



Q&A #3

Statements of account for Citizenship and Immigration Canada's immigration loans. CIC - 143731

Q1. "What is the expected proportion between mail and email statements?"

A1. For now, 100% of the proportion is done by mail. CIC target to have 50/50 for mail and email in approximately one year from Contract award.

Q2. "What is the size of the Statement of Account? 8-1/2 X 11 or 8-1/2 X 14"

A2. The size of the Statement of Account is 8-1/2 X 11. Please refer to the amendment #1 of the RFP #CIC-143731.

Q3.1 "Are there multiple versions of the Statement of Account?"

A3.1 No, Please refer to the RFP, Appendix "D", Statement of Work, Article 3.1.1 CIC Standards Specifications, section b) Statement of Account (SOA) Structure.

Q3.2 "If so, how many and what are the differences?"

A3.2 Please refer to answer A3.1

Q4.1 "How many colours front and back?"

A4.1 CIC do not require any color on our Statement of Account, only in black and white.

Q4.2 "Is any variable information to be printed in colour?"

A4.2 Please refer to answer A4.1

Q5. "Is the MICR code static or variable?"

A5. The MICR code is Static. CIC will always use the same code.



Q6. “How will the contractor determine which records are to be sent by mail or email?”

A6. CIC will identify this information in the monthly Data file transferred to the contractor.

Q7. “Please clarify the following statements:

On page 28 of the RFP, section 3.1.1

The Envelopes must be pre-stamp including contractor postal permit number.”

However, on page 35, section 3.3 a)

The Contractor must be able to use CIC’s mailing number from Canada Post, at no extra cost, when doing the mailout.”

A7. CIC did an error on Page 28 of the RFP, Article 3.1.1. CIC Standards Specifications, section a) Envelopes Specifications of Structure. Please refer to Amendment #2.

Q8.1 “Please provide clarification regarding the inserts mentioned on page 36, 2d)? Will these inserts be supplied, if not, what are the specifications for the inserts.”

A8.1 The inserts would be supplied by CIC. For now, the envelope must only contain the Statement of Account and the return envelope.

Q8.2 “Are they personalized or generic?”

A8.2 Generic.

Q8.3 “If generic, do all recipient receive the same insert?”

A8.3 Yes.

Q9. Can you please define in further details the limitations in regards to data transfers outside of Canada?

A9. Data files should not be kept on servers outside Canada. Please refer to the RFP, Appendix “D”, Statement of Work, Article 8.0 Limitations and Constraints:

8.0 LIMITATIONS AND CONSTRAINTS

- i. The information (data transfer) transferred to the Contractor must never cross Canadian borders.
- ii. The Contractor database (servers) must be in Canada and the entire infrastructure related to backups must also be in Canada.