurplus.ca system, that a Government of Canada Designated Organization Screening (DOS) at the Reliability level, Document Safeguarding and IM/IT Security at a Protected C Level will be required. This includes Individuals / Employees of the Organization that have access to the Production environment (either the servers or the data (Note: this must be in place at the time of implementation of any system at a minimum, if not sooner).

Response/Comment

2.2   BUSINESS REQUIREMENTS

Attachment 1 to this RFI provides information on the requirements of the GCSurplus.ca system to support the delivery of the GCSurplus business.

Requirements identified in Attachment 1 include the following:

a) Current Requirements that are present within the current GCSurplus.ca systems and GCSurplus business model as well as known required upgrades and enhancements to business processes and the supporting GCSurplus.ca systems.

b) Future Business Functionalities that are not present in the current GCSurplus.ca system or GCSurplus business processes but which are of potential value to GCSurplus to enhance service delivery to Clients and Customers and/or to drive efficiencies through leveraging innovative technology and business models

Please review the requirements in Attachment 1 and complete the Response Template with your feedback on the functionality and capability of your solutions and services relative to GCSurplus' requirements.

For functionality or capabilities identified by Respondents as available within your solutions and services, please identify that which is offered in a recent release of a product that is currently in commercial use (indicate version number), or whether your product is in beta testing or under development (including anticipated release date). For functionality or capabilities not currently

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available, please describe how you might be able to provide the functionality or capability, any comparable offerings your organization may be planning, or any equivalent functionality or capabilities offered in current or pending future releases of your product that may be of benefit to GCSurplus.

If equivalent or additional functions/capabilities are currently offered, planned or achievable in your solutions or services, please identify and describe in your response.

Note: Not all features listed are required on the day of any contract award; however Canada will be requesting a Roadmap during any RFP process to understand the planned evolution of your current solution's features/functionality.

Response:

   Please refer to Attachment 1.

In addition, Respondents are asked to respond to the following specific questions:

2.2.1   ADDITIONAL QUESTIONS - FUNCTIONAL REQUIREMENTS

(a) Can your system allow Customers to search for Sales Listings using a variety of means (e.g. by Commodity / Asset types, to be defined by GCSurplus, by "new" Sales Listings or Sales Listings within a certain time period; by Commodity / Asset types identified by the Customer to be of interest to them; by Free Form Text search, etc.)?

 Response:

(b) How do you vet customers to ensure their eligibility to purchase items (e.g. registered customer is is in compliance with site and sales terms, customer has valid credit, etc.)?

   a.   Please describe any features of your system which supports this activity.

Response:

(c) Does your system provide on-line shipping options for customers, and if so, how?

   a.   Please describe how your organization/system would interface with GCSurplus personnel to accomplish shipping from Regional Sales Centres or Client locations.

   b.   Please describe if shipping measurement is by weight, by volume, by size, etc.

   c.   Do you provide shipping materials, packaging equipment or other supports for shipping?

   d.   Do you have capability for international (outside of Canada) shipping as well as domestic?

   e.   How do you address bonding, customs and related requirements for shipping?

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    f.   How does your solution deal with different tax structures from provinces and territories where the Customers are located. (e.g.. HST, GST only, GST + PST, QST, etc.)?

  Response:

(d) How do you complete the payment process for customers? Please describe the payment process(es) between buyers and sellers, including methods of payment (e.g. paper-based payment by cheque, on-line payment by credit card, transfer, etc.).

    a.   How would you propose to ensure secure transfer of payment and associated financial information to PWGSC's systems?

  Response:

(e) What capabilities or functions does your system provide to support confirmation that items are paid in full and are picked up by authorized buyers? Please describe.

  Response:

(f) How does your system allow for temporary suspension and permanent closure of user accounts? Please describe measures in place to ensure users whose accounts have been cancelled are unable to gain access to the system.

  Response:

(g) Please describe how your system currently supports provision of full features and functionality to clients and customers in both English and French.

  Response:

(h) Please describe how your system and infrastructure maintains security of buyer and sales information. Please describe the overall approach to data security within your solution.

  Response:

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(i) Due to the Government of Canada Privacy requirements, and the sensitivity of information within the GCSurplus.ca system, it is anticipated that the clauses outlined below will be a requirement in any resulting contract.

Protection and Security of Stored Data

*1.	The Contractor must ensure that all the databases containing any information related to the Work are located in Canada or, if the Contracting Authority has first consented in writing, in another country where:*

(a) equivalent protections are given to personal information as in Canada under legislation such as the Privacy Act*, R.S. 1985, c. P-21, and the* Personal Information Protection and Electronic Documents Act*, S.C. 2000, c. 5, and under any applicable policies of the Government of Canada; and*

(b) the laws do not allow the government of that country or any other entity or person to seek or obtain the right to view or copy any information relating to the Contract without first obtaining the Contracting Authority's written consent.

*1.1	In connection with giving its consent to locating a database in another country, the Contracting Authority may, at its option, require the Contractor to provide a legal opinion (from a lawyer qualified in the foreign country) that the laws in that country meet the above requirements, or may require the Contractor to pay for Canada to obtain such a legal opinion. Canada has the right to reject any request to store Canada's data in a country other than Canada if there is any reason to be concerned about the security, privacy, or integrity of Canada's data. Canada may also require that any data sent or processed outside of Canada be encrypted with Canada-approved cryptography and that the private key required to decrypt the data be kept in Canada in accordance with key management and storage processes approved by Canada.*

*2.	The Contractor must control access to all databases on which any data relating to the Contract is stored so that only individuals with the appropriate security clearance are able to access the database, either by using a password or other form of access control (such as biometric controls).*

*3.	The Contractor must ensure that all databases on which any data relating to the Contract is stored are physically and logically independent (meaning there is no direct or indirect connection of any kind) from all other databases, unless those databases are located in Canada (or in an another country approved by the Contracting authority under subsection 1) and otherwise meet the requirements of this article.*

*4.	The Contractor must ensure that all data relating to the Contract is processed only in Canada or in another country approved by the Contracting Authority under subsection 1.*

*5.	The Contractor must ensure that all domestic network traffic (meaning traffic or transmissions initiated in one part of Canada to a destination or individual located in another part of Canada) is routed exclusively through Canada, unless the Contracting Authority has first consented in writing to an alternate route. The Contracting Authority will only consider requests to route domestic traffic through another country that meets the requirements of subsection 1.*

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6.   Despite any section of the General Conditions relating to subcontracting, the Contractor must not subcontract (including to an affiliate) any function that involves providing a subcontractor with access to any data relating to the Contract unless the Contracting Authority first consents in writing.

Response/Comment:

2.2.2 ADDITIONAL QUESTIONS - TECHNICAL REQUIREMENTS

(a) Please describe how your system is accessed and whether any local installation is required by or provided to users?

Response:

(b) Does your system currently interface with or provide data to external systems (in your own organization or to client systems)? Please describe how this is accomplished.

   a.   Does your system have any capabilities to provide for secure data transfer (e.g. push, pull) to external systems? Please describe how this might be accomplished.

   b.   How would you propose to extract updated information from the PWGSC CIS database and integrate this data within GCSurplus.ca?

   c.   Does your system have any capability to extract data from third parties (e.g. VINquery, Purolator, etc.) subject to licensing agreements? Please describe how this is accomplished (e.g. batch extract, real time, etc.).

Response:

(c) Does your system currently provide for barcode or scanning functionality (e.g. read and/or write)? Please describe any capabilities offered and any hardware or software required to take advantage of these offerings. Please identify if you are able to provide any hardware or software which may be required.

Response:

(d) Please describe how your system allows for set-up and administration of users and user groups. Are there any limitations on the number of groups? Are there any limitations on the number of users within a group? What security permissions and access rights can be applied to users and user groups? Can permissions be set at a task level?

Response:

(e) What file formats does your system/solution support being added to Sales Requests or Listings? Please describe how potential customers are able to view or interact with the files (e.g. by embedded link to external website, attachments, etc.) within the web browser interface?

Response:

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(f) What image, video or other interactive formats does your system/solution support being added to Sales Requests or Sales Listings? Please describe how potential customers are able to view or interact with video and other interactive file formats within the web browser interface?

Response:

(g) How does your system support the management of file size / bandwidth for embedded files/images?

Response:

(h) Does your system provide a rich text editor for listing interfaces?

Response:

(i) What type of messaging or notification capabilities does your system provide?

    a.   Please describe how messages / notices are delivered to users and any tracking capabilities provided for these communications (e.g. 'read' receipts, etc.).

    b.   Does your system have the ability to provide 'pop-ups' to users configurable based on business rules? Please describe.

Response:

(j) Describe your organization's experience in implementing and operating systems which conform to web-based standards (e.g. l, accessibility, interoperability, usability etc.).

    a.   Please describe any features of your system that provides for enhanced accessibility, interoperability and/or usability (e.g. WC3, WCAG, etc.).

Response:

2.2.3 ADDITIONAL QUESTIONS - BUSINESS ADMINISTRATION AND ACCOUNTABILITY REQUIREMENTS

(a) Does your system provide business intelligence, market analytics, or reporting toolsets for users?

    a.   Please describe the capabilities of each toolset provided.

    b.   Please describe how access to these tools is provided to users.

    c.   Please identify any limitations or restrictions in these tools or their capabilities.

Response:

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(b) Does your system provide for decision support and/or learning tools to support users in accurately and efficiently completing the steps associated with their roles?

    a.   Please describe how this is accomplished or provided in your system.

    b.   Is your system able to provide links to external content (e.g. websites, document files, etc.) such as Standard Operating Procedures, checklist tools, etc. to support users?

    c.   Does your system have any capabilities which enable system administrators to present content/activities or hide/disallow certain content or activities for users based on configurable business rules?

Response:

2.3 BUSINESS MODEL, SERVICES AND SUPPORT

2.3.1 BUSINESS MODEL

(a) As a current provider of Online Auctioning Services in support of sellers and buyers, how is your business model to clients and customers structured (e.g. commission based, fee for service, flat fee, other?).

    a.   Please describe how any percentage or set fee amounts are calculated.

Response:

(b) Please explain your liability coverage for Customer (buyer) payments.

    a.   Please describe how you handle credit card or other payment fraud, and practices or controls in place to mitigate this occurrence.

    b.   Do you offer your client (sellers) any protections against financial loss through the sales process? How is this structured? What would you propose to protect Canada from buyers in default?

Response:

(c) Please identify and describe the potential model, or options, you see for costing in support of the delivery of the GCSurplus.ca system and infrastructure (for example, flat fee, per transaction fee, percentage or volume based fee, etc.)

In your response, please consider activities and resources associated with transition, go live, on-going systems/service delivery, training, integration, any equipment required, on-going value-added services, etc.

    a.   How would you propose to structure a strategic contractual arrangement that would provide mutual benefit (e.g. shared risk / shared reward)?

    b.   How would you propose to work with GCSurplus to provide a sustainable system and service which leverages shared investment in business and technological innovation for shared benefits over time?

    c.   What type of flexibilities would you propose for an arrangement which will enable both parties to adapt to changes in operating environments during a long-term relationship?

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Response:

(d) How would you propose to measure performance of such an arrangement?

    a.   What incentives and penalties would you propose be built into any business agreement to achieve program objectives and maintain a mutually beneficial relationship over the long-term?

Response:

(e) Are there any specific commercial or other terms your organization would anticipate requiring within any business agreement?

    a.   Please describe any particular commercial or other term you would anticipate and explain why it would be necessary. If possible, please provide sample or actual clausing.

Response:

2.3.2 SERVICES

(a) Please describe your capacity to provide secure off-site hosting of the GCSurplus.ca systems and databases in Canada.

    a.   Would your organization have capacity to host the system and databases or would this be through a joint venture or subcontractor organization? Please describe.

    b.   Where are your datacentres located?

    c.   Please describe your capacity for full redundancy.

Response:

(b) Please describe your capacity to provide business continuity and disaster recovery.

Response:

(c) Please describe your resources and approach to system maintenance and upgrades.

    a.   Identify the types of skill sets within your organization that support maintenance of your systems, including number(s) of personnel, location(s), and whether resources are employees or sub-contracted.

    b.   Identify your approach to system patches, fixes and release management.

    c.   How would you propose to handle any GCSurplus unique business rules or functionality that may deviate from your solution's existing functionality?   In your response please describe how you would ensure that all future patches and versions upgrades could be applied to a potential customized solution.

    d.   What service levels would your organization be able to provide?

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Response:

(d) Please describe your resources and approach to Application Development.

    a.   Identify the types of skill sets within your organization that support Application Development for expanded functionality and/or new systems, including number(s) of personnel, location(s), and whether resources are employees or sub-contracted.

Response:

2.3.3 SUPPORT

(a) Does your organization provide system training to system administrators? To sellers (clients)? What is the nature of training support provided to buyers (customers)?

    a.   In what format(s) (e.g. on-line, train-the-trainer, in-person, etc.) do you provide training?

Response:

(b) What level of documentation (e.g. user manuals, guidance documents, etc.) is available for system administrators?

Response:

(c) What type of technical documentation do you provide to users of your system?

Response:

(d) How often are system documentation and manuals updated?

Response:

(e) What type(s) and level(s) of support (e.g. help desk, level 1, level 2, etc.) are provided by your organization? Please describe what is offered for:

    a.   Buyers (customers);

    b.   Sellers (clients);

    c.   Sales Administrators;

    d.   System Administrators;

    e.   Other.

Response:

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(f) For each type and level of support you provide, please identify if this support is provided by your organization or by a sub-contractor.

Response:

(g) For each type and level of support you provide, what is the level of response (i.e. time to respond to a reported problem) and resolution (i.e. time to fix a reported problem and report back on its resolution?)

Response:

(h) How are problems diagnosed?

Response:

(i) How is support accessed by users of your system (administrators, clients and customers) and what are the hours and time zones in which support is available for each type and level of support?

Response:

(j) Describe your organization's capacity to provide support to users in English and French.

Response:

(k) Does your organization have experience working within a defined Service Level Agreement?

    a. What service levels would your organization be able to provide?

Response:

2.4 TRANSITION

2.4.1   DATA MIGRATION, RETENTION AND ACCESS

(a) How long do you currently retain data (for clients, buyers, sellers?)?

    a. Please describe any variations in length of data retention periods by type of data.

Response:

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(b) How would you propose to leverage active data from the existing GCSurplus.ca systems (e.g. profiles, transaction history for each of the client, customer, and system administration users etc.) to maintain on-going service delivery for active transactions (e.g. Sales Requests, Sales Listings, etc.) as well as enable re-use of information from recent transactions (e.g. for reporting, public accountability, etc.)?

Response:

(c) Canada requires all data to be retained for a minimum of 7 years. GCSurplus' preference for historic data would be to archive in a database format that is managed by an external party and accessed by GCSurplus through a robust business intelligence tool. What solution would you propose that would enable GCSurplus to maintain access to all historic data for public accountability?

    a. Based on your proposed approach, please provide an estimate of the length of time (in months) that would be required to undertake any data migration.

Response:

2.4.2 TRANSITION PLANNING

(a) Based on your current business and volumes, what is the nature of any transition your organization would require in order to support GCSurplus' requirements?

    a. Do you anticipate you would you need to add resources (staff or subcontracted) to support GCSurplus' requirements?

Response:

(b) Based on the information currently available to you within this RFI process:

    a. What length of time (in months) would you estimate would be required to provide a fully functional GCSurplus.ca system for use by GCSurplus, Clients, and Customers meeting all current Requirements (as identified in Attachment 1)?

    b. What length of time (in months) would you estimate would be required to put in place all services and supports (including full redundancy, help desk, training for users, etc.) required to implement 'go live' for GCSurplus.ca?

Response:

(c) What additional information would you require about the current GCSurplus.ca systems, databases and business to provide a detailed and accurate roadmap, transition plan and timeline?

Response:

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(d) What additional information, if any, is required in a final bid solicitation in order for you to fully understand GCSurplus' requirements and operational needs.

Response:

(e) In your opinion, what are the main areas GCSurplus' requirements that are prohibitively expensive to provide and or customize?

Response:

2.5   TECHNOLOGY AND BUSINESS INNOVATION

(a) Please describe your resources and approach to marketing your online auctioning services, including measures to promote growth of sales value (per item or class of items), growth of customer base and business lines.

    a.   Identify the types of skill sets within your organization which support marketing / sales growth for online sales, including number(s) of personnel, location(s), and whether resources are employees or sub-contracted.

Response:

(b) Please describe any current or planned accessibility of your online auctioning system via mobile devices.

    a.   What platforms and device types are currently supported or do you have plans to support (e.g. blackberry, iphone, android, etc.)?

        i.   Please identify the current status of any planned mobile access initiatives.

    b.   What user interfaces and functionality are currently accessible on mobile devices (e.g. customer functionality, seller functionality, sales administration functionality, etc.)?

Response:

2.6   GENERAL QUESTIONS

(a) As part of a possible one on one session, please identify the top 3-5 areas of GCSurplus' requirements you would like to discuss and the time you require to discuss them

Response:

(b) Please provide any additional comments, feedback, or suggestions you may have..

Response:

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ATTACHMENT 1: GCSURPLUS.ca BUSINESS REQUIREMENTS

Public Works and Government Services Canada – GC Surplus.ca - RFI

GCSurplus.ca Business Requirements

This Attachment 1 to this RFI provides information on the business requirements of the GCSurplus.ca system to support the delivery of the GCSurplus business. Additional context on GCSurplus, GCSurplus.ca and these requirements is provided in Appendices A and B.

As noted, requirements identified herein include the following:

a) Current Requirements that are present within the current GCSurplus.ca systems and GCSurplus business model as well as known required upgrades and enhancements to business processes and the supporting GCSurplus.ca systems.

b) Future Business Functionalities that are not present in the current GCSurplus.ca system or GCSurplus business processes but which are of potential value to GCSurplus to enhance service delivery to Clients and Customers and/or to drive efficiencies through leveraging innovative technology and business models.

Respondents should use this template to respond to Question item 2.2 in Part 2 – Response Template.

1. FUNCTIONAL REQUIREMENTS

Functional Requirements pertain to systems and support required to manage all user requirements and activities throughout the "surplus asset sales cycle", as described in Appendix A, section A.1.

Requirements are presented in alignment to the stage of the sales cycle to which they pertain. Overarching requirements that span multiple stages of the sales cycle or that support the System Administration role are presented in Sections 3 and 4 below.

Prepare Sales Request	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
Current Business Functionality Requirements include:		
a) The ability for Clients and GCSurplus to select from among a variety of Sales Request types (e.g. vehicle sale, other asset sale, scrap sale, sale with conditions, etc.).		
b) The ability for Clients and GCSurplus to identify items in Sales Requests in a variety of quantities (e.g. single item, multiple items, 'lot', etc.).		

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Prepare Sales Request

Current Business Functionality Requirements include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
c) The ability for Clients and GCSurplus to electronically prepare a Sales Request by providing defining information and data in a variety of formats (e.g. free form text entry, attachment of photographs, attachment of links to third party sites or information, etc.).		
d) The ability for Clients and GCSurplus to save Sales Requests that are in progress and to return to the Sales Request at a later point in time to modify the Sales Request.		
e) The ability for Clients and GCSurplus to preview completed Sales Requests prior to transmission to other authorized Clients or GCSurplus personnel.		
f) The ability for Clients and GCSurplus to delete Sales Requests that are no longer required and have not been transmitted.		
g) The ability for Clients and GCSurplus to electronically transmit the Sales Request and file(s) associated with that Sales Request to another Client and/or GCSurplus.		
h) The ability for authorized personnel within the Client department/agency (Materiel Managers) with delegated signing authority to formally certify within the system the declaration of assets as surplus.		
i) The ability of the system to provide electronic notification to GCSurplus of one (1) or more assets [item(s)] declared surplus by Clients in a transmitted Sales Request.		
j) The ability for GCSurplus to send an automatic electronic confirmation from GCSurplus to the authorized Client(s) confirming receipt of declaration of surplus and the Sales Request; including the ability to identify any modifications required to be made by the Client to the Sales Request to enable processing by GCSurplus.		
k) The ability for GCSurplus to assign a received Sales Request to a Sales Representative.		
l) The ability to automatically notify a Sales Representative by electronic means that a Sales Request has been assigned to him/her.		
m) The ability to automatically notify Clients as to which Sales Representative has been assigned to their Sales Request.		
n) The ability for Clients and GCSurplus to view submitted Sales Requests.		
o) The ability for Clients and GCSurplus to return a Sales Request to the assigned Client with instructions to add or modify information in the submitted Sales Request (for example, to 'breakdown' lots into multiple Sales Requests).		
p) The ability for Clients and GCSurplus to develop a Sales Request or to modify a Sales Request submitted by a Client, and to electronically transmit the Sales Request to one (1) or more other Clients and GCSurplus personnel for review, verification and approval.		

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Prepare Sales Request

Current Business Functionality Requirements include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
q) The provisioning of a tracking tool for Clients to monitor their Sales Request(s) and subsequent activity associated with their declared assets. For example, Sales Requests may be tracked by individual authorized Clients (i.e. their own Sales Requests), or by Client departments (at an organizational level or at a sub-group level within the department, such as by region).		
r) The ability for Clients and GCSurplus to re-use previously developed or submitted Sales Requests as a "template" to develop new Sales Requests (e.g. for similar items).		

Prepare Sales Request

Future Business Functionality may include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
a) The ability for Clients to include multiple items in a single Sales Request, but to enable these items to be subsequently triaged and staged by GCSurplus to allow both for individual sale or combination sale with other complementary items from other Sales Requests (refer to 2.1.3 k and l below). This triage should allow for data management of individual items by commodity.		
b) The ability for GCSurplus to automate assignment Sales Representatives based on business rules (for example, based on availability/workload, location, expertise with a particular item or type of asset, etc.) and the ability to configure or change these business rules as required.		
c) The ability for Clients to include with a Sales Request a greater variety of images (e.g. photographs, videos, scanned images, etc.) and supporting information (e.g. safety reports, etc.) together with storage of information about the surplus asset in a variety of file formats in GCSurplus.ca.		

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Prepare Sales Request

Future Business Functionality may include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
d) The ability for Sales Requests to trigger additional requirements for messages, electronic alerts, or activities by Clients or by GCSurplus based on the category/type of asset, according to business rules aligned to a commodity risk matrix (to be developed by GCSurplus). For example, for an asset that is considered to be a controlled good, this might include additional certification on the part of the client as well as additional reconciliation activities by GCSurplus, etc. This functionality should provide for the ability to adjust commodities, levels of risk, and associated messages and activities as business rules change over time.		
e) The provisioning of decision-support tools to assist Clients in the completion of Sales Requests to increase accuracy of information when the initial Sales Request is entered, with a view to minimizing the requirement for subsequent modifications to asset information. For example, this could include assistance to Clients in appropriately classifying declared surplus assets by commodity.		
f) The ability to provide automatic internal notifications to Clients on the status of their Sales Request(s), including action(s) required, at key points throughout the entire disposal process.		

Receipt and Triage

Current Business Functionality Requirements include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
a) The ability for GCSurplus to validate surplus assets physically delivered by Clients against both the surplus assets that were identified by the Client in the Sales Request as well as those identified in the shipping record (e.g. manifest, waybill, etc.).		
b) The ability for GCSurplus to record and track receipt, storage and return of non saleable assets. These may include, refused items (e.g. scrap or damaged items returned to the Client, etc.) or sensitive items (e.g. controlled goods received in error, etc.).		
c) The ability for GCSurplus to record when items received at Regional Sales Centres by GCSurplus personnel have been witnessed by other GCSurplus personnel; such as in the case of restricted or high dollar value items.		

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Receipt and Triage

Future Business Functionality may include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
a) The ability for both GCSurplus and Clients to confirm and/or track within the system shipments that are en route to and/or received by GCSurplus Regional Sales Centres as well as to confirm receipt and return by GCSurplus of any refused items and their subsequent receipt by the Client (e.g. a shipment tracker).		
b) The ability for GCSurplus to electronically record and submit to Clients a detailed record confirming information at the item level on all items received, including type, quantity and defining information; as well as any discrepancies between Sales Requests submitted, shipping documentation, and/or the shipments physically received [e.g. incorrectly identified or quantified items (e.g. unique items vs. lots, items shipped in bins or containers, etc.), amended quantities (up or down), damage occurring during shipment, discrepancies in descriptive fields, presence of 'scrap' or non-saleable items, etc.]		
c) The ability for GCSurplus to capture and monitor inventory control information such as identification of which GCSurplus Regional Sales Centre is storing a Client's surplus assets prior to sale, as well as the ability to identify (where applicable) the location of an item within the Regional Sales Centre, or whether the item remains located at the Client's site.		
d) The ability to flag additional information on a Sales Request as a result of Triage activities (e.g. insurance required for shipment to future buyer, additional terms and conditions required for sale process, requirement for proof of export, etc.).		
e) The ability to re-use information input by GCSurplus during the Triage stage to amend Client Sales Requests (with retention of a full audit trail and clear identification of the reason and origin of the change) for the received surplus assets.		
f) The ability for Clients and GCSurplus to search the system databases and retrieve histories for individual shipments.		

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Initiate and Finalize Sales Listing

Current Business Functionality Requirements include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
a) The ability for GCSurplus to electronically prepare ("initiate") Sales Listings containing defining information and data about the surplus assets for future publication for online bidding.		
b) The ability for GCSurplus users to re-use the information and images or files provided by Clients in Sales Request(s), as well as any amendments thereto, in creation of a Sales Listings and to modify content and add additional information and images prepared by GCSurplus personnel to the Sales Listing and to delete content and images provided by Clients in Sales Requests from the Sales Listing. Image files required include: .jpg and other standard file formats. This is required in a format that is modifiable for review and later publication as a Sales Listing, while retaining an original file of all information submitted by the Client, retrievable and viewable by both Clients and GCSurplus personnel, together with an audit trail of all changes and modifications.		
c) The ability for GCSurplus to attach or embed additional electronic information or links to Sales Listings such as scanned copies of condition reports, links to third party API's (e.g. VINQuery, etc.), websites (e.g. Carfax reports, etc.), any special conditions of sale, and the clauses of the resulting purchase agreement, etc.		
d) The ability for GCSurplus to set the Type of Sale.		
e) The ability for GCSurplus to limit the type of Customer for particular items or Sales Listings.		
f) The ability for GCSurplus to set and modify parameters for the Sale Listing, which may include any or all of: item price, minimum bid amount, bidding increments, duration of bidding period (length of sale), closing date/time of sale, sales officer assigned, ability for Customer to "buy now", ability for Customer to purchase one (1) or more of multiple items, etc.		
g) The ability for GCSurplus to set one or more methods of payment for each Sales Listing, including a variety of means (e.g. cash (applicable to in person payment only), credit card, wire transfer, cheque, money order, etc.) and to set and re-set default payment types based on business rules.		
h) The ability for GCSurplus to set parameters for online payment based on business rules (for example, online payment not allowed if purchase value is greater than $X; force wire transfer as the method of payment if purchase value is greater than $X; etc.) and to modify these parameters as required.		
i) The ability for GCSurplus to set a "reserve bid" together with the associated functionality for Customers to purchase an item at the identified reserve bid price in lieu of completion of a typical on-line bidding process.		

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Initiate and Finalize Sales Listing

Current Business Functionality Requirements include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
j) The ability for GCSurplus to set one or more methods of Customer receipt (e.g. pick-up and/or request delivery where shipping is available). Where more than one method is allowed by GCSurplus, the Customer must be able to select either option in the Award/Pay stage.		
k) The ability for GCSurplus to allow for online shipping of sold items based on point of destination postal code, weight, dimensions, and appropriate provincial tax rates (e.g. a third party shipping API).		
l) The ability for GCSurplus to manage "period contracts" which allow Customers to bid based on a self-identified volume of items / materials over a multi-year duration. This includes the ability of GCSurplus to accept multiple payments at configurable time periods over the duration of the resulting agreement.		
m) The ability for GCSurplus to breakdown a single Sales Request provided by a Client into multiple Sales Listings (e.g. to divide a "lot" into its individual components or to divide Sales Requests with multiple items into two (2) or more separate Sales Listings).		
n) The ability for GCSurplus to combine multiple Sales Requests into a single Sales Listing (e.g. to group like items into a single sale). Where this is done, GCSurplus requires the ability to track all data individually on an item level to reconcile the disposition at the item level for the originating Client.		
o) The ability for GCSurplus to record decisions, Client authorizations, and associated actions resulting from consultations with Clients, on modifications to information provided in the Sales Request, that are linked to individual Sales Request(s) and Sales Listing(s) for audit purposes.		
p) The ability for GCSurplus to show or hide fields and information in the Sales Listing.		
q) The ability for GCSurplus to apply and calculate different commission rates (e.g. for lot sales versus for individual item sales) and to subsequently track commissions received on a per item basis for accounting, disbursement and reporting.		
r) The ability for GCSurplus to send prepared Sales Listings to other GCSurplus personnel and/or Clients for confirmation, QA/QC, or approval prior to publication online. In this stage, it is required for different individual Clients and GCSurplus personnel to have the ability to modify ("amend") Sales Listings or to request approval of changes to the information provided in the Sales Request and Sales Listing; based on configurable user rights.		
s) The ability for GCSurplus and Clients to preview completed Sales Listings prior to transmission to other users or on-line publication.		
t) The ability for GCSurplus to publish Sales Listings online, and to schedule a Sales Listing for automatic publication at a later date and time to appropriately allocate workloads or maximize the potential of the Sale (e.g. scheduling sales based on seasonality of items, mitigating sales of multiple like items from different regions at the same time, etc.).		

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Initiate and Finalize Sales Listing

Current Business Functionality Requirements include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
u) The ability for GCSurplus to modify the scheduling of the automatic publication of Sales Listings including the ability to re-set the closing date and time of the associated Sale/Bidding process.		
v) The ability for GCSurplus to re-use previously developed Sales Listings as a "template" for new Sales Listings (e.g. for similar items or similar structure of sale) as well as for re-listing items which were not successfully sold while maintaining information on the item tied to that item and its originating Sales Request. This functionality also supports efficiencies in QC on re-listings or subsequent Sales Listings.		

Initiate and Finalize Sales Listing

Future Business Functionality may include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
a) The ability for GCSurplus to create, modify or delete Sales Listing templates, including the ability to set information fields as mandatory or optional fields as well as to force entry format or allow free form text entry. It is desired that templates do not constrain users by the number of characters or size of fields.		
b) The ability for Clients and GCSurplus to add video images to Sales Listings for viewing by Customers to enhance the attractiveness of items for sale (e.g. for higher value items, such as aircraft), or to link to external third party sites (e.g. Youtube, etc.).		
c) The ability of the system to handle and display a variety of video image formats (e.g. windows media, .mov, flash, etc.) for Customers to view online, with an option for GCSurplus to provide Customers with either embedded filesor links to external websites.		
d) The ability for GCSurplus and Clients to notify or send messages to other GCSurplus personnel and Clients when a Sales Listing is pending for their review, as well as to provide follow-up notices or messages to the originator when an action is taken, or if the Sales Listing is returned to a previous user for action.		
e) The ability for GCSurplus to limit Sales Types or individual Sales Listings to particular Customers or groups of Customers based on Customer profile information (e.g. open vs. negotiated Sales, "period contracts", etc.).		

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Sales Listing Closed / On-Line Sales / Bidding

Current Business Functionality Requirements include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
a) The ability for targeted GCSurplus personnel to edit (amend) and update live Sales Listings based on modifications to the initial Sales Listing.		
b) The ability for GCSurplus to notify potential Customers of changes to Sales Listings or re-publication of Sales Listings.		
c) The ability for Customers to search Sales Listings using either or a combination of both commodity categories and free form text-based search.		
d) The ability for Customers to create 'watch lists' for items of interest based on defined parameters (e.g. commodity category, keywords, etc.).		
e) The ability for Customers to view all images, files, links and other embedded content in their native web browsers without a requirement to download third-party software or viewers, in conformity with web browser accessibility standards.		
f) The ability for GCSurplus to receive inquiries in a secure manner from potential Customers about a Sales Listing and to develop and edit and publish queries and answers prepared by GCSurplus to all Customers associated with that same Sales Listing.		
g) The ability to provide dynamic real-time bidding online with enhanced visibility to Customers and GCSurplus of current bid price, time remaining until bid close, etc. to support greater competition and value potential in the proceeds of sale.		
h) The ability for GCSurplus to cancel a Sales Listing before the sale closes and to send electronic notification to potential Customers for that Sales Listing in the Customer's preferred language (English or French).		
i) The ability for GCSurplus users to cancel a Sales Listing after the sale closes and to send electronic notification to Customers who have submitted a bid to that Sales Listing in the Customer's preferred language (English or French)..		
j) The ability for GCSurplus to automatically notify Customers that the bidding period for a Sales Listing in which they are interested has closed, including an automated message to the successful Bidder and separate automated messages to unsuccessful Bidders.		

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Sales Listing Closed / On-Line Sales / Bidding

Future Business Functionality may include:

	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
a) The ability for GCSurplus to send notifications to potential Customers (e.g. notifications of listed items which match a Customer's previous buying history by commodity, ability to send notification of sale closing within a given time period, etc.). The ability to send these notifications based on some level of granularity is desirable (e.g. notifying Customers of electronics vs. Customers of washers/dryers in particular).		
b) The ability for GCSurplus to report on and track sales activity associated with individual items (e.g. number of views, number of bids, current bid price, time remaining until bid close, etc.).		
c) The ability for the system to send alerts to GCSurplus personnel based on configurable business rules associated with the sales activities identified in (b) above (for example, number of bids received < #).		

Award / Pay/Release

Current Business Functionality Requirements include:

	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
a) The ability to notify or prompt the GCSurplus representative assigned to a Sales Listing to validate the successful Customer and proceed with next steps in the Award and Pay stage.		
b) The ability of GCSurplus to validate the successful Customer prior to notification of Award (e.g. ensuring the Customer is a valid Customer for the type of item, a Customer in compliance with system terms of use, a Customer with valid certifications in place, etc.).		
c) The ability to automate the award of a sale based on configurable business rules (e.g. if highest bid value is greater than $X).		
d) The ability to electronically settle sales (e.g. payment remittance from the Customer to the Receiver General).		
e) The ability to provide online shipping functionality for Customers where this option has been previously enabled for the Sales Listing by GCSurplus.		
f) The ability for GCSurplus to prepare and electronically transmit the bill of sale and invoice to Customers in addition to "authorization to pick-up" and location of pick-up information.		
g) The ability for Customers to print invoices and bills of sale from their web browsers.		

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Award / Pay/Release

Current Business Functionality Requirements include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
h) The ability for GCSurplus to generate an "Authority to Release" to the Regional Sales Centre or automatically notify the Client (for item(s) located on the Client's site), identifying the successful Customer and for which item(s) payment has been received and pick-up or shipping is authorized.		
i) The ability for GCSurplus to create Miscellaneous Sales and charge a particular Customer or Client for services (e.g.. to locate historic information on their behalf). These charges may be as a separate charge on its own or as an addendum to a specific Sales Listing. As an addendum, the amount must be able to be applied in different ways (e.g. for a Client - charge absorbed all by client or charge absorbed all by GCSurplus or a percentage allocated to each; for Customers - charge absorbed all by the Customer or charge absorbed all by GCSurplus or a percentage allocated to each).		

Possession

Current Business Functionality Requirements include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
a) The ability for GCSurplus and Clients (as applicable based on location of sold item) to verify and track confirmation of Customer identity, payment received, compliance with terms of sale and confirm that the correct item is given/sent to the correct person.		
b) The ability for GCSurplus and Clients (as applicable based on location of sold item) to record when (date/time) items have been picked-up by Customers or when shipment has occurred and track receipt by the end customer.		
c) The ability for authorized GCSurplus personnel and Clients to request and approve a full or partial refund and / or a forfeiture to a Customer, based on configurable business rules.		
d) The ability for GCSurplus to provide refunds to Customers by cheque or by electronic payment (e.g. based on the original method of payment).		
e) The ability for GCSurplus to record and retain information on any and all funds returned to Customers.		
f) The ability of GCSurplus and Clients (as applicable based on location of sold item) to record Possession and any Refund activity and complete 'close out' on the originating Sales Listing and the originating Sales Request; including the status of an item as "paid in full" and "picked up by Customer", the reason for any return and any actions (e.g. refund, etc.) taken by GCSurplus.		

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Possession

Future Business Functionality may include:	**Identify Page(s) or Section(s) in any provided reference documentation**	**Respondent Feedback:**
a) The ability within the system to electronically reconcile asset inventory with Sale and Customer pick-up activities at the item level, together with full integration of and visibility into system records about the item throughout the entire Surplus Asset life cycle.		
b) The ability to send automatic alerts or notifications to Customers to remind of 'pick-up' eligibility when Customers are delayed in taking possession and/or to trigger follow-up activity by GCSurplus personnel when an item that is paid for has not yet been picked up by the Customer.		
c) The ability for GCSurplus and Clients with assigned rights to automatically request a refund cheque be issued based on notification from the system.		

Reconciliation

Current Business Functionality Requirements include:	**Identify Page(s) or Section(s) in any provided reference documentation**	**Respondent Feedback:**
a) The ability within the system for GCSurplus and Clients to record, retain and report on data on sold, paid for and picked-up items (and returns as applicable), matched to funds received from Customers to allow for the appropriate transfer of funds to the originating Client by GCSurplus.		
b) The ability within the system for GCSurplus and Clients to accurately track the proceeds of sale from multi-item Sales Listings where not all items within the same Sales Listing have been sold.		

Reconciliation

Future Business Functionality may include:	**Identify Page(s) or Section(s) in any provided reference documentation**	**Respondent Feedback:**
a) The ability to automate the reconciliation process.		
b) The ability for GCSurplus to match proceeds from sales from closed Sales Listings back to the original Sales Request and individual Client or Client department/agency.		
c) The ability for GCSurplus to generate exception reports which identify any anomalies in data.		

2. TECHNICAL REQUIREMENTS

Technical Requirements support the function of the GCSurplus.ca system and the conduct of the business of GC Surplus.

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Current Required Technical Capabilities include:	**Identify Page(s) or Section(s) in any provided reference documentation**	**Respondent Feedback:**
a) The provisioning of a modern, robust, fully redundant and sustainable technological solution for the delivery of GCSurplus.ca; providing for one (1) system / one (1) platform		
b) 24x7x365 online accessibility of the GCSurplus.ca website in a variety of web browsers (e.g. Internet Explorer, Mozilla, Chrome, Safari, Apple IOS X for tablets, etc.).		
c) Reliable accessibility (e.g. in business hours across all time zones in Canada) of GCSurplus and Client functionality in a variety of web browsers (e.g. Internet Explorer, Mozilla, Chrome, Safari, Apple IOS X for tablets, etc.).		
d) The ability for the system to accept entry of and allow viewing of English and French text characters.		
e) All user interfaces and webpages must be in both Official Languages (English and French).		
f) The ability to output financial data in a secure format compatible with PWGSC's Sigma system for manual transfer by GCSurplus personnel, monthly and on an ad hoc basis.		
g) The ability to seek and read new or modified data from an internal PWGSC application database (CIS) on a scheduled basis and write to GCSurplus.ca, to keep Client information used within the application relevant and up to date.		
h) The ability to offer users a mobile-enabled interface to GCSurplus.ca.		
i) The provisioning of a full offsite backup of all data		
j) The provisioning of a fully mirrored (Prod) Test and Staging environments		

Future Desired Technical Capabilities include:	**Identify Page(s) or Section(s) in any provided reference documentation**	**Respondent Feedback:**
a) The ability for files and images to be client-side loaded or to enable clients to re-size files prior to uploading or to establish parameters for the size of uploaded files/images.		

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3. SYSTEM AND BUSINESS ADMINISTRATION AND ACCOUNTABILITY REQUIREMENTS

Reporting Capabilities

In addition to specific reporting requirements associated with the Sales Cycle, described in section 1 above, additional Reporting Capabilities include:

Current Required Reporting Capabilities include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
a) The ability for GCSurplus to track and report on all aspects of the Sales Cycle at an item level, to provide GCSurplus full visibility into the proceeds of sale for each surplus asset.		

Future Reporting Capabilities may include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
a) The ability for GCSurplus to retrieve, display, and print reports on any and all system data in a structured manner that is fully configurable, upon demand; rather than a tool that provides a cost per report.		
b) The ability for GCSurplus and Clients to be able to access reports they require directly from the system without intervention by GCSurplus HQ.		
c) The ability for GCSurplus and Clients to generate inventory reports by location and for GCSurplus to generate inventory reports across all GCSurplus locations, as well as to capture inventory of "received" items that remain at the Client's site for sale or pick-up.		
d) The ability for GCSurplus to roll-up reports on system activities at the Client department/agency level and Region and/or departmental unit sub-level as well as at the Customer level.		
e) The ability for GCSurplus to develop and administer e-mail messages and surveys to Clients and Customers within the system, including the ability to target specific groups of Clients and Customers based on defined and configurable variables (e.g. commodities, date of last item sold/purchased, etc.).		

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Audit Capabilities

In addition to specific audit requirements associated with the Sales Cycle, described in section 1 above, additional Audit Capabilities include:

Current Required Audit Capabilities include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
a) The ability for GCSurplus to view a complete history of activity related to each Sales Request and Sales Listing, including date and origin of change (e.g. by user).		
b) Full system auditability extending to System and Business Administrative functionalities, such as full auditability of all modifications and version control of terms and conditions of sale, commodity classifications, etc.		
c) Retention and capability to retrieve all records within the system for a minimum of seven (7) years.		

Future Audit Capabilities may include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
a) The maintenance of a record of all actions completed within the system, including date/time and by which user; with the ability for GCSurplus to review this activity on demand.		
b) The ability of GCSurplus to oversee all activity related to Sales Requests and Sales Listings.		
c) The ability for GCSurplus to print, save and transmit by electronic means all records in the system.		

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Business Intelligence and Decision Support

Current Required Business Intelligence / Decision Support Capabilities include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
a) Full visibility and access to the system database by GCSurplus to enable GCSurplus to develop queries and create reports on demand for internal GCSurplus use or to provide to Clients or other parties for reporting purposes.		

Future Business Intelligence / Decision Support Capabilities may include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
a) Tracking, analytic and reporting capability on sales by location (e.g. by Regional Sales Centre and by Client site) to enable analysis and business decisions on allocation of sales centre space. The ability to add variables to analytical models is desirable to review the impact of other factors, for example, time of year, types of items, etc.		
b) The ability for Clients and GCSurplus to search the system databases and retrieve records for the disposition of individual surplus asset items by a variety of search criteria (e.g. commodity, item, date of sale, etc.).		
c) Tracking, analytic and reporting capability on business process measures such as process time(s) by step and user, number of actions taken at the item level (e.g. number of changes to Sales Listing, etc.) and other measures to support GCSurplus business decisions, resource allocation, and business improvement initiatives.		
d) Automated tracking and notification to GCSurplus of trends in Sales or Sales-related activity which supports identification of the potential risk of fraudulent activity at any point in the Sales cycle, or collusion in the bidding process. These risks are currently tracked manually by GCSurplus.		

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System Administration and Standards

In addition to System Administration associated with the business functions of the sales cycle described in section 1 above, System Administration functionality and standards include:

Current Required System Administration Capabilities include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
a) Provisioning of a variety of levels of secure user access (for example: user, manager, director, audit, etc.) providing a variety of permissions and views to each user group, on each of the Client interface and GCSurplus interface, accessible via unique login and password. The Client interface must be able to provide the ability for Client managers or authorized users to oversee individual transactions conducted by authorized staff within the same Client organization as well as to view the overall file contents and activity for the Client organization. The GCSurplus interface requires the ability to oversee individual transactions by GCSurplus personnel, as well as view the overall file contents and activity by Region or organization-wide; in addition to visibility into all Client and Customer transactions.		
b) The ability to support a scheduled re-set of logins and passwords administered centrally by PWGSC.		
c) The ability for GCSurplus to set and administer tiered levels of access rights for a variety of user types, roles, and groups. This must include, for all system functions individually, the ability to assign users and user groups permission to: read only, write, execute, delete, etc. as well as the ability to temporarily suspend accounts as well as permanently delete users and cancel accounts.		
d) The ability for GCSurplus to establish and assign users differing views based on role or group (e.g. department-level vs. transaction-level view, Client vs. Customer view, etc).		
e) Provisioning of access control which restricts Clients to access only their own organization's data; in accordance with the user consignee code used during registration that restricts Clients to access only their own data.		
f) The ability for Customers to register on-line to establish a customer profile accessible via a unique and secure user login and password.		
g) The ability for GCSurplus to review Customer profile information for accuracy and completeness, as well as verification of Customer eligibility to bid on particular categories of assets (e.g. only a subset of Customers may submit bids for recyclable materials, etc.).		
h) The ability for GCSurplus to review and manage addition and editing of user profiles.		

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Current Required System Administration Capabilities include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
i) The ability for GCSurplus to manage temporary suspension, reinstatement, and removal of user profiles and rights based on business rules.		
j) The ability for Clients to register online to establish a Client account accessible via a unique and secure user login and password.		
k) The ability for Clients to electronically submit evidence of their manager's approval to register in order to receive an account from GCSurplus.		
l) The provisioning of an 'issue tracker' capability for Clients, Customers and GCSurplus to report online any issues encountered in using GCSurplus.ca, together with the ability for GCSurplus to view reported issues, request action(s), record updates on their status and resolution.		
m) The ability for GCSurplus to create, modify and delete Types of Sales with configurable parameters, to support future program initiatives.		
n) The ability for GCSurplus to define and re-define key fields with versioning controls on key fields.		
o) The ability for GCSurplus to identify and modify fields which are mandatory for completion in any system information screens / templates.		
p) The ability for GCSurplus to set and re-set default values for system fields.		
q) The ability for GCSurplus to add, edit, delete all fields.		
r) The provisioning of online interfaces that currently conform to or are readily adaptable to the following Web Standards (online at: http://www.tbs-sct.gc.ca/ws-nw/index-eng.asp): • Standard on Optimizing Websites and Applications for Mobile Devices • Standard on Web Interoperability • Standard on Web Usability • Standard on Web Accessibility		

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Future System Administration Capabilities may include:	Identify Page(s) or Section(s) in any provided reference documentation	Respondent Feedback:
a) The ability for GCSurplus to manage Clients based on commodity group and / or department/agency.		
b) The ability for GCSurplus to develop and provide tooltips and an on-line repository of checklists and templates to support Clients and GCSurplus in development of Sales Requests and Sales Listings (as applicable), ensuring all required steps are completed based on the type of asset (e.g. by commodity), and "how to's" for completion of any additional steps as required per commodity (e.g. how to prepare specific items such as paintings, etc.).		
c) The ability for GCSurplus to provide policy and directive compliance requirements for visibility within the Client interface, including links to reference websites or documents; which require the Client to formally certify their authorization and compliance.		
d) The ability for GCSurplus to add, modify and delete Customer types to allow for management of a variety of Customer requirements (e.g. Individual Customers vs. organizations, etc.).		
e) The provisioning of additional user-friendly features to allow Clients, GCSurplus, and Customers to enter information through a combination of user-friendly drop down menus, radio buttons, defined and free form data entry fields, as well as to provide attachments (e.g. photographs, supplementary documentation). The ability to further support provision of information through logic which presents users with further entry fields dependent upon the response to previously answered questions in all system templates (e.g. user profile questionnaires, Sales Requests, Sales Listings, etc.) is desirable.		

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ATTACHMENT 2: INDUSTRY ENGAGEMENT

Public Works and Government Services Canada – GC Surplus.ca - RFI

ATTACHMENT 2

GC SURPLUS.ca – ONLINE AUCTIONING SERVICE

INDUSTRY ENGAGEMENT

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Subject
Non-Mandatory Industry Day for the GCSurplus.ca Online Auctioning Service

Introduction

As part of the procurement strategy, PWGSC wishes to engage the industry at the early stages, in order to obtain industry feedback on the GC Surplus.ca Online Auctioning Service (OAS) requirements, as well as the possible delivery models and procurement strategy.

The overall objective of collaborating with the industry is to obtain valuable feedback to help shape the requirements and possible alternative delivery solutions as well as the procurement strategy to achieve a delivery model to meet Canada's needs.

This Notice outlines Canada's intended industry engagement strategy. Also, the Notice invites industry to provide any initial feedback at this point regarding the RFI and its questions, and to identify its organization if interested in participating in the engagement process. While a brief overview of the requirement is included as part of this Notice to help familiarize industry with the initiative, Canada intends to issue other Notices that will contain more detailed information relating to the OAS. Suppliers may also identify themselves as a participating entity at that time.

Interested companies are encouraged to continue to monitor the Government Electronic Tendering Services (GETS) for further information regarding the procurement process.

Industry Engagement Strategy

The intended consultation approach involves the following activities:

I.   Request for Information (RFI);
II.   Written responses to the RFI;
III.   Possible Industry Day (an awareness/information session and open forum);
IV.   Possible One-on-one meetings with interested suppliers, as required; and
V.   Possible written responses to a Draft Request for Proposal (RFP), as required, which may reflect the input from Industry obtained by the exercise above.

Please note that participation in any of the Industry consultation steps is not a mandatory requirement for eventual submission of a proposal; industry representatives that do not participate in the consultation process will remain eligible to submit a proposal in response to any future RFP relating to the OAS procurement.

1. *Industry Day*

An Industry Day is scheduled for December 2013**.** During this session, PWGSC and GCSurplus representatives will present the proposed procurement strategy and the business needs underlying the OAS. The Industry Day is intended to be an open forum allowing Canada to communicate its requirements at a high level, and for industry to ask questions and seek information in order to gain a sound understanding of the business needs of GCSurplus.

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Please see Attachment 3 – Industry Engagement Schedule, attached to this Notice.

2. *Possible One-on-one meetings with individual suppliers*

Following the receipt of responses to the RFI, one-on-one meeting(s) with individual suppliers may be held to discuss responses in more detail and possible viable options for service delivery models.

Attendance at these individual meetings will be strictly reserved to properly registered industry representatives who sign and submit the form OAS – Industry Engagement Rules, provided as Attachment 4 to this Notice to the Contracting Authority named herein.

The process for registration for any one-on-one meetings will be provided to Respondents following receipt and review of responses to the RFI. All suppliers will be limited to a maximum of three (3) representatives.

3. *Possible Draft RFP*

Canada may issue a DRAFT RFP, which will incorporate the findings and recommendations from the Industry Engagement that meet the OAS operational needs. The purpose would be to solicit further feedback from Industry prior to developing any final RFP.

Information Prior to Industry Day

Suppliers may provide comments or questions on the proposed procurement and possible delivery options prior to Industry Day and any one-on-one meetings. **This information is to be submitted to the Contracting Authority no later than close of business on October 31, 2013.**

Response to the RFI is separate to this request, respondents should review article 1.11 – Submission of Responses.

Notes to Interested Suppliers:

This is not a bid solicitation and a contract will not result from this request.

Potential respondents are advised that any information submitted to Canada in response to this Industry Engagement Notice may be used by Canada in the development of a subsequent competitive RFP. However, the Government is not bound to accept any Expression of Interest or to consider it further in any associated documents such as a RFP.

The issuance of this Industry Engagement Notice does not create an obligation for Canada to issue a subsequent RFP, and does not bind Canada legally or otherwise, to enter into any

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agreement or to accept any suggestions from organizations. Canada reserves the right to accept or reject any or all comments received.

There will be no short listing of suppliers for purposes of undertaking any future work as a result of this Industry Engagement. Similarly, participation in this Industry Engagement is not a condition or prerequisite for participation in any RFP(s).

Suppliers participating in this Industry Engagement should identify any submitted information that is to be considered as either company confidential or proprietary.

Media cannot participate in any one-on-one meetings.
All enquiries and other communications related to this Industry Engagement shall be directed exclusively to the PWGSC Contracting Authority. Suppliers that intend on participating in this Industry Engagement are asked to advise the Contracting Authority of their intention to participate, in order that they may be notified of any changes to the notice on GETS, which may occur during the posting period. The use of e-mail to communicate is acceptable.

Communication with Industry

Canada will document all issues, positions and actions. During the consultation process, the Contracting Authority will communicate with registered Industry participants through direct email rather than by posting additional notices on the GETS.

Confidentiality

Canada will handle any material or information provided by Industry in response to this request for input in accordance with the *Access to Information Act.*

Disclaimer

This document is intended for information purposes only and may be subject to change without notice. Release of this information does not constitute a commitment on the part of the Government of Canada to contract for any of the above-mentioned requirements.

Also, please note that attendees are responsible for their own transportation, accommodation, meals, parking and all other expenses related to participation in the Industry Day. Canada will not reimburse any firm or attendee for expenses incurred in responding to Canada's questions or attending the consultation sessions.

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PWGSC Contracting Authority:

Pierre G. Whissell
Supply Specialist
PWGSC, Special Procurement Initiatives Directorate
11 Laurier Street, Gatineau (QC), K1A 0S5
Tel: (819) 956-1424
pierre.g.whissell@pwgsc-tpsgc.gc.ca

ATTACHMENTS:

ATTACHMENT "3": INDUSTRY ENGAGEMENT SCHEDULE

ATTACHMENT "4": INDUSTRY ENGAGEMENT RULES (MANDATORY FORM)

ATTACHEMENT "5": SPECIFIC AREAS FOR DISCUSSION IN ANY ONE-ON-ONE SESSIONS

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ATTACHMENT 3: INDUSTRY ENGAGEMENT SCHEDULE

Public Works and Government Services Canada – GC Surplus.ca - RFI

ATTACHMENT 3

GC SURPLUS.ca – ONLINE AUCTIONING SERVICE

INDUSTRY ENGAGEMENT SCHEDULE

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INDUSTRY ENGAGEMENT SCHEDULE

TO BE PROVIDED AT A LATER DATE

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ATTACHMENT 4: INDUSTRY ENGAGEMENT PROCESS – RULES OF ENGAGEMENT

Public Works and Government Services Canada – GC Surplus.ca - RFI

ATTACHMENT 4

GC SURPLUS.ca – ONLINE AUCTIONING SERVICE

INDUSTRY ENGAGEMENT PROCESS

RULES OF ENGAGEMENT

(MANDATORY FORM TO PARTICIPANT)

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An overriding principle of the Industry Engagement is that it be conducted with the utmost fairness and equity between all parties. No one person or organization shall receive nor be perceived to have received any unusual or unfair advantage over the others.

All Crown documentation provided throughout the Industry Engagement process, which begins with the Industry Engagement session and concludes when an official RFP is published on the Government Electronic Tendering Service (buyandsell.gc.ca/tenders) ("Consultative Process"), will be provided to all participants who have agreed to and signed the Rules of Engagement ("Participant").

The Consultative Process will consist of an Information Session and written responses to the RFI with possible Industry Meetings to clarify information provided during the Industry Engagement. A draft RFP may be posted to GETS for Industry comment prior to release of any official RFP.

Canada will not disclose proprietary or commercially sensitive information concerning a Participant to other Participants or third parties, except and only to the extent required by law.

TERMS AND CONDITIONS

The following terms and conditions apply to the Consultative Process. In order to encourage open dialogue, Participants agree to:

- Discuss their views concerning the OAS requirement and to provide positive resolutions to the issues in question. Everyone shall have equal opportunity to share their ideas and suggestions. Allow Canada to record and/or make notes during any one-on-one sessions, should clarification of information be required;

- NOT reveal or discuss any information to the MEDIA/NEWSPAPER regarding the OAS requirement during this Consultative Process. Any media questions will be directed to the PWGSC Media Relations Office at 819-956-2313;

- Direct enquiries and comments only to authorized representatives of Canada, as directed in notices given by the Contracting Authority from time to time. Any communication to unauthorized representatives of Canada may be subject to full disclosure by Canada on GETS;

- Canada is not obligated to issue any Request for Proposal (RFP), or to negotiate any Contract for the OAS;

- If Canada does release a RFP, the terms and conditions of the RFP shall be subject to Canada's absolute discretion;

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- Canada will not reimburse any person or entity for any cost incurred in participating in this Industry Consultative Process;

- All enquiries with regard to the procurement of the OAS are to be directed to the Contracting Authority;

- Participation is not a mandatory requirement. Not participating in this Consultative Process will not preclude a bidder from submitting a proposal;

- A Final Draft RFP may be posted on GETS for Industry comment;

- Failure to agree to and to sign the Rules of Engagement will result in the exclusion from participation in any one-on-one meetings; and

- A dispute resolution process to manage impasses throughout this Industry Engagement Process shall be adhered to as follows:

Dispute Resolution Process

1.   By informal discussion and good faith negotiation, each of the parties shall make all reasonable efforts to resolve any dispute, controversy or claim arising out of or in any way connected to this Industry Engagement.

2.   Any dispute between parties of any nature arising out of or in connection with this Industry Engagement shall be resolved by the following process:

    a.   Any such dispute shall first be referred to the Participant's Representative and the PWGSC Manager managing the Industry Engagement. The parties will have three (3) business days in which to resolve the dispute;

    b.   In the event the representatives of the parties specified in Article 2.a. above are unable to resolve the dispute, it shall be referred to the Participant's Project Director and the PWGSC Senior Director of the Division responsible to manage the Industry Engagement. The parties will have three (3) business days to resolve the dispute;

    c.   In the event the representatives of the Parties specified in Article 2.b. above are unable to resolve the dispute, it shall be referred to the Participant's Chief Executive Officer and the PWGSC Assistant Deputy Minister, Acquisitions Branch, who will have five (5) business days to resolve the dispute;

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d.   In the event the representatives of the Parties specified in Article 2.c. above are unable to resolve the dispute, it shall be referred to the Participant's President and the PWGSC Director General, who will have three (3) business days to resolve the dispute; and

e.   In the event the representatives of the Parties specified in Article 2.d. above are unable to resolve the dispute, the Contracting Authority shall within five (5) business days render a written decision which decision shall include a detailed description of the dispute and the reasons supporting the Contracting Authority's decision. The Contracting Authority shall deliver a signed copy thereof to the Participant.

By signing this document, the individual represents that he/she has full authority to bind the company listed below and that the individual and the company agrees to be bound by all the terms and conditions contained herein.

Name of Company: _____

Name of Individual: _____

Telephone: _____

E-mail: _____

Signature: _____

Date: _____

IMPORTANT: COMPANIES INTERESTED IN PARTICIPATING IN THE OAS INDUSTRY ENGAGEMENT MUST AGREE UPON AND SIGN THIS MANDATORY FORM.

 RECEIPT OF THIS SIGNED FORM VIA E-MAIL TO pierre.g.whissell@pwgsc-tpsgc.gc.ca IS ACCEPTED.

PLEASE ADVISE IF ANY COMPANY REPRESENTATIVE REQUIRES SPECIAL VENUE ARRANGEMENTS FOR MEETING I.E. PERSON WITH SPECIAL NEEDS

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ATTACHMENT 5: INDUSTRY ENGAGEMENT

Public Works and Government Services Canada – GC Surplus.ca - RFI

ATTACHMENT 5

GC SURPLUS.ca – ONLINE AUCTIONING SERVICE

INDUSTRY ENGAGEMENT

SPECIFIC AREAS FOR DISCUSSION

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SPECIFIC AREAS FOR DISCUSSION FOR INDUSTRY DAY

In line with the objectives outlined in this GETS Notice, as part of the Industry Engagement for the provision of the OAS, Canada aims through the Industry Day is to obtain specific feedback from industry.

Specific areas of interest are as follows:

1. A discussion on the business requirements within the OAS, concerning existing functionalities and known required upgrades, as well as potential future enhancements.

2. A discussion on the service requirements for the provision of Support Services for the OAS (e.g. hosting, operation management, maintenance, support, back-up, disaster recovery, future development) and any value added service offerings (e.g. sales marketing, etc.).

3. A discussion on the possible business models for a strategic and mutually beneficial relationship leveraging shared investments with the possibility of shared benefit. The overall goal is to obtain a relationship model for the provision of the OAS and Support Services for the OAS with clear sharing of responsibilities between GCSurplus and contractor's personnel and potential future reward.

4. A discussion of possible performance metrics and performance incentives associated with the provision of the OAS and Support Services for the OAS and the relationship model.

5. A discussion on transition and the project timelines concerning a project of this size and scope.

6. A discussion on what additional information, if any, industry would need on GCSurplus, the OAS requirements, proposed service delivery models or project in order to fully understand Canada's requirements.

APPENDIX A: GCSurplus.ca - CONTEXT and VOLUMETRICS

Purpose
The following sections provide additional details of the current GCSurplus sales cycle and underlying business processes which inform the GCSurplus.ca systems' requirements, features and functionality; current system(s)/databases which deliver GCSurplus.ca, and their users - Client (seller), GCSurplus (Sales and System Administrator), and Customer (buyer); as well as organizations and systems to which GCSurplus.ca interfaces or provides supporting data/information.

GCSurplus is currently undertaking a business process transformation exercise which will see changes in how the GCSurplus business process flow is conducted and which may impact how users interact with GCSurplus.ca.

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The following information is provided purely for information purposes. Although it represents the best information currently available, Canada does not warrant or represent that the data are complete or free from error.

A.1 Surplus Asset Sales Cycle at a glance

A.1.1 Prepare Sales Request

In this stage of the sales cycle a Government of Canada Client organization notifies GCSurplus of one (1) or more assets [item(s)] which are declared surplus and are available for sale and the Client provides defining information about the surplus asset(s) to support subsequent staging and sales activities by GCSurplus, whether on site at the Client location or from a GC Surplus Regional Sales Centre.

There are presently two (2) Types of Sales Requests, one (1) for vehicles, and one (1) for all other types of assets.

Sales Requests may include some or all of the following types of information (as applicable to the item):

- o Client.
- o Consignee Code.
- o Type/class of asset.
- o Serial #.
- o Make/Model.
- o Quantity (# by item and by lot).
- o Age of asset.
- o Condition.
- o Usability of the Asset (e.g. whether an asset is functioning as it should, whether it has been tested to confirm proper functioning, etc.).
- o Location(s) of asset.
- o Value (e.g. book value, purchase price, etc.).
- o Additional contextual notes and descriptive information.
- o The ability to add photographs of the asset to the Sales Request.
- o The ability of the Client to formally certify:
    - ▪ a declaration of asset characteristics in accordance with legislative, regulatory and policy requirements (these include: Controlled Goods, Heritage Assets, Electronics, etc.).
    - ▪ that information provided about the declared asset is accurate (e.g. condition, location, value, descriptive information, etc.).
    - ▪ compliance with the *Financial Administration Act* and the *Surplus Crown Assets Act.*

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Going forward, GCSurplus is seeking to provide additional structured information about assets to Customers, including their physical dimensions and volumetric data (such as mileage for vehicles, weigh scale data based on asset category/type, etc.), where appropriate.

The majority of Sales Requests are generated by Clients. In exceptional circumstances (which require authorization), GCSurplus personnel may prepare a Sales Request for review, verification and certification by a Client.

Following submission of a Sales Request, GCSurplus personnel assigns a Sales Representative to the Client. Sales Representatives engage with the Client to review the Sales Request and asset information, and shipment of the item(s) to a Regional Sales Centre (where applicable) is approved.

While many surplus assets are sold from GCSurplus' Regional Sales Centres, for Clients in remote locations or for items that are difficult to ship and store (e.g. large aircraft), Clients may opt to retain the item at their location during the sale and for pick-up by the Customer. In this event, GCSurplus requires the Client to provide additional information on the asset within the Sales Request.

At present, Clients identify items in Sales Requests in a variety of ways (single item, multiple items, 'lot').

Ideally, GCSurplus would like to enable Clients to include multiple items in a single Sales Request, but to enable these items to be subsequently triaged and staged to allow for individual sale or combination with other complementary items from other Sales Requests by GCSurplus. This triage should allow for data management of individual items by commodity.

A.1.2 Receipt and Triage

Receipt and Triage is the part of the sales cycle wherein GCSurplus personnel "receive" Client surplus assets at a Regional Sales Centre location. As noted, not all items are shipped to and sold from GCSurplus Regional Sales Centres. In these latter cases, it is required for GCSurplus personnel to verify asset information remotely.

Clients use a variety of private sector shipping agents to deliver surplus assets to GCSurplus locations; each with variability in their shipping manifests, waybills and associated documentation and systems. Surplus assets may be shipped individually (depending on size), however are often delivered in bulk from one (1) or multiple Client organizations and may be delivered in bins or tri-walls; with items variably sorted or unsorted. Where Client Sales Requests contain multiple items these items may be delivered to GCSurplus in one (1) or multiple separate deliveries at different dates and times.

Upon arrival of a delivery, GCSurplus Regional Sales Centre personnel inspect and formally receive the shipment. Sensitive assets (i.e. items not eligible for sale) are either refused delivery and returned to the Client organization, or may be 'flagged' and quarantined securely by GCSurplus personnel to arrange for later return to the Client organization, or are scrapped (as appropriate).

Items damaged beyond economic repair and items shipped by the Client which are not saleable (e.g. scrap) are segregated from saleable items and the Client is notified.

In this stage, GCSurplus personnel perform a variety of activities, including grouping like items for lot sales; organizing received surplus assets by seasonality (e.g. condition and store snowmobiles for sale prior to winter, etc.); separating restricted items for secure handling and sales (e.g. seized goods, used shell casings, etc.); and appropriately treat items based on their value (e.g. higher value items may require additional levels of security for handling / temporary storage at the sales centre, and may need to be flagged for insurance for shipping to the resulting buyer, and/or may necessitate additional terms and conditions of the sale process (e.g. deposits, proof of insurability, higher minimum bid price, etc.). GCSurplus personnel currently use an "Issue Tracker", which flags restricted or sensitive items for attention (e.g. requirement for proof of export for an item, etc.).

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A.1.3 Initiate and Finalize Sales Listing

This stage encompasses the part of the sales cycle wherein GCSurplus personnel build upon the Sales Request(s) provided by the Client department/agency and prepare the physical items for sale. This may include taking photograph images of surplus assets to support the Sales Listing and attractiveness of items to potential Customers.

In this stage, GCSurplus personnel prepare the documentation required for the Sales process ("Initiate Sales Listing"). Sales Listings are created using the information and images or files provided by the Client in their Sales Request(s) as well as any amended or additional information and images or files prepared by GCSurplus personnel.

While Sales Listings are created based on Sales Requests there is not necessarily a one to one relationship between data captured in the Sales Request and its handling in the subsequent Sales Listing.

A Sales Listing includes some of the same fields and data provided by a Client in a Sales Request, as well as additional information input by GCSurplus personnel to maximize value to the Crown and Canadians through the coming sale process.

Images attached to Sales Listings include .jpg and other standard file formats. In addition to images, in Sales Listings it is also required to include r embedded documents or links such as scanned copies of condition reports, links to third party API's (e.g. VINQuery, etc.), websites (e.g. Carfax reports, etc.), any special conditions of sale, and the clauses of the resulting purchase agreement, etc. It is important to note that potential Customers may not possess the software applications (e.g. word processing software, etc.) or viewers (e.g. .pdf viewers, etc.) on their devices to readily view some file formats and as a result, all files must be accessible from within the Customers' browsers.

GCSurplus personnel may also consult with Clients on modifications to information provided in the Sales Request via traditional methods (e.g. telephone, e-mail, etc.).

Tied to the Sales Listing but not visible to Customers are data input by GCSurplus personnel on the Type of Sale.

Types of Sales currently include:

- Tenders: Any registered GCSurplus Customer may bid on the item.

- Negotiated Sales: These sales are not accessible via on-line bidding. Customers are notified of the bidding opportunity and are currently validated manually. Following receipt of bids, GCSurplus personnel enter the award dollar value and select the successful Customer from the list of registered Customers for the sale. Payment for Negotiated Sales can be made online. GCSurplus personnel currently use the GCSurplus system to record all activities and data on these transactions from Sales Request to Reconciliation. It is required to have the ability to by-pass steps in the system process (e.g. online publication) to capture these Types of Sales.

- Period Contracts (bidding on recyclable materials)

- Auctions.

- Emergencies.

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GCSurplus maintains a repository of standard terms and conditions clauses which are applicable to each of the different Types of Sales and/or commodities, retained within data tables in the system. Specific clauses are selected by GCSurplus personnel as part of the creation of the Sales Listing based on business rules and these clauses are attached (by automatic insert) to the Sales Listing.

Included in the above are both unconditional sales and sales with conditions. The latter may include, for example, a condition for the Customer to safely tear down or scrap a sold item on site prior to its removal from the GCSurplus Sales Centre or Client location.

Once a Sales Listing has been prepared by GCSurplus personnel, it undergoes a multi-level QA/QC review by GCSurplus personnel. Approvals required prior to publishing a Sales Listing are based on an authority grid maintained by GCSurplus. GCSurplus is seeking to streamline the QA/QC process.

On-line publication may occur upon approval of the Sales Listing, or may be scheduled for a later date and time to appropriately allocate workloads or maximize the potential of the Sale (e.g. scheduling sales based on seasonality of items, mitigating sales of multiple like items from different regions at the same time, etc.).

A.1.4 Sales Listing Closed / On-Line Sales / Bidding
This stage is the part of the sales cycle where approved Sales Listings are published online to GCSurplus.ca for viewing and submission of bids by the general public (Customers) to the close of the bidding period due to elapsed time, cancellation or other conclusion of a sale. Bids are submitted by Customers electronically and are held in a closed and secure electronic location by GCSurplus prior to the close of sale. Bids submitted by Customers are not currently visible to other potential buyers or bidding Customers, nor unauthorized GCSurplus or Client personnel.

A.1.5 Award / Pay/Release
This is the stage of the sales cycle where the successful Customer is validated (manually) and notified of the Award of a Sale. Items awarded to successfully bidding Customers are then prepared for delivery or pick-up (as applicable) and payment is received by the Crown. Authorization to Award a Sale is subject to GCSurplus' delegation of authorities (a table of positions and individuals within the organization authorized to approve Sales of varying dollar values and commodity levels). Individuals must be authorized to award a Sale, otherwise a pop-up is displayed in the system which requires the Sales Representatives to request and receive a higher level of approval from within GCSurplus.

The majority of payments are currently processed by electronic deposit or credit card, however, cheque or cash may be accepted at time of pick-up in some instances.

A.1.6 Possession
Customers may either pick-up items from a GCSurplus Regional Sales Centre or from the Client's site (as applicable), or, where allowable, request shipping of items (where this option has been previously enabled by GCSurplus personnel at the Initiate Sales Listing stage). Currently, Clients arrange for shipping to Customers where this option is available. For some items (e.g. fragile, high risk), pick-up is the only allowable option for a Customer to take possession of their purchase.

In exceptional circumstances, surplus assets sold by GCSurplus on behalf of Clients may be returned by Customers and a full or partial refund may be provided to the Customer. Issue of a refund requires formal request and authorization by GCSurplus Regional Managers, with subsequent approval by other GCSurplus personnel. Like Award of Sales, authority to refund is also based on business rules tied to GC Surplus' delegation of authorities, maintained within the system. Where authorized by GCSurplus, refunds

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may be provided to customers by cheque or by electronic payment (e.g. based on the original method of payment). Record of any and all funds returned to Customers is retained by GCSurplus pursuant to section 33 of the Financial Administration Act.

A.1.7 Reconciliation

Reconciliation is the stage of the sales cycle where data on sold, paid for and picked-up items (and returns as applicable) are matched to funds received for appropriate transfer of funds to the originating Client. Proceeds of sale must be reconciled by GCSurplus and funds remitted to the originating Client with any commission to be retained by GCSurplus clearly identified, routed to the appropriate account(s)/cost centre(s), tracked and able to be reported on.

Currently reconciliation is completed manually by GCSurplus personnel and input into PWGSC's Financial System (Sigma) on a daily basis. Information is rolled-up monthly.

GCSurplus personnel currently have real time access to financial information from reconciliation through Sigma. Clients are not presently able to access real time financial information, but are able to view their most recent reconciliation.

A.2 Users of GCSurplus.ca

The systems currently comprising GCSurplus.ca are used by a variety of individuals and organizations who interact directly with the GCSurplus.ca system, whether through use of the website, web-based administration interfaces and/or access to back-end databases. Additionally, other government systems or organizations require data/information to be shared to/from the GCSurplus.ca system and business process to perform complementary business and accountability functions.

A.2.1 Users of the GCSurplus.ca Systems include:

A.2.1.1 Customers: are registered users of the GCSurplus.ca online auctioning system who are able to view published Sales Listings, submit closed bids against opportunities, and manage their Customer profile, including arranging for payment and pick-up of purchased items, etc.

At present Customers are members of the general public or representatives of an organization and may be located anywhere in the world. Customers typically represent two (2) types of buyers:

(a) Those parties interested in purchasing Surplus Crown Assets which have some residual value or utility. These may include individuals or representatives of organizational buyers.

As of March 31, 2013, there were approximately 29,600 unique Customers registered with GCSurplus.ca. The number of registered Customers as of March 31, 2012 was 14,120 online buyers. The number of registered Customers as of March 31, 2011 was 8,083 online buyers. It is important to note that the above figures are based on active GCSurplus.ca Customer accounts, that have not been deleted (registration still active) or disabled (accounts not terminated). As such, the 2011 and 2012 figures reported here are lower than actual as Customers may have let their accounts expire, which have subsequently been updated by the re-registation process.

The table below provides a high level geographic distribution of Customers in 2013.

Location	Number of Customers
Alberta	2,159
British Columbia	2,672

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Location	Number of Customers
Manitoba	1,653
New Brunswick	749
Newfoundland - Labrador	1,422
Northwest Territories	232
Nova Scotia	1,859
Nunavut	107
Ontario	10,543
Prince Edward Island	280
Québec	5,956
Saskatchewan	1,249
Yukon	157
United States	124
Outside Canada	298

(b) Those parties interested in bidding for the subsequent right to purchase recyclable or salvageable materials from the federal government. These arrangements are referred to as Period Contracts and typically involve multiple purchases by the successful bidder over an identified duration. This requirement is periodic with approximately 20 requirements for this type of sale/contract at any given time, and approximately 70 of this type of sale annually.

A.2.1.2 Clients: Clients of GCSurplus.ca are representatives of Government of Canada departments/agencies and other public organizations who are the sellers of declared surplus assets. Currently, GCSurplus provides services to over 90 federal departments and agencies with representatives located across the country.

While Client organizations vary in size, geographic distribution and composition of business units, Clients typically represent two (2) to three (3) system user roles:

- Materiel Management personnel within Client organization use the system to create and modify Sales Requests declaring surplus assets for submission to GCSurplus as well as to keep track of follow-on shipping, delivery and sales related activities.
    - o Materiel Managers are also required to formally certify their declaration of surplus assets.
- At a sub-organizational level (which may be variably organized by branch, region, etc.), Client departments/agencies use the system to monitor and report on sub-organizational level data and trends in their area's declaration and disposition of surplus assets, as well as to review specific transactions to validate information, approve activities and declarations, or to modify information provided.
- At a Manager or Director level, Client departments/agencies use the system to monitor and report on their organization's declaration of surplus assets at an entity-level as well as to 'drill down' into specific transactions for details if necessary.

GCSurplus.ca currently has approximately 2,577 individual Client users of the GCSci (Client) interface, including the following current and enabled users:

Federal Users: 2,469
Regional Users: 83

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Non Federal: 18
Auctioneer: 4
HQ: 3

A geographic break-down of Clients is provided in the table in Appendix B.

A.2.1.3 GCSurplus:

GCSurplus.ca is currently designed, developed and maintained by PWGSC GCSurplus.

Functionally, GCSurplus personnel act both as the Sales and System Administrators for GCSurplus.ca to enable the System to support the conduct of all business activities associated with the administration of the sales process and the Program.

As Sales Administrators, GCSurplus personnel use the GCSurplus.ca system and related tools to prepare, conduct, and complete sales on behalf of Clients, in addition to enabling Customers to register and participate in the purchasing of surplus Crown Assets.

GCSurplus operates out of nine (9) Regional Sales Centres, in the following locations:

GCSurplus Region	Location of Regional Sales Centre	Number of GCSurplus Users at this Location
Pacific – serving B.C. and the Yukon (from the Surrey location)	Surrey, British Columbia	9
	Victoria, British Columbia	
Western – serving Alberta as well as NWT (from the Edmonton location), Saskatchewan and Manitoba as well as Nunavut (from the Winnipeg location),	Edmonton, Alberta	3
	Regina, Saskatchewan	4
	Winnipeg, Manitoba	3
Ontario	Toronto, Ontario	7
National Capital Region	Ottawa, Ontario	9
Quebec	Montréal, Quebec	7
Atlantic	Dartmouth, Nova Scotia	7

While each of the Regional Sales Centres vary in their composition of personnel, at present, users of the system at Regional Sales Centres represent approximately six (6) distinct roles, including:

- *Sales Officer*
- *Senior Sales Representative*
- *Sales Representative*
- *Warehouse Coordinator*
- *Regional Manager*
- *Storeperson*

Each Regional Sales Centre performs comparable functions within the Surplus Asset Sales Cycle, with some variability in business process within each Region due to the specific nature of their environment and/or marketplace.

GCSurplus personnel at headquarters (HQ - located in Gatineau, Quebec) use the system to support the activities of the Regional Sales Centres, Clients and Customers as active Sales Administrators in similar roles to Regional Sales Centre personnel, finance, operations, and through a tiered, multi-level Quality

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Assurance/Quality Control (QA/QC) of Sales Listings to ensure that assets are represented fairly and accurately to ensure confident bidding.

As well, GCSurplus headquarters personnel manage the Sales Program through:

- Reporting from the system – internally to track trends and make business decisions, to Clients on individual and rolled-up performance of Sales, and to Central Agencies, Access to Information and Privacy requests and to other third parties for transparency and accountability; and
- Program and System Administration for GCSurplus.ca.

In addition, currently GCSurplus maintains the infrastructure and webhosting (through an external third party service provider). GCSurplus personnel develop and maintain the GCSurplus.ca systems including application development for new functionality, maintenance, including patches and fixes, development of database queries, reporting schema and templates/forms for deployment to system users, and related business functional considerations. GCSurplus personnel provide orientation and training on the system to Clients, as well as operate first and second level "help desk" support within GCSurplus from a technical perspective and also provide functional and technical support to Clients and Customers on the system interfaces. Help desk inquiries average approximately 500 inquires monthly.

A.2.2 System Integration and Interfacing:

GCSurplus.ca interfaces with and reports to a number of PWGSC branches and systems, and other federal entities in the delivery of its mandate. These interactions are supported by data transfer to and from GCSurplus.ca:

- Accounting, Banking and Compensation (ABC) Branch (PWGSC) – receives funds from Customers for purchased items [through Chase Paymentech – Receiver General Buy Button (RGBB)].

- Finance Branch (PWGSC) – processes transfers from Clients and records transactions within Sigma [the Department's integrated financial and materiel management and reporting system based on Systems Application and Products (SAP)].
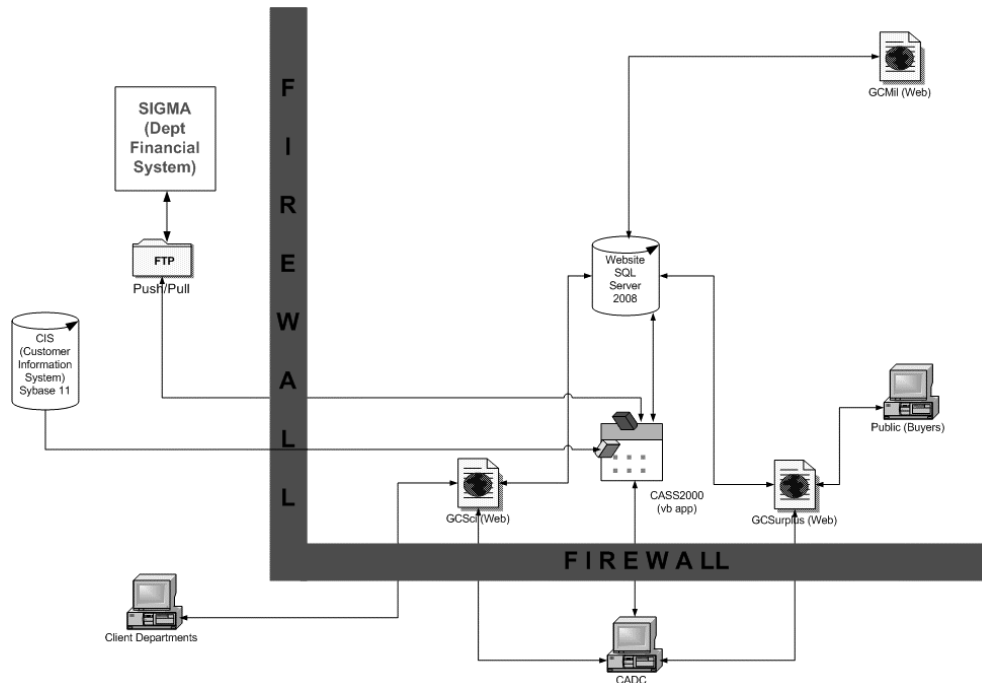
  PWGSC's Customer Information System (CIS) – provides updated Customer data (e.g. consignee code, etc.) to GCSurplus.ca to maintain data within the system.
- Treasury Board Secretariat – through PWGSC, GCSurplus reports on performance and results obtained.

- GCSurplus.ca also extracts data from VINquery on vehicles.

A.3 Overview of Current Technology

GCSurplus.ca is currently comprised of three (3) distinct systems/solutions all connected to a single database: GCSurplus.ca (public Customer interface available online at: http://www.gcsurplus.ca/); CASS 2000 (internal desktop application); and GCSci (delivered to registered Clients via the web https://www.gcsurplus.ca/ic-ci/).

The following diagram provides a high level illustration of the current technical architecture of the GCSurplus.ca system as well as its interfaces to systems and users (direct and indirect):

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CASS 2000, which supports the delivery of information to GCSurplus.ca and GCSci, has the following current data holdings (as of March 31, 2013):

- Database size: 20.4 GB.
- The number of data elements (captured fields) in the DB:
  - The number of columns (fields) in all tables in the DB is 8,308.
  - Fields are often used in more than 1 table.
  - The number of distinct columns / fields in the DB is 2,449.

For security reasons there is no direct integration between CASS2000 and PWGSC's Financial System (Sigma). To interface with Sigma, it is currently required for a file to be generated that may be subsequently uploaded by PWGSC personnel into the Sigma system. GCSurplus is seeking solutions as to how data may be extracted into a secure file for transfer between the two (2) systems with minimal manual entry and burden on resources while maintaining the security and integrity of both systems.

Similarly, there is no direct integration between CASS2000 and PWGSC's CIS. An ActiveX Data Object (ADO) is used to read data from the CIS and write any updated data (i.e. with a new/modified date) directly to the CASS2000 database via an ADO control within a small Visual Basic (VB) application that runs automatically on a PC at GCSurplus HQ on a scheduled basis. GCSurplus is seeking solutions which can read/write data to GCSurplus.ca with minimal manual entry and burden on resources while maintaining the security and integrity of both systems

As noted, GCSurplus's objective for the future of GCSurplus.ca is to provide a modern, robust and sustainable technological solution which for the delivery of GCSurplus.ca; providing for one (1) system / one (1) platform.

It is also important to note that all system interfaces and information provided by the Government of Canada must be available to all users within GCSurplus, Clients and all potential Customers in both Official Languages (English and French).

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A.4 Governance Framework

The following Acts, Regulations, Policies and Standards apply to the Asset Management Life Cycle within the Government of Canada and the delivery of web-enabled services to Canadians. Please refer to the hyperlinks embedded below for additional background and context on GCSurplus' requirements for the GCSurplus.ca system:

- *Financial Administration Act*

- *Federal Accountability Act*

- *Department of Public Works and Government Services Act*

- *Surplus Crown Assets Act*

- *Policy Framework for the Management of Assets and Acquired Services*

- *Directive on Disposal of Surplus Materiel*

- *Controlled Goods Regulations*

- *Controlled Goods Directive*

- *Directive on Controlled Goods*

- *Guide to the Management of Moveable Heritage Assets*

- *Library and Archives of Canada Act*

- *Privacy Act*

- *Access to Information Act*

- *Government Security Policy*

- *Official Languages Act*

- *Communications Policy of the Government of Canada*

- *Management of Information Technology Policy*

- *Policy on the Management of Government Information*

- *Management of Information Technology Security (MITS)*

- *Standard on Optimizing Websites and Applications for Mobile Devices*

- *Standard on Web Interoperability*

- *Standard on Web Usability*

- *Standard on Web Accessibility*

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APPENDIX B: Data Tables

The following information provides some additional context on data presented in Appendix A.

Client Users of GCSurplus.ca (GCSci interface) by Department and Location

The following table provides a breakdown of currently registered Government of Canada client users of GCSurplus.ca (GCSci interface) by organization and province:

Department Name	Province
ABORIGINAL AFFAIRS & NORTHERN DEVELOPMENT CANADA	Alberta
AGRICULTURE CANADA	Alberta
CANADA BORDER SERVICES AGENCY	Alberta
CANADA FIREARMS CENTRE	Alberta
CANADA MORTGAGE & HOUSING CORP	Alberta
CANADA REVENUE AGENCY	Alberta
CANADIAN FOOD INSPECTION AGENCY	Alberta
CANADIAN HERITAGE	Alberta
CITIZENSHIP & IMMIGRATION CANADA	Alberta
CORRECTIONAL SERVICE CANADA	Alberta
DEPARTMENT OF JUSTICE CANADA	Alberta
DEPT.OF NATIONAL DEFENCE	Alberta
ENVIRONMENT CANADA	Alberta
FOREIGN AFFAIRS & INTL TRADE	Alberta
HEALTH CANADA	Alberta
HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA	Alberta
INDUSTRY CANADA	Alberta
LIBRARY AND ARCHIVES CANADA	Alberta
NATIONAL ENERGY BOARD	Alberta
NATURAL RESOURCES CANADA	Alberta
PARKS CANADA	Alberta
PUBLIC SERVICE COMMISSION	Alberta
PWGSC/TPSGC	Alberta
ROYAL CANADIAN MOUNTED POLICE	Alberta
STATISTICS CANADA	Alberta
TRANSPORT CANADA	Alberta
TRANSPORTATION SAFETY BOARD	Alberta
VETERANS AFFAIRS CANADA	Alberta
WESTERN ECONOMIC DIVERSIFICATION	Alberta
ABORIGINAL AFFAIRS & NORTHERN DEVELOPMENT CANADA	British Columbia
AGRICULTURE CANADA	British Columbia
CANADA BORDER SERVICES AGENCY	British Columbia
CANADA MORTGAGE & HOUSING CORP	British Columbia
CANADA REVENUE AGENCY	British Columbia
CANADIAN FOOD INSPECTION AGENCY	British Columbia

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Department Name	Province
CANADIAN HERITAGE	British Columbia
CDN.SECURITY INTELLIGENCE SERV	British Columbia
CITIZENSHIP & IMMIGRATION CANADA	British Columbia
CORRECTIONAL SERVICE CANADA	British Columbia
DEPARTMENT OF JUSTICE CANADA	British Columbia
DEPT.OF NATIONAL DEFENCE	British Columbia
ENVIRONMENT CANADA	British Columbia
FISHERIES AND OCEANS	British Columbia
HEALTH CANADA	British Columbia
HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA	British Columbia
IMMIGRATION & REFUGEE BOARD	British Columbia
INDIAN RESIDENTIAL SCHOOLS RESOLUTION CANADA	British Columbia
INDUSTRY CANADA	British Columbia
LIBRARY AND ARCHIVES CANADA	British Columbia
NATIONAL RESEARCH COUNCIL	British Columbia
NATURAL RESOURCES CANADA	British Columbia
PARKS CANADA	British Columbia
PUBLIC PROSECUTION SERVICE OF CANADA	British Columbia
PUBLIC SERVICE COMMISSION	British Columbia
PWGSC/TPSGC	British Columbia
ROYAL CANADIAN MOUNTED POLICE	British Columbia
STATISTICS CANADA	British Columbia
SUPT.FINANCIAL INSTITUTIONS	British Columbia
TRANSPORT CANADA	British Columbia
VETERANS AFFAIRS CANADA	British Columbia
WESTERN ECON.DIVERSIFICATION	British Columbia
ABORIGINAL AFFAIRS & NORTHERN DEVELOPMENT CANADA	Manitoba
AGRICULTURE CANADA	Manitoba
ATOMIC ENERGY OF CANADA LTD	Manitoba
CANADA BORDER SERVICES AGENCY	Manitoba
CANADA REVENUE AGENCY	Manitoba
CANADIAN GRAIN COMMISSION	Manitoba
CANADIAN HERITAGE	Manitoba
CANADIAN HUMAN RIGHTS COMMISSION	Manitoba
CANADIAN WHEAT BOARD	Manitoba
CITIZENSHIP & IMMIGRATION CANADA	Manitoba
CORRECTIONAL SERVICE CANADA	Manitoba
COURTS ADMINISTRATION SERVICE	Manitoba
CRTC	Manitoba
DEPARTMENT OF JUSTICE CANADA	Manitoba
DEPT.OF NATIONAL DEFENCE	Manitoba
FISHERIES AND OCEANS	Manitoba
FOREIGN AFFAIRS & INTL TRADE	Manitoba
HEALTH CANADA	Manitoba
HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA	Manitoba
INDUSTRY CANADA	Manitoba
LIBRARY AND ARCHIVES CANADA	Manitoba

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Department Name	Province
NATIONAL ARCHIVES OF CANADA	Manitoba
NATIONAL RESEARCH COUNCIL	Manitoba
NATURAL RESOURCES CANADA	Manitoba
PARKS CANADA	Manitoba
PUBLIC HEALTH AGENCY OF CANADA	Manitoba
PUBLIC SERVICE COMMISSION	Manitoba
PWGSC/TPSGC	Manitoba
ROYAL CANADIAN MINT	Manitoba
ROYAL CANADIAN MOUNTED POLICE	Manitoba
SOCIAL DEVELOPMENT CANADA	Manitoba
TRANSPORT CANADA	Manitoba
VETERANS AFFAIRS CANADA	Manitoba
WESTERN ECONOMIC.DIVERSIFICATION	Manitoba
AGRICULTURE CANADA	New Brunswick
ATLANTIC CANADA OPP.AGENCY	New Brunswick
ATOMIC ENERGY OF CANADA LTD	New Brunswick
CANADA BORDER SERVICES AGENCY	New Brunswick
CANADA REVENUE AGENCY	New Brunswick
CANADIAN HERITAGE	New Brunswick
CORRECTIONAL SERVICE CANADA	New Brunswick
DEPT.OF NATIONAL DEFENCE	New Brunswick
ENVIRONMENT CANADA	New Brunswick
FISHERIES AND OCEANS	New Brunswick
HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA	New Brunswick
INDUSTRY CANADA	New Brunswick
NATIONAL PAROLE BOARD	New Brunswick
NATURAL RESOURCES CANADA	New Brunswick
PARKS CANADA	New Brunswick
PWGSC/TPSGC	New Brunswick
ROYAL CANADIAN MOUNTED POLICE	New Brunswick
TRANSPORT CANADA	New Brunswick
AGRICULTURE CANADA	Newfoundland - Lab
ATLANTIC CANADA OPPORTUNITIES AGENCY	Newfoundland - Lab
CANADA BORDER SERVICES AGENCY	Newfoundland - Lab
CANADA REVENUE AGENCY	Newfoundland - Lab
CANADIAN HERITAGE	Newfoundland - Lab
CORRECTIONAL SERVICE CANADA	Newfoundland - Lab
DEPT.OF NATIONAL DEFENCE	Newfoundland - Lab
FISHERIES AND OCEANS	Newfoundland - Lab
HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA	Newfoundland - Lab
INDUSTRY CANADA	Newfoundland - Lab
NATIONAL RESEARCH COUNCIL	Newfoundland - Lab
PARKS CANADA	Newfoundland - Lab
PWGSC/TPSGC	Newfoundland - Lab
ROYAL CANADIAN MOUNTED POLICE	Newfoundland - Lab
ABORIGINAL AFFAIRS & NORTHERN DEVELOPMENT CANADA	Northwest Territorie
CANADIAN HERITAGE	Northwest Territorie

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Department Name	Province
DEPARTMENT OF JUSTICE CANADA	Northwest Territorie
DEPT.OF NATIONAL DEFENCE	Northwest Territorie
FISHERIES AND OCEANS	Northwest Territorie
NATURAL RESOURCES CANADA	Northwest Territorie
PARKS CANADA	Northwest Territorie
PWGSC/TPSGC	Northwest Territorie
ABORIGINAL AFFAIRS & NORTHERN DEVELOPMENT CANADA	Nova Scotia
AGRICULTURE CANADA	Nova Scotia
ATLANTIC CANADA OPP.AGENCY	Nova Scotia
CANADA BORDER SERVICES AGENCY	Nova Scotia
CANADA LABOUR RELATIONS BOARD	Nova Scotia
CANADA REVENUE AGENCY	Nova Scotia
CANADIAN HERITAGE	Nova Scotia
CITIZENSHIP & IMMIGRATION CANADA	Nova Scotia
CORRECTIONAL SERVICE CANADA	Nova Scotia
DEPARTMENT OF JUSTICE CANADA	Nova Scotia
DEPT.OF NATIONAL DEFENCE	Nova Scotia
ENVIRONMENT CANADA	Nova Scotia
FISHERIES AND OCEANS	Nova Scotia
HEALTH CANADA	Nova Scotia
HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA	Nova Scotia
INDUSTRY CANADA	Nova Scotia
LIBRARY AND ARCHIVES CANADA	Nova Scotia
MARINE ATLANTIC PILOTAGE CORP.	Nova Scotia
NATIONAL RESEARCH COUNCIL	Nova Scotia
NATURAL RESOURCES CANADA	Nova Scotia
PARKS CANADA	Nova Scotia
PUBLIC HEALTH AGENCY OF CANADA	Nova Scotia
PUBLIC SERVICE COMMISSION	Nova Scotia
PWGSC/TPSGC	Nova Scotia
ROYAL CANADIAN MOUNTED POLICE	Nova Scotia
SHARED SERVICES CANADA	Nova Scotia
STATISTICS CANADA	Nova Scotia
VETERANS AFFAIRS CANADA	Nova Scotia
ABORIGINAL AFFAIRS & NORTHERN DEVELOPMENT CANADA	Nunavut
NATURAL RESOURCES CANADA	Nunavut
PARKS CANADA	Nunavut
ABORIGINAL AFFAIRS & NORTHERN DEVELOPMENT CANADA	Ontario
AGRICULTURE CANADA	Ontario
ATLANTIC CANADA OPP.AGENCY	Ontario
ATOMIC ENERGY CONTROL BOARD	Ontario
ATOMIC ENERGY OF CANADA LTD	Ontario
AUDITOR GENERAL OF CANADA	Ontario
CANADA BORDER SERVICES AGENCY	Ontario
CANADA DEPOSIT INSURANCE CORP.	Ontario
CANADA FIREARMS CENTRE	Ontario
CANADA LABOUR RELATIONS BOARD	Ontario

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Department Name	Province
CANADA MORTGAGE & HOUSING CORP	Ontario
CANADA REVENUE AGENCY	Ontario
CANADA SCHOOL OF PUBLIC SERVICE	Ontario
CANADIAN AIR TRANSPORT SECURITY AUTHORITY	Ontario
CANADIAN ARTISTS AND PRODUCERS PROFESSIONAL RELATIONS TRIBUNAL	Ontario
CANADIAN FOOD INSPECTION AGENCY	Ontario
CANADIAN FORCES GRIEVANCE BOARD	Ontario
CANADIAN HERITAGE	Ontario
CANADIAN HUMAN RIGHTS COMMISSION	Ontario
CANADIAN MUSEUM OF NATURE	Ontario
CANADIAN SECRETARIAT	Ontario
CANADIAN SPACE AGENCY	Ontario
CDN.INTERGOVERNMENTAL CONF.SECRETARIAT	Ontario
CDN.INTERNATIONAL TRADE TRIBUNAL	Ontario
CDN.SECURITY INTELLIGENCE SERV	Ontario
CHIEF ELECTORAL OFFICER	Ontario
CITIZENSHIP & IMMIGRATION CANADA	Ontario
COMMISSIONER OF FEDERAL JUDICIAL AFFAIRS	Ontario
COMMISSIONER OF OFFICIAL LANGUAGES	Ontario
COMMUNICATIONS SECURITY ESTABLISHMENT	Ontario
COMPETITION TRIBUNAL	Ontario
COPYRIGHT BOARD	Ontario
CORRECTIONAL SERVICE CANADA	Ontario
COURTS ADMINISTRATION SERVICE	Ontario
DEPARTMENT OF JUSTICE CANADA	Ontario
DEPT.OF NATIONAL DEFENCE	Ontario
EMERGENCY PREPAREDNESS CANADA	Ontario
ENVIRONMENT CANADA	Ontario
FEDDEV ONTARIO	Ontario
FINANCE CANADA	Ontario
FINANCIAL CONSUMER AGENCY CANADA	Ontario
FINANCIAL TRANSACTIONS AND REPORTS ANALYSIS CENTER OF CANADA	Ontario
FISHERIES AND OCEANS	Ontario
FOREIGN AFFAIRS & INTERNATIONAL TRADE	Ontario
GOVERNOR GENERAL	Ontario
HAZARDOUS MATERIALS INFO.R.COM	Ontario
HEALTH CANADA	Ontario
HOUSE OF COMMONS	Ontario
HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA	Ontario
IMMIGRATION & REFUGEE BOARD	Ontario
INDIAN SPECIFIC CLAIMS COMMISSION	Ontario
INDUSTRY CANADA	Ontario
INTL.JOINT COMM .(WINDSOR)	Ontario
INTL.JOINT COMM. (OTTAWA)	Ontario
INTL.RESEARCH CENTRE	Ontario

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Department Name	Province
LIBRARY AND ARCHIVES CANADA	Ontario
LIBRARY OF PARLIAMENT	Ontario
MEDICAL RESEARCH COUNCIL	Ontario
MILITARY POLICE COMP.COMM.	Ontario
MUSEUM OF SCIENCE & TECHNOLOGY	Ontario
NAT.SCIENCES & ENG.RES.COUNCIL	Ontario
NATIONAL ARCHIVES OF CANADA	Ontario
NATIONAL GALLERY OF CANADA	Ontario
NATIONAL LIBRARY OF CANADA	Ontario
NATIONAL PAROLE BOARD	Ontario
NATIONAL RESEARCH COUNCIL	Ontario
NATIONAL ROUND TABLE ON THE ENVIRONMENT AND THE ECONOMY	Ontario
NATURAL RESOURCES CANADA	Ontario
OFF.INFO.& PRIVACY COMM.OF CAN	Ontario
OFFICE OF INFRASTRUCTURE OF CANADA	Ontario
OFFICE OF THE COMMISSIONER OF LOBBYING OF CANADA	Ontario
OFFICE OF THE COMMUNICATIONS SECURITY ESTABLISHMENT COMMISSIONER	Ontario
OFFICE OF THE CORRECTIONAL INVESTIGATOR	Ontario
OFFICE OF THE PUBLIC SECTOR INTEGRITY COMMISSIONER	Ontario
OTTAWA UNIVERSITY	Ontario
PARKS CANADA	Ontario
PATENTED MEDICINE PRICES REVIEW BOARD	Ontario
PRIVY COUNCIL OFFICE	Ontario
PUBLIC HEALTH AGENCY OF CANADA	Ontario
PUBLIC PROSECUTION SERVICE OF CANADA	Ontario
PUBLIC SAFETY AND EMERGENCY PREPAREDNESS CANADA	Ontario
PUBLIC SERVICE COMMISSION	Ontario
PUBLIC SERVICE LABOUR RELATIONS BOARD	Ontario
PWGSC/TPSGC	Ontario
RCMP PUBLIC COMPLAINTS COMMISSION.	Ontario
REGISTRY OF THE PUBLIC SERVANTS DISCLOSURE PROTECTION TRIBUNAL	Ontario
REGISTRY OF THE SPECIFIC CLAIMS TRIBUNAL	Ontario
ROYAL CANADIAN MINT	Ontario
ROYAL CANADIAN MOUNTED POLICE	Ontario
SECURITY INTELLIGENCE REVIEW COMM.	Ontario
SENATE, THE	Ontario
SHARED SERVICES CANADA	Ontario
SOCIAL DEVELOPMENT CANADA	Ontario
STANDARDS COUNCIL OF CANADA	Ontario
STATISTICS CANADA	Ontario
STATUS OF WOMEN CANADA	Ontario
SUPREME COURT OF CANADA	Ontario
SUPT.FINANCIAL INSTITUTIONS	Ontario
TRANSPORT CANADA	Ontario
TRANSPORTATION APPEAL TRIBUNAL OF CANADA	Ontario

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Department Name	Province
TRANSPORTATION SAFETY BOARD	Ontario
TREASURY BOARD OF CANADA	Ontario
VETERANS AFFAIRS CANADA	Ontario
WESTERN ECONOMIC DIVERSIFICATION	Ontario
ATLANTIC CANADA OPPORTUNITIES AGENCY	Prince Edward Islan
FISHERIES AND OCEANS	Prince Edward Islan
HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA	Prince Edward Islan
PARKS CANADA	Prince Edward Islan
VETERANS AFFAIRS CANADA	Prince Edward Islan
ABORIGINAL AFFAIRS & NORTHERN DEVELOPMENT CANADA	Québec
AGRICULTURE CANADA	Québec
CANADA BORDER SERVICES AGENCY	Québec
CANADA MORTGAGE & HOUSING CORP	Québec
CANADA PORTS CORP.	Québec
CANADA REVENUE AGENCY	Québec
CANADIAN FOOD INSPECTION AGENCY	Québec
CANADIAN HERITAGE	Québec
CANADIAN HUMAN RIGHTS COMMISSION	Québec
CANADIAN INTERNL.DEV.AGENCY	Québec
CANADIAN SPACE AGENCY	Québec
CDN.MUSEUM OF CIVILIZATION	Québec
CITIZENSHIP & IMMIGRATION CANADA	Québec
CORRECTIONAL SERVICE CANADA	Québec
CRTC	Québec
DEPARTMENT OF JUSTICE CANADA	Québec
DEPT.OF NATIONAL DEFENCE	Québec
ENVIRONMENT CANADA	Québec
FED.OFF.REGIONAL DEVELOPMENT-QUEBEC	Québec
FEDERAL BUSINESS DEVELOPMENT.BANK	Québec
FISHERIES AND OCEANS	Québec
FOREIGN AFFAIRS & INTERNATIONAL TRADE	Québec
HEALTH CANADA	Québec
HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA	Québec
IMMIGRATION & REFUGEE BOARD	Québec
INDUSTRY CANADA	Québec
LAURENTIAN PILOTAGE AUTHORITY	Québec
LIBRARY AND ARCHIVES CANADA	Québec
NATIONAL BATTLEFIELDS COMM.	Québec
NATIONAL FILM BOARD	Québec
NATIONAL PAROLE BOARD	Québec
NATIONAL RESEARCH COUNCIL	Québec
NATIONAL TRANSPORTATION AGENCY	Québec
NATURAL RESOURCES CANADA	Québec
PARKS CANADA	Québec
PUBLIC SERVICE COMMISSION	Québec
PWGSC/TPSGC	Québec
ROYAL CANADIAN MOUNTED POLICE	Québec

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Department Name	Province
SOCIAL DEVELOPMENT CANADA	Québec
ST LAWRENCE SEAWAY MANAGEMENT CORPORATION	Québec
STATISTICS CANADA	Québec
TELEFILM CANADA	Québec
TRANSPORT CANADA	Québec
TRANSPORTATION SAFETY BOARD	Québec
VETERANS AFFAIRS CANADA	Québec
ABORIGINAL AFFAIRS & NORTHERN DEVELOPMENT CANADA	Saskatchewan
AGRICULTURE CANADA	Saskatchewan
CANADA BORDER SERVICES AGENCY	Saskatchewan
CANADA REVENUE AGENCY	Saskatchewan
CANADIAN HERITAGE	Saskatchewan
CITIZENSHIP & IMMIGRATION CANADA	Saskatchewan
CORRECTIONAL SERVICE CANADA	Saskatchewan
DEPARTMENT OF JUSTICE CANADA	Saskatchewan
DEPT.OF NATIONAL DEFENCE	Saskatchewan
EMERGENCY PREPAREDNESS CANADA	Saskatchewan
ENVIRONMENT CANADA	Saskatchewan
HEALTH CANADA	Saskatchewan
HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA	Saskatchewan
INDUSTRY CANADA	Saskatchewan
NATIONAL PAROLE BOARD	Saskatchewan
NATIONAL RESEARCH COUNCIL	Saskatchewan
NATURAL RESOURCES CANADA	Saskatchewan
PARKS CANADA	Saskatchewan
PUBLIC SERVICE COMMISSION	Saskatchewan
PWGSC/TPSGC	Saskatchewan
ROYAL CANADIAN MOUNTED POLICE	Saskatchewan
SOCIAL DEVELOPMENT CANADA	Saskatchewan
WESTERN ECONOMIC DIVERSIFICATION	Saskatchewan
ABORIGINAL AFFAIRS & NORTHERN DEVELOPMENT CANADA	Yukon
PARKS CANADA	Yukon
PWGSC/TPSGC	Yukon
ROYAL CANADIAN MOUNTED POLICE	Yukon

GCSurplus.ca Sales by Regional Sales Centre and Sale Type

The following Table provides a breakdown of the volume and value of sales processed through GCSurplus.ca by GCSurplus Regional Sales Centre and Type of Sale.

Region	Sale Type	Contracts Awarded	Transactions	Sales

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Region	Sale Type	Contracts Awarded	Transactions	Sales
HA0	K - Period Contract	6	216	$222,940.74
HA0	Q - Regular Sale - Negotiated	0	18	$45,099.00
HA0	R - Regular Sale - Tenders	0	2,238	$4,382,358.34
	TOTAL		2,472	$4,650,398.08
MO0	K - Period Contract	17	476	$673,167.87
MO0	Q - Regular Sale - Negotiated	0	1	$2,000.00
MO0	R - Regular Sale - Tenders	0	3,990	$5,140,453.88
	TOTAL		4,467	$5,815,621.75
OT0	K - Period Contract	3	1,479	$506,264.34
OT0	M - Miscellaneous Revenue	0	4	$1,090.13
OT0	Q - Regular Sale - Negotiated	0	11	$3,588.16
OT0	R - Regular Sale - Tenders	0	5,464	$8,502,977.74
	TOTAL		5,479	$9,013,920.37
TO0	K - Period Contract	9	212	$130,647.81
TO0	M - Miscellaneous Revenue	0	1	$200.00
TO0	Q - Regular Sale - Negotiated	0	12	$44,453.24

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Region	Sale Type	Contracts Awarded	Transactions	Sales
	Negotiated			
TO0	R - Regular Sale - Tenders	0	4,425	$5,067,601.12
	TOTAL		4,438	$5,242,902.17

Legend: HA0 (Dartmouth); MO0 (Montreal); OT0 (Ottawa); TO0 (Toronto). **Region**	Sale Type	Contracts Awarded	Transactions	Sales
WI0	K - Period Contract	5	199	$105,001.47
WI0	Q - Regular Sale - Negotiated	0	41	$8,325.00
WI0	R - Regular Sale - Tenders	0	2,156	$1,579,585.68
	TOTAL		2,396	$1,692,912.15
RE0	K - Period Contract	1	2	$15,989.44
RE0	Q - Regular Sale - Negotiated	0	4	$20,071.43
RE0	R - Regular Sale - Tenders	0	876	$821,037.19
	TOTAL		882	$857,098.06
ED0	A - Auction	0	4	$310.00
ED0	E - Regular Sale -	0	2	$5,154.99

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Region	Sale Type	Contracts Awarded	Transactions	Sales
	Emergencies			
ED0	K - Period Contract	4	192	$203,032.72
ED0	Q - Regular Sale - Negotiated	0	6	$46,519.45
ED0	R - Regular Sale - Tenders	0	2,027	$4,913,445.62
	TOTAL		2,225	$5,168,462.78
VA0	K - Period Contract	1	112	$80,935.88
VA0	M - Miscellaneous Revenue	0	2	$1,332.79
VA0	Q - Regular Sale - Negotiated	0	99	$1,397,671.04
VA0	R - Regular Sale - Tenders	0	3,724	$4,260,966.71
	TOTAL		3,825	$5,740,906.42
	Overall Total	43	26,184	$38,182,221.78

Legend: WI0 (Winnipeg); RE0 (Regina); ED0 (Edmonton); VA0 (Victoria).