



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

PWGSC/TPSGC Acquisitions Bid Receiving  
Box/Boîte de Réception des Soumissions  
Bid Receiving Box/Boîte de Récepti  
1st Floor/1<sup>ère</sup> étage, Suite 1212  
100-1045 Main Street  
Moncton  
New Brunswick  
E1C 1H1  
Bid Fax: (506) 851-6759

**LETTER OF INTEREST  
LETTRE D'INTÉRÊT**

Comments - Commentaires

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

Issuing Office - Bureau de distribution  
Acquisitions NB/PEI (Moncton Office) – Bureau  
d'acquisitions N.-B./Î.-P.-É. (Moncton)  
1045 Main Street / 1045, rue Main  
Moncton  
New Bruns  
E1C 1H1

<b>Title - Sujet</b> RFI - Digital & Paper Storage	
<b>Solicitation No. - N° de l'invitation</b> 51019-191021/A	<b>Date</b> 2019-12-20
<b>Client Reference No. - N° de référence du client</b> 51019-191021	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$MCT-018-5667
<b>File No. - N° de dossier</b> MCT-9-42090 (018)	<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 2020-01-21</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Atlantic Standard Time AST	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Martin (MCT), Lisa M.	<b>Buyer Id - Id de l'acheteur</b> mct018
<b>Telephone No. - N° de téléphone</b> (506) 962-5328 ( )	<b>FAX No. - N° de FAX</b> (506) 851-6759
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> VETERANS AFFAIRS CANADA JCB 322 P.O.BOX 7700 CHARLOTTETOWN Prince Edward Island C1A8M9 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b> See Herein	<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>

## Request for Information (RFI)

**TITLE** Digital and Paper Storage Solutions

### 1. Purpose and Nature of the Request for Information (RFI)

Public Services and Procurement Canada (PSPC), on behalf of Veterans Affairs Canada (VAC), is requesting Industry feedback on viable solutions for scanning and digitization; paper storage; indexing, retrieval, re-file, interfile, and transportation of paper files; and destruction of information. Vendors are requested to provide specific responses to the questions, which will assist VAC in determining availability of resources.

The objective of this RFI is to gather the most current information possible from industry on digitization and analytics, scanning and storage, and retrieval and destruction solutions as it relates to VAC's business requirements.

The key objectives of this RFI include:

1. Receive responses from the vendor community about available solutions; and
2. Get a better understanding of the current and future trends in digitization, storage, retrieval, and destruction.

Vendors must also meet the following requirements:

- Ability to scan on demand as required
- Ability to digitize microfilm
- Solution must support Canada's national bilingualism standard (English/French)
- Solution must be accessible to all users and align with the recommendations set out in the [Accessibility Act](#)
- Access to the original document(s) on an as needed basis, is required
- Data must be stored on servers physically located in Canada
- Audit tables must be created and maintained on an on-going basis
- Regularly scheduled reports, as well as ad-hoc reports on an as needed basis, are required
- Ability to provide a search capability for the digitized material

This RFI is neither a call for tender nor a Request for Proposal (RFP). No agreement or contract will be entered into based on this RFI. The issuance of this RFI is not to be considered in any way a commitment by the Government of Canada, nor as authority to potential respondents to undertake any work that could be charged to Canada. This RFI is not to be considered as a commitment to issue a subsequent solicitation or award contract(s) for the work described herein.

Although the information collected may be provided as commercial-in-confidence (and, if identified as such, will be treated accordingly by Canada), Canada may use the information to assist in drafting performance specifications (which are subject to change) and for budgetary purposes.

Respondents are encouraged to identify, in the information they share with Canada, any information that



they feel is proprietary, third party or personal information. Please note that Canada may be obligated by law (e.g. in response to a request under the Access of Information and Privacy Act) to disclose proprietary or commercially-sensitive information concerning a respondent (for more information: <http://laws-lois.justice.gc.ca/eng/acts/a-1/>).

Participation in this RFI is encouraged, but is not mandatory. There will be no short-listing of potential suppliers for the purposes of undertaking any future work as a result of this RFI. Similarly, participation in this RFI is not a condition or prerequisite for the participation in any potential subsequent solicitation.

Respondents will not be reimbursed for any cost incurred by participating in this RFI.

The RFI closing date published herein is not the deadline for comments or input. Comments and input will be accepted any time up to the time when/if a follow-on solicitation is published.

In the event that a response is not sufficiently clear, PSPC reserves the right to seek additional information as necessary.

## **2. Background Information:**

VAC continues to work towards more efficient management of information and seeks a cost-effective, secure, outsourced solution to better align with the Government of Canada's digital strategy to leverage technology in the digital era and enable better use and sharing of information.

There are approximately 229,000 boxes of VAC information currently in storage in locations across Canada, including Charlottetown, Halifax, Montreal, Ottawa, Toronto, Winnipeg and Vancouver. A number of these information records requires digitization, and all of them require secure storage.

VAC's goal is to eventually be a paperless department and is working towards diminishing paper storage over time.

## **3. Purpose of the Solution:**

The solution(s) is required to have locations across Canada in the following regions: Atlantic, Central, the Prairie provinces, and the West Coast. These locations would be set up to provide safe and secure facilities that meet VAC's digitization and destruction standards; a system to electronically order, scan and track digital and paper files; along with an identified workflow component including accession, storage, retrieval, withdrawal, transportation, and destruction of files in both paper and digital format.

VAC requires continued national records storage and ongoing records lifecycle management services.

The Contract Period is tentatively planned for seven (7) years with the option to extend for three (3) additional, one (1) year periods.

## **4. Legislation, Trade Agreements, and Government Policies:**

The following is indicative of some of the legislation, trade agreements and government policies that could impact any follow-on solicitation(s):



- a) Canada Free Trade Agreement (CFTA)  
The CFTA applies to this procurement
- b) North American Free Trade Agreement (NAFTA)  
This procurement is excluded from NAFTA
- c) World Trade Organization – Agreements on Government Procurement (WTO-AGP)  
This procurement is excluded from WTO-AGP
- d) Federal Contractors Program for Employment Equity (FCP-EE)  
The FCP-EE applies to this procurement. For more information on this program, please visit the following website: <https://buyandsell.gc.ca/policy-and-guidelines/Supply-Manual>.
- e) Comprehensive Land Claim Agreements (CLCAs)  
This procurement is excluded from CLCAs

#### **5. Schedule:**

In providing responses, the following schedule should be utilized as a baseline:

- Request for Information (RFI) – December 2019
- RFP issued – May 2020
- Contract Award – September 2020

#### **6. RFI questions for Industry**

Please refer to Attachment A for a list of questions for Industry.

#### **7. Submission of Responses:**

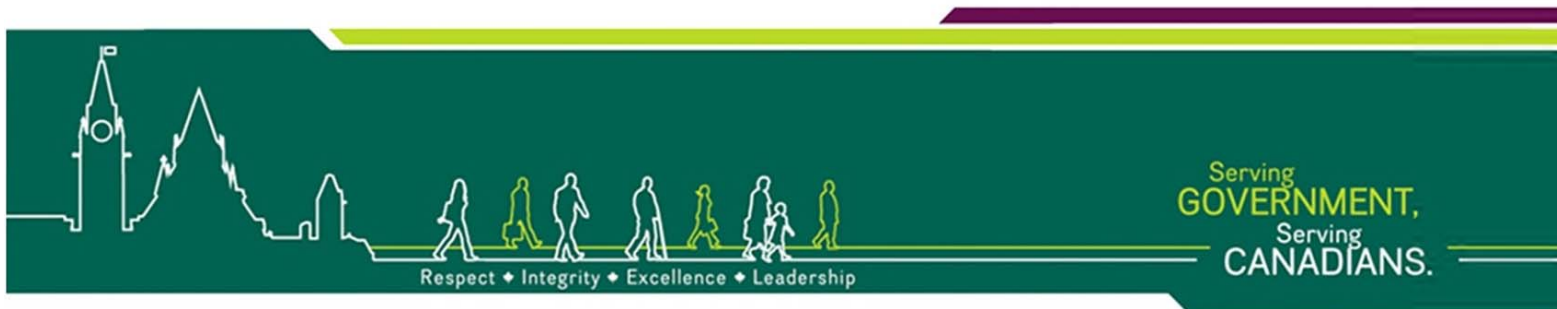
Interested Respondents may submit their responses to the PSPC Contracting Authority, identified below, preferably via email:

Lisa Martin  
Supply Specialist  
Public Services and Procurement Canada  
Acquisitions Branch  
E-mail: [lisa.m.martin@pwgsc.gc.ca](mailto:lisa.m.martin@pwgsc.gc.ca)

#### **8. Format of Responses:**

Participants are requested to submit a response to the questions in electronic format (compatible with MS Word 2013 or Adobe PDF) is preferable as long as copy/pasted or printing of text functions are not restricted in any way by the RFI closing date to permit proper consideration.

Respondents are requested to review the questions provided in Attachment A and respond utilizing the



same numbering format as well as any additional comments and concerns they may have.

Responses may be provided in either English or French.

Respondents should submit only pertinent information in response to this request. The inclusion of general marketing or technical manuals is discouraged, unless they provide specific information that has been requested. Changes to this RFI may occur and will be advertised on the Government Electronic Tendering System. Canada asks Respondents to visit [buyandsell.gc.ca](http://buyandsell.gc.ca) regularly to check for changes, if any.

A point of contact for the Respondent should be included in the package.

**9. Closing date for the RFI:**

Responses to this RFI will be accepted until 02:00 PM Atlantic Standard Time (AST) on January 21, 2020 to the PWGSC Contracting Authority identified above.



## Request for Information (RFI) Questions for Industry

### Attachment A

#### Solution Requirements:

Respondents are requested to provide detailed responses, addressing each of the following questions:

#### Part A – Scanning and Indexing Questions

##### Functional

1. How does your scanning solution support the following functions?
  - a. Prepping documents for scanning
  - b. Scanning resolution (accuracy and quality), color detection, and file compression
  - c. Processing data (Optical Character Recognition, language support)
  - d. Scanning functions (annotating, blank page detection)
  - e. Barcode recognition
  - f. Production and export (file format, imported to other software)
  - g. A web-enabled environment (preferred browsers, plug-ins, versions, etc.)
  - h. Planned future enhancements

Please list and describe all of the various functions and features of your solution.

2. How does your solution comply with the requirements outlined in section 6.4.2.2 of the [Canadian General Standards Board's CGSB-72.34-2017, Electronic records as documentary evidence](#)?
3. What, if any, customization is required to operationalize the solution?
4. Does your solution have a parent-child scanning feature? If yes, please explain.
5. What product training and user support is available pre and post installation? Do you provide training, user manual and support in both English and French?
6. What are the activities and the type/level of expertise VAC would require in order to maintain the solution on an on-going basis?
7. Describe the document management system that you use, as well as the access control measures you have in place to ensure the data is secure.
8. How long would it typically take for your staff to install and configure your solution and make it ready for production use?

##### Technical

9. What database do you use to store the data?
10. Are there server requirements for the VAC-ACC/Client network?
11. Do you use cloud storage to store any of your information?
12. What is the license model, user or Enterprise licensing?
13. What do you have in place for backing up your data?
14. How often do you issue a new release and/or version? Do you have a regular release cycle?





15. What type of technical documentation do you use and is this provided to customers?
16. Describe what a typical release cycle would look like for maintenance releases as well as any system enhancement releases and the steps you take to implement the solution. What are the outage times for these releases (if any)?
17. Is the data exported from the application and what file formats are supported?
18. What are the hours of operations and response times of your technical support team?

### **Part B – Storage Questions**

1. How many storage facilities do you have in Canada? Where are your facilities located?
2. Do all of your storage facilities have the same capacity for storage? Please describe what the capacity is at each location, and the types of storage used for both paper and digital.
3. Do you have a multi-level inventory tracking capability?
4. What security measures do you have in place to reduce data breach exposure at your facilities? Please specify the type of surveillance; access (do you have card key access?); and staff screening that you have in place.
5. What protection measures do you have in place to prevent physical damage of information at your facilities? Please specify the climate controls, building materials, and power backup measures in place.
6. What is your remediation plan in the event of water or fire damage to the physical files? Please advise if you provide these services on-site, or if you subcontract to another entity at another location.
7. What security measures do you have in place to reduce data breach exposure and prevent physical damage during transportation?
8. What would be a reasonable amount of time for you to move files to your locations?

### **Part C – Retrieval and Filing Questions**

1. What do you have in place to track files? Are all files (digital, file, or box) tracked using the same mechanism? Please describe.
2. Describe your retrieval process. How is the information safeguarded and what is the expected time frame to receive the information?
3. Would you be able to provide estimated costing for different types of searches? For example, using Artificial Intelligence to search for key pieces of information.

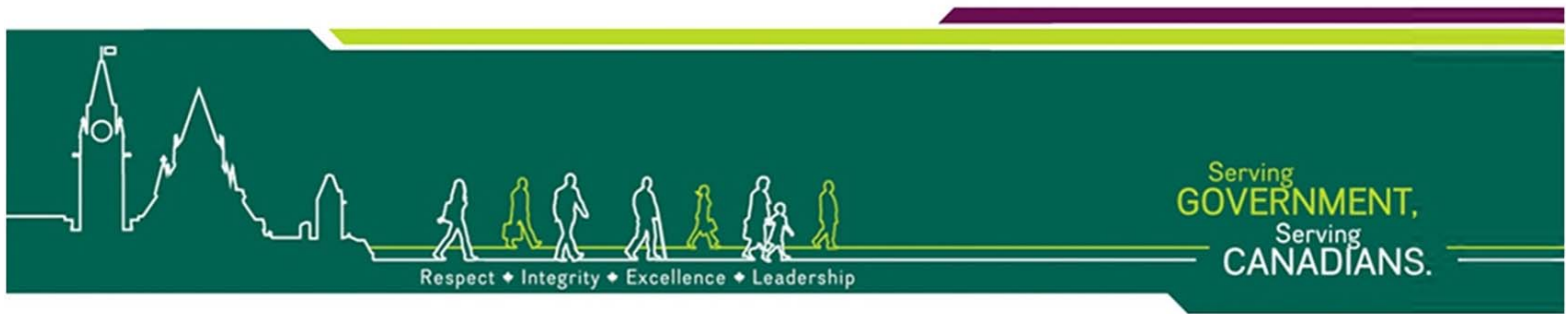
### **Part D - Destruction Questions**

1. Please describe what your secure shredding solution involves.
2. Do you have secure shredding on-site, or is it transported to another location?

### **Part E - Reporting**

1. Please describe the reporting system that you use - types of reports available, the underlying





infrastructure, the type of information captured, frequency, format, and how the information is shared.

2. Do you have the capacity to undertake predictive analytics on the digitized materials?

#### **Part F – Overall solution**

1. Do you have the ability to provide a solution for all of VAC's business requirements? If not, how are you going to manage this?

