



RETURN INFORMATION TO:

By Email:

nc-solicitations-gd@hrsdcc.gc.ca

(Size limit – 13MB)

REQUEST FOR INFORMATION

Comments:

This is not a bid solicitation but an inquiry for the purpose of obtaining information for the goods, services, and construction specified herein. The information requested herein is for budgeting and planning purposes only.

Contracts will not be entered into on the basis of suppliers' responses.

Instructions: See Herein

Issuing Office:

ESDC
Employment and Social
Development Canada
140 Promenade du Portage,
Gatineau, QC, K1A 0J9

Title: RFI – Repair and Maintenance of several types of postage machines and/or letter opening machines.	
Solicitation No.: 100024081	Date: 2023-08-21
File No. – N° de dossier:	
<u>Solicitation Closes</u> At 02 :00 PM / 14 h <i>Wednesday September 6, 2023</i>	Time Zone Eastern Daylight Savings Time (EDT)
Address Inquiries to: Eric Potvin nc-solicitations-gd@hrsdcc.gc.ca	
Destination: See Herein	

Vendor/firm Name and address:	
Facsimile No.:	
Telephone No.:	
E-mail:	
Procurement Business Number (PBN) :	
Name and title of person authorized to sign on behalf of Vendor/firm (type or print):	
Name:	
Title:	
Signature:	Date:



Request for Information

REQUEST FOR INFORMATION (RFI) - Repair and Maintenance of several types of postage machines and/or letter opening machines.

This is not a bid solicitation

1) INTRODUCTION

Service Canada (SC) is seeking feedback from industry, to identify contractors that can repair/maintain several types of postage machines and/or letter opening machines used by mailrooms at different locations in the Western Region.

2) OBJECTIVES OF THE RFI

The purpose of the Request for Information (RFI) is to determine who are the authorized contractors that can do repair/maintenance on the several types of postage machines and/or letter opening machines at various locations. This RFI contains a list of specific questions and requests for additional documentation with regards to the repair/maintenance of several types of postage machines and/or letter opening machines.

3) NATURE OF RFI

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential contractors 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 contractor responds to this RFI will not preclude that contractor from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry.

4) NATURE AND FORMAT OF RESPONSES REQUESTED

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. Respondents should explain any assumptions they make in their responses.

5) RESPONSE COSTS

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

6) RESPONSES AND ENQUIRIES

Respondents are reminded that this is a RFI and not a Request for Proposal (RFP). Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses



received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.

A review team composed of representatives of the client will review the responses on behalf of Canada. Canada reserves the right to hire any independent consultant or use any Government 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.

Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

7) PREFACE

Postage equipment play a vital role for both the internal and external mail operation of Service Canada; they require routine maintenance as well as service repair upon breakdown. A service contract is required for a skilled technician to enter secure-staff areas to perform equipment repair and re-installations when necessary to ensure our mailroom service is uninterrupted.

Location	Item	Model #	Serial #
Calgary South	PB Postage Machine	Meter	
Site: 01441176-2171	(Send Pro P1500/P2000) Connect 500WMFPC	MSF2	26619
HHB 220 - 4th Ave.	Power Drop Stacker	MW9007	
AB005 (June 2017)		4W10	5170794
Previously 6712 Fisher St.	Label machine	IE 26	4237-SZ
AB017	NEW: <u>Quadient</u> Mail Folder/Inserter	68-DS 63	15FN1278
Edmonton FMC	<u>Quadient</u>	Meter	3535069
Site: 01437549-2171	IS-6000SD5/WP3DW	Base	MA1736003139
17412 116 Ave NW	OMMF Feeder Unit	IS6000	MF173800722
AB009	Scale	ISWP3	271602015284
	<u>Quadient</u> Conveyor/Stacker	61-IS56CS	MQ1734202506
	PB Mail Opener ***	DL400/DL08	1003670
Edmonton - Cap 44	PB Connect+ 2000 system	Meter	
Site: 01437549-1156	GFB5 Mail stream Basic WOW Feeder	MSF2	0020211
10044 - 108 St.	10 Color Touch Display	MSD1	0035513
AB008	Power Stacker	MSPS	0014508
	35KG interfaced platform Scale	MP3S	0040796
	IPS Thermal Label Printer	CVAS - 1E26	0011506



Edmonton - Canada Place	PB Connect +3000 system		
	P Series C+ X4	4W10	5171809
site: ?0013314607	10 Color Touch Display	MSD1	0127100
9700 Jasper Ave.	Connect + 3000 Feeder	MSF3	0025757
AB020	Mail Stream Mono Printer Module	MPR1	0068227
	4" White Label Printer	1E40	Q800206
	PB Opener/Slicer 120V	DL400	0001230
	AKA: Omaton or DL210		
Vancouver - Harbour Center	PB Postage Machine	Meter	
Site: 01437549-2568	(Send Pro 1500) Connect 500WMFPc	MSF2	0026629
555 Hastings St.	Power Stacker	MW9007	
BC048		4W10	5170884
	Label Printer	MPR1	51328
	Letter Opener <u>Quadient</u> /Stielow	993-02-03	D22850
	Removed	1250	24179
Victoria	<u>Quadient</u>	Meter	03535071
Site: 01437549-1089	IS-6000SD5/WP3DW	Base	MA1436003078
201 -1230 Government Street			
BC011	<u>Quadient</u> Conveyor/Stacker	61-IS56CS	MQ1723211631
	Enveloper	DI950	
	DI950 High-Capacity Envelope Feeder		3304515
	Sebring Professional Base		2202463
	DI900/DI950 4-Feeder Tower		2213161
	Vertical Power Stacker		
	Inverter Kit		3302900
	PB Mail Opener	DL400/DL08	1003671
Winnipeg - 280 Broadway	<u>Quadient</u>	Meter	3535072
Site: 01437549-1977	IS-6000SD5/WP3DW	Base	MA1738003011
MB015			
	<u>Quadient</u> Conveyor/Stacker	61-IS56CS	MQ1734202347
	NEW: Letter Opener DL08	110-120V	1002859
	<u>Quadient</u> Folder Inserter	DS-75i	18GP1517
Regina	PB Connect+ 2000 system	Meter	
Site: 01437549-2626	GFB5 Mail stream Basic WOW Feeder	MSF2	0020214
1783 Hamilton St.	10 Color Touch display	MSD2	3524851



SK010	Power Stacker	MSPS	0014709
	35KG interfaced platform Scale	MP3S	0040617
	IPS Thermal Label Printer	CVAS - 1E26	0011478

8) ENQUIRIES

All enquiries and other communications related to this RFI must be directed exclusively to the ESDC Contracting Authority. This is not a bid solicitation, therefore Canada will not necessarily respond directly to enquiries in writing or by circulating answers to all potential suppliers. However, any questions from respondents concerning this RFI must be made in writing to the Contracting Authority stated below, via e-mail on or before the closing date.

Name: Eric Potvin

Title: Procurement Specialist

Chief Financial Officer Branch, Employment and Social Development Canada

140 Promenade du Portage, Gatineau, QC K1A 0J9

E-mail Address: NC-SOLICITATIONS-GD@hrsdc-rhdcc.gc.ca

Canada reserves the right to not respond to questions received after the closing date or to any question not related to this RFI. Enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the respondent do so, so that the proprietary nature of the question is eliminated, and the responses will be made publicly available through the Government Electronic Tendering Service (<https://canadabuys.canada.ca/>).

Changes to this RFI may occur and will be advertised through an amendment on the Government Electronic Tendering System. Canada asks Respondents to visit Buyandsell.gc.ca regularly to check for changes, if any.

9) SUBMISSION OF RESPONSES

- a. Changes to this RFI may occur and will be advertised on the Government Electronic Tendering System. Canada asks Respondents to visit <https://canadabuys.canada.ca/> regularly to check for changes, if any.
- b. **Time and Place for Submission of Responses:** Interested suppliers must send their responses by email to NC-SOLICITATIONS-GD@hrsdc-rhdcc.gc.ca to the Contracting Authority identified above by the time and date indicated on the first page of this RFI.
- c. **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its responses are emailed on time.
- d. **Identification of Response:** Each respondent should ensure that its name and return address, the solicitation number and the closing date appear legibly of the responses.



ANNEX A – REQUIREMENTS

We request that the contractor must be able to provide ALL the following services:

- Dedicated technical support, either online or by phone communication, that will:
 - o Answer questions, and to the extent possible, resolve user problems with respect to any mail machine hardware equipment, software, or other products.
 - o Respond to enquiries within 1 business day, between 8:00 to 17:00 local time in all time zones across Canada, within Monday to Friday (excluding statutory holidays observed by the federal government in the province from which the call is made).
- Web support services through a website that may include, as a minimum, frequently asked questions and on-line software diagnostic routines, support tools, and services
- Qualified service technicians to perform maintenance and repair for Service Canada offices in the W-T region when telephone/online technical support is not sufficient.
 - o Service technician must have Reliability Status security clearance as repairs will be performed in areas where private information can be seen or accessed.
 - o Travel to perform on-site repair and/or assessment, between 8:00 to 17:00 local time in all time zones across Canada, within Monday to Friday (excluding statutory holidays observed by the federal government in the province from which the call is made).
 - o Vendor responsible for all other associated costs and standard parts for repair
 - o Service response time shall not exceed 24 hours, as calculated from the time the vendor receives the request until the service technician arrives on site (excludes Saturdays, Sundays, and statutory holidays).
 - o Vendor to have all standard supplies, equipment, parts, and tools on hand
- Invoices outlining a description of any parts replaced and/or repair completed.



ANNEX B – RESPONSE REQUIREMENTS

The purpose of this Request for Information (RFI) is to obtain detailed information from vendors. ESDC has outlined below a list of questions and are requesting vendors to respond in detail, so that ESDC can compile information about subscription type of information on cyber threat prevention, protection, response, and recovery and provide benchmarks, scanning tools, guidelines and other related information on secure configurations related to secure cloud initiatives.

This RFI is not a commitment with respect to future purchases or contracts. In preparing their responses the Vendor community should refer to the Appendices as well as the questions below.

ESDC is asking the Vendor community to provide the following:

1. Questions

ESDC is asking the Vendor community to respond to the questions below. If a question is not relevant to your Solution, please indicate that with an explanation regarding why the question is not relevant.

#	<i>ESDC Question</i>	<i>Vendor Response</i>
1	What would be a standard maintenance interval for these machines?	
2	What would be the most common repairs?	
3	What is the availability of parts?	
4	Where are parts being purchased from?	
5	Can aftermarket parts be used?	
6	Is there any availability for used parts?	
7	What is the Contractor area of coverage (in Kilometres) across all locations?	
8	What is a standard timeframe to have any machines repaired?	
9	How much notice does the contractor need for a service call?	
10	Is a service Hotline required?	
11	What is the turnaround time Emergency repairs?	
12	Do Contractors store parts on hand for easy turnaround or they order the parts for each repair?	

2. Alternative Suggestions

Do you (the Responder) have any suggestions and or concerns with respect to the services, tasks and questions listed in Annex A and Annex B? If so, please outline your suggestion(s), concern(s) and any recommendations to resolve them.