



REQUEST FOR INFORMATION (RFI)

To understand capabilities of industry stakeholders in the office chairs industry

Disclaimer

Responding to this Request for Information (RFI) is not a prerequisite to being eligible to bid on any subsequent solicitation. Any subsequent solicitation will be advertised on the Government Electronic Tendering Service (GETS) commonly referred to as CanadaBuys (<https://canadabuys.canada.ca/en>).

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 authorization by the Canada Revenue Agency (CRA) to undertake any work that would result in costs to the CRA.

The CRA may use non-proprietary information provided in its review and/or in the preparation of any subsequent solicitation. All responses will be held by the CRA on a confidential basis (subject to applicable federal legislation) and remain the property of the CRA once they have been received.

The 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 solicitation. Suppliers responding to this RFI are advised to clearly identify which (if any) portions of their responses are proprietary.

The CRA reserves the right to change, at any time, any or all parts of the requirements, as it deems necessary. The 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.

Interactive Demonstration Sessions

At its sole discretion, the CRA may meet with interested respondents to provide an opportunity for a follow-up to their written response and present their capabilities in relation to this RFI.

Respondents that have expressed such interest and have demonstrated via their response to the RFI that their products(s) correspond sufficiently to the product questions as stated herein may be contacted to schedule the presentations or demonstrations.

Presentations and demonstrations will be virtual utilizing desktop audio video conferencing tools such as WebEx or Microsoft Teams.

Responses and Enquiries

The CRA requests that all sections of this document be answered as concisely as possible while providing all information necessary to understand the proposed solution. Any deviation from the question or requirements that cannot be satisfied by the supplier must be clearly identified.

Any information of a confidential or proprietary nature contained in a Supplier's response should be clearly marked 'PROPRIETARY' or 'CONFIDENTIAL' by item or at the top of each page.

Responses to this RFI will not be used to pre-qualify or otherwise restrict participation in any future procurement process (for example, a Request for Proposal).

The CRA will not reimburse the respondent for any costs incurred in preparing responses and participating in the presentation sessions related to this RFI.

The supplier 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 christina.eryuzlu@cra-arc.gc.ca by May 16, 2023, 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.



Introduction

The CRA is seeking feedback from various industry stakeholders, including but not limited to Indigenous businesses, small and medium enterprises (SME), in the office chairs industry on their willingness and ability to supply and deliver office chairs to the CRA with a scope of work similar to that outlined at Annex A of RFI attachment entitled “**Attachment A – Sample RFP**” and the challenges encountered in the industry.

Key Objectives

The purpose of this RFI is to achieve the following:

- Determine the interest and capability of businesses, including but not limited to Indigenous, and SME, to supply and deliver office chairs to CRA as described at Annex A of RFI attachment entitled “**Attachment A - Sample RFP**”, including which regions within Canada they can service.
- Understand the businesses may have in responding to a RFP such as the sample RFP outlined at “**Attachment A – Sample RFP**” and use the information collected to inform potential future CRA procurements for office chairs.

The Requirement

The CRA is a large organization within the federal government that requires various types of office seating for a number of different user environments. The CRA wishes to enter into a long-term arrangement with one or more service providers for a procurement solution for the following three categories and related services.

Office chair categories:

- Task chairs
- Boardroom chairs
- Guest chairs

Related services may include:

- Demonstration chair program
- User training and supporting documentation
- Service and maintenance of chairs under warranty
- Relocation and cleaning of chairs

CRA Locations

The CRA is comprised of 14 branches located in the **National Capital Region (NCR)** along with 4 Regions:

- **Atlantic Region:** (comprised of Newfoundland and Labrador, New Brunswick, Nova Scotia and Prince Edward Island)
- **Québec Region**
- **Ontario Region**
- **Western Region:** (comprised of Manitoba, Saskatchewan, Alberta, British Columbia, Nunavut, Northwest Territories, and Yukon)

The CRA has approximately 55,000 employees. Offices vary in size and purpose (Tax Centers, Tax Service Centers, Benefits program and Back Office).

Historical Information



In May 2017, the CRA awarded the current national contract for office chairs through a competitive solicitation process advertised on the GETS.

In March 2020, in response to the COVID19 pandemic, the majority of CRA employees transitioned from working at CRA office sites, to working from home offices. To accommodate the needs of employees in their home offices, the CRA Office Chairs contract was amended to allow for delivery of chairs to home offices.

At the beginning of 2023, CRA transitioned to a hybrid work model where the majority of employees will work part time from CRA offices and from their home office the remainder of the time. The need to accommodate employees in their home offices may continue for the foreseeable future.

The CRA is targeting to solicit a new Request for Proposal for office chairs in 2023.

e-Procurement Solution

i) CRA e-Procurement Solution

The CRA's e-procurement solution for ordering, receiving and reconciling goods and services is a SAP Ariba tool which has been branded internally as Synergy 2.0.

ii) Government of Canada e-Procurement Solution (EPS)

Canada is currently developing a government-wide EPS for ordering of goods and services. The [Government of Canada's press release](#) provides additional information.

RFI Questions

The following questions are representative of the type of information the CRA is seeking. This list of questions is not exhaustive, and respondents are invited to provide any additional information that might prove useful or beneficial to the CRA.

Questions	
1. General	
1.1	Where did your company hear about this RFI?
1.2	CRA's previous solicitation for office chairs (solicitation No. 1000331620), closed on January 10, 2017. This solicitation was made available on the government electronic tendering system (GETS), referred to as Buy&Sell at that time. If your company did not bid on this solicitation, what information can your company share as to why your company did not bid?
1.3	Does your company regularly scan the GETS (currently referred to as "CanadaBuys") for new solicitations for office chairs?
2. Company details	
2.1	<p>Please tell us about the presence and market reach of your company in Canada, including important information such as:</p> <ul style="list-style-type: none"> Does your company qualify as an Indigenous business under current federal legislation? Does your company qualify as a small, medium or large business based on the number of its employees? Statistics Canada considers a small enterprise as one with fewer than 100 employees, including those that do not report any employment. Medium-sized enterprises have 100 to 499 employees, and a large one has over 500.



	<ul style="list-style-type: none"> Does your company currently supply office chairs to the federal government or other institutions?
2.2	<p>Is your business a national supplier in Canada?</p> <p>If not,</p> <p>a) Which regions within Canada can your business supply office chairs?</p> <p>b) Would doing business with CRA allow you to expand to regions that you don't currently service?</p>
2.3	<p>What is your company's business model? For example, are you a manufacturer or does your company work directly with manufacturers to resell chairs?</p>
2.4	<p>What is the typical delivery timeframe for regions your company services?</p>
2.5	<p>Is your company open to offering delivery services to employees homes?</p> <p>If applicable, please elaborate on the challenges you anticipate related to residential deliveries.</p>
<p>3. Annex A: Sample Statement of Work (SOW) and Attachments 1 & 2: Sample Evaluation Criteria, located under "Attachment A - Sample RFP"</p>	
3.1	<p>Can your company supply the selection of office chairs that meet specifications outlined in Annex A: Statement of Work? If not, please explain your company's limitations.</p> <p>Is there anything missing or a different approach that would help to ensure that the CRA will be able to best meet the broad and diverse requirements of its employees and work environments?</p>
3.2	<p>The evaluation criteria includes "rated" criteria intended to emphasize qualities that are designed to ensure that the CRA has contracts that will deliver the best balance of benefits to the CRA. Please review Appendix 2: Point Rated Criteria of RFI attachment entitled "Attachment A – Sample RFP" and provide input as to whether the rated criteria are reasonable and make sense, or if there are any gaps or changes that you would recommend .</p>
3.3	<p>Please provide the range of chairs that you would recommend to the CRA for individual use, as well as unassigned work environments where chairs may have a shared use.</p> <p>Please include the following areas in your response:</p> <ul style="list-style-type: none"> Recommendations for the CRA to be able to meet the ergonomics and accessibility needs of its user population Show compliance with standards for safety and performance for the chairs recommended here.
3.4	<p>Does your company offer additional services to help the CRA manage the chairs that it purchases, and/or existing chairs that may no longer be required or are at their end of life? This would include business solutions such as:</p> <ul style="list-style-type: none"> What is the warranty offered for the range of chairs recommended in question 2.3 above? What is your warranty repair process? Are chairs designed so that they can be modified, upgraded or have components replaced when worn out? Do you offer a program to collect chairs no longer needed and redistribute, donate or recycle them as appropriate? Does your company offer delivery, pick-up and cleaning services both for office and residences?



4. Office chairs industry	
4.1	Tell us about any industry or market challenges that the CRA should be aware of for this type of commodity, both for offices and residences.
4.2	How does your company propose office chair pricing be fairly adjusted through the life of a contract? For example, are there any indexes available by Statistics Canada that should be used? Is the method outlined at Annex B: Basis of Payment of RFI attachment entitled " Attachment A – Sample RFP " a fair and reasonable approach?
5. Capacity to meet demand	
5.1	The attachment entitled " Attachment B – Recent Spend Trends " details orders that the CRA placed from March 2022 to March 2023 for each region. Can your company meet this level of demand for the region(s) you service? Please provide any comments or concerns your company may have with respect to this level of demand.
6. E-Procurement Solution	
6.1	As described above and at attachment entitled "Annex C Synergy Solution" located under "Attachment A - Sample RFP" , CRA uses an e-procurement solution for ordering, receiving and reconciling goods and services. The solution is a SAP Ariba tool which has been branded internally as Synergy 2.0. Is your company currently a supplier on the Ariba Network? Does your company foresee any issues or concerns with meeting the requirements of CRA's Synergy solution?
6.2	If your company is not currently a supplier on the Ariba Network, is your company open to becoming a member in order to use CRA's e-procurement solution, Synergy 2.0 as described at Annex C?
7. Environmental Considerations	
7.1	Please tell us all the ways in which your company prioritizes sustainable development and the results it has achieved. Please address the following areas as appropriate: <ul style="list-style-type: none">• Transportation/logistics• Selection/sourcing of materials• Production/manufacturing• Product certifications• Any services you offer to help to maximize the service life and minimize environmental impacts of the chairs that you supply• Please provide additional information on environmental considerations not mentioned above that your company has adopted.
7.3	There are numerous product certifications available related to sustainable development or environmental performance. Please tell us about the value of these certifications, and your commitment to these types of third-party product certifications, including which ones your company has adopted.
8. Accessibility	



8.1	Tell us about challenges related to accessibility in office seating, and how the products and related services that you offer are designed to address those challenges for large organizations and institutions in federal government (including the CRA) to help ensure that workspaces are fully accessible to all.
9. Other	
9.1	Does your company have other information to share that might assist the CRA in achieving its goal to award contracts to Indigenous businesses and small and medium businesses?
9.2	Does your company have other information to share that might assist the CRA in achieving its goals of: a) establishing mechanisms to supply office chairs that are inclusive of the diverse needs of its employees; b) responsibly manage those assets over their lifecycle in a manner that is consistent; and, c) supports sustainable development and the priorities of the Canadian federal government.
9.3	Is your company interested in meeting with CRA to discuss further or respond to questions via a meeting format? If yes, please provide a contact name, phone number and email address.