

CMHC RFP for Doccentre Services

Question #3 to 21

File #201703030

Questions #3

Given the size and nature of the SOW and the key elements defined in the scope of this RFP, coupled with the holiday season, will CMHC consider an extension on the close date of two weeks to allow responders to properly prepare a comprehensive response?

Answer #3

CMHC will not consider an extension on the closing date for the RFP at this time.

Questions #4

With respect to the evaluation grid page 68, if after the technical evaluation a group of respondents are short listed and one such respondent cannot make up the 9% difference in the Oral presentation to qualify as a lead respondent, is it CMHC's intention to advise this respondent accordingly in advance?

Answer #4

Proponents will be short listed based on their scores from the Technical Requirements (Sections A, B, C, D, E and/or F) and Pricing. The short listed proponents will then do Oral Presentations worth up to 45 points (weighting of 9 times a score of 0-5). If a proponent is not in a position to take the lead position even with maximum points at Oral Presentations, they will be excluded from the oral presentation process and advised accordingly.

Questions #5

In Schedule #2 it talks about shrink wrapping mainframe output as well as a number of other offline services including saddle stitching, cutting, cerlox, binding etc... At the site visit it was mentioned that off line finishing and mailing equipment was owned and would be provided to the vendor. Can CMHC confirm the inventory list of assets that will be supplied and made available to the vendor in the print shop/mail room and the Shipping/Receiving areas?

Answer #5

Schedule #3: Service Responsibility Matrix provides the list of Vendor responsibilities in the future state. The Print/Distribution Vendor is responsible for supplying all print and finishing equipment.

CMHC will provide third party equipment necessary for onsite operations in Distribution Services. CMHC will provide a delivery vehicle, as per question 13 below, as well as provide the

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 following list of equipment owned by CMHC:

CMHC Provided Operational Equipment

Distribution Services	
Description	Quantity
Barcode Scanner – Wifi/Wireless	4
Barcode Scanner	2
Cart	18
Dolly	4
Label Printer	4
Pallet Lifter Electric	2
Pallet Lifter Hydraulic (manually pumped)	4
Pallet Strapper (Manual Tensioner)	1
Poly Strapper Machine (semi-automatic)	1
Postage Machine	1
Rack (4 shelves) Portable	3
Scale Tabletop (12x12x4)	2
Scale Floor Model	4
Tape Machine (Electric Semi-Automatic)	3
Time Stamp Clock	1
Sealer	1
Metal Shelving / Tables	various

Questions #6

At the site visit it was mentioned that there are currently 4 people working in the Distribution Services including one driver going back and forth to Building D. Is the Distribution Services Clerk at Building D also included in this 4 person total or is it 5 people?

Answer #6

The number given at the site visit was an estimate to provide context, since the service provider manages the work with the number of staff necessary to meet service levels. Proponents should develop their proposed solution based on the volumes and requirements outlined in the RFP and Schedules.

Questions #7

Schedule #3 section 2.7 Offset Printing/Finishing states a task of producing cheques and commercial paper notes. Can you elaborate on your expected outcomes? For example is on site MICR printing a requirement here?

Answer #7

MICR printing and printing of various other unique products is required as per the volumes indicated in the RFP. Proponents should describe how they will manage the requirement to produce cheques and paper notes whether on site or off site or through sub-contracting etc.

Questions #8

The RFP notes in section 2.19 that “the selected proponent is to be security cleared in order to permit them access to CMHC premises when and if required. This process normally takes approximately twenty working days, but may take up to 6 months, depending on the circumstances and level of clearance required”. Will the proponent need to have clearance at time of bid closing or will you allow the proponent to obtain your necessary clearances (at the appropriately defined levels) after bid award?

Answer #8

Proponents will need to have staff security cleared in time to perform the work. Staff are not required to have security clearance at the time of bid closing.

Questions #9

In Schedule #3 under section 5.1 it stipulates that all personnel need to be cleared to the secret level. Can CMHC clarify if you are referring to your own secret clearance levels or is this a secret clearance level from the Canadian Industrial Security Directorate (CISD). If it is CISD secret clearance, can you define the Security Requirement Checklists (SRCLs) that would need to be obtained? (It is our understanding there are now 45 common SRCLs that are a result of a uniform national approach for the procurement of professional services.)

Answer #9

CMHC is bound to follow the government standard on security screenings, which is the same as the CISD. This said, the security screenings for the service provider selected will be carried out by CMHC therefore a SRCL is not required, for on-site service. If service provider will deliver the services off-site, then secret clearance to the CISD standard is required and must be demonstrated.

Questions #10

As per secret clearance question above can you also confirm that the driver who is defined to have obtained secret clearance as stated in Schedule #3 part 3.16 needs CISD secret clearance or your own secret clearance? Does this have to be at bid closing or can it be presented after?

Answer #10

Same answer as per question #9 regarding the type of clearance. The driver would need to be security cleared in order to perform the work but the clearance is not required at bid closing.

Questions #11

Schedule 3 is a draft version. Since it is expected some of the approaches may vary by each proponent in design and or methodology, it is assumed that the delivery of tasks may also change somewhat. Therefore is it correct to assume this schedule would be refined and finalized

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accordingly after the final proponent is selected and during the finalization of the contract stage? (Section 5.7 Proponent Selection).

Answer #11

An amendment was issued indicating the schedule without the DRAFT wordmark. This version of Schedule 3 should be considered FINAL.

Questions #12

Expectation is to have the Service Centre manned from 7:30 to 5:00. Does this mean the Service Centre is fully staffed for those hours?

Answer #12

Services must be available between those hours. Staffing levels are at the discretion of the vendor as long as service level requirements are met.

Questions #13

In section 3.15 you mention that a CMHC vehicle is supplied but in section 3.16 you are requesting a vendor to supply vehicle for deliveries. Can you please help us understand if the vehicle will be supplied by CMHC or the vendor?

Answer #13

The vendor is responsible to “Perform daily deliveries in CMHC supplied vehicle to and from the two Ottawa locations 3 times daily (700 Montreal Rd., and Building D at 110 Place d’Orléans Drive, 2nd Floor, Ottawa”. This is to confirm that CMHC will provide the vehicle and related insurance and the vendor is to provide the driver and related services. Section 3.16 has the requirement for CMHC to provide the vehicle for deliveries.

Questions #14

What percentage of print is currently done off site?

Answer #14

There are approximately 190 products that are currently produced off-site due to their unique make-up such as envelopes, stationery, serial numbered products, etc.

Based on Schedule #2 – Current State, page 31 indicates Stationery at 7% of our print work in 2016 and 6% of Promotional print work. Currently 4.6% of our products are labelled offset and are being printed offsite.

Questions #15

You mention that a new digital library is being implemented. What system are you moving the files to and are they going to be in PDF format?

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Answer #15

CMHC is in the process of transferring its Digital Library from DocuShare 6.6.1, a Xerox proprietary application, to a CMHC solution, per CMHC Technology Transformation project. CMHC is in the process of reviewing technical requirements for the Digital Library. Once this process is complete, the best in-house solution will be decided upon. We anticipate that we will be moving the files to Sharepoint as it is our Corporate Records Management system. Sharepoint can host a variety of different formats, including PDF. Other formats (like .tif, .jpg, .doc, etc.) would also be stored in the system.

Questions #16

How many kits are assembled annually?

Answer #16

The yearly average is 24,000; this average includes kitting and de-kitting volumes. Kits can be comprised of numerous components.

“Kitting & De-Kitting volumes found on page 53 of “CMHC doccentre RFP Schedule 2 – Current State Assessment”.

Questions #17

What is the volume of research and redirected mail?

Answer #17

On a daily basis some Canada Post mail must be researched and/or redirected; however, this is not currently tracked. Current state Canada Post volumes are found on page 52 of “CMHC doccentre RFP Schedule 2 – Current State Assessment”.

Questions #18

Does CMHC provide the address verification software?

Answer #18

Yes. The current software is “Dispatcher 4” a product of Group 1, software version 3.6.1. This software is maintained by CMHC.

Questions #19

In regards to digital Library, Is CMHC's intent to have the digital library on-premise or hosted off-host e.g, PAAS, SAAS?

Answer #19

We anticipate that we will be moving the digital library files to Sharepoint as our Corporate Records Management System. The digital library will be hosted in Azure. CMHC will manage the content. Please see the response to question #15.

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Questions #20

On page #9 of schedule 2, There is mention of "Enhanced functionality for archiving records" Is the intent to have the digital Library have full Records management capabilities beyond simply archiving going forward, e.g., central control and management of retention and disposition schedules, record aggregations/series etc.?

Answer #20

The 'Digital Library' has full records management capabilities. The 'Digital Library' contains all CMHC products produced through on-demand print in 'print' PDF format whereby the print vendor must select the file in order to reproduce the current available version.

Questions #21

Does CMHC fully intent to manage web content (in conjunction with document content) as part of the digital hubs capabilities, more specifically, website authoring, collaboration, and administration tools to create and manage web content?

Answer #21

The Digital Hub does not support the CMHC website. There is no plan for the Digital Hub to support the Web.
