



Canada Revenue Agency    Agence du revenu du  
Canada

## **REQUEST FOR INFORMATION (RFI)**

**No. 1000346939**

**Copy Paper for**

**The Canada Revenue Agency**

**Closing Date and Time: April 15, 2019 2:00 pm (EDT)**

## **1. DISCLAIMER**

Responding to this Request for Information (RFI) is not a prerequisite to receiving or being eligible to bid on any Request for Proposal (RFP). Any RFP will be advertised on the Government Electronic Tendering Service (GETS) commonly referred to as Buy and Sell (<https://buyandsell.gc.ca/>).

This RFI is not to be construed as a solicitation for tenders or proposals. No contract or other form of commitment will be entered into based on responses to this RFI. This RFI is not considered as authorization by the Canada Revenue Agency (CRA) to undertake any work that would result in costs to CRA.

Nothing in this RFI shall be construed as a commitment from CRA to issue an RFP for this commodity. CRA may use non-proprietary information provided in its review and/or in the preparation of any formal RFP. All responses will be held by CRA on a confidential basis (subject to applicable federal legislation) and remain the property of CRA once they have been received. CRA may reproduce or photocopy or transcribe the response and any non-proprietary supporting documentation for the purpose of its review and/or inclusion in any resulting RFP document.

CRA reserves the right to change, at any time, any or all parts of the requirements, as it deems necessary. CRA also reserves the right to revise its procurement approach, as it considers appropriate, either based upon information submitted in response to this RFI or for any other reason it deems appropriate.

Responses to this RFI will not be used to pre-qualify or otherwise restrict participation in any future procurement process (e.g. an RFP). Responses will not be formally evaluated. CRA will not reimburse any expenditure incurred in preparing responses and participating in the presentation sessions related to this RFI.

## **2. RFI FORMAT**

The RFI is divided into two sections:

Section I contains the Statement of Work that is being considered to form part of a new solicitation, and suppliers will be requested to provide feedback on any areas that they feel require change.

Section II contains general questions about the copy paper industry, and what the CRA should be targeting. Respondents should note that this list of questions is not exhaustive, and respondents are invited to provide any additional information that might prove useful and/or beneficial to the CRA.

### 3. RESPONSES

The vendor is requested to provide a contact name, email address and telephone number when submitting their response. Respondents are requested to submit responses by email to Katherine Hutton at [Katherine.hutton@cra-arc.gc.ca](mailto:Katherine.hutton@cra-arc.gc.ca) by **April 15, 2019**, 2 pm, Eastern Daylight Time (EDT). It is recommended that all electronic submissions contain a read receipt option to confirm that the email was received; otherwise respondents should contact the contracting authority at (613) 286-5340 to confirm.

While electronic submissions are preferred, respondents may also submit a hard copy of their response to the following address:

Canada Revenue Agency  
Bid Receiving Unit  
Ottawa Technology Centre  
Receiving Dock  
875 Heron Road, Room D-95  
Ottawa, ON K1A 1A2  
Telephone No: (613) 941-1618

The Bid Receiving Unit of CRA is open Monday to Friday inclusive, between the hours of 0730 and 1530, excluding those days that the federal government observes as a holiday.

### 4. ENQUIRIES

All enquiries regarding this RFI must be submitted via email to [Katherine.hutton@cra-arc.gc.ca](mailto:Katherine.hutton@cra-arc.gc.ca).

### 5. BACKGROUND

Current Copy Paper situation:

The CRA currently has in place a contract for copy paper, and would like to engage industry to help improve its business requirement for this commodity going forward. The annual volume of CRA's paper expenditures is approximately \$1M. Additionally, suppliers are required to be able to connect with the CRA's Ariba-based catalogue tool to fulfill client orders. The CRA is interested in any additional information about the current environment surrounding the paper commodity, and how its business requirements may continue to be met for this commodity.

The purpose of this RFI is to:

- Gather information on industry best practices for copy paper manufacturing and distribution.
- Solicit feedback on the accuracy and reasonableness of the attached Statement of Work.
- Determine if a national contract is feasible in the current paper industry environment.

## **6. RFI QUESTIONS**

### **Section I – Draft Statement of Work (SOW)**

This contains a preliminary description of the requirement. Suppliers are invited to examine the scope of the work and to respond to the questions that follow.

## **ANNEX A: STATEMENT OF WORK**

### **1.0 INTRODUCTION**

The Canada Revenue Agency (CRA) has a requirement for copy paper to be supplied and delivered to all CRA offices across Canada (refer to Appendix A for locations), on an as and when requested basis.

### **2.0 BACKGROUND**

The CRA has approximately 40,000 employees located in over 169 locations across Canada. Offices vary in size and purpose (Tax Centers, Tax Service Offices, Benefits programs, and Headquarters).

It is the objective of this procurement initiative to supply all employees with copy paper on an as and when requested basis, to allow employees to meet the operational requirements of the Agency. The Agency has the overarching objective of leveraging its annual spend for this commodity, in order to achieve best value by reducing costs, while providing one-stop shopping to employees for copy paper delivered on a timely basis. It is also the Agency's objective to promote sustainable development initiatives by purchasing environmentally preferable products, where possible, as well as requiring the Contractor to use best practices in packaging and delivery to reduce environmental impacts.

### **3.0 SCOPE**

The Contractor must have the capacity and distribution capabilities to meet CRA's requirements nationally. The Contractor must also have the capability to connect with the CRA's Ariba based catalogue tool (named Synergy) to fulfill client orders.

The CRA currently spends approximately \$1M dollars annually on copy paper. The number of transactions for copy paper is in excess of 28,000 per year.

### **4.0 TASKS**

#### **4.1 Client Manager**

The Contractor must provide an individual resource that will perform the function of a centralized Client Manager for CRA. The Contractor must:

- 4.1.1 Ensure that CRA will be able to communicate directly with the centralized Client Manager in both official languages.

- 4.1.2 Provide a backup resource(s) to ensure that the same level of service is maintained during any absences by the Client Manager.
- 4.1.3 Ensure that the Client Manager is aware and accountable for all activities carried out under the Contract across Canada.
- 4.1.4 Provide the Client Manager's Contact Information and update CRA of any changes to this information. The Contractor must provide a telephone number, a facsimile number, and an email address to allow the CRA Contracting Authority to contact the Client Manager (and all backup resource(s)) directly. This information must always be kept current.
- 4.1.5 Ensure that the Client Manager responds to enquiries from the Contracting Authority within one (1) business day of receipt, and provide an estimated time for the resolution of the issue that gave rise to the enquiry.

## **4.2 Customer Support**

- 4.2.1 During the ordering process and when dealing with client issues, the Contractor must implement and maintain a centralized client management approach for this requirement. The Contractor must be responsive and accountable to the Contracting Authority and the stakeholders identified in Annex C - Requirements for CRA Synergy Solution of the Contract.
- 4.2.2 The Contractor must monitor and ensure that the standard delivery service levels identified in Section 5.2 – Delivery of the Statement of Work are met.
- 4.2.3 Official Languages of Canada:  
All product information and services must be available in both official languages. The quality of the product information and services provided in one language must be comparable to those in the other. This must include catalogues, product packaging, packing slips, invoicing, care and maintenance instructions, and product labelling.

## **5.0 DELIVERABLES**

### **5.1 Product Requirements**

The Contractor must supply CRA with copy paper on an "as and when requested" basis, as set out below.

## 5.1.1 Type of Copy Paper

### 5.1.1.1 Recycled Multipurpose Paper

- i) The copy paper must be manufactured from a proportion of pre-consumer waste or postconsumer recovered fibre, the minimum of which is 30% recycled material. This includes paper, paperboard, and fibrous wastes from retail stores, office buildings, and homes (after they have passed through their end-usage as a consumer item), such as the following:
- used corrugated boxes;
  - used newspapers;
  - used magazines;
  - mixed waste paper;
  - tabulating cards;
  - used cordage; and
  - all paper, paperboard, and fibrous wastes that enter and are collected from municipal solid waste.
- ii) Postconsumer recovered fibre does not include fibre derived from printers' over-runs, converters' scrap, and over-issue publications.

#### 5.1.1.2 The copy paper must meet the following specifications and dimensions:

- White, basis weight 10M, 215 mm x 280 mm (8 1/2" x 11")
- White, basis weight 12.75M, 215 mm x 355 mm (8 1/2" x 14")
- Color, basis weight 10M, 215 mm x 280 mm (8 1/2" x 11") – (Colours available must include a minimum of Canary, Blue, Cherry, Goldenrod, Orchid, Buff, and Salmon.)

## 5.1.2 Technical Performance requirements

The copy paper must meet all the technical performance requirements listed below:

- Curl: the copy paper must lie flat before and after processing through a multi-function device, high-speed laser printer, photocopier, or dry toner facsimile, with either no tendency to curl or with a curl which can be overcome under reasonable working conditions.
- Surface: the surface of the copy paper must be free from lint, fuzz, wrinkles, waviness, folds, holes, tears, and other detrimental defects.
- Size and trim: the copy paper must be furnished in the size(s) ordered and must be flat, trimmed square on four sides with clean and smooth edges, free of loose fibres and evenly jogged. Successive sheets within any package must not differ from each other by more than 1 mm (1/32inch). Copy paper will be considered square if the variation does not exceed 1 mm (1/32inch).
- Formation: the copy paper must be uniform and must not vary more than 0.011 mm (0.0004 inch) from one edge to the other.
- Performance: the copy paper must perform satisfactorily on multi-function devices, high-speed laser printers, photocopiers, and dry toner facsimiles. There must not be more than one paper-caused jam or one document with unacceptable image quality due to the paper per 5,000 continuous-copy run at atmospheric conditions of 21 ±5.5 °C and 50 ±20 pct relative humidity.

### **5.1.3 Environmental Performance requirements**

5.1.3.1 All copy paper products must contain a minimum of 30% recycled fibre content and the manufacturer must be certified to a recognized environmental standard that reduces the environmental impact of its production. A list of recognized Environmental Certification Programs that meet these standards are listed under section 5.1.3.2 of this Statement of Work.

5.1.3.2 The copy paper products and the manufacturer(s) must be certified in at least one of the following Environmental Certification Programs with a sustainable forestry standard:

- Sustainable Forestry Initiative (SFI);
- Forest Stewardship Council (FSC) ;
- the Programme for the Endorsement of Forest Certification schemes (PEFC)
- Canadian Standards Association (CSA) sustainable forest management standard
- Environment Canada's EcoLogo/Environmental Choice Program; or
- Any other environmental certification program that contains a sustainable forestry standard

## **5.2 Delivery**

### **5.2.1 Delivery Options**

The Contractor must provide the following delivery options:

Category 1: delivery of copy paper to client loading dock;

Category 2: delivery of copy paper to one specified location (other than the loading dock) at the client site;

The delivery option is to be determined by the identified user at the time of placing the Synergy Order.

### **5.2.2 Standard Delivery Times**

- i) Delivery must be made by the Contractor within 2 business days of order placement (excluding week-ends and statutory holidays), to any CRA location listed in Appendix A of this Annex A.
- ii) Hours of Operation: the Contractor must supply and deliver copy paper to all CRA locations from 8:00 AM to 5:00 PM, across all Canadian time zones, during regular business days, excluding Statutory Holidays.

### **5.3 Standard Quarterly Reports**

Within ten (10) business days from the last business day of each quarter, the Contractor must provide, at no additional cost to the CRA, standard reporting data in a common electronic reporting format that has been approved by the Contracting Authority in advance. Reports to be provided must include:

1. All Orders submitted by CRA during the previous quarter under this Contract, including, at a minimum, the following details for each Order:
  - The associated Purchase Card Order (PCO) number.
  - the date of the Order and location of delivery(ies)
  - a product description, the quantity ordered and the price charged
  - the delivery date
  
2. Ordering and System Issues report, including:
  - the total number of ordering and system issues reported during the previous quarter, including billing issues, delivery issues, backorders, and exchanges; and
  - a description of each issue, the length of time required for resolution (if resolved).

## APPENDIX A: LIST OF CRA LOCATIONS

### Atlantic

1. St. John's, Newfoundland
2. Charlottetown, Prince Edward Island
3. Sydney, Nova Scotia
4. Halifax, Nova Scotia
5. Moncton, New Brunswick
6. Bathurst, New Brunswick

### Quebec

7. Quebec City, Quebec
8. Gatineau
9. Rimouski, Quebec
10. Sherbrooke, Quebec
11. Montreal, Quebec
12. Rouyn-Noranda, Quebec
13. Laval, Quebec
14. Brossard, Quebec
15. Chicoutimi, Quebec
16. Trois-Rivieres, Quebec
17. Shawinigan, Quebec

## Ontario

18. Kingston, Ontario
19. Belleville, Ontario
20. Sudbury, Ontario
21. Thunder Bay, Ontario
22. Peterborough, Ontario
23. Toronto, Ontario
24. Scarborough, Ontario
25. Mississauga, Ontario
26. North York, Ontario
27. Hamilton, Ontario
28. Kitchener, Ontario
29. St. Catherine's, Ontario
30. London, Ontario
31. Windsor, Ontario

## Prairies

32. Winnipeg, Manitoba
33. Regina, Saskatchewan
34. Saskatoon, Saskatchewan
35. Calgary, Alberta
36. Edmonton, Alberta
37. Red Deer, Alberta
38. Lethbridge, Alberta

### Pacific

39. Penticton, British Columbia
40. Vancouver, British Columbia
41. Victoria, British Columbia
42. Surrey, British Columbia
43. Prince George, British Columbia

### Headquarters

44. National Capital Region – CRA Branches in both Ottawa and Gatineau (56 buildings)

### Questions on SOW:

1. Are the technical specifications for the copy paper reasonable with regards to the paper products being produced today? If not, please specify what changes are recommended.
2. Are the Sustainable Development specifications within the SOW reasonable for industry today (for example, asking that paper contain 30% recycled material)?
3. Is the turnaround time of two business days for a national delivery considered to be reasonable? If not, what would be recommended as a reasonable turnaround time?
4. If a future CRA solicitation process for copy paper contained a national delivery, would this approach be feasible for suppliers? What changes might be recommended to accommodate suppliers' capabilities, while continuing to meet the CRA's paper needs on a national level?
5. Are there any other elements that would prevent your firm from placing a bid on a subsequent RFP for this commodity?
6. Are there any elements missing from this SOW that should be included?

## Section II – Questions for Industry

1. Given CRA's current volumes, office locations and business practices, (including use of an Ariba-based ordering tool), is there a recommended approach that would provide the CRA with best value for procuring copy paper? Please provide details of this approach and how it would be advantageous for both parties.
2. In the past, the CRA has opted to have one national all-inclusive price per carton for each size of paper. How does this compare to the normal industry pricing structure for copy paper?
3. Are there issues around the copy paper manufacturing and/or distribution that CRA should be aware of or should be accommodating for under a future solicitation process for copy paper?
4. If the CRA was to implement a minimum order amount, (for example a minimum of 3 cartons per order), would this reduce delivery costs sufficiently enough to have an impact on paper pricing? If this is the case, what would be recommended as the order size minimum that would create best value for the CRA?
5. Contracts issued by the CRA often contain option periods, which when exercised, allow for a pricing update. The option period price refresh mechanism often utilised by CRA is one of the pricing indexes (CPP, IPPI etc...). Does this structure work for the paper industry? If not, what are the reasons for this? Are there other methods that would be a better fit for determining option year pricing, and if so, please describe them?