

**Second Question and Response for
RFP # 100006441A
Data Capture Services**

Q9. I would like to request a site visit to the ESDC's Bathurst NB offices (the site listed as the originating location for ROE documents being shipped for data entry). This visit would be used to see first-hand the state of the ROE documents and batches as they are prepared for shipping and to evaluate the physical ROE forms and the associated field data requirements for each.

R9: From an operational point of view, a visit of the Bathurst location would be impracticable due to the complexity generated by the security requirements around such a task. Furthermore, bidders will have nothing to gain from such an inspection as all the necessary information for the submission of an efficient and cost effective bid will be provided to them via the Q&A section of the Buy and Sell website. For this purpose, bidders are encouraged to first refer to the answers already provided within the Q&A section and if then to submit their questions to the attention of the contracting authority indicated on the RFP.

Q10. I would be pleased to make travel arrangements based on the availability of your team. If the timing fit ESDC's calendar's I would like to suggest the following. June 15, 16, 18.

R10: A site visit is not required.

Q11. Having the opportunity to see the physical documents first hand provides insight into the application that can sometimes be open to interpretations when dealing with un-filled samples. Our goal is to provide ESDC with the most technically efficient and cost effective offering and a physical document review provides a great opportunity to achieve that objective.

R11: Please see answer to Q9.

Q12 Under Part 6 – Security (page 16 of 89) you have asked the Bidders to “provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites”. Does this list have to include the names of all employees involved with the data capturing (data entry clerks, project managers, production managers, developers, etc.) or is this a requirement only for project managers (project managers, production managers, developers)?

R12: The list has to include the names of all individuals who, in one way or another, should or could have access to classified or protected information, assets or sensitive work sites.

Q13. It is mentioned under Section 10 “Shipping and Turn-Around Time” for INS 5097 forms that *“Canada Post will deliver the forms on a daily basis to the Contractor”* and that the Contractor must be responsible for all shipping costs in both directions. If such a shipping contract is already in place could you indicate the charges involved so we could factor them in our bids?

R13 : Over the last fiscal year we have used a P.O. Box jointly with the Mail Forwarding Services from the P.O. Box to the supplier. The charges incurred for these services are as following:

P.O. Box: \$364 \$/month (including taxes)

Mail Forwarding Services: 286\$/annually (including taxes)

The bidders must keep in mind that they will need to maintain weekly or bi-weekly return shipments depending on volumes and that they will also be responsible for these charges. Please note that Canada is not able to provide an estimate of these latter charges as it is finally the Bidders' responsibility to shop around for the shipping services that would be most suitable for their needs.

Q14. For the Annex A, Section 10 "Shipping and Turn-Around Time" regarding the INS 5097 forms could you confirm that the forms should be retrieved from the Bathurst office only? Or maybe should we retrieve them from any of the 5 different locations (Edmonton, Toronto, Brossard, Bathurst and Miramichi)?

R14: The Bidders are not supposed to retrieve the forms from any of the five mentioned locations. As mentioned in the RFP (p. 41) *Canada Post will deliver the forms on a daily basis to the Contractor.* However, the Bidders are required to sort the processed forms by Regions and to return them to five different locations (Edmonton, Toronto, Brossard, Bathurst and Miramichi).

Q15. There is a request within the Annex A, Section 10 "Shipping and Turn-Around Time" for the INS 5097 to be sorted by Region.

a) If the forms have already been processed by ESDC had they not already been sorted out by Regions?

R 15a: The forms will not be sorted by Regions because ESDC would not have processed them at this point.

b. If that's not the case, how can it be determined what Region does each form belong to?

R15b: The Region each form belongs to can be determined based on the first four digits of the User ID number located inside the header of the INS 5097 form. For instance, the User ID number provided for sampling reasons in the Appendix I of the RFP (p. 65) is 2/1121063. The Region designated by the digits 1121 is the Atlantic and consequently, the form should be sent to the Bathurst office. A complete list of all the Regions along with their corresponding codes will be provided to the supplier at the time of the awarding of the contract.

Q16. Will the documents that will be shipped to us from the Bathurst office be already batched (99 documents plus the batch header) or is our staff's responsibility to do the batching?

R16 : Yes, the Bathurst office will prepare the batches each containing 99 ROEs plus a batch header.

Q17. Within the Annex A, Section 3, Background Information, it is indicated that ESDC could be implementing an imaging solution that will facilitate the access to forms from a digital repository. This will reduce the carrying of paper forms from one location to another and the need to digitize forms. In that situation, would ESDC commit to pay the provider the same prices indicated in his reply throughout the whole period of the contract (including the renewals)?

R17 : No. The Imaging solution will have no impact on the number of records that will need data capturing. It's only the transferring of paper forms from one place to the other and the nature of source that will be used to capture the data from that will be affected.

Nevertheless, as mentioned in the RFP (p.38) potential decreases in the number of incoming ROEs that are not related to the projected implementation of the imaging solution are expected to occur during the subsequent years. The estimated volumes (including an annual decrease rate of 20%) that are based on the previous years' numbers have already been provided under the Attachment 1 to Part 3, Pricing Schedule (p.10).

Q 18. Attachment 1 to Part 3 - Price Schedule: It was indicated to provide a price per 1000 forms for each type of document and each contract period. How should the total price be calculated? Is it the price for the all the forms (i.e, for each item, do we have to multiply the number of forms by the price and add up the total for each period?)

R 18: The amounts in the box *Firm Price (per 1000)* of the table must indicate the price that the bidder intends to charge for each batch of 1000 forms. However, the amounts corresponding to the column *Sub-total A + B + C*, and rows 1, 2, 3, and 4 will be calculated by adding the amounts A, B, and C. The amounts A, B, and C will be calculated using the formula: Estimated Quantity X Firm Price (per 1,000). For instance, if the firm price per thousand forms proposed by the bidder for the data capturing of INS 2106 RE (Record of Employment) Forms excluding Boxes 6, 12 and 15C (including shipping in both directions) is \$ 1, then the amount A becomes \$ 540,000, the amount B becomes \$ 432,000 and the amount C becomes \$ 345,600. In that case, the amount to be entered in the Subtotal A + B + C column of row 1 will be \$ 1,317,600.

Finally, the total price that will appear in the box *Total Evaluated Price (items 1 to 4)* of the Table (p. 10) will be the amount obtained by adding-up the lines 1, 2,3, and 4 from the column *Sub Total A + B + C* of the table.

Q19.For Part 4, Section 2.1, Basis of Selection: can you confirm that the score for the technical merit will be calculated solely based on the technical evaluation criteria included in Annex B – Evaluation Criteria?

R 19: Yes, as stated on page 84 of the RFP the technical proposal must meet all the mandatory requirements and must also obtain 70% of the maximum total score and at least 60% of the maximum score in each point rated criteria (1, 2, and 3). Both the mandatory and the point rated requirements are included in the Annex B.

Q 20. Under Section 8 of the Annex A, Data Capture Error Rate it is stated that all errors whether caused by ESDC or the Contractor must be corrected by the Contractor at no additional cost to ESDC. For an accurate bid calculation is it possible to specify which errors caused by EDSC must be factored in?

R 20: There are various fields on the form that are critical as any errors in these fields would render the whole field invalid. For instance, if one digit of the social insurance number is wrongly captured the whole number along with the field containing that number will be invalid.

The following are considered mandatory fields and cannot contain any errors: employer business number, case number, form type, social insurance number, case number, form number, benefit period

commencement date, date the form was issued, header record. Any of the above mentioned fields could contain errors that may not have necessarily been caused by the bidder but which will need to be corrected by him.

In addition, files may be rejected due to:

- invalid code weeks: there is a certain acceptable format for the code weeks, they need to be within a specified range and must contain four digits,
- mismatches between type 1 and type 2 records: type 1 records contain the employer information while type 2 records focuses on the client and payroll information, some fields are common for both file types and when there is a mismatch between any set of similar fields the file will get rejected,
- mismatches between the case header and the information contained within each of the composite cases: the Contractor will create a file name also known as header record. A file may contain one or more cases that will be loaded under the same header record. If the information on the file header does not match the information from any of the composite cases the file will be rejected,
- the earnings field: while an empty field will not cause the file to be rejected the wrong earnings format may render the file invalid.

Q21. Can you indicate whether the information to be data captured from the 4 types of documents will be handwritten or typed?

R21: Please see answer to Q 3.