

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
**Bid Receiving - PWGSC/Réception des soumissions**  
**- TPSGC**  
**11 Laurier St/11, rue Laurier**  
**Place du Portage, Phase III**  
**Core OA1/Noyau OA1**  
**Gatineau**  
**Quebec**  
**K1A 0S5**  
**Bid Fax: (819) 997-9776**

## **SOLICITATION AMENDMENT**

## **MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

### **Comments - Commentaires**

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du**  
**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**  
Business Operations Support Systems  
Division/Systèmes de soutien des activités  
opérationnelles  
Portage III 12C1 - 42  
11 Laurier Street/11, rue Laurier  
Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> document Imaging for Protected B do	
<b>Solicitation No. - N° de l'invitation</b> EN929-142184/A	<b>Amendment No. - N° modif.</b> 007
<b>Client Reference No. - N° de référence du client</b> 20142184	<b>Date</b> 2014-10-29
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XS-003-28046	
<b>File No. - N° de dossier</b> 003xs.EN929-142184	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2014-11-06</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Smith, Kenneth	<b>Buyer Id - Id de l'acheteur</b> 003xs
<b>Telephone No. - N° de téléphone</b> (819) 956-3335 ( )	<b>FAX No. - N° de FAX</b> (819) 956-8303
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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## Part A: Questions and Answers

**Question #4** What current purchasing vehicles are in place for departments to acquire document imaging services from private industry (Standing Offers, Supply Arrangements)?

**Answer #4** This potential requirement is not intended to replace any existing purchasing vehicles, for a complete list of any current purchasing vehicles please visit [www.buyandsell.ca](http://www.buyandsell.ca)

**Question #5** Why should current purchasing vehicles available to departments for the acquisition of document imaging services from private industry be replaced by the one suggested in this RFI?

**Answer #5** There is no intention to interrupt current contracts or purchasing vehicles.

**Question #6** Is it the goal of PWGSC to eliminate or reduce the use from departments of the current purchasing vehicles already in place which can be/already are used for document imaging requirements of departments?

**Answer #6** No, not for vehicles already in place.

**Question #7** Aren't the current document imaging services offered by Document Imaging Solutions Center (DISC) of Cheque Redemption and Control Directorate (CRC) of Public Works Government Services Canada (PWGSC) known to be considerably more expensive than services currently offered by the private industry sector?

**Answer #7** A benchmark study did indicate that current services offered by DISC on a full cost recovery basis are generally more expensive than the average. The study was based on averages, not equivalent basket of goods.

**Question #8** Considering the fact that document imaging services offered by Document Imaging Solutions Center (DISC) of Cheque Redemption and Control Directorate (CRC) of Public Works Government Services Canada (PWGSC) are known to be considerably more expensive than services currently offered by the private industry sector, why would the Canadian government consider directing more business to DISC as opposed to private industry?

**Answer #8** Departments and agencies will choose their imaging options based on best value, taking into consideration price, security, privacy and efficiency concerns related to their specific collections or processes.

**Question #9** Is the intent of DISC and/or PWGSC to centralize all Canadian government document imaging requirements to DISC and then sub-contract only a portion of that work to the private sector at the DISC's discretion?

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**Answer #9** No. Given the limited DISC capacity and the forecasted demand, it is expected that the private sector will fulfil the majority of the imaging requirements

**Question #10** What authority is responsible for evaluating the value to the crown of the services provided by DISC ?

**Answer #10** Primarily PWGSC. However since the DISC services are currently offered as optional common services, the departments and agencies ultimately choose their service provider based on their needs and evaluation.

**Question #11** What portion of the document imaging requirements directed to DISC does DISC and/or PWGSC intend to relay to private industry?

**Answer #11** This is unknown at this time.

**Question #12** If DISC intends on offering any document imaging services as well as managing the outsourcing and client/vendor relationships of other departments with document imaging needs. Does that not create a significant conflict of interest? How can DISC be both the manager of the vendor program and be a vendor itself?

**Answer #12** No. As a service provider, DISC brings significant expertise in document imaging to the management of the program. Current DISC capacity is limited.

**Question #13** In reference to RFI PDF page 12 of 132, Section 2.1: "...These program directions, as well as government department and agency interest in reducing paper document retention are resulting in an increase in demand for document imaging services." Can you please define in terms of actual volumes what the current demands are and what they are estimated to be in the future?

**Answer #13** A consultation with major departments and agencies is underway. Based on this consultation, forecasts will be available in the RFP. Preliminary results support an estimate by a 2007 study of 1 billion pages.

**Question #14** In reference to RFI PDF page 42 of 132: "...and the services to the following locations must be provided...". Can you please elaborate on the intent? Does PWGSC intend on issuing contracts to various contractors for each region or is the intent to require contractors to service all regions?

Solicitation No. - N° de l'invitation

EN929-142184/A

Amd. No. - N° de la modif.

007

Buyer ID - Id de l'acheteur

003xs

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20142184

File No. - N° du dossier

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CCC No./N° CCC - FMS No/ N° VME

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**Answer #14** PWGSC is seeking input from the industry on options related to meeting geographic needs. It is our intention to ensure that each contract series services all of Canada; this may not mean that each contractor needs to service all regions.

**All Other Terms and Conditions Remain Unchanged**