

Request for Information

For a parcel tracking system and for smart lockers for parcels.

We would like to ask the following questions of suppliers who offer these products and services.

We intend to award a contract in the near future, participation in this request for information will give the opportunity for suppliers to put their names on the request for proposal when it is ready to be posted.

Parcel Tracking System

Do you offer a parcel tracking system that is compatible with smart lockers?

Is the software compatible with support hardware acquired by other vendors (printer, barcode scanner, handheld device, digital signature pad)?

Can the system have multiple users with different accounts/password?

Can the system generate barcodes?

Does your system operate locally or using a cloud based?

Where user data is stored?

If you use a server, how do you secure your server?

Is the server based in Canada?

Can your system send automated and customized e-mail notification to recipients?

Once a locker is selected for a recipient, assuming the recipient has not yet recovered the package, can that locker be reused later if another package is received for that same recipient?

Smart Lockers for parcels

Can the smart lockers be used without a parcel tracking system?

Can it be managed using a smartphone?

Are the lockers equipped with video surveillance and alarm. If yes, can they be turned off-on remotely?

Can the locker system be customized to meet the customer's requirements?

What options are available to the recipient to open the locker and retrieve their package?

Can the lockers, control unit and towers, be installed on a L-shaped wall, while leaving enough space to open the lockers?

What are the options in case of a power failure?

Tracking System and smart lockers

Are there options to rent the equipment?

What is the annual maintenance cost difference between equipment purchase and rental options? (Please provide difference in percentage for purchase versus rental)

Which products and services are covered under the maintenance agreement?

How do you manage systems updates and support?

If updates and support are normally done remotely, do you offer any other alternative to deal with issues?

Do you have personnel who have a secret security clearance issued by the Government of Canada?

Do you include configuration, delivery, installation and training?

If purchased, what are the basic warranties for all products?

Are there any monthly subscription fees?