

# Request for Information

For the Warehouse Operations for the  
CanOps National Public Safety Education  
Distribution Centre

RFI No. 20180101

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12:00 p.m., Eastern Standard Time

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## Introduction

This Request for Information (RFI) seeks to identify interested suppliers to the Canadian Public Safety Operations Organization (CanOps) for warehouse operations for the National Public Safety Education Distribution Centre. CanOps is looking for opportunities to move forward with innovative partnerships for the National Distribution Centre.

There are no guarantees that CanOps will proceed with an agreement(s) based on the outcomes of this RFI.

Responses are due by 12:00 EST on Friday February 2, 2018.

## CanOps – Who We Are

The Canadian Public Safety Operations Organization (CanOps) was formed, and is guided, by leaders *in and for* integrated public safety solutions and sustainable innovations that serve Canadians from coast to coast to coast.

CanOps was established on September 30, 2014 with the original purpose of creating an operational organization that could manage services on behalf of public safety and be nimble and responsive to the changing public safety environment. It quickly became apparent, however, that by bringing dynamic and important programs, projects and/or services under its umbrella to advance public safety in an effective, efficient, and integrated manner, and combining both the policy and technical knowledge required for success, the CanOps organizational structure also has the potential to change the face of emergency management across Canada.

The challenges brought forward by fiscal realities have been, and continue to be, pushing public safety organizations to streamline and increase efficiency in their work, as well as to find new innovative models to meet the needs of Canadians. In addition, Federal/Provincial/Territorial (FPT) policy makers have increasingly been favouring a reduced government footprint. This means that everyone is being asked to do more with less.

The CanOps structure, which has its foundation in public safety, is well suited to address these challenges. It is a broadly representative organization that provides a trusted framework of operational supports and related governance, and has the capability to provide public assurance without adding or maintaining direct government capacity. The CanOps not-for-profit status allows for creative funding solutions without the concern of a privatized profit driven agenda, and opens the possibility of sponsorships, advertising and other options.

Further, due to the unique composition and national scope, the governing members of CanOps are able to make strategic decisions that have a collective impact. Together, they can streamline and expand funding options, simplify oversight and ownership, improve efficiency,

and advance effective technologies, operating models and achieve closer integration across the Canadian public safety system.

The services provided by CanOps may vary greatly from one product, program or service to another. Depending on the needs of the initiative, the services may range from product management for a national initiative, to ownership, to governance, to service delivery, administration, support and more. Any programs, projects and/or services brought under the CanOps umbrella are given careful consideration to ensure they are in line with the mission and goals of the organization. One such Line of Business is the National Public Safety Education Distribution Centre.

For more information about CanOps, visit <http://canops.org/>.

### National Public Safety Education Distribution Centre Background

The CanOps National Public Safety Education Distribution Centre was established in 2017 to address gaps identified by communities, departments, and governments of all levels, on the subject of public safety education and prevention. Through developing new public safety education campaigns, sponsorship opportunities, and partnerships with experts in the field, CanOps aims to provide an advantage of the low pricing and accessibility of national programs and material to all public safety entities across Canada. CanOps' campaigns and products are Canadianized and available in both official languages.

CanOps' initial distribution focus was on developing the Canadian Edition of the National Fire Protection Association (NFPA) 2017 Fire Prevention Week (FPW) campaign. Moving forward, CanOps is planning on expanding the fire prevention programs and materials available across Canada. CanOps will also be expanding into opportunities to develop national programs and education materials in other public safety fields. CanOps is also an official distributor for the full line of Kidde Canada products (i.e. smoke alarms, carbon monoxide alarms, fire extinguishers, escape ladders, etc.).

CanOps is now in the process of finalizing the business and implementation plan for the National Public Safety Education Distribution Centre which includes securing warehouse space and distribution operations services. This RFI will assist CanOps in defining their needs and options to move forward.

### RFI Request

CanOps is looking for a contractor to provide storage space, materials handling facilities and personnel for the receipt, storage, delivery and reporting of CanOps' goods. The following are standard services being sought:

1. Receiving of incoming goods which include the following activities:

- a. Off loading goods;
  - b. Counting goods;
  - c. Sorting goods;
  - d. Storage of goods;
  - e. Reporting on goods received.
2. Storage of goods.
3. Shipment of out-going goods which includes the following activities:
- a. Printing orders;
  - b. Picking orders;
  - c. Preparing bills of lading;
  - d. Contacting carrier to arrange pick-up;
  - e. Labelling of master cartons and skids;
  - f. Loading order on carrier;
  - g. Reporting on goods shipped;
  - h. Facilitating EDI shipment requirements.
4. Financial Management
- a. Managing orders;
  - b. Invoicing;
  - c. Payment processing;
  - d. Sales Reporting.

## RFI Reponses

RFI responses should include information in the following areas:

1. Company Contact Information:
  - a. Legal name.
  - b. Company legal address, website address, phone, fax.
  - c. Name, title and contact information for the primary point of contact for this RFI, and the person(s) who will negotiate and sign any agreements.
2. Company Description:
  - a. Describe company, including ownership, years in operation, current financial position, number of employees, strategic partnerships, etc.
  - b. Describe company's current distribution arrangements.
  - c. Identify current customers, and the nature of the supply arrangements with them.
  - d. Describe your company's commitment to support improvements and preferred procedures for documentation, prioritization, communication with your customers.
3. Company Facilities:
  - a. Describe your company's storage facilities.

- b. Provide a price per square foot for storage space and identify if there is a minimum storage space required to be rented.
4. Warehouse Capabilities:
  - a. Describe your company's in-house and outsourced development capabilities, operational support (receivers/shippers) and associated costs.
  - b. Describe your company's audit and sales reporting processes and associated costs.
  - c. Describe your company's ability and associated cost to manage orders (i.e. toll-free telephone line/fax setup and management, online order taking).
  - d. Describe any courier contracts your company has in place.
5. Financial Services/Costs:
  - a. Describe your company's preferred financial arrangement for contracted services.
  - b. Describe the financial services available and pricing for such activities as setup and managing orders, invoicing, and payment processing.
  - c. Provide the cost for your company's out of pocket expenses to complete orders such as: bills of lading, labels, shrink, wrap, and packing materials.
  - d. Provide an hourly rate for work outside of normal distribution activities (order taking, packaging, ticketing/labelling, billing, payment processing and reporting). Please provide both the hourly rate for normal works hours and overtime hours.
6. Insurance and Liability:
  - a. Describe the type(s) of insurance and liability provided for your customer's goods stored in your facilities.
7. Other:
  - a. Identify any specific requirements of your company in respect to an arrangement such as described above not already noted.
  - b. Please share any lessons learned from other similar arrangements.

## RFI Amendments, General Communications

Mieka Welykholowa, CanOps Business Manager, is the primary point of contact for this RFI.

Any amendments to this RFI, or additional communications, will be published on the CanOps website, at <http://canops.org/>. CanOps aims for transparency through the process, sharing responses to relevant questions received with all interested parties on the website.

Responses are to be submitted by email to [mieka.welykholowa@canops.org](mailto:mieka.welykholowa@canops.org) as one complete submission, with the information requested presented in a single document. Legitimate complete responses will be acknowledged.

Responses are due no later than 12:00 EST on Friday February 2, 2018.