

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

Q22. Can we get an extension on the response to this RFP considering that there is a long weekend?

R 22: A 7 day extension has already been granted, the new closing date is now July 18, 2017.

Q23. Is ESDC currently doing this process with an outside vendor or is this a new requirement? Who is the vendor? Where are they located?

R 23: This is not a new initiative. The work is currently performed by Reliable Data Entry Inc. located at 5746 Finch Ave. E., Toronto, ON., M1B 5R2.

Q24. What is the percentage breakdown of the ROE's which are: machine printed on standard quality paper, handwritten, carbon-copy and handwritten, and in French?

R24: Of all the ROEs received in Bathurst, approximately 60% are hand-written, there are no carbon-copied ROEs, and less than 1% of the ROES are photo-copied. No statistics are available regarding the percentage of French vs. English ROEs.

Q25. What are the average key-strokes? The document gave the maximum number of keystrokes. (Page 39 / 7. Work Specifications)

R25: These statistics are not available. The closest answer to this question was already provided under Q 4.

Q26. If this is currently done by ESCD internally – how many FTE's?

R 26: This job is currently outsourced. The number of required FTE's to accomplish the work is unknown.

Q27. Are there any forms that are required to be scanned?

R 27: No scanning is required for the purposes of the present contract.

Q28. How is data that is captured provided by the ESDC? Does ESDC also require an image back?

R28: Data to be captured is provided by ESDC in paper forms (see the form types described in the statement of work (p.37). ESDC does not require the imaged documents as the bidder will

only have to data capture and return the original forms to the specified locations within the allotted timeframes. (p. 40-41)

Q29. All data entry is currently done from paper not image?

R 29. Yes. That's correct.

Q30. Is paper returned to ESDC?

R30: Answer has already been posted on Buy and Sell.

Q31. Is current data capture being done with OCR (optical character recognition) or manually data entry?

R31: Currently, the data capturing is being performed manually by our provider.

Q32. Page 38 (Statement of Work 4 Scope) outlines volumes of between 1mil and 3mil in the first year with potential decreases in the subsequent years. What is the percentage decrease expected and why? What is the average?

R32: The projected yearly decreases that have already been reflected on the Pricing Schedule (p.10) were estimated at 20%. The projected decrease rate is due to the ever growing number of employers that are choosing to submit their ROEs electronically rather than in format paper.

Q33 Page 40 (Statement of Work 8 Data Capture Error Rate) describe errors caused by ESDC and why this would be corrected at the expense of the vendor?

R 33: Answer already posted on Buy and Sell (see Q.20).

Q34 Page 51 ROE (Appendix C to Annex A) – percentage of forms that are machine printed versus hand written?

R34: Answer already posted on Buy and Sell (see Q.3).

Q35. Page 51 ROE (Appendix C to Annex A) – Barcode on the form, What does it refer to?

R 35: Answer already posted on Buy and Sell (see Q.5 and 6).

Q36: For ROE: Do the forms arrive sorted by form type and with batch header?

R36: Answer already posted on Buy and Sell (see Q.17).

Q37. What is on the batch header page?

R37: The information contained within the batch header is detailed in the Appendix E.1 to Annex A of the RFP (p. 61).

Q38. Please provide the average characters captured per form for 2016?

R38: Answer already posted on Buy and Sell (see Q25).

Q39. Does the billing report require total characters captured by form?

R39: No. The invoicing information will include the name of the files that were captured, the number of forms included with each file, the price per unit, the invoicing amount before taxes, the calculated amount of taxes and the total balance due.

Q40 Output is TXT format: What format CSV, TXT what delimiters are to be used?

R40: The Contractor will create a flat file (.txt file format) containing all the information captured using its own method of choice and submit it to Service Canada via Data Gateway.

Q41. How should special characters (French accented characters) be handled?

R41: There will be no French characters involved.

Q42. On page 18, you required that for a list of names of all the personnel involved in the project be included with our proposals. Once the contract has been awarded and provided that we may need to hire more staff, is it possible to amend the list of names once the contract has been awarded?

R42. It is possible to substitute or replace the names initially provided on that list if, **for reasons beyond its control**, the Bidder is unable to provide the services of an individual named in its bid. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default. (Section 2.2 Status and availability of personnel (page 15).

Please note that in order to be deemed eligible for the proposed work, the bidder must provide proof that they already meet the necessary requirements to accomplish the work.

Q43. On page 40, you mentioned that the contractor needs to correct any errors whether caused by ESDC or the Contractor at no additional cost to ESDC. We feel that this clause is unfair as no information is provided as to the type of errors that may be caused by ESDC before or after the input. We are asking that this clause be either removed or that you provide a list of

the possible errors and the potential consequences (especially financial) that such errors could engender.

R 43: A list of possible errors has already been provided (please refer to Q20).

Q44. On page 41, you are asking for a date stamp to be applied on each of the INS 5097 forms. Should the date stamp be placed on the first page, on each of the pages or just on the envelope?

R 44: Only one date stamp must be applied per form as long as long as the forms are stapled together and it was determined that all pages are part of the same form. However, any attachments and sticky notes received with the forms must be stamped individually.

Q45. On page 41, (for the **INS 5097** forms) it is mentioned that “Canada Post will deliver the forms on a daily basis to the Contractor”

- a. Can you walk us through the whole process, starting from the delivery of these forms by your office and ending with their shipment to the service provides?
- b. Will the mail be forwarded automatically to our office address (i.e. P.O. Box) ?
- c. Are the envelopes, containing the forms, standardized and provided by ESDC? If yes, can you provide us with the size of these envelopes?
- d. Will the delivery charges be automatically billed by Canada Post?

R 45 a:

For INS 5097 forms:

These forms are actually requests for payroll information generated by our integrity agents and sent out to employers located all over the country. Normally, a shipment contains such requests completed and sent by employers in envelopes provided by ESDC.

The supplier must perform the data entry of these forms and then sort them out by Regions (Edmonton, Toronto, Brossard, Bathurst and Miramichi) and return them to ESDC. The turnaround time must not exceed 72 hours from time of receipt to the shipment of processed data back to ESDC.

For the ROEs:

Employers are required by law to issue a record of employment (ROE) every time their employees have an interruption of earnings. There are two ways to provide an ROE: electronically (ROE Web) and in paper format. The paper ROEs are being submitted by the

employers to our Bathurst office. Bathurst will do the batching (each batch contains 99 ROEs plus one batch header). These batches will then be sent to the entrepreneur in secured bins every week or every two weeks, depending on the quantity.

The turnaround time must not exceed 27 calendar days from time of pick up at EDSC, Bathurst, to the delivery of processed data back in Bathurst.

R45b: Yes, the suppliers will be advised to retain the mail forwarding services provided by Canada Post jointly with establishing a PO Box that will be used to collect all the mail. (Please refer to Q.13 for additional information).

R45c: For additional information on the Canada Post billing system and payment options, bidders are advised to refer directly to the merchant's web site. (<https://www.canadapost.ca/web/en/home.page>)

Q46. On page 41, as it pertains to form INS 5097, is it necessary to staple the envelopes with the forms?

R 46: Yes

Q47. On page 41, as it pertains to form INS 5097, you've indicated that "bins and locks will be provided by ESDC", but it was never mentioned previously.

a. How will the bins and locks be provided? Should the delivery of the bins and locks from your premises to ours be also included in the calculation of the shipping costs in both directions?

b. Can you please provide the size of the safes?

R47a: The bins and locks will be provided to the supplier in person or by mail once the contract has been awarded. The locks and bins are reusable and will be provided once and replaced by ESDC only when necessary (in case of loss or deterioration). The delivery costs will be assumed by ESDC.

R47b: The secure bins will be approximately 11, 5 inches X 19 inches X 7 inches.

Q48. On page 46, field 14, column « Operations and Remarks », should we read « data to be taken from block 22A » rather than « data to be taken from block 22? »?

R48: Yes, because it is the date of issuance of the ROE.

Q49. On page 46 and the following pages, there are some mentions about “Filler” fields. What should be the input for this field (i.e. space, asterisk (*), other)?

R49: The fillers are there for the sole purpose of allowing ESDC the possibility to further add more fields as the need may be without having to modify the subsequent field structure. Bidders must leave these fields blank.

Q50. Can you provide the complete office addresses for all the five locations in Bathurst, Toronto, Brossard, Edmonton and Miramichi? The complete addresses are essential for the assessment of the shipping costs both ways as they will greatly influence the outcome of our financial proposal included with the bid.

R50 :

1.Bathurst

Service Canada

Atlantic Prevention Centre

120 Harbourview, Blvd.

Bathurst NB E2A 7R2

2.Miramichi

Service Canada

Miramichi Investigation Centre

139 Douglastown, Blvd.

Miramichi NB E1V 0A4

3.Quebec

Service Canada

Centre de traitement Boucherville (CR2371)

540, rue D’Avaugour, 2ième étage

Boucherville, Québec J4B 0G6

4. Toronto

Integrity Services Branch

3737, Chesswood, Dr.

Downsview ON M3J 2P6

5. Edmonton

Service Canada

Integrity Services Branch

5605 –70th St.

Edmonton Alberta, T5J 2N2

Q51. In order to ensure fairness towards all the bidders across Canada is it possible to exclude the shipping charges?

R 51: No. However, the pricing differences caused by additional shipping charges will be considered during the assessment of the financial proposals and no bidder will be disqualified based on higher shipping charges that were directly caused by higher shipping charges from remote locations.

Q52. We have noticed that an identical request for proposal (100006441) has been posted in December 2016 (closing date January 2017):

- c. Is it possible to know the outcome of the previous request for proposal?
- d. Why are you reposting the request for proposal 6 months later?

R52c: The request for proposal number 100006441 has been temporarily suspended prior to the closing date. No proposals have been accepted nor considered as part of this process. A decision was made by ESDC to suspend the process for an indefinite period of time.

R52d: It was the delay that was deemed necessary to resolve the issue that has caused the cancellation of the previous RFP.

Q53. Is it possible to have the Pricing Schedules in Excel format? Or can you please provide a clearer picture of the Price Schedules located on pages 11 and 12 of the RFP?

R 53: Please refer to the attached Pricing schedule document posted on the Buy and Sell website. Please note that documents can only be posted on Buy and Sell in PDF format.

Q54. Could you please advise if the supplier can use offshore resources and how we can arrange to have these resources cleared to a valid RELIABILITY STATUS?

R 54: As per Section 5 of the RFP, Security Requirement, clauses 5.4.1, 5.4.4, 5.4.5 and 5.4.6, all data elements being physical or digital, need to be located in Canada at all times. The supplier cannot use offshore resources.

5.4.1 For the purpose of allowing the Contractor to perform the work under the Contract, ESDC shall make available to the Contractor, in accordance with section 34(1) of the Department of Human Resources and Skills Development Act and other applicable laws governing the protection of information under its control, the following information, which is stored in ESDC's Personal Information Bank ESDC PPU 171 – Record of Employment – Second Copy and ESDC PPU 150 – Insurance Claim file (Local Office). This includes all data elements displayed on the sample forms in Appendices B, C, D and I of Annex A.

5.4.4 The Contractor must maintain all information referred to in section 5.4.1 above, and make sure it is only accessible, in Canada.

5.4.5 The Contractor must segregate all records containing information referred to in section 5.4.1 above (whether in electronic format or in hard copy) from its other records, and keep all databases in which such records are to be maintained physically independent from all other database, directly or indirectly, which are located outside Canada.

5.4.6 The Contractor must ensure that all aspects of the processing of information referred to in section 5.4.1 above are conducted and only accessible in Canada.

Q55 Regarding page 39, Section 7, Work specifications, Block 15c, number of entries: We understand that 55% of the ROE 2106 forms that are returned, have Block 15C completed. Of these 55%, on average how many entries are contained in Block 15C? Please provide your best estimate.

R 55. The best estimate we are able to provide at the time being is 15 weeks as we are receiving ROEs that may contain pay-periods ranging anywhere from 1 to 27.

Q56. Can you confirm that "bi-weekly" means every two weeks?

R 56. Yes. Bi-weekly is used to describe an activity that occurs every two weeks as opposed to semi-weekly that's used to describe an activity that occurs twice a week.

Q57. Can you tell us who the present courier company is that is providing the shipping and transportation services?

R 57: A response to a similar question has already been posted on Buy and Sell

Q58. On average, how many pages would the vendor expect there to be per INS 5097 form?

R 58: The average number of pages to be expected for the INS 5097 is 2.

Q59. How should we go about creating the flat files for the INS 5097 forms? How many forms should be included with each file?

R59: The Contractor may, at his own discretion, create one or more files containing all the data compiled throughout the day. Whether one or more files are being submitted, it is important that the Contractor maintains, as much as practicable, the daily submissions. If multiple files are created on the same day, the file ID number must be incremented or the system will identify them as duplicates and will only process the first file received. For instance, if the first data file received was named 5097201702030010009212345678A111111111R6, the second and third files containing data captured the same day will be named 5097201702030020012354545454A62222222R2 and 5097201702030030032198765432C43333333R1 respectively.

Q60. Is the data entry provider expected to implement its own validation process in order to filter out the most obvious errors that could be encountered?

R60. The files received via Data Gateway are ran by our internal detection systems on a daily basis (usually around noontime) to generate new observations.

An automatic validation process for the INS5097 files is currently in place to make sure that the captured data meets the acceptable standards. If errors are detected the file will be returned to the service provider for corrections. If the data being returned represents corrections to previous work, then each batch or date must be listed on the label.

In order to streamline the file transmission process the Contractor will need to implement its own validation software designed to filter out the most obvious and ubiquitous file errors such as invalid social insurance numbers (mod 10 check), invalid Business Numbers (mod 10 check), invalid code week sequence (1951, 1952, 1935 instead of 1951, 1952, 1953) and apparent weekly earnings anomalies (400000 instead of 400.00). The software will be subject to further updates as the daily practice will most likely reveal additional frequently encountered errors.

Q61. In Section 1, Earnings, in the earnings table:

I. Is the information contained in the "Gross Earnings" column, the only data that needs to be captured by the vendor?

R 61I: No.

II. If the answer to I. in no, what other data from the earnings table needs to be captured by the vendor?

R 61 II: All the information that needs to be captured from the INS 5097 forms is detailed in the statement of work of the RFP (p.69-82).

Q62. Out of the potential of 32 weeks listed in the earnings table, what is the estimated average or typical number of weeks captured on INS 5097 forms?

R 62: A response to a similar question has already been posted on Buy and Sell.

Q63. What is the estimated percentage of INS 5097 forms that would contain more than one record?

R 63: The percentage of INS 5097 forms that would contain more than one record is unknown. As a rule, the maximum number of weeks that could be captured with each record is six, therefore a form containing up to 6 weeks will need only one record while a form containing 25 weeks will necessitate 5 records (4 records of 6 weeks each plus a 5th record for the 25th week). Since we have already stated that the average number of weeks on the INS 5097 received over the last 6 months was 10, the provider should anticipate creating an average of two records per form.

Q64. For INS 5097 forms that contain more than one record, how many additional records would need to be captured on average?

R 64: Please, see previous answer.

Q65: In Amendment #1, posted June 1st, the volumes from the original RFP were changed from:

- 1.2 million ROE forms and 700 thousand 5097 forms per year respectively to 2 million ROE forms and 300 thousand 5097 forms per year respectively.

In Questions & Responses (Q1. – Q8.), released on or around June 30th, the volumes from the original RFP were changed from:

- The volume listed in Q1. Revert back to the original volumes in the RFP of 1,881,684 total ROE and 5097 forms per year

R 65: The amendment # 1 raised to correct the information in the NPP should be interpreted as it follows:

The final estimated volumes are:

ROE – approximately 1.2 million yearly

Request for Payroll Information forms – approximately 700,000 yearly