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SHARED SERVICES CANADA

Request for Information for the Procurement Process for Mobile Device Refurbishment, Repair and Disposal

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Issuing Office	Shared Services Canada 99 Metcalfe Street Ottawa, Ontario K1P 0B5		
Contracting Authority (The Contracting Authority is SSC's representative for all questions and comments about this document.)	Name	Julie Bampton	
	Telephone No.	613-790-5915	
	Email Address	Julie.bampton@ssc-spc.gc.ca	
	Postal Address	K2P 2N1	
Closing Date and Time	May 27, 2024 at 14:00		
Time Zone	Eastern Time (EDT)		
Destination of Goods/Services	Not applicable – Request for Information Only		
Email Address for Submitting your Response by the Closing Date	Julie.bampton@ssc-spc.gc.ca		

SHARED SERVICES CANADA

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1. General Information

1.1 Introduction

1. **Phase 1 of Procurement Process:** This Request for Information (RFI) is the first phase of a procurement process by Shared Services Canada (SSC) for Warehousing Services (the “**Project**”). Suppliers are invited to submit responses to assist Canada in refining its requirements for the Project. Suppliers are not required to submit a response to this RFI in order to participate in any later phases of the procurement process for the Project.
2. **RFI Phase is not a Bid Solicitation:** This RFI is not a solicitation of bids or tenders. No contract will be awarded as a result of the activities undertaken during this RFI. Canada reserves the right to cancel any of the preliminary requirements described as part of the Project at any time during the RFI or any other phase of the procurement process. Given that the RFI process and any related procurement activity may be partially or completely cancelled by Canada, it may not result in any subsequent procurement processes.
3. **Response Costs:** SSC will not reimburse any supplier or any of its representatives for any overhead or expenses incurred in participating in or responding to any part of the RFI phase. Suppliers are also responsible for carrying out their own independent research, due diligence and investigations (including seeking independent advice) that they consider necessary or advisable in connection with their participation in the RFI process and any future procurement process.

1.2 Overview of the Project

1. **Overview of Project:** Shared Services Canada (SSC) is currently receiving approximately 70-80k used devices per year from across Government of Canada (GC) departments and agencies because of hardware replacements and evergreening requests. SSC is seeking services of a Contractor to sanitize, refurbish and/or destroy these devices in effort to free up valuable storage space and stay up to date with disposals needs. The Contractor must carry out, to the satisfaction of SSC, on an “as and when requested” basis, the following tasks: Sanitization; Repair and Refurbishment; Recycling and Destruction.
2. **Scope of Anticipated Procurement:**
 - i) **Potential Client Users:** This RFI is being issued by SSC. It is intended that the contract resulting from any subsequent solicitation would be used by SSC to provide shared services to one or more of its clients. SSC’s clients include SSC itself, those government institutions for which SSC’s services are mandatory at any point during the life of any resulting instrument(s), and those other organizations for which SSC’s services are optional at any point during the life of any resulting instrument(s) and that choose to use those services from time to time. Any subsequent procurement process will not preclude SSC from using another method of supply for

any of its clients with the same or similar needs, unless a subsequent solicitation for this Project expressly indicates otherwise.

- ii) **Number of Contracts:** Canada is currently contemplating the award of one (1) contract.
 - iii) **Term of any Resulting Contract:** Canada is currently contemplating a contract period of one (5) year, plus three (3) option periods of one (1) year each.
3. **Applicable Trade Agreements:** The following trade agreements will apply to the procurement process:

Trade Agreements	Yes/No
<i>Agreement on Internal Trade</i>	Yes
<i>North American Free Trade Agreement</i>	
<i>World Trade Organization Agreement on Government Procurement</i>	
<i>Canada-Chile Free Trade Agreement</i>	
<i>Canada-Colombia Free Trade Agreement</i>	
<i>Canada-Peru Free Trade Agreement</i>	
<i>Canada-Panama Free Trade Agreement</i>	
<i>Canada-Honduras Free Trade Agreement</i>	
<i>Canada-Israel Free Trade Agreement</i>	
<i>Canada-Korea Free Trade Agreement</i>	

1.3 Volumetric or Historical Data

Data has been provided to suppliers to assist them in understanding Canada's requirements. The inclusion of this data in this RFI does not represent a commitment by Canada that Canada's future usage or purchase of training will be consistent with this data. It is provided purely for information purposes. Although it represents the best information currently available to SSC, Canada does not guarantee that the data is complete or free from error.

1.4 Submitting Questions

1. Questions about this RFI can be submitted to the Contracting Authority at his or her email address identified on the cover page up until 2 working days before the closing date and time indicated on the cover page of this document. Canada may not answer questions received after that time.
2. To ensure the consistency and quality of information provided to suppliers, significant questions received and the answers will be posted on the Government Electronic Tendering Service (GETS) as an amendment to this RFI.

2. Information Requested by Canada

2.1 Comments on Preliminary Documents

This RFI includes the following documents with respect to which Canada is seeking comments from suppliers:

1. Annex A – Statement of Work

All documents reflecting Canada's anticipated requirements for this Project that are provided to suppliers during the RFI process are preliminary or draft requirements only and are subject to change. These requirements, or parts of them, may be updated before or during any subsequent solicitation.

Suppliers are requested to provide their comments, concerns and, where applicable, alternative suggestions regarding how the requirements or objectives described for the Project could be satisfied. Suppliers are also invited to provide comments regarding the content, format and/or organization of any draft documents provided with this RFI. Suppliers should explain any assumptions they make in their responses.

2.2 Responses to Questions for Industry

Canada requests responses to the following questions:

1. Question 1

Do you have experience refurbishing, repairing and disposing up to 120,000 mobile devices per year for a single organization?

2. Question 2

Are you accredited or certified by Google, Samsung and Apple for unlocks, repairs and refurbishments of smartphones and tablets?

3. Question 3

Do you abide to Communication Security Establishment (CSE) ITSP.40.006 v2 IT Media Sanitization practice in relation to all data sanitization requirements for smartphones and tablets?

4. Question 4

Do you abide to Communication Security Establishment (CSE) ITSP.40.006 v2 IT Media Sanitization practice in relation to all destruction requirements for smartphones and tablets?

5. Question 5

Is the Pricing Schedule listed in the Mandatory Evaluation Criteria feasible? Can it apply to all devices?

6. Question 6

Do you provide sanitization, refurbishment, repair and disposal services for other types of IT gear? If so, please list them all in your answer and the services provided for each.

3. Supplier Responses

3.1 Submitting a Response

1. **Time and Place for Submission of Responses:** Suppliers interested in providing a response should submit it by email to the Contracting Authority at the email address for submitting a response identified on the cover page by the closing date and time identified on the cover page of this document.
2. **Responsibility for Timely Delivery:** Each supplier is solely responsible for ensuring its response is delivered on time to the correct email address.
3. **Identification of Response:** Each supplier should ensure that its name and return address, the solicitation number, and the closing date are included in the response in a prominent location. The supplier should also identify a representative whom Canada may contact about the response, including the person's name, title, address, telephone number and email address.

3.2 Confidentiality

If a supplier considers any portion of its response to be proprietary or confidential, the supplier should clearly mark those portions of the response as proprietary or confidential. Canada will treat the responses in accordance with the *Access to Information Act* and any other laws that apply.

4. Canada's Review of Responses

4.1 Review of Responses

Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify any draft documents provided with this RFI and its procurement strategy. Canada will review all responses received by the RFI closing date and time. Canada may, in its discretion, review responses received after the RFI closing date and time.

4.2 Review Team

A review team composed of representatives of Canada will review and consider the responses. Canada may hire any independent consultant(s), or use any Government resource(s), to review any response. Not all members of the review team will necessarily participate in all aspects of the review process.

4.3 Follow-up Activity

1. Canada may, in its discretion, contact any suppliers to follow up with additional questions or for clarification of any aspect of a response. Canada's follow-up may involve a request for a further written response or for a meeting with representatives of Canada.

ANNEX A – STATEMENT OF WORK

Mobile Device Refurbishment, Repair and Disposal

Smartphone and Tablet Lifecycle Management Services

1. Background

Shared Services Canada (SSC) is currently receiving approximately 70-80k used devices per year from across Government of Canada (GC) departments and agencies because of hardware replacements and evergreening requests.

2. Objective

SSC is seeking services of a Contractor to sanitize, refurbish and/or destroy these devices in effort to free up valuable storage space and stay up to date with disposals needs.

3. Scope of Work

The Contractor must carry out, to the satisfaction of SSC, on an “as and when requested” basis, the following tasks:

a. Sanitization

- i. Abide to Communication Security Establishment (CSE) *ITSP.40.006 v2 IT Media Sanitization* practice in relation to all data sanitization requirements for smartphones and tablets;
- ii. Abide to any current and future coming SSC and CSE policies, standards, guideline and practices that are and will be in relation to data sanitization;
- iii. Always perform data sanitization activities on smartphones and tablets with an approved method and tool by SSC regardless of how many times each device goes through the full Contractor’s intake and output process to which they would end up to a GC reuse, Contractor resell, recycle or destruction;
- iv. Physically remove any information on smartphones and tablets that could lead anyone to think that the device was used and/or owned by a GC employee and/or managed by a GC organization; and

- v. Generate and provide to SSC tamper-proof data sanitization certificates resulting from all data sanitization activities performed on smartphones and tablets.

b. Repair and Refurbishment

- i. Perform the necessary activities to logically and physically assess the condition and functioning of smartphones and tablets;
- ii. When deemed GC reusable by the Contractor as per specific conditions (e.g., device state, device age) established and provided by SSC, perform the necessary activities to repair and/or refurbish smartphones and tablets;
- iii. Once repaired and/or refurbished for GC reuse, provide the necessary packaging for smartphones and tablets to ensure that devices keep their repaired and refurbished state during their shipping journey back to a GC employee.

c. Recycling and Destruction

- i. Abide to Communication Security Establishment (CSE) *ITSP.40.006 v2 IT Media Sanitization* practice in relation to all destruction requirements for smartphones and tablets;
- ii. Abide to any current and future coming SSC and CSE policies, standards, guideline and practices that are and will be in relation to destruction;
- iii. Perform the necessary activities to logically and physically assess the condition and functioning of smartphones and tablets;
- iv. When deemed no longer GC usable by the Contractor and SSC as per agreed conditions in-between the Contractor and SSC, perform the necessary actions to recycle and/or destroy smartphones and tablets;
- v. Generate and provide to SSC tamper-proof destruction certificates and proof of recycling resulting from destruction and recycling activities performed on smartphones and tablets; and
- vi. Abide to any federal, provincial and municipal regulations related to recycling and electronic waste management activities.

d. Deliverables

- i. For every smartphone and tablet processed, the Contractor must:
 - 1. Record and log all smartphones and tablets serial numbers and Subscriber Identity Module (SIM) card numbers; and
 - 2. Provide reports to SSC on a regular and as-requested basis containing information and documentation such as, but not limited to, taper-proof data sanitization and destruction certificates, proof of recycling, green assessment reports, serialization and SIM cards detail reports.

e. Certifications

- i. The Contractor must be accredited by:
 1. Google and Samsung to ensure that any Android device that is Google and/or Samsung account/device locked can be unlocked; and
 2. Apple to ensure that any iOS device that is Apple account/device locked can be unlocked.

f. Optional Service

- i. In some cases, SSC may allow the Contractor to acquire and/or keep deemed reusable smartphones and tablets in order to give them a second life which would have a positive impact on the environment. Following a written agreement with the Contractor and SSC, the Contractor must issue service credits for every applicable device at the amount defined in the contract and provide documented proof that each device will be re-used outside GC's purview. As service credits are issued, the Contractor must maintain a pool of service credits which SSC can use against any of the chargeable services under the contract; and
- ii. Upon request by SSC, the Contractor should provide smartphones and tablets accessories (i.e., power adapter, power cable and protective case) after they have been repaired and/or refurbished which will be reused by SSC.

g. Timelines

- i. The Contractor must respond to regular inquiries within four (4) hours, upon receipt, and respond to emergency inquiries within 2 hours, upon receipt;

h. Hours of Work

- i. All work performed by the Contractor on smartphones and tablets coming from and sent by SSC can be done inside and/or outside SSC's core business hours which is a decision that falls under the Contractor's responsibility; and
- ii. The Contractor must respond to reporting requests and regular inquiries coming from SSC during SSC's core business hours which are 0700 to 1700 EDT Monday to Friday excluding GC holidays.

i. Responsibilities of Shared Services Canada

- i. SSC will be responsible for the following:
 1. Supply the Contractor with any current and future coming SSC and CSE policies, standards, guideline and practices that are and will be in relation to data sanitization and/or destruction;

2. Supply the Contractor with any relevant and accurate information and/or documentation that may be affecting the Contractor's ability and/or capacity to deliver its service (e.g., new smartphone models, bulk requests); and
3. Inform the Contractor as soon as possible of any urgent requirements and/or requests which could necessitate overtime and extra resources by the Contractor.

ANNEX B

Mandatory Evaluation Criteria (MEC) - Annex B

Mobile Device Refurbishment, Repair and
Disposal

1. INSTRUCTIONS

a. Mandatory Requirements

- i. The Bidder¹ must meet all mandatory requirements stated in this document by providing a clear substantiation with the support of documentation, wherever deemed necessary by the Bidder to substantiate its explanation or requested by Canada, that demonstrate the compliance of each mandatory requirement.
- ii. Each mandatory requirement must be addressed separately.
- iii. Repeating the mandatory requirement, or simply stating that it complies with the mandatory requirement, will not be considered a satisfactory explanation and will not be evaluated as part of the substantiation.
- iv. The Bidder will be assessed and evaluated by Canada on whether the provided substantiation and documentations meets all mandatory requirements.
- v. Bids that don't meet all mandatory requirements will be declared non-compliant.

b. Rated Requirements

- i. The Bidder should provide a clear substantiation with the support of documentation, wherever deemed necessary by the Bidder to substantiate its explanation or requested by Canada, that demonstrate the compliance of rated requirements.
- ii. The Bidder will be assessed and evaluated by Canada on whether the provided substantiation and documentation satisfy rated requirements.
- iii. Repeating the rated requirement, or simply stating that it complies with the rated requirement, will not be considered a satisfactory explanation, and will not be evaluated as part of the substantiation.
- iv. Each rated requirement will have a point value assigned to it.
- v. Points will be awarded as follows for each rated requirement, unless explicitly scored otherwise:
 1. If the Bidder has demonstrated that its services and/or offerings fulfill the stated rated requirement, their response will receive **100% of the points for that rated requirement.**

¹ "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.

2. If the Bidder has not demonstrated that its services and/or offerings fulfill the stated rated requirement or the Bidder has not provided a satisfactory explanation, their response will receive **0% of the points for that rated requirement**.
- vi. Bidder must obtain an overall required minimum score of 50 out of 100 points for the point-rated evaluation criteria. Responses not obtaining the minimum number of points will be declared non-compliant with no further consideration given.

c. Documentation

- i. The Bidder must clearly indicate within each mandatory requirement substantiation the relevant page number(s) and section(s) of referenced document(s).
- ii. The name(s) and file(s) extension(s) of the provided and referenced document(s) must exactly match.
- iii. The provided document(s) must be in a Word (i.e., “.doc” and “.docx”), Excel (i.e., “.xls” and “.xlsx”), Visio (i.e., “.vsd” and “.vsdx”), PDF (i.e., “.pdf”) and/or image (i.e., “.png”, “.jpeg”, “.jpg” and “.gif”) formats. It is the responsibility of the Bidder to ensure that provided document(s) are readable and viewable with compatible software (e.g., Word, Excel, Adobe Reader, Microsoft Edge, Google Chrome). If Canada is unable to read and/or view the content of the provided document(s), it will not be considered and evaluated as part of the substantiation.
- iv. If a document is referenced in a substantiation but has not been provided by the Bidder during the allowed timeframe to do so, it cannot be considered and evaluated as part of the substantiation. It is the responsibility of the Bidder to ensure that all documents referenced in its substantiation has been provided during the allowed timeframe to do so.

d. Pricing Schedule

- i. For bid evaluation and Contractor selection purposes only, the evaluated price of a bid will be determined (in accordance with the Pricing Schedule) by averaging the sum of the initial contract period rates and optional contract period rates, in each pricing category.
- ii. A weight out of 100 will be assigned to each pricing category to inform bidders which pricing categories will hold more weight in determining the evaluated price.

- iii. All rates entered are all inclusive and must be in accordance with the basis of payment.

Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No Bidder will be permitted to add or change a price as part of this confirmation. Any Bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-compliant.

2. MANDATORY REQUIREMENTS

Mandatory ID	Category	Requirement	Bidder Substantiation
M1	Sanitization	The proposed service and used software must abide to Communication Security Establishment (CSE) <i>ITSP.40.006 v2 IT Media Sanitization</i> practice in relation to all data sanitization requirements for smartphones and tablets.	
M2	Certification	The proposed service must generate a tamper-proof certificate for all data sanitization activities performed on smartphones and tablets.	
M3	Packaging	The proposed service must provide a protective end-user type package for smartphones and tablets that have been repaired and/or refurbished and that will be reused by SSC.	
M4	Destruction	The proposed service must abide to Communication Security Establishment (CSE) <i>ITSP.40.006 v2 IT Media Sanitization</i> practice in relation to all destruction requirements for smartphones and tablets.	
M5	Certification	The proposed service must generate a tamper-	

Mandatory ID	Category	Requirement	Bidder Substantiation
		proof certificate for each destroyed smartphone and tablet.	
M6	Accreditation	The proposed service must be accredited by Google, Samsung and Apple for unlocks, repairs and refurbishments of smartphones and tablets.	
M7	Restoration	The proposed service must repair and refurbish smartphones and tablets.	
M8	Capacity	The proposed service must be able to process up to 120k smartphones and/or tablets per year.	

3. RATED REQUIREMENTS

Rated ID	Category	Requirement	Scoring	Bidder Substantiation
R1	Credit	The proposed service should offer service credits for smartphones and tablets that SSC can use against any services under the contract.	20	
R2	Accessories	The proposed service should provide a power adapter, power cable and protective case for smartphones and tablets that have been repaired and/or refurbished and that will be reused by SSC.	20	

4. PRICING SCHEDULE

Pricing Category	Initial Contract Period Rates	Optional Contract Period(s) Rates	Weight
Sanitization	\$___ per sanitized device	\$___ per sanitized device	50
Destruction	\$___ per destroyed device	\$___ per destroyed device	5
Repair	\$___ per repaired device	\$___ per repaired device	15
Refurbish	\$___ per refurbished device	\$___ per refurbished device	25
Credit	\$___ per credited device	\$___ per credited device	5