

<b>Return Bids to: - Retourner les soumissions à :</b>  Shared Services Canada   Services partagés Canada  Procurement and Vendor Relations 13 <sup>th</sup> Floor, 180 Kent Street, Ottawa, Ontario K1P 0B6  <b>Email Address / Courriel:</b> ssc.ssc-dc-rfp-spc-cd-dp.spc@canada.ca	<b>Request for Proposal / Demande de proposition</b>	
	<b>Title – Sujet</b> Magnetic Ink Character Recognition (MICR) Production Printers	
	<b>Amendment No. - N° modif.</b> 002	
	<b>Solicitation No. – No de l’invitation</b> 12768	<b>Date</b> November 2, 2017
	<b>Solicitation closes – L’invitation prend fin</b>  On – le : November 14, 2017  At – À : 2:00 P.M.  Time zone – Fuseau horaire : EST / HNE	
	Contracting Authority / Autorité contractante Address / adresse :  Procurement and Vendor Relations Shared Services Canada 13 <sup>th</sup> Floor, 180 Kent Street Ottawa, Ontario K1P 0B6  E-mail address / Courriel ( <b>Email inquiries must be sent to email address below</b> ):  <a href="mailto:ssc.ssc-dc-rfp-spc-cd-dp.spc@canada.ca">ssc.ssc-dc-rfp-spc-cd-dp.spc@canada.ca</a>	
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	<b>Destination - Destination</b> See herein / Voir dans ce document	
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## **THIS SOLICITATION AMENDMENT 002 IS ISSUED TO:**

1. Publish Canada's Responses to suppliers' questions.
2. Modify the Request for Proposal (RFP).

NOTE: Respondents' clarification questions are numerically sequenced upon arrival at SSC. Respondents are hereby advised that questions and answers for this solicitation may be issued via BuyandSell.gc.ca out of sequence.

This Amendment is issued to answer questions raised by suppliers as of 2017-11-01. Except as expressly amended by this document, all the terms and conditions of the RFP remain unchanged.

### **1. CANADA'S RESPONSES TO RESPONDENTS QUESTIONS**

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#### **Question 1**

Form 2 – Substantiation of Technical Compliance Form (page 52 of 57)

This form is referenced in Section 3.2.2.2, and is also referenced on page 52 of 57 “Note: Form 2 is provided as a separate attachment”

Please provide Form 2 – Substantiation of Technical Compliance Form.

#### **Response 1**

Form 2 will be posted along with this amendment.

#### **Question 2**

The RFP document references page “x” of 57 on the bottom of each page, but the last page provided in the RFP document states “Page 55 of 57”

Please provide the omitted pages 56, and 57.

#### **Response 2**

The RFP is 55 pages and will be amended as such.

#### **Question 3**

Financial Evaluation Form 3 - Table 1: Firm Requirements

Under the description section: “MICR Production Printers as described in Annex A Statement of Requirement, including 12-month warranty and Maintenance and Support. Also includes Consumables and Impressions as described in Annex A Statement of Requirement for the CRA PTM Winnipeg site.”

Question: The RFP has detailed the total “Number of Impressions for Year One (Section 2.9.3.1 page 11 of 57), but does not indicate the volume related to Winnipeg and Summerside. Is the bidder to simply divide the Year One volume equally (50%) to answer the cell in the Financial Evaluation Form 3, or is there a specific volume for each site for Year One that should be used?

### **Response 3**

Yes. The estimated annual impressions as identified at article 2.9.3 Usage Estimates of the RFP are to be used with the total number of impressions being divided equally between both sites.

Please see amended Financial Bid Presentation Sheet attached.

### **Question 4**

Annex A Statement of Requirements -Installation and Implementation Ref #4 (page 10 of 19)

The requirement states that the bidder must "supply the power connectors, cables and accessories required. This includes power cabling and connectors from the printers into the PDU/Breaker" This requirement suggests that the Bidder must provide and install the actual electrical wiring from the "source" PDU/Breaker to the printer. Usually the bidder supplies the cabling, connectors, electrical receptacles and plugs from the printer to "plug" into the electrical supply or outlet located near the printer. Bidders usually are not required (or allowed) to perform installation of electrical components and cabling work directly at the PDU/Breaker.

Question: Please clarify what (if any) electrical work directly associated with the PDU/Breaker is required, or if the Bidder only needs to provide the electrical connectors and cabling from the printer to the electrical outlet.

### **Response 4**

No electrical work is required. As indicated in the Statement of Requirement at Annex A, Article 4, Section 5, Installation and Implementation the requirement indicates that materials are required: The Contractor must supply all power cabling and connectors from the printers into the PTM Production Site's Power Distribution Unit (PDU)/Breaker.

### **Question 5**

In section 1.2.1 it states that a "review of the Canada Revenue Agency (CRA) Print to Mail (PTM) production has been completed".

Can you please share this review so as to allow the respondents to understand the finer details of the applications and operational requirements?

### **Response 5**

The introduction section of Appendix A provides a summary of the current Application environment and Process flow at CRA. In addition, the 38 client applications produce over 250 individual production runs that generate over 1,500 individual print files of varying sizes. These jobs run on a daily, weekly, monthly and annual cycles. This mix of run frequency and processing requirements results in the bulk of the production consisting of short runs of less than 10,000 documents or approximately 50,000 impressions. Large runs that occur during peak tax filing season and for some annual programs are split into or manageable units of work for print and mail production. Mail merge or similar print file manipulation options designed to increase run lengths required to support moving to rollfed continuous form have been reviewed, and the decision was taken to remain as a cut sheet operation for this RFP.

### **Question 6**

In section 1.2.1 it states that a "review of the Canada Revenue Agency (CRA) Print to Mail (PTM) production has been completed and while the volumes are decreasing..." The total volume is later detailed in section 2.9.1 as 185M in Summerside and 194M in Winnipeg for a rough total of 379M in 2016.

Is it possible to get a break down of the nature of the output CRA is running to represent these volumes? (i.e. Elaborate on this area of the RFP and SOR in Annex A section 1.3.1 defining nature of output.)

#### **Response 6**

See response to Question No 5.

#### **Question 7**

In section 1.2.1 it states that a "review of the Canada Revenue Agency (CRA) Print to Mail (PTM) production has been completed and while the volumes are decreasing..." It goes on to say volumes are estimated at 380M per year. However back in July of 2015 during the Industry Day for Imaging Products and Bulk Printing Products, volumes for Summerside and Winnipeg were stated at 100M for correspondence printing, envelope insertion and mail sorting as per slide 35 of the deck.

Can CRA clarify if this work is included in the current estimates in the RFP and clarify the current breakdown for each function adding up to the current estimates of 380M impressions?

#### **Response 7**

The figure of 100 million represents finished mail pieces and while the number of mail pieces has changed since 2015, the 380 million impressions stated in Appendix A does include all mail pieces produced by CRA Print to Mail.

#### **Question 8**

The Requirements state "To ensure operational requirements are met, SSC needs to replace the current installed base of cut sheet printers located in the CRA PTM Production sites in Summerside, Prince Edward Island and Winnipeg, Manitoba." A strong argument could be made for the adoption of continuous rollfed printers for the following reasons: reduced total cost of ownership for your declining volumes, reduced floor space requirements, reduced number of assets required to handle the overall predicted volume, increased speed and overall productivity, and a reduction in labour to operate these devices. A continuous rollfed strategy would only require minor adjustments to the workflow and processes described in the Statement of Requirements.

Would CRA consider a continuous rollfed solution, or a hybrid rollfed/cutsheet solution compliant for this RFP? If not, an explanation would be appreciated.

#### **Response 8**

No, CRA will not consider a continuous rollfed solution or a hybrid rollfed/cutsheet solution.

CRA did have a mix of rollfed continuous form and cut sheet printers in the past, so is well versed in the benefits and issues involved in operating a mixed rollfed continuous form and cut sheet environment. CRA moved to an all cut sheet printer production environment due to the operational benefits that a common cut sheet platform provides in support of the CRA client requirements.

As described in the response to Question No 5, CRA did review the roll fed continuous form option when developing this RFP and it was rejected.

#### **Question 9**

Would you consider extending the closing date for 2 weeks, given the magnitude of this RFP and the resources required to respond.

**Response 9**

Yes, the RFP has been extended as per amendment 001.

**Question 10**

RFP Section 3.1.1: Can we submit our soft copies on a USB drive, rather than CD/DVD? It is a more environmentally friendly option (USB drives can be reused; CDs cannot).

**Response 10**

No, soft copies on USB drives will not be accepted.

**Question 11**

Appendix A to Annex A - The documentation said there were 9 printers in both sites, but it appears that there are only 8 printers in the print room. Please identify the 9th printer in Winnipeg.

**Response 11**

The 9th printer in Winnipeg is dismantled and not used at all, as the print room did not have sufficient room for 9 printers. The 9th printer in Summerside is used occasionally.

**Question 12**

Section 1.3.1. Application Environment states "All output is currently produced on 8.5" x 11", 24 lb. stock with some intermixing of colored stock. Current printers are equipped with in-line perforation devices and over 80% of printed output is currently produced with perforations." What type of perforation is configured in-line? Is it Micro Perforation or 3-hole punch? What in-line finishing is currently used on the Xerox printers? What percentage of the total Print Volume is perforated in-line?

**Response 12**

Inline perforation is not a requirement of this RFP. However as clarification, the current perforation wheels produce a micro perforation and reside within the printer. All output is perforated unless there is a request to turn the perforation off. As stated in 3.1.1 this is estimated at 80% of output.

**Question 13**

In Sections 2.6.1.1 and 2.6.1.2 of the RFP document, it states "The dimensions shown in the Print Room Floor Plans are approximate and not to scale." Is it possible to arrange a site visit to physically view and measure your available space?

**Response 13**

No, we will not be arranging a site visit.

**Question 14**

How many technicians are onsite in Winnipeg and Summerside from your current vendor to support the 2x8 and 3x8 shifts annually?

**Response 14**

The current vendor has one technician on site in Summerside and Winnipeg during the day with at least one other available during peak periods. While not on site, technicians are available on standby during the evening and overnight shifts.

**Question 15**

In section 3.1.4 of the RFP, it states "The submission of more than one bid from members of the same bidding group is not permitted in response to this bid solicitation". Would CRA consider one submission for a continuous rollfed solution, and one submission for a cutsheet solution?

**Response 15**

No, CRA will not consider one submission for a continuous rollfed solution and one submission for a cutsheet solution. The requirement is for a MICR Cut Sheet solution.

**Question 16**

In section 3.2.2.2 Substantiation of Technical Compliance Form, bidders are asked to submit Form 2 - Substantiation of Technical Compliance Form. We are unable to find the separate attachment for Form 2. Please provide Form 2 - Substantiation of Technical Compliance Form.

**Response 16**

Please refer to question 1.

**Question 17**

RFP Section 3.3.5 Trade-ins – Printers: Can you provide the current meter reads on each of the 18 devices?

**Response 17**

As of 11: am October 19, 2017  
Winnipeg:

- 1- 193,215,691
- 2- 22,424,961
- 3- 263,763,082
- 4- 27,799,591
- 5- 289,995,132
- 6- 247,126,720
- 7- 146,218,040
- 8- 208,330,894
- 9- Printer is disassembled and hasn't been used for about 4 years.

Summerside:

- 1- 19,089,261
- 2- 237,130,115
- 3- 22,959,774
- 4- 256,572,568
- 5- 188,320,687
- 6- 229,232,041
- 7- 231,364,030
- 8- 163,637,325
- 9- 60,799,351

**Question 18**

Based on the Floor plan found on and ""Appendix A to Annex A -- Winnipeg Print Room Floor Plan"" and ""Appendix B to Annex A -- Summerside Print Room Floor Plan"", are the configurations for all Laser Production Printer identical? Is the footprint outlined in the layout, representative of the actual foot print of each device, including in-line perforation finishing accessories?

**Response 18**

Yes, the configurations for all Laser Production Printers are identical, and the footprint outlined in the layout is representative of the actual foot print of each device.

**Question 19**

Section 3.2. Technology, Ref #6 states "The printers must support stock paper from 20 to 50 lbs. Stock paper may include any of the following: d) Pre-Perforated Stock" What percentage of the total print volume uses Pre-Perforated stock?

**Response 19**

The use of pre-perforated stock must be available as an option for its clients. *Approximately 50% of the production would require pre-perforated stock.*

**Question 20**

Section 3.2.6. Operational Requirements, Ref #5 states "The printers must have the ability, under automated control to suspend printer operation, depending on the severity of quality of output legibility events." Please expand on the definition of "severity of quality of output legibility events".

**Response 20**

The bulk of CRA outputs are debit notices with remittance documents that require a MICR line. Image registration and print quality are factors that will effect output quality. Output produced by the printer must meet CPA Standards for MICR printing when tested using the MICR Verifier.

**Question 21**

What percentage of your total volume is MICR output (i.e. 100%)? Of the MICR output, is it one line per page? Please define the number of lines per page.

**Response 21**

All output is currently produced using MICR toner with 97% of remittance vouchers having a single MICR line parallel to the bottom edge of the document.

There is an annual run that produces two remittance documents per page with the second one having the MICR line upside down and parallel to the top edge of the page.

**Question 22**

Annex A, Section 1.3.1. Application Environment: What inline perforation device are you using? What are the current and future perforation requirements? One horizontal cut is different than 3 vertical and one horizontal cut, for example.

**Response 22**

Inline perforation is not a requirement of this RFP.

**Question 23**

Section 3.2.4. Printing Requirements, Item 15 states "The printers must provide a reference list of bar codes currently available for use on the printers." Please clarify the outcome you are looking for.

**Response 23**

CRA requires a list of bar code fonts that are included with the proposed printer.

**Question 24**

Section 3.2.6. Operational Requirements, Item 4 states "The printers must produce consistently high quality output, monitored by automated printers based facilities. The threshold where alert(s) are generated must be installation specified." Please clarify the outcome you are looking for."

**Response 24**

Issues with print quality or image registration must be system monitored to avoid issues with production output either on the inserters, due to barcode reading issues, or with MICR document not meeting CPA requirements.

**Question 25**

What percentage of the output is printed on coloured stock?

**Response 25**

13% of output is on coloured stock.

**Question 26**

How many output carts are required?

**Response 26**

*Output carts are not a requirement of this RFP and are not to be provided.*

**Question 27**

In reference to section Technology / Paper Handling 3.2.2.

3a) The printers must have a minimum of two high capacity output stackers each capable of holding a minimum of 3,000 sheets of 20 lb cut sheet paper.

b) The printers must permit the removal of printed output without interruption of printing.

As per the section above you have requested a minimum of 2 High capacity holding a minimum of 3,000 sheets with uninterrupted removal. Our system provides uninterrupted removal of 3,000 sheets while stacking an additional 3,000 sheets uninterrupted for a total of 6,000 sheets per each High Capacity Stacker thereby eliminating the need for a second stacker.

Question - Does 1 unit which meets your specification suffice or do you require 2 high capacity stackers for a total of 12,000 sheets delivering 3,000 per stacker of uninterrupted sheet removal to meet your requirements?



#### **Response 27**

One unit as described in the question that provides uninterrupted printing while producing separate stacks of printed output, each with a capacity of 3,000 sheets, would be permitted.

#### **Question 28**

In reference to Section 3.2.2.2 of the RFP. An indication to **Form 2 Substantiation Of Technical Compliance Form** is provided as a separate attachment.

Can you please confirm that this has in fact been included with the RFP? Can you please confirm the document name if it is included with the RFP?

#### **Response 28**

Please see Question 1.

#### **Question 29**

Annex A Statement of Requirements –Section 3.2.1 Print Output Ref # 6

With Respect to item b) Pre-dyed stock

Question: Please provide more detail and description on what “pre dyed stock” refers to? Does it mean pre-printed stock or coloured paper (yellow, blue, green etc) stock?

#### **Response 29**

CRA does not use different coloured paper. All production uses as a base 24lb white stock. However some white stock is printed on one side with degraded background colours by the supplier. These colours are used to identify different products. Colours start at the top of the sheet and decrease in intensity as the progress down the sheet, ending at the start of where the debit stub would be. This is to not interfere with MICR and OCR reading. CRA is phasing out the use of these pre-printed stocks and will eventually migrate all applications to plain white 24 lb. paper.

#### **Question 30**

Are Data Reports or Job Reconciliation Reports, summarizing what the system reads desirable?

#### **Response 30**

Would be desirable but is not a mandatory requirement.

#### **Question 31**

Does the system need to read and evaluate the full MICR line?

#### **Response 31**

No. MICR Verifiers are to be used to verify MICR readability.

#### **Question 32**

Is it desirable to read multiple regions, different areas of the document?

#### **Response 32**

The method utilised is at the vendor's choice as long as the results meet the requirement as stated in 3.2.6.4.

**Question 33**

Does the system need to store a sampling of images for archive, proof-of-print?

**Response 33**

As stated in 3.4.2, *The printer must automatically delete electronic forms, data and signature from the print device's memory at successful completion of each print job.*

**Question 34**

How many different pre-printed stocks are used? Is it necessary to confirm the orientation of preprinted stock?

**Response 34**

The current number of coloured stocks in use is five (5) and they consist of: blue, yellow, green, red and brown. It is not necessary to confirm orientation.

**Question 35**

Are there any security features of the document that would be checked? Please describe:

**Response 35**

No, there are none.

**Question 36**

What notification and recovery steps do you require if an error is found by the inspection system?

**Response 36**

The system must issue an *operator console message* as required in 3.2.6.2. Error recovery requirements are as stated in 3.2.6.6.

**Question 37**

With respect to the RFP Section 3.3.5 Trade-ins – Printers: Can SSC clarify the meter reads, the complete configurations of each of the 18 Xerox devices you are trading in including any associated front end RIPS/controllers? (other than the OCE Prisma Production Servers that are targeted to remain.)

**Response 37**

The meter readings are provided in response to Question 17.

The printer configuration is as follows:

- Xerox DP 180 MX EPS
- Two high capacity input trays plus two aux trays.
- Two High Capacity output trays
- Inline perforation unit in the printer
- Sun Blade 2500 technology controllers which have been upgraded when required, as part of maintenance agreement.