SHARED SERVICES CANADA

Request for Information for Printing Management Solutions

Request for Information No.	3432	Date		December 19, 2016
Issuing Office	Shared Services Canada 180 Kent Street, 13th Floor, 13-102 Ottawa, Ontario K1P 0B6			
Contracting Authority (The Contracting Authority is SSC's representative for all questions and comments about this document.)	Name		Patrick Blais	
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Closing Date and Time	January 13, 2:00 p.m.			
Time Zone	Eastern Daylight Time (EDT)			
Destination of Goods/Services	Not applicable – Request for Information Only			
Email Address for Submitting your Response by the Closing Date	Patrick.blais2@canada.ca			

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Request for Information
For Printing Management Solution

1. General Information

1.1 Introduction

a. **Phase 1 of Procurement Process**: This Request for Information (RFI) is for Shared Services Canada (SSC) to collect information related to Printing Management Solutions on how the Government of Canada (GC) could:
    1. Transition to a "Print Serverless" environment;
    2. Enable the "pull printing" feature
    3. Provide the ability to print from mobile devices such as smartphones and tablets

b. Suppliers are invited to submit responses to assist Canada in refining its requirements and way forward strategy for the Printing Management Solutions. Suppliers are not required to submit a response to this RFI in order to participate in any later phases if there is a resulting procurement process for the Project.

c. **RFI Phase is not a Bid Solicitation**: This RFI is not a solicitation of bids or tenders. No contract will be awarded as a result of the activities undertaken during this RFI. Canada reserves the right to cancel any of the preliminary requirements described as part of the Project at any time during the RFI or any other phase of the procurement process. Given that the RFI process and any related procurement activity may be partially or completely cancelled by Canada, it may not result in any subsequent procurement processes.

d. **Response Costs**: SSC will not reimburse any supplier or any of its representatives for any overhead or expenses incurred in participating in or responding to any part of the RFI phase. Suppliers are also responsible for carrying out their own independent research, due diligence and investigations (including seeking independent advice) that they consider necessary or advisable in connection with their participation in the RFI process and any future procurement process.

1.2 Overview

a. **Overview of the Initiative**

SSC's plan is to consolidate existing data centres and to move operations to modern, secure and reliable centres. In the current model, most partner environments require print servers in individual locations to accept print jobs from the computers and to send the jobs to the appropriate printers.

The current IT infrastructure managed by SSC, counts hundreds of print servers dispersed across the country. The centralization of print servers will likely increase print related WAN traffic and, in certain cases, will decrease printing speed and impact user experience. In order to support the implementation of Workplace 2.0 initiative, SSC is investigating the feasibility of implementing multitenant environments across the GC, where federal employees from different organizations, collocated in the same building and floor, but on different Virtual Local area Networks (VLANs) and Active Directory and can share the same printing devices (without the need of duplicating printing equipment on each VLAN). Canada would like to seek feedback from the industry on how it can effectively manage all aspects of the printing infrastructure within the GC moving forward.

In addition to this initiative, SSC has recognized the needs within the GC for additional sophisticated and specialized requirements for Printing Management Solutions for "pull printing"and printing from mobile devices.

SSC, driven by its mandate to provide services for the Canadian Federal Government related to Workplace Technology Devices (WTD), has started an initiative to develop a WTD Printing Products procurement vehicle. SSC intends to establish an enterprise vehicle with three service delivery options for departmental selection based on organizational maturity, metric availability, and desired service delivery role and accountability level. The delivery options will include a catalogue for printing devices, media and software and two different Managed Print Services models. Canada is in the midst of qualifying five (5) respondents to proceed to Review and Refine Requirements (RRR) phase. Ultimately, the objective is to award the contract to three (3) firms to provide the full suite of WTD Printing Products and related services to the GC. The details on how Printing Management Solutions would potentially integrate to the WTD Printing Products procurement vehicle have not been determined yet and will be subject to further discussion during the RRR phase and based on the industry feedback resulting from this RFI.

b. **Purpose of this Request for Information and objectives**

The purpose of this RFI is to receive feedback, ideas, and suggestions from suppliers to gather additional information in order to strengthen the development of the way forward strategy and the development of a future procurement document or Request for Proposal (RFP).

The main objectives of this RFI are to learn how Printing Management Solutions could help modernize the GC print infrastructure for the following:

➢ Options and/or implications to lower print network traffic and to go Serverless Printing.
➢ Efficient approach to enable "pull printing" and printing from mobile devices across the GC.

> ➤ Solutions to gather printing metrics, to manage printing devices and to reduce burden of print driver management and associated risks, best practices related to an implementation of such solutions.

Note: In Section 4 of this document, all suppliers should answer the *General Questions* section. Suppliers should also answer *Functionality Specific Questions* related to their product capabilities.

This document remains a work in progress and respondents should not assume that new requirements will not be added to any bid solicitation that may be published by SSC or other Government of Canada departments/agencies. Nor should respondents assume that requirements will be deleted or revised. Comments regarding any aspect of the draft document are welcome. If respondents feel a question or key area has been missed, we welcome comments or information to this fact in their response. Comments regarding any aspect of the draft document are welcome.

c. **Scope of Anticipated Procurement:**

i. **Potential Client Users**: This RFI is being issued by SSC. It is intended that the contract resulting from any subsequent solicitation would be used by SSC to provide shared services to one or more of its clients. SSC's clients include SSC itself, those government institutions for which SSC's services are mandatory at any point during the life of any resulting instrument(s), and those other organizations for which SSC's services are optional at any point during the life of any resulting instrument(s) and that choose to use those services from time to time. Any subsequent procurement process will not preclude SSC from using another method of supply for any of its clients with the same or similar needs, unless a subsequent solicitation for this Project expressly indicates otherwise.

ii. **Number of Contracts**: Depending on industry feedback, Canada is currently contemplating the award of one or more than one contract.

iii. **Term of any Resulting Contract**: Canada has not yet determined the contract period or whether it will include option years.

1.3 Submitting Questions

a. Questions about this RFI can be submitted to the Contracting Authority at his or her email address identified on the cover page. These questions should be submitted within the following question period. Questions received after this period may not be answered.

Question Period: Questions should be submitted no later than 3 days before closing date.

b. Respondents should reference as accurately as possible the numbered item of the RFI to which the question relates. Care should be taken by Respondents to explain each question in sufficient detail in order to allow Canada to provide an accurate answer.

c. To ensure the consistency and quality of information provided to suppliers, significant questions received and the answers will be posted on the Government Electronic Tendering Service (GETS) as an amendment to this RFI.

2. Supplier Responses

2.1 Submitting a Response

a. **Time and Place for Submission of Responses**: Suppliers interested in providing a response should submit it by email to the Contracting Authority at the email address for submitting a response identified on the cover page by the closing date and time identified on the cover page of this document.

b. **Responsibility for Timely Delivery**: Each supplier is solely responsible for ensuring its response is delivered on time to the correct email address.

c. **Identification of Response**: Each supplier should ensure that its name and address, the solicitation number, and the closing date are included in the response in a prominent location. The supplier should also identify a representative whom Canada may contact about the response, including the person's name, title, address, telephone number and email address.

d. **Nature and Format of Responses Requested:** Respondents are requested to provide their comments, suggestions, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents should explain any assumptions they make in their responses.

1. **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 solicitation number, the volume number and the full legal name of the respondent.

2. **Title page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:
    2.1 The title of the respondent's response and the volume number;
    2.2 The name and address of the respondent;
    2.3 The name, address and telephone number of the respondent's contact;
    2.4 The date; and
    2.5 The RFI number.

3. **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.

4. **Number of copies:** SSC requests that respondents submit electronically by email 1 copy of their response.

2.2 Confidentiality

If a supplier considers any portion of its response to be proprietary or confidential, the supplier should clearly mark those portions of the response as proprietary or confidential. Canada will treat the responses in accordance with the *Access to Information Act* and any other laws that apply.

3. Canada's Review of Responses

3.1 Review of Responses

Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify its procurement strategy. Canada will review all responses received by the RFI closing date and time. Canada may, in its discretion, review responses received after the RFI closing date and time.

3.2 Review Team

A review team composed of representatives of Canada will review and consider the responses. Canada may hire any independent consultant(s), or use any Government resource(s), to review any response. Not all members of the review team will necessarily participate in all aspects of the review process.

3.3 Follow-up Activity

Canada may, in its discretion, contact any suppliers to follow up with additional questions or for clarification of any aspect of a response. Canada's follow-up may involve a request for a further written response or for a meeting with representatives of Canada.

3.4 One-on-One Meetings

SSC and other Government of Canada departments/agencies may, in their sole discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response during one-on-one meetings.

4. Information Requested by Canada

4.1 Questions for Industry

The questions outlined in this document and a summary of the recommendations received during this process may be discussed with qualified respondents in the WTD Printing Products procurement process. The summary will not indicate from which respondent the recommendation is coming from. To that end, participants in this process should clearly indicate in their response if there are confidential information not to be shared.

This RFI will be used to collect information from all industry organizations that wish to participate, that are not currently involved in the WTD Printing Products procurement process.

Note: In Section 4 of this document, all suppliers should answer the *General Questions* section. Suppliers should also answer *Functionality Specific Questions* related to their product capabilities. Canada will use this information to determine how to meet the diverse needs of multiple departments and agencies.

Response Identification

Supplier Name:	Click here to enter Supplier Name.
Full Legal Name of Respondent:	Click here to enter the Full Legal Name of Respondent.
Supplier Address:	Click here to enter Supplier Address.
Solicitation Number:	Click here to enter Solicitation Number.
Closing Date:	Click here to enter closing date.
Submitted Date:	Click here to enter the date submitted date.

Supplier Representative

Representative's Name:	Click here to enter Representatives Name.
Representative's Title:	Click here to enter Representatives Title.
Representative's Address:	Click here to enter Representatives Address.
Representative's Telephone #:	Click here to enter Representatives Telephone Number.
Representative's Email Address:	Click here to enter Representatives Email Address.

RFI Questions to Industry

Q1: Knowing the complexity of the GC environment, the GC would like to use this RFI as an opportunity to ask for feedback from industry related to if we should consider implementing 1 integrated toolset for all functionality listed below or is this functionality typically split across multiple vendors, toolsets and solutions?

•   Pull printing (with associated support for user authentication)
•   Print queue management
•   Print reporting and metrics
•   Mobile print support
•   Management of consumables (e.g. a printer needs to replace ink/toner)
•   Hardware fleet management

Click here to enter your response to Q1.

Q2: Given your experience, would you recommend that the GC implement "one solution for all" which is a standard toolset(s) deployed for all OEM's and departments? Or based on your experience, would you recommend that each of the successful respondents in the WTD Printing Products procurement each engineer and implement their own managed print solution for their respective departments that they are implementing for?

Click here to enter your response to Q2.

Q3: What emerging industry capabilities, services and/or technologies should the GC consider to achieve the following business outcomes, and explain why:

• Consolidation of Print Servers Infrastructure and/or Serverless Printing with no or minimal user impact;
• Enabling capabilities such as "Pull Print or Follow-Me Print" and printing from mobile devices;
• Corporate approach to gathering of metrics related to print volumes;
• Corporate approach to the management of printing devices;
• Lowering print related costs and reduce environmental footprint;
• Improve user experience and reduce burden on our clients;
• Ability for end users from different organizations and different Virtual Local Networks (VLANs) to share the same printing devices.

Q3: Click here to enter your response to Q3.

Q4: What are the opportunities and risks that the GC should consider?

Q4: Click here to enter your response to Q4.

Q5: What are lessons learned that can be shared with the GC related to print management solutions that have been deployed on large scale and geographically dispersed organizations

Q5: Click here to enter your response to Q5.

Q6: The GC environment is very complex with multiple networks and directories. What solution to do recommend to address this complexity?

Q6: Click here to enter your response to Q6.

Q7: What are the prerequisite tasks that we should implement prior to the implementation of a print management solution?

Q7: Click here to enter your response to Q7.

5. Glossary

Term	Definition
File Format	Specific pattern or structure that organizes and defines data in a file.
GC	Government of Canada.
Pull Printing	Pull printing is a printing feature where a user's print job is held on a server (server-based pull printing) or on a user's workstation (serverless pull printing) and released by the user at any printing device (pulled to the printer) which supports this feature.
SSC	Shared Services Canada (SSC) is a federal institution tasked to fundamentally transform how the Government manages its information technology (IT) infrastructure.
Virtual Local Network (VLAN)	A network of computers that behave as if they are connected to the same wire even though they may actually be physically located on different segments of a Local area Network (LAN)
WAN	Wide Area Network which is a telecommunications network or computer network that extends over a large geographical distance.
WTD	Workplace Technology Devices is a transformation initiative at Shared Services Canada with a focus on end users devices (desktops, laptops tablets, printing equipment, etc…) and related support services