

Questions and Responses # 4
For RFP # 9328-12-0005

Q1. Livingston is partially owned by CPP Investment Board. Might this preclude or prejudice our response?

R1. No.

Q2. The transition from the incumbent;

a. When will this start?

R. We estimate that the contract will be awarded in September.

b. Will the incumbent finish all work before the transition?

R. At the end of the contract, the incumbent must return all the ROEs he has on hand to HRSDC.

c. Do you foresee there being a parallel processing?

R. HRSDC may opt to have a parallel processing during the first month of the contract to allow time for coding and programming by the new Contractor.

d. Will there be a hard stop and start?

R. Yes.

Q3. Can you clarify the number of characters that require data capture on the ROE?

a. The RFP advises that there are never more than 486 characters on the ROE (including fields 15C, 12 & 6). Is this accurate?

R. Yes, this is accurate. The maximum number of characters to data capture on the ROE is 486.

b. Using the sample documents and instructions in the RFP, we calculate the maximum total characters to capture, excluding fields 15C, 12 & 6, as 116. Can you confirm if this is accurate?

R. Yes, this is accurate.

c. Using the sample documents and instructions in the RFP, we calculate the maximum total characters in fields 15C, 12 & 6, as 306. Can you confirm if this is accurate?

R. Yes, this is accurate.

Q 4. Can we data capture the ROE information directly into the ROE Information System rather than into a separate database?

R4. No, the contractor cannot have access to our database.

Q5. Can we data capture the optional information directly into the National Integrity Investigation System rather than into a database?

- R5. No, the contractor cannot have access to our database.
- Q6. What types of departmental initiatives/decisions can impact the volume of ROEs received?
- R6. Initiatives like the Government of Canada Economic Action Plan and/or legislative changes may have an impact on volumes of ROEs received.
- a. Are any of these initiatives/decisions presently on the agenda or scheduled for the next year?
 - R. The Canada Economic Action Plan is an ongoing government initiative and future announcements may have impacts on our operations.
 - b. How long in advance, if at all, will the data entry team be notified of these initiatives/decisions?
 - R. We will inform the Contractor as soon as we are made aware there will be an impact on volumes.
- Q7. Can you clarify the actual monthly volumes over the last 1 year period (the RFP only contained 9 months and does not specify "actual" figures)?
- R7. The RFP shows an estimate of expected volumes from July 2013 to March 2014, the first term of the contract. These amounts are estimates only and are subject to change depending on volumes received and/or processed by HRSDC.
- Q8. Can you provide estimated monthly volumes for the optional forms over a 1 year period?
- R8. Between 250,000 and 600,000 yearly, however, this number can vary and documents may be multi-page.
- Q9. Can you clarify how the boxes of ROE forms are packed and shipped from the HRSDC?
- a. Is each delivery of ROEs actually 9-12 boxes every 2 weeks?
 - R. Yes, this is correct.
 - b. Is it ever more or less?
 - R. Depending on volumes processed, it may be less than 9-12 boxes.
 - c. If yes, how often?
 - R. The volumes are dependent on ROEs received and processed by HRSDC.
 - d. Are they in the boxes in any particular order?
 - R. ROEs are divided in batches. There are 150 batches divided in three boxes. The Serial Number of the first ROE and the last ROE is written on the batch header. Each batch has 99 ROEs for a total of 15 000 documents.

e. Are they already in batches of 99 + 1 cover sheet?

R. Yes. Each batch has a batch header plus 99 ROEs.

f. If not, are we expected to sort and cover sheet the boxes?

R. The ROEs must remain in the same order they were received in, one batch header + 99 ROEs.

Q 10. Is there a quality audit or count audit of the ROE forms done by the HRSDC for each box sent?

R 10. The ROEs are microfilmed and a locator number is printed on all ROEs. This number is incremental. The batches are packed in this order.

a. Are the boxes labeled accordingly so that we are able to complete a double check?

R. Yes. The boxes are each labeled with the date number (i.e. E125) and a sequential number on each box. There are always 3 boxes per date so each box will be numbered accordingly (i.e. 1/3,2/3,3/3).

b. If yes, what is the method of identifying and labeling these boxes (example: Box 1 on shipment date XXX)?

R. The date number, which is a sequential number beginning with an alpha character followed by 3 digits, contains 3 boxes in which there are 50 batches in each. Box 1 will contain batches 1 to 50, box 2 has batches 51 to 100 and box 3 will have batches 101 to 150.

Q 11. Do the ROE forms need to be returned to the same boxes that they were removed from?

R 11. Yes it is important to return the forms in the same boxes for quality control purposes.

a. Do they have to be re-boxed in any particular order within the box?

R. The forms should be in 2 columns of 25 batches in each box. Box 1 will contain batches 1- 50, box 2 will have batches 51-100 and the final box will contain batches 101-150.

Q 12. Can you clarify the following points regarding the optional requirements?

a. HRSDC indicates that there are 2 options for shipping and turn around for the optional documents. Can you clarify if we are to select what we would prefer as the method of delivery or if you are advising that the documents could be received by either fashion?

R. If HRSDC opts to move ahead with the optional requirement, they will inform the contractor which option will be used for delivery.

b. If they could be received in either fashion, does that mean we would need to keep track of how they were received to ensure we are meeting the turn-around time service level?

R. Only one of the proposed delivery methods will be used by HRSDC.

