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**LETTER OF INTEREST**

**LETTRE D'INTÉRÊT**

Comments - Commentaires

Vendor/Firm Name and Address

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Issuing Office - Bureau de distribution

Commercial Acquisitions & Fast Track Procurement

Div/Div des Acquisitions commerciales et achats en régime  
accéléré

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6A2-16, Place du Portage

Phase III

Gatineau

Québec

K1A 0S5

<b>Title - Sujet</b> OFFICE SUPPLIES FOURN. DE BUREAU	
<b>Solicitation No. - N° de l'invitation</b> E60PD-19OSFB/A	<b>Date</b> 2018-10-05
<b>Client Reference No. - N° de référence du client</b> E60PD-19OSFB	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$PD-150-75591
<b>File No. - N° de dossier</b> pd150.E60PD-19OSFB	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2018-10-30</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> Specified Herein - Précisé dans les présentes <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input checked="" type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Pierre G. Whissell	<b>Buyer Id - Id de l'acheteur</b> pd150
<b>Telephone No. - N° de téléphone</b> (873) 469-4668 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> AS PER CALL-UP TEL QUE COMMANDÉ	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

Solicitation No. - N° de l'invitation

E60PD-19OSFB/A

Client Ref. No. - N° de réf. du client

E60PD-19OSFB/A

Amd. No. - N° de la modif.

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File No. - N° du dossier

E60PD-19OSFB/A

Buyer ID - Id de l'acheteur

PDMGR

CCC No./N° CCC - FMS No./N° VME

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# Procurement Strategy for the Miscellaneous Office and Desk Supplies

## Request for Information (RFI)

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## Purpose and Contents of this Request for Information

This is the Request for Information (RFI) pertaining to the renewal of Canada's Standing Offer for miscellaneous Office and Desk Supplies. It is a document written for the purpose of engaging with and eliciting feedback from industry. The general contents of this Request for Information document are:

**PART I – Request for Information Process:** Information about the intent of this Request for Information and the procedure for industry to follow for responding to this Request for Information;

**PART II – The Engagement Approach:** Purpose of this RFI, Canada's Requirement, and the proposed Engagement Approach;

**PART III – Questions to Industry:** Questions asked to elicit feedback from industry that will help Canada define its technical requirements, as well as to inform of any challenges respondents may foresee;

**Annex A – Acronyms;**

**Annex B – Rules of Engagement;**

**Annex C – Registration Form for Industry Engagement;**

**Annex D – Item specific green requirements;**

**Annex E – List of Commodities within the Office Supplies Scope.**

## **PART I: Request for Information Process**

### **1. Introduction**

This Request for Information pertains to the renewal of Canada's Standing Offer for Office and Desk Supplies. The purpose of this RFI is to initiate a dialogue on the topic of Canada's requirements and objectives and to gain a greater understanding of the industry's capability and challenges. Responses to this RFI will inform Canada's decision process in refining its procurement strategy for this commodity.

#### **1.1. Background**

The Government of Canada (GC) is the single largest buyer and consumer of office supplies in Canada. Additionally, since 2016, the GC has made it possible for provinces, territories, and MASH (Municipal, Academic, School and Hospital) sector entities to use federal procurement tools to buy specific commodities including office supplies and paper.

Ten (10) of thirteen (13) provinces and territories have signed on to the [Canadian Collaborative Procurement Initiative](#) and discussions are ongoing with the remaining provinces and territories.

The estimated annual value of procurements for this commodity is \$55M. The period of the Standing Offers issued for this commodity is normally one year with (2) two one-year options. Requests for Standing Offer include a procurement set-aside for aboriginal business stream.

#### **1.2. Nature of this Request for Information**

This is not a bid solicitation. This RFI will not result in the award of any contract. 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, it will not preclude that supplier from participating in any future procurement. This RFI is simply intended to solicit feedback from industry with respect to the subject matter described in this RFI.

### **2. Instructions for responding to this request for information**

#### **2.1. Nature and Format of Responses Requested**

Respondents are reminded that this is an RFI and not a solicitation and, in that regard, 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. RFI responses should also clearly identify any additional information and/or clarification that respondents suggest be incorporated into any future solicitation documents. Respondents should explain any assumptions they make in their responses. Any marketing or promotional information submitted as part of the responses will not be reviewed.

Responses will not be used for competitive or comparative evaluation purposes thus the response format is not as rigorously defined as would normally be for a solicitation; however, for ease of use and in order that the greatest value be gained from responses, Canada requests that respondents follow the structure outlined in Section 2.6.

## **2.2. Response Costs**

Canada will not reimburse any organization for expenses incurred in responding to this RFI including, but not limited to, expenses incurred for participating in subsequent Engagement Activities.

## **2.3. Treatment of Responses**

**Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify the procurement approach. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.

**Review Team:** A review team composed of representatives of Public Works and Government Services Canada (PWGSC) will review the responses. Canada reserves the right to hire any additional independent consultants, or use any Government of Canada (GC) resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

**Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the *Access to Information Act*.

## **2.4. Follow-up Activity**

Canada may, at its discretion, contact any Respondent to follow-up with additional questions for clarification of any aspect of a response.

**Subsequent Engagement Activities:** This RFI will be followed by one-on-one meetings (Industry Engagement Activities). For more details, please refer to section 4.

**Media:** Media cannot participate in any of the One-on-One meetings.

## **2.5. Communication with Industry**

After the closing date of Industry Engagement Activities, the Contracting Authority will communicate with registered Industry Participants through direct email rather than by posting additional notices on the GETS.

## **2.6. Format of Responses**

**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.

**Title Page:** The first page 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.

## **2.7. Enquiries**

All enquiries and other communications related to this RFI and subsequent Industry Engagement Activities must be directed exclusively to the PWGSC/PSPC Contracting Authority; coordinates are as follows:

Pierre G. Whissell  
Public Works and Government Services Canada  
Room 6A2-47,  
Place Du Portage Phase III  
11 Laurier Street,  
Gatineau, Quebec  
K1A 0S5 Canada

Email Address: [pierre.g.whissell@pwgsc-tpsgc.gc.ca](mailto:pierre.g.whissell@pwgsc-tpsgc.gc.ca)  
Telephone: 613-301-3865

The preferred method of communication is email.

Please note, since this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all Respondents.

## **2.8. Submission of Responses**

**Time and Place for Submission of Responses:** Organizations interested in providing a response should deliver it to the Contracting Authority identified above by the time and date indicated on page 1 of this solicitation document. Canada requests that Respondents submit their response in unprotected PDF or Microsoft Word format (i.e. no password) by email to the Contracting Authority. File size must not exceed 5 MB.

**Responsibility for Timely Delivery:** Each Respondent is solely responsible for ensuring its response is delivered on time, to the correct location.

**Identification of Response:** Each Respondent should ensure that its name, return address, the solicitation number and the closing date appear legibly on the outside of the response or as part of their cover page included in their email response.

**Return of Response:** Responses to this RFI will not be returned.



## **PART II: Engagement Approach**

### **1. Purpose**

The purpose of this RFI is to initiate a dialogue with Industry on changes to the office supplies procurement strategy and engage on steps that can be taken to advance the social, economic and environmental sustainability aspects of this commodity by the GC and its Provincial, Territorial and MASH collaborators. This includes receiving feedback from the industry on PSPC's approach to the upcoming renewal.

### **2. Proposed Engagement Approach**

#### **2.1. Industry Engagement Process**

Two engagement activities are planned for this Industry Engagement Process. However, as the process evolves, additional activities could be incorporated into the engagement schedule or engagement phases may be combined, modified, or eliminated depending on timelines and feedback from industry.

Please note that participation in any of the engagement activities is not a mandatory requirement for eventual submission of an offer; industry representatives that do not participate in any of the engagement activities will still be eligible to submit an offer in response to any future solicitation.

#### **2.2. RFI Document**

The objective of the RFI is to propose questions to industry for feedback on potential considerations for the office supplies standing offer and to explore new approaches and best practices.

Questions to Industry are enclosed at PART III of this document.

The information gathered will help PSPC refine its requirement and develop a forward looking strategy for this commodity.

#### **2.3. One-on-One Engagement Activity**

The objectives of the one on one meetings with industry are:

- i. To allow an additional opportunity for RFI respondents to clarify or expand on their response for Canada's consideration;
- ii. To allow Canada to learn more about the industry and to gather additional information in order to further develop the requirement; and,
- iii. To involve industry in refining the Office Supplies Requirements.

One-on-One meetings with individual Industry Participants will be held to discuss requirements in more detail and to provide participants the opportunity to disclose proprietary information in a private setting to Canada.

One-on-One meetings will be held from November 5<sup>th</sup> to the 16<sup>th</sup> in the National Capital Area (NCA) (additional days may be added as required). Industry Participants are encouraged to submit discussion topics in advance as they will be allotted a maximum of one hour.

Requests for One-on-One meetings outside of the scheduled meeting dates proposed will be accommodated at Canada's discretion. Industry Participants will be contacted directly by the Contracting Authority with an invitation no later than 5 days prior to the start date of Engagement.

## 2.4. Rules of Engagement

All Respondents must sign and submit the Registration form (Annex C) to the Contracting Authority prior to their participation in any of the Engagement Activities.

## 3. Engagement Activities Timeline

### 3.1. Milestones and Associated Timeline

The following milestones and their associated target delivery dates are estimates which have been provided for information purposes only. Canada reserves the sole option to delete or change each of the individual named milestones and their associated delivery dates as Canada sees fit.

Engagement Milestone		Target Date
1	RFI	October 8 <sup>th</sup> to October 30, 2018
2	One-on-One Meetings	November 5 <sup>th</sup> to the 16 <sup>th</sup> , 2018
3	RFSO posted to GETS	Early December 2018
4	RFSO Closing	February 2019
5	Standing offers Issued	March, 2019
6	Standing Offer Active	April 1, 2019
7	Website Compliance (Virtual 942)	No later than July 1, 2019

## 4. Next Steps

Following the closure of this RFI, copies of the responses received will be distributed to representatives of PSPC, possibly other representatives of Government and possibly including consultants for review and consideration.

Industry Participants should complete and submit the Registration Form for the One on One engagement activity to indicate their intention to participate and to allow Canada to schedule accordingly.

Industry Participants are encouraged to submit these forms to the Contracting Authority as soon as possible and no later than October 30<sup>th</sup>, 2018. Registrations received after this date will be accommodated at Canada's discretion.

## PART III: Questions to Industry

### 1. Background

Procurement for the Office Supplies commodity is currently achieved through the establishment of Standing Offers that are issued on a regional and multiple award basis.

Measures such as the sustainable pricing methodology and procurement set-asides for aboriginal business are leveraged to ensure that PSPC meets the requirements of Government while giving consideration to the long term sustainability of this procurement from a social and economic perspective.

In addition to the social and economic aspects, Canada's commitment to sustainability in procurement also includes an environmental aspect. While some environmental criteria are already incorporated in the solicitation, PSPC is seeking to expand its commitment to the environment by integrating environmental considerations into the entire procurement decision-making process, including planning, acquisition, use and disposal in accordance with the GC's Policy on Green Procurement

### 2. Industry Input

Canada encourages the respondents consider stated objectives when providing responses to the questions below. Industry responses may inform Canada's decision making process with respect to future iterations of the Office Supplies Standing Offers as well as other requirements in this category of goods.

Our expectation is that the resulting strategies, while keeping in mind a high standard of environmental, social, and economic sustainability, will yield greener, more representative, and more competitive office supplies standing offers.

### 3. Environmental Sustainability

The Government of Canada strives to buy sustainable goods and services. Where possible, we give consideration to the environmental performance of over its entire life cycle when deciding whether or not to buy a particular good or service.

Environmental performance is considered along with other priorities such as price, availability, quality and performance. Sustainable procurement practices benefit the environment by reducing greenhouse gas emissions, the use of hazardous and toxic substances, and pollution. It also supports the Canadian economy by creating new markets for innovative products and services.

The Policy on Green Procurement, introduced in 2006, aims to integrate environmental considerations into procurement activities—including planning and buying, use and maintenance, and disposal. The Centre for Greening Government supports federal institutions in implementing the policy. Green procurement is also integrated in goal 2 of the FSDS: low-carbon government and the Greening Government Strategy.

#### 3.1. Item Packaging

The GC would prefer to avoid products packaged in excessive or hard-to-recycle packaging when fulfilling its Office Supplies requirements. This includes unnecessarily large, cellophane, or blister pack packaging as well as plastic packaging that is not accepted in most municipal recycling programs (e.g. expanded polystyrene foams such as StyroFoam).

- a) Are there alternatives these types of packaging? If so, please elaborate.
- b) Does your organization have an influence on the packaging of products it sources from its suppliers? If so, please elaborate.

- c) What are the impacts of banning this type of packaging for GC requirements in the standing offer?

### **3.2. Shipment Packaging**

The GC would prefer to reduce the amount of packaging it disposes of as a result of the high volume of shipments (over 300,000 shipments of Office Supplies a year). Consequently, the GC is interested in more reusable or recyclable packaging options and partnering with suppliers to take back and properly reuse, recycle or dispose of their packaging. This could include performance targets for diverting plastic packaging from landfill through reuse or recycling.

- a) Does your organization have a "take back" programs?
- b) Does your organization offer packaging reuse, disposal and recycling programs such as "take back" programs?
  - i. If so, please elaborate.
  - ii. If not, would you consider it and please elaborate as to why / why not.
- c) Are there costs / refunds associated with the program?
- d) If Canada were to include such programs as a mandatory requirements. What impacts would it have on:
  - i. Your organization? Please elaborate.
  - ii. Your decision to submit an offer? Please elaborate.

### **3.3. Fleet Management**

The GC is seeking means to reduce greenhouse gas emissions resulting from its activities. Given the volume of shipments it receives everyday consideration is being given to impacts of the supply chain on overall emissions.

- a) Which proportion (%) of your deliveries are handled:
  - 1) Internally by your organization's fleet and employees?
    - i. What proportion of your fleet of delivery vehicles is hybrid / electric?
    - ii. Does your organization use route optimization software to reduce mileage and fuel consumption?
    - iii. Does your organization train and motivate drivers to reduce fuel consumption? Please elaborate.
  - 2) Which proportion (%) is handled by a third party delivery company?
    - i. When selecting a supplier does your organization include criteria pertaining to:
      - a. Hybrid / electric vehicles? Please explain.
      - b. Route management / optimization? Please explain.
      - c. Employee engagement? Please explain.
      - d. Other best practices? Please explain.

- b) What other actions, if any, has your organization taken to reduce emissions resulting from logistics and supply chain operations?
- c) If Canada were to include fleet related rated criteria, what impacts would it have on:
  - i. Your organization? Please elaborate.
  - ii. Your decision to submit an offer? Please elaborate.

### **3.4. Changing GC Consumer Behaviours**

The GC currently tracks and reports on the government's GHG emissions and other environmental markers and is continually seeking ways to improve its environmental performance. With this RFI, Canada is seeking ways to involve its suppliers in changing the buying habits of GC employees.

- a) Does your website include a filter or visual indication of environmentally preferable products?
  - i. If so, please elaborate and provide details as to the criteria governing your choices
- b) Are items on your website given a green rating or score?
  - i. If so, please elaborate and explain how the rating / score is established and used.
- c) Does your website include any other feature that prioritizes environmentally preferable products such as the recommendation of green alternative items (cross selling/upselling)?
  - i. If so, please elaborate and explain how this could be used to benefit GC objectives.
- d) Does your organization incentivize its salesforce to promote the sale of environmentally preferable items?
  - i. If so, please elaborate by providing details about performance indicators and incentives.
- e) If Canada were to include requirements related to question a), b), c) or d) in upcoming solicitations, What impacts would it have on:
  - i. Your organization? Please elaborate
  - ii. Your decision to submit an offer? please elaborate

### **3.5. Additional Questions**

Canada envisions the requirement for annual reporting and verification of the supplier's Greenhouse Gas (GHG) emission levels in accordance with recognized standards such as ISO 14064-1- or World Resources Institute. Would this be possible within the next two years? If your answer is no, why not?

Canada also envisions the requirement for annual public disclosure to an organization such as the Carbon Disposal Project with the objective of receiving a rating of "A" level for your company's sustainable development efforts. Would it be feasible for your company to obtain the A level rating by CDP within the next two years? If not, why not? Please provide your comments.

Does your company have a GHG emissions reduction target in line with the Paris Agreement (<https://unfccc.int/process-and-meetings/the-paris-agreement/the-paris-agreement>) which aims to keep the global temperature increase to well below 2C? If not is this planned within the next two years?

(example of guidance on setting a target: <https://sciencebasedtargets.org/what-is-a-science-based-target/>)

Consistent with the Greening Government Strategy, the Government of Canada will work to divert at least 75% of all waste and 75% of plastic waste by 2030 from federal operations. This includes reducing the unnecessary use of single-use and short-lived plastic products as well as increasing the diversion of these materials through reuse and recycling. It also includes measuring and reporting on waste disposal and recycling rates. In what ways could you help the government achieve this goal?

When procuring products that contain plastics the Government of Canada will promote the procurement of sustainable plastic products and the reduction of associated plastic packaging waste. These would include plastic products that can be reused or repaired, that are remanufactured or refurbished, that use recycled plastic content, or that can be readily recycled at their end of life. In what ways could you help the government achieve this goal?

- a) Does your organization have “take back” programs (in place for any of the products in the Office and Desk Supplies category? If so, please elaborate and provide details as to how the products are reused, recovered or recycled.
- b) What actions is your organization taking to reduce its use of single use plastics?
- c) What other actions has your organization undertaken to reduce emissions and waste?
- d) What are the indicators you are using to measure effectiveness of these actions?
- e) Is your organization the recipient of any recognized eco-certification? If so, please elaborate.
- f) In addition to the elements covered above and criteria identified at Annex D of this RFI, are there any other sustainability requirements that PSPC should consider when procuring Office Supplies? Please elaborate.

#### **4. The Basket of Goods**

As part of its efforts to demonstrate sound economic stewardship, PSPC is continually seeking to develop a competitively evaluated basket of goods which is representative of the GC's recurring and ongoing requirement for office and desk supplies. This basket of goods is based on an analysis of historical usage and the ability of suppliers to provide a fair and reasonable price for the products it contains.

PSPC is currently considering a number of changes to the composition of its basket of goods and is seeking industry input on the impact of these changes.

##### **4.1. Basket Scope**

The scope of the Office and Desk Supplies category is continually changing to reflect ongoing engagement with clients and industry. As a result of requests received from clients, partners and industry, PSPC will be expanding the scope of the basket of goods to include some Janitorial and Sanitation (JANSAN) products as well as certain private label (generic) items.

JANSAN items that may be considered include those that would be used in an individual office and are packaged for personal/household type purposes. JANSAN products that fall within the scope of commercial/building maintenance will not be considered.

Private Label Products where price, quality, and reliability are consistent across suppliers will be considered (mailers, tape, pins, clips, pencils, staples, notebooks, note pads, rulers, binders etc.)

Private Label products where price, reliability, and quality are inconsistent across suppliers will not be considered (pens, markers, staplers, punches and other mechanical devices)

- a) What are your views on the inclusion of private label products into the basket of goods?
- b) What are your views on the inclusion of JANSAN products into the basket of goods?
- c) As a retailer do you have access to most national JANSAN brands?
- d) When evaluating prices for private label items, PSPC will operate on the assumption that all private label items are created equal. Is this assumption accurate? Please elaborate.
- e) To what extent are private label products offered by your organization manufactured under environmentally and socially responsible conditions? Please elaborate.
- f) Does the inclusion of these JANSAN or private label products present a barrier to doing business? If so, please explain.

#### **4.2. Basket Size**

Canada is considering expanding the core items list from 2,700 items to approximately 4000 items. The revised number of items (4000) gives consideration the inclusion of JANSAN and Private label items discussed above as well as a comprehensive offering of environmentally sustainable products.

The expansion of the core list of items will also be based on aggregated usage data from the current Standing Offer. Items being considered for inclusion into the basket of goods must meet the following criteria:

- a. are within the scope of the Office and Desk Supplies category (see Annex E);
  - b. have a unit price below \$600.00;
  - c. have sold more than 100 units;
  - d. appear in 24 or more transactions; and
  - e. exhibits one or more environmental sustainability criteria, where practicable.
- a) In your view, is 4000 items a representative sample of GC purchases in this category? Please elaborate.
  - b) In your view, will the criteria above (a. through e.) yield a representative basket? Please elaborate.
  - c) Should PSPC consider adding or removing commodities from the scope of this category? If so, please identify them and explain why.
  - d) Beyond what has been asked and answered, what other changes would you make to the size and scope of the basket of goods? Please elaborate.
  - e) Can you provide examples of effective basket of goods approaches from other organizations / jurisdictions?

#### **4.3. Basket Evaluation**

Currently, the contents of the basket of goods is evaluated on a line item by line items basis. Suppliers prices are given a prorated score based on the percentage difference between their price and the lowest price (lowest price is scored at 100%). The calculation of item scores is further weighted based on a variety of factors such as the item's average value and its ranking in terms of demand.

Since 2012, in an effort to ensure that prices are fair and reasonable to its stakeholders, PSPC uses a "sustainable pricing" evaluation methodology. Item prices that are deemed to be unreasonably low are

subject to price verification and should they be below net cost (exclusive of subsidies such as advertising co-op and incentives), they are given a score of zero. This approach also has the effect of moderately levelling the playing field between large national suppliers and small business.

At this time, PSPC is considering the introduction of a new component to its evaluation methodology. The "Blind Basket" methodology's intent is to ensure that suppliers offer fair and reasonable prices on all items in the basket of goods, regardless of expected sales volume. The approach involves identifying an undisclosed portion (>66%) of the items in the basket of goods as the Blind Basket. The Blind Basket will be randomly generated prior to solicitation closing and disclosed to a third party to ensure the fairness of the evaluation process. Only the items in the Blind Basket will subject to evaluation.

- a) In your view, does "sustainable pricing" yield fair and reasonable pricing? Please elaborate.
- b) In your view, can "sustainable pricing" be improved? If yes, please elaborate as to how?
- c) What are your views on the "Blind Basket" approach? Please elaborate.
- d) Can you provide examples of effective evaluation approaches from other organizations / jurisdictions?

## **5. Non Basket Items**

In the current Standing Offer, items not listed in the basket of goods are subject to discounts on the commodities identified in Annex E. These discounts are to be applied against current pricing (as advertised on the supplier's public facing website). At this time, these discounts are not subject to evaluation.

- a) What would be the impact of evaluating these discounts:
  - i. to your business? Please elaborate.
  - ii. to the GC consumer? Please elaborate.
- b) In your view, can this model be improved upon? Please elaborate.
- c) Can you provide examples of successful approaches from other organizations / jurisdictions?

## **6. Inclusion of Paper**

Canada is considering the possibility of incorporating a stream for Office paper in subsequent office supplies standing offer solicitations. In such a scenario, all qualified offerors would be authorized to sell office paper as part of their standing offer.

Paper would be required to meet the technical and environmental performance criteria stated in the Office Paper Standing Offer.

- a) Do you currently hold an Office Paper Standing Offer?
- b) In your view, what are the benefits or challenges of holding/not holding an Office Paper SO?
- c) How would this consolidation of commodities impact your organisation?
- d) How would this consolidation impact the quality and price of paper sold to GC Clients?

## **7. Canadian Collaborative Procurement Initiative**

The Canadian Collaborative Procurement Initiative (CPPI) is part PSPC's ongoing work to modernize procurement practices. Through this initiative, provincial and territorial governments (PT), as well as



municipal, academic, school, and hospital (MASH) sector entities can use federal procurement tools to meet their buying needs, reduce costs, generate administrative efficiencies, and obtain better value.

Since 2016, terms and conditions of the Office Supplies Standing Offer have been made available to users from PT and MASH entities in Prince Edward Island and Alberta. Building on the success of the Initiative, it is anticipated more PT and MASH sector entities will participate in coming rounds.

- a) Do you currently have business with Provincial, Territorial government or MASH sector entities?
- b) In your view, does the CPPI have the potential to create new opportunities for your organization? Please elaborate.
- c) In your view, does the CPPI have the potential to create barriers to doing business for your organization? Please elaborate.
- d) Do you have any additional comments or concerns with regard to the CPPI?

## **8. Electronic Procurement Solution**

As announced in Budget 2018, the Government of Canada is implementing an electronic procurement solution for simpler, better procurement for buyers and suppliers.

Further to a competitive process, Infosys Public Services Inc. was awarded a contract by Public Services and Procurement Canada (PSPC) for the new electronic procurement solution.

Under this contract, Infosys will be implementing SAP Ariba, a modern, cloud-based platform that will automate and streamline procurement. PSPC anticipates it will be user-friendly and will make it easier and faster for suppliers, including Canadian-owned small and medium enterprises, to do business with the government and provide the goods and services needed to deliver for Canadians.

Following an iterative approach, the solution is expected to first go live in Summer 2019 and shortly afterwards e-catalogues will be on-boarded, with Office Supplies being one of the first categories to go live. Recognizing the significant experience of the office supply industry in the domain of e-commerce, the Government of Canada would appreciate your insights to ensure a successful transition.

PSPC is requesting information from the Office Supplies potential suppliers for the purpose of exploring the maturity of their IT capabilities for providing electronic catalogues (e-catalogues).

- a) Is your organisation enabled on the Ariba™ Network, and does it have e-catalogue capability?
- b) If yes, what type of e-catalogue does it provide, Punch Out Level 1 or 2 (supplier's website) or Internally Hosted (client website)?
- c) If no to questions 1 & 2 above, does your organisation currently have the IT capability to implement an e-catalogue? Please provide a brief explanation.
- d) In your view, what is a successful practice for implementing an e-catalogue and what are your approximate timeframes for enablement?

The EPS project team is available to meet with your organisation to discuss catalogue enablement and onboarding.

## **9. Most significant pain point**

If you were given the opportunity to change anything about Canada's approach to market for this category, what is the one thing you would change? Please elaborate as to why and propose alternatives.

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**ANNEX A: GLOSSARY OF TERMS AND ACRONYMS**

The following acronyms and abbreviations have been used in this document:

<b>Acronym</b>	<b>Definition</b>
GC	Government of Canada
GETS	Government Electronic Tendering Service
NCR	National Capital Region
PSPC	Public Services and Procurement Canada
RFI	Request For Information
RFSOs	Request for Standing Offer

The following terms have been used in this document:

<b>Term</b>	<b>Definition</b>
Industry Participant	An organization/firm or an individual who has agreed to and signed the Terms and Conditions of the Industry Engagement Process.
Protected B	Protected B applies to information or assets that, if compromised, could cause serious injury to an individual, organization or government.
Respondent(s)	An organization/firm or an individual that responds to this RFI.

## ANNEX B: RULES OF ENGAGEMENT

An overriding principle of this 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 Government of Canada (GC) documentation provided throughout the Industry Engagement Process, which begins with the RFI and concludes when the GC advises Industry Participants that the Industry Engagement Process ("Process") has concluded will be provided to all Respondents who have agreed to and signed the registration form at Annex C.

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

### TERMS AND CONDITIONS

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

- To discuss their views concerning the Office Supplies requirement and to provide positive resolutions to the issues in question. Everyone shall have equal opportunity to share their ideas and suggestions;
- To allow the GC to record and/or make notes during the One-on-One Meetings should clarification of information be required;
- NOT to reveal or discuss any information to the MEDIA/NEWSPAPER regarding the Office Supplies requirement during the Engagement Process. Any media questions will be directed to the PSPC Media Relations Office at 819-420-5501;
- To direct enquiries and comments only to authorized representatives of the GC, 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 the GETS;
- That the GC is not obligated to issue any solicitation, or to award any contract as a result of this RFI;
- That if the GC does release a solicitation, the GC retains absolute discretion over the terms and conditions of the solicitation or any resulting agreement;
- That the GC will not reimburse any person or entity for any cost incurred in participating in this Process;
- To direct all enquiries with regard to the procurement of the Office Supplies to the Contracting Authority;
- That participation is not a mandatory requirement. Not participating in this Process will not preclude a supplier from submitting an offer;
- That failure to agree to and to sign the Terms and Conditions will result in the exclusion from the Process;
- That any information submitted to the GC as part of this Process may be used by the GC in the development of a subsequent solicitations. However, the Government is not bound to accept any expression of interest or to consider it further;
- That the GC may disclose the names of Industry Participants that choose to participate in the Process;

- That other Industry Participants may join the Process at any time in the process; and,

**Dispute Resolution Process**

Respondents further agree through informal discussion and good faith negotiation, each of the parties will make all reasonable efforts to resolve any dispute, controversy or claim arising out of or in any way connected to this Industry Engagement Process.

Any dispute between parties of any nature arising out of or in connection with this Industry Engagement Process will:

- a) First be referred to the Industry Participant and the Contracting Authority managing the Industry Engagement Process.
- b) The parties will attempt to resolve the dispute;
- c) if the dispute cannot be resolved, the Contracting Authority may escalate the issue as required.
- d) If, after escalation, the dispute cannot be resolved and all possible attempts have been explored to the best of the Contracting Authority's ability, the Contracting Authority will render a written decision which will include a detailed description of the dispute and the reasons supporting the Contracting Authority's decision.

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## ANNEX C: RESPONDENT REGISTRATION FORM

**IMPORTANT:** Suppliers interested in participating in the Office Supplies requirements Industry Engagement Process must agree to the terms of the Process and sign this mandatory form.

Industry Participants are requested to return a completed Annex C: Registration form via e-mail to:  
[pierre.g.whissell@tpsgc-pwgsc.gc.ca](mailto:pierre.g.whissell@tpsgc-pwgsc.gc.ca)

### 1. Registration Details

Company Name of Participating Supplier: \_\_\_\_\_

Main Contact Name: \_\_\_\_\_

Title: \_\_\_\_\_

E-mail: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Preferred Language:      English ☐                      French ☐

### 2. Participation to One on One sessions

Will your organisation be attending?

Yes ☐                      No ☐

How will you be attending?

In Person in the NCR ☐                      WebEx and/or Teleconference ☐

#### 2.1. Meet with EPS Project Team

Do you want to meet with representatives of the Electronic Procurement Solution project team to discuss catalogue enablement?

Yes ☐                      No ☐

#### 2.2. Attendees

Please provide a list of attendees: (maximum of 4)

	Name:	Title:
1.		
2.		

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3.		
4.		

### 2.3. Preferred Meeting Schedule

Please rank your preferred meeting time(s) (i.e. 1<sup>st</sup> choice = 1, 2<sup>nd</sup> choice = 2, etc.). One meeting time will be allocated to each Industry Participant, primarily on a first-come-first-served basis. Resolution of conflicts will be attempted; however the Contracting Authority reserves the right to assign meeting times at their sole discretion.

(Times are EDT)	Thursday November 1	Friday November 2	Monday November 5	Tuesday November 6	Wednesday November 7
Morning 9:30 to 11:30 AM					
Afternoon 1:00 to 3:00 PM					

Note: Additional days for One-on-One Sessions may be added as required.

### 2.4. Attendee Accessibility requirements

Please advise if any attendee has accessibility requirements for any of the meetings (i.e. persons with special needs).

### 3. Acknowledgement of terms

By signing this document, the individual represents that they have full authority to bind the Participating Supplier and that the individual and the company agree to be bound by all the terms and conditions of this Engagement Process.

X \_\_\_\_\_

Signature

\_\_\_\_\_

Date

## **ANNEX D – ITEM SPECIFIC GREEN REQUIREMENTS**

### **Packaging Criteria (applies to all categories)**

Products with minimal packaging;

Bulk packaging (also known white box packaging)

Packaging that is recyclable, biodegradable or made from renewable resources.

### **General Product Considerations**

Products containing post-consumer recycled content;

Products that are partially or wholly biodegradable;

Products with replaceable, consumable parts;

Supplies made from polyethylene plastics (HDPE or PET) rather than polyvinyl chloride (PVC)

Supplies made from stainless rather than galvanized steel.

### **Writing Instruments**

Pens and pencils that are refillable to reduce solid waste;

Markers and highlighters with low toxicity ink;

Pencils made of recycled material or wood from sustainable forests

### **Paper and Fiberboard Products**

Products made from post-consumer recycled content

Products coming from sustainable forests to reduce forestry activity.

Chlorine-free products to eliminate the formation of chlorinated organic compounds.

Labels that are biodegradable or recyclable to reduce the resultant solid waste.

## ANNEX E – List Of Commodities

Categories	UNSPSC Code
Adding machines and accessories	44101800
Batteries and cells and accessories	26111700
Binding and lamination machines	44102800
Boards	44111900
Business cases	53121700
Cash handling supplies	44111600
Clocks	54111600
Computer accessories	43211600
Computer data input devices	43211700
Computer display accessories	43212000
Cutting and crimping and punching tools	27111500
Desk supplies	44121600
Drafting supplies	44111800
Electrical wire and cable and harness	26120000
Ergonomic support aids	46182200
Fastening supplies	44122100
Folders and binders and indexes	44122000
Identification documents	55121800
Ink and lead refills	44121900
Labeling machines	44102400
Labels	55121600
Laminating supplies	44102000
Lamps and lightbulbs	39101600
Locks and security hardware and accessories	46171500
Mailing supplies	44121500
Office machine accessories	44102900
Organizers and accessories	44111500
Packing machines	44102300
Paper processing machines and accessories	44101600



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PDA and accessories phones and tablets excluded	43211600
Personal communications accessories	43191600
Planning systems	44112000
Printed publications	55101500
Removable storage media	43202000
Tape	31201500
Typing machines and accessories	44102600
Writing instruments	44121700
Writing paper	14111511