



REQUEST FOR INFORMATION (RFI) - to seek information about a centralized Printing/Scanning Services and the procurement of a fleet of multifunction devices for the Senate of Canada.

Subject:

This RFI is issued solely to seek information about a centralized Printing/Scanning Services and the procurement of a fleet of multifunction devices for the Senate of Canada.

Issue Date:

November 27, 2023

Closing Date and Time:

December 20, 2023, 11AM EST

RFI No:

SEN-059 23/24

SENATE INFORMATION

For all inquiries:

Contact: Shirley Chartrand
Title: Senior Procurement Advisor
Address: 40 Elgin Street, 11th floor,
 Ottawa, ON K1A 0A4, Canada
Telephone no: 613-995-8888 x4
E-mail: Proc-appr@sen.parl.gc.ca

Response can be delivered by e-mail only to the address of the Contracting Authority below.

E-mail: Proc-appr@sen.parl.gc.ca

PLEASE MARK ALL CORRESPONDANCE WITH THE RFI NUMBER INDICATED ABOVE.

NOTICE

This RFI is issued solely for information and planning purposes and does not constitute a solicitation or obligation on the part of the Senate of Canada. Neither unsolicited proposals nor any other kind of offers will be considered in response to this RFI. Vendors will not be reimbursed any costs associated with developing responses and/or providing information in response to this RFI and/or any follow-up information requests.

Any information submitted in response to this RFI will become the property of the Senate of Canada and will not be returned. Any/all information received in response to this RFI that is marked Proprietary will be handled accordingly. Such restrictions should be clearly indicated on each sheet containing such information.

In the event that the Senate issues a competitive solicitation as a result of this RFI, the Senate of Canada intends to issue a non-restrictive solicitation to maximize competition and seek the best value. The final acquisition strategy and evaluation methodology are still to be determined.

CONTACT INFORMATION

Name of Firm:	
Name of contact:	
Email Address:	
Telephone Number:	

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PART 1 – INSTRUCTIONS

BACKGROUND AND PURPOSE OF THIS RFI

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INSTRUCTIONS

- It is requested that responses be submitted in softcopy format to the electronic mailing address indicated on page 1.
- Each respondent is solely responsible for ensuring its response is delivered on time per the instructions specified in this RFI.
- The Senate reserves the right to cancel this RFI at any time;
- Responses may be in English or French at the preference of the respondent.

INQUIRIES

Because this is not a bid solicitation, the Senate will not necessarily respond to enquiries in writing or circulate answers to all potential suppliers/respondents.

Please address all inquiries about this RFI to the Contracting Authority:

Shirley Chartrand
Senior Procurement Advisor
The Senate of Canada
Finance and Procurement Directorate
40 Elgin Street Ottawa, 11th floor
Ottawa, ON K1A 0A4

Telephone: 613-995-8888 x 4
E-mail: Proc-appr@sen.parl.gc.ca

REVIEW OF RFI RESPONSES

- Responses will not be formally evaluated.
- All responses shall be held confidential and shall remain the property of the Senate of Canada once received and will not be returned to the respondent.
- Respondents are advised that information submitted may be used in the development of any future Senate bid solicitation documents.
- The Senate will review all responses received by the RFI closing date. The Senate may, at its discretion, review responses received after the RFI closing date.
- Not responding to this RFI shall in no way penalize the bidders to any future bid solicitations.

CONFIDENTIALITY

- All information obtained from this RFI will be treated as confidential.
- Respondents should mark any portions of their response that they consider proprietary or confidential.

FOLLOW UP

- The Senate may contact any respondents to follow up with additional questions or for clarifications on any aspect of a response.

PART 2 – STATEMENT OF REQUIREMENT

1. Subject

To seek information about centralized printing and scanning services and the procurement of a fleet of Multifunction Printer (MFP) devices for the Senate of Canada.

2. Introduction

The Senate of Canada, hereinafter referred as to “the Senate”, is seeking information for an integrated centralized printing and scanning solution, as well as multifunction equipment that would allow to implement secure printing.

3. Goal of this Request for Information (RFI)

This RFI is issued to solicit information from experienced entities to assist with creating a comprehensive Statement of Work for contracting an external expert for the implementation of a centralized printing and scanning solution, and to standardized multifunction devices models across the Senate. The Senate expects vendors to provide budgetary estimates as part of their responses to this RFI. The Senate is seeking information to review available options regarding printing and scanning devices to support current and future business needs.

PART 3 - QUESTIONS FOR THE INDUSTRY

Respondents are not required to respond to all the following questions.

Please provide as much detail as possible for the following questions.

We also strongly encourage you take this opportunity to ask questions and raise any concerns you might have in your answers to this RFI.

Q1: The Senate is seeking recommendations for a single integrated solution that supports the functionalities listed below.

- Bilingualism and user-friendly support in both official languages
- Pull printing
 - What method of authentications are supported
- Print queue management
- Ability to report on device metrics (e.g., page count, toner levels, etc.)
- Mobile print management and support
- Management of consumables (e.g., a printer needs to replace toner)
- Hardware fleet management (e.g., firmware update)

Q2: What emerging **industry capabilities, services and/or technologies** should the Senate consider to achieve the following business outcomes, and explain why:

- Consolidating Print Server Infrastructure and/or migrating to a “Serverless” Printing with no or minimal user impact.
- Enabling capabilities such as “Pull Print or Follow-Me Print”.
- Printing from mobile devices.
- Corporate approach to gathering of metrics related to print volumes.
- Corporate approach to the managing printing devices
- Lowering print related costs and reducing environmental footprint.
- Improving user experience
- Enabling the ability for users from different organizations and different Virtual Local Networks (VLANs) to use Senate printing devices.

Q3: Do you recommend the Senate implement an **open centralized platform** that could evolve over time or a proprietary solution that works with your equipment only? Please indicate the supported technologies that applies, the operating systems supported, how licensing work, and estimated costs.

Q4: The Senate is seeking information on enabling **authentication methods** on proposed equipment, such as Tokens, ID cards, or PINs. Please provide details on the specifics of the hardware/software required to ensure proper functionality and support and explain how this technology works?

Q5: The Senate is seeking information on **available devices and options**. Please provide details on different brands, series and models? The Senate has identified some high-traffic areas that require high performance colour multifunction printers and has identified some lower traffic areas that require much lower yield equipment. Please provide a list of all available options on the suggested models, such as scanning, in-line staplers, internal or external finishers, high-capacity trays, etc.

Q6: The Senate is seeking specific information on scanning **features availability and specifications** such as, but not limited to:

- Available scanning area.
- Scan to Email, scanning to SharePoint, scanning to a network share
- Supported paper formats.
- Colour and monochrome scanning.
- Scanning speed.
- Scanning resolution.
- Scanning output formats.
- Automatic document feeder capacity.
- Post-scanning enhancements.

Q7: The Senate is seeking recommendations on the standardization of the future fleet as an effort to minimize the maintenance and support costs. Based on your experience, can you please provide the industry best practices and recommendations?

Q8: The Senate is seeking recommendations on the best approach to evaluate pricing in regard to **maintenance and support services pricing**. Should the maintenance and support services include regular updates, preventative maintenance, troubleshooting, and corrective services?

Q9: Given your experience, what are your recommendation on the **most efficient cost model** for the Senate to adopt? Should proposed procurement modes (leasing/purchasing) of the equipment and variable costs available modes, including consumables (e.g., toner, collectors, drums, etc.) for all proposed devices? Are there any types of consumables that shall be excluded and for what reasons?

Q10: The Senate is seeking information on available **cybersecurity features and best practices to mitigate any risks to** confidentiality, integrity, availability of the devices, the information they process, and to the network they are connected to. Please provide relevant details in for the following:

- user authentication
- Encryption for data at rest and in transit.
- Secure printing/scanning.
- Unauthorized Access / Uncollected Documents
- Device Hardening
- Secure mobile printing
- Firmware and security updates deployment
- Wireless and physical network connections
- Cybersecurity best practices for the centralized system
- Cybersecurity best practices for the equipment
- Data Theft From Decommissioned Printers
- Other cybersecurity elements not listed above that should be considered.

Q11: Given your experience, what aspect of **technical support** should be given special attention and what wait times and response times should be integrated as contractual clauses in a future competitive process?

- Standard technical support process
- Technical support escalation process
- Administrative escalation process

Q12: The Senate wants to improve **sustainability best practices** by minimizing the overall number of equipment and using more energy efficient devices. What type of “green” qualifications should be requested to ensure requested equipment is as environment-friendly as possible? Explain how you can help the Senate reach the following objectives:

- Become a leader environmental best practice
- Ensure environmentally conscious acquisition of goods and services
- Reduce environmental impact of activities
- Operate Senate printing facilities and activities in a sustainable manner
- Develop and implement tools that consider environmental considerations in day-to-day printing operations of the Senate

Q13: Given your experience, what type of qualifications and how many **years of experience** do you considered adequate to demonstrate the capacity for a company to successfully provide external support and expertise for a project of this nature?

Q14: Given your experience, what criteria are considered essential to ensure that deadlines are met throughout the contract (planning, reporting, etc.)?

Q15: For a private-sector contractor, how would prior experience in working with the public sector provide an understanding of parliamentary specific environments? How can we frame a Statement of Work to not deter a contractor without such experience from considering such a project?