

**Questions and Responses # 5**  
**For RFP # 9328-12-0005**

Q1. Would the ability to retrieve electronic images be of any value to HRSDC if vendor was to scan the documents to support an OCR solution?

R 1. HRSDC only has the requirement for data

Q 2. Could images be returned via sFTP? **IMAGES ONLY OR IMAGES AND DATA?**

R 2. HRSDC only has the requirement for data. Data can be returned to HRSDC via secure FTP.

Q 3. Should documents be scanned, is vendor required to delete the images immediately upon shipment to HRSDC? If that is the case, if there are any corrections or re-processing required for any documents, will HRSDC provide the hardcopy?

R 3. For the ROE, if there are any corrections to be made, the hardcopy documents will be forwarded to the service provider. For the optional requirement, there is an operational requirement to keep backups in a secure location for a three month period in the event that corrections may be required as HRSDC will not be able to provide the hardcopy document.

Q 4. Are the servers utilized to store and process HRSDC data required to be located in a separate/segregated area of the vendor's facility?

R 4. Yes that is correct

Q 5. Do HRSCD paper and electronic records need to be stored and processed in a separate/segregated area of the vendor's facility?

R 5. Yes that is correct

Q 6. Requirement 6.10 states that copies of the information cannot be made. Please confirm if this restriction extends to backups of production output. Specifically, is the vendor required to immediately purge data once transmitted to and received by HRSDC or does HRSDC require vendor to perform backups of all data?

R 6. HRSDC requires the vendor to perform backups of all data for a period not exceeding three months. Upon termination of the contract, all backups are to be destroyed.

Q 7. Aside from resumes, please identify what type of 'supporting documents' can be submitted to demonstrate proof of data entry experience. Are brief summaries acceptable?

R 7. Summaries must be detailed enough to enable HRSDC to evaluate appropriately.

Q 8. Can development support be performed outside Canada? Is there any offshore restriction?

R 8. Development support cannot be performed outside Canada. Yes there are offshore restrictions.

Q 9 .What is the percentage of hand written and printed forms?

R 9. For the ROE, 65% of forms are handwritten. For the optional requirement, all forms are handwritten.

Q 10. Please provide the percentage of French applications.

R 10. 20 to 30 % are in French

Q 11. Are accented characters required in the output?

R 11. No

Q 12. Does HRSDC currently have a process in place to handle missing details on forms?

R 12. Not applicable

Q 13. Will the vendor have access to lookup tables/databases for validation purposes?

R 13. No

Q 14. What is the retention period for data?

R 14. For the vendor, 3 months

Q 15. The RFP includes references to certain items that are not found within the documentation provided. Please clarify:

6.23 Security containers (see 4.8.4) – Where is section 4.8.4?

R15a. There was an error in the document. It should read see 6.25.

- 6.33 Unless otherwise required by law or authorized in writing by the individuals to whom that information relates, upon expiry or termination of the contract, whichever is earlier, the contractor shall return to HRSDC the information referred to in section 6.1 above and copies thereof, if any. All other information compiled or produced by the contractor in performing the work under the contract shall be disposed of in such manner as HRSDC may direct (see Appendix J). – Please provide Appendix J.

R 15b. The reference to Appendix J is incorrect. HRSDC will provide guidelines for the disposal of information which are in effect before signature / awarding of contract to the successful company.