Questions and Response for RFP # 100006441A Data Capture Services

- Q1. What are the historical volumes for the past 3 years for each of?
 - a. INS2106 (forms without blocks 6, 12 & 15C)
 - b. INS2106 (including blocks 6, 12 & 15C)
 - c. INS2436
 - d. INS5097
- R1. The estimated ROE monthly volumes provided on the Appendix F to Annex A (p. 62) of the RFP are based on the historical volumes of ROEs received in Bathurst. The estimated daily volume is 4775 ROE documents of which:
 - a. INS2106 (forms without blocks 6, 12 & 15C): 2,077
 - b. INS2106 (including blocks 6, 12 & 15C): 2,538
 - c. INS 2436 "Z": 160

The estimated INS 5097 daily volumes:

d. 2692

Note: Please keep in mind that the above volumes are estimations only given in good faith by ESDC and are not binding.

- Q2. To evaluate the average keystroke requirements can ESDC provide physical completed or scanned or faxed test samples for each of:
 - R2a. INS2106 (forms without blocks 6, 12 & 15C)

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Service Congdonic proceeding reviewing the daim for Englishment Insurance (Fit Issue) by to prior of your engages. As a family we recall exerts and engage manner above. Your response to the request will ensure that benefits we pair in the some amount of the pair in the some amount of the service and only to those autility to recode them.

This Information is recuested under Subsection 128 (14) of the simpleyment also exerce Act, which subtracts the Department to catest regulard between in support of the Liprogram, and compliant with this request to considerate an other section. Pringraph 136(1)(b) and its ection 138 (if the Limpbyment historica Act, which is published by an achitikan are penalty or considerate Act, which is published by an achitikan are penalty or considerate Act. criminal proceedings:

Please sign and rature this form in the enclosed Accordings by: 07 JOLY 2017

Section 1) Earnings (Ad Interpretation work ancior have earnings for the week)st

snown below? □ YLS □ NO

II MLST places

- Complete the payroll data for the week(s) requested below, it is essential net ALL GROSS FARNINGS be allowed by solls vider week (Sunday to Saturday) even though this may differ from your pay period.
- Answer the questions is section 2 and any embloriet questions in section 3.
- Sign the reverse of this page.

If NO₁ arrays

- Answer the cuesdans is see that 0;
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For more information on leavily complete this for hiving http://www.reguete.comp.gr/comp.gr/compilition/inchty/

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Cette information est demandée conformement ou occapações 126(44) de la Zurisco Alexandro criptor a mensent e ministra à recuellir les reotatgraments dans le calve du originarme de havarande emalo. La Partida ne pas sa conforma à cotta demande est consistem de interación de aviol de l'alinha 135 (1)b) el de l'article 186 de la Construcción de la despute conformation de l'article 186 de la conformation de consistencia de la conformation de la conf

Venillez signer et retourner de formulait è en inhisant Ferroloppu di-jaime d'Isl le : 07 JULL 2017

Section 1) Gains

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- ≽ Répondre aux questions de le section 2 et eix cuestiona supplemensaires il ginamia la sectio. Si
- Signer fences du formalière

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- Répondre aux questions figures la section 3.
- Signer l'enda- du formulaire.

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Please eign and rettent this form in the enclosed careciope by:

07 JULY 2017

Ecction 1| Earnings
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- Species the questions in sixtlest 2 and any additional questions in section 3.
- Algorithe reverse of this page

:: "NO", please

- Arrewer the questions in section 3.
- Signification and dispage.

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Venillez aigmar et retoumer de formulaire en utilisant Formoloppe di-joints d'Islite : 07 JUJIL 2017

Section 1) Gains

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- > Répondre sus questiens de la sorden 2 et aux questions supplémentaires îg ean à la section 8.
- Bigner fendos du famulaire.

Silk NON by yearlest:

- Répondre en « que et cois liègues d' à la socilion 3.
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Pour plus d'information sur la tagon de remair de funiri sièle, y sitra : hub/lewe.canaca.ca/ta/accemp.ryere/ns/167-16-siétul

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- Q3. Can ESDC provide an estimate for the % of each form type that is handwritten vs. the % of each form type that would be machine printed or typed?
- R3. We didn't really keep track of this type of statistics but based on pure field observations it appears that it is more convenient for the employers to simply handwrite their answers on the forms. Given that the forms to be completed are in paper format, it is highly unusual for employers to use a typewriter or convert the forms in electronic format and then print their answers. As a general rule, the provider should plan its data entry processing based on the assumption that the vast majority of forms (more than 95%) would contain handwritten fields.
- Q4. Can ESDC provide an estimate of the average % of completed fields per form? I.E. Are all fields on all forms fully completed when submitted (100%) or are there fields that may or may not be completed (for an example 70% of the form is completed on average).

R4. For ROE forms:

As stated in the RFP, we receive an average of 55% of ROEs forms with block 15 C completed by employers. This block includes earnings amounts provided by the employer and can contain anywhere from 1 to 27 numeric entries. The following fields are critical for the validity of the form therefore should be present on all forms: ROE serial number (1), the employer name and contact info (3, 4, 5 16, 20, 21, 22), employee information (8,9), employment information (6, 10,11, 14, 15A, 15B, 16) are critical for the validity of the form therefore they tend to be present on all forms. Fields 2, 6, 16, 17, 18, 19 are either not mandatory or not required when field 15 C is absent.

For INS 5097 forms:

The employer may or may not return all pages of the document. Some pages may be forgotten in error. The number of pages may vary from 1 to 5 depending on the number of weeks that the payroll information is requested for. The number of weeks that may need to be data entered is highly unpredictable as it may vary based on the specific needs of each case. Over the last fiscal year we calculated the average number of weeks included with these forms to be approximately 10 (9.94). Having stated this, one should not assume that the same pattern will hold true in the future due to the unpredictable nature of the investigations these letters pertain to.

- Q5. In the provided Appendix C to Appendix A sample ROE document (INS 2106 "L" series)- page 51. The document contains a 2D Barcode (bottom left corner). What information is contained in the barcode?
- R5. The barcode contains information on the client and the employer and it is designed to be used with our future scanning technology in order to streamline processing, increase automation, automate integrity checks and reduce operating costs. The data capturing of that field is not in scope for the current data entry contract.

- Q6. For the sample form "Request for Payroll Information Form (INS5097) (French text first) Front of Form page 67. The sample contains a QR Code. What information is contained within this code?
- R6. The Quick Response (QR) Code is a unique identifier containing the case number, client's SIN, employer's business number and document ID number. It was designed to facilitate data lifting from the document image in preparation for our Department's move towards digitization of paper documents. This unique form identifier will facilitate the linkage of document images to a given case. The data entry of this field is not in scope for the purpose of this present contract.
- Q7. What is the general state of these ROE documents when shipped? Are there any attachments, sticky notes? Are there any fastened with paper clips or staples and if so, what is the percentage estimate?
 - R7. As stated on page 40 of the RFP the ROEs "will be printed on white bond paper and will vary in quality from very good to excellent". Typically, there are no sticky notes or any other documents attached with the ROE forms. The contractor is only expected to data capture the information contained within the ROE forms according to a specific set of instruction. Should there be any additional documents attached with these forms, the contractor will simply need to forward them to ESDC for imaging. Since the ROE forms are one page long they are not expected to be stapled together.
- Q8. For Statement of Work, Section 10. Shipping and Turn-around times: Page 41 INS 5097
 - a. The Contractor must open the envelopes and extract the forms in preparation for data entry. – What is the state of the documents within the envelopes? What is the general state of these ROE documents? Are there any attachments, sticky notes? Are there any fastened with paper clips or staples and if so, what is the percentage estimate? Are they single or multi-page?
- R8. Please see the response to Q7.
 - b. The turnaround time must not exceed 72 hours from time of receipt to the shipment of processed data back to ESDC. The captured forms must be sorted by regions and returned to ESDC on a weekly basis to 5 different locations (Edmonton, Toronto, Brossard, Bathurst and Miramichi).
 - I) Please provide the addresses for each centre.
 - R8bI. The specific hub addresses will be provided to the contractor at the time of the awarding of the contract.
 - II) How does ESDC manage these documents once they are returned? (i.e. are they stored or destroyed post validation?)

R8bII. The paper documents received to ESDC will be further sent for imaging to another third party service provider which will securely destroy them after ESDC has provided authorization for destruction to proceed and the prescribed timeframes.