CMHC RFP for Doccentre Services
Question #22 to 26
File #201703030

Questions #22
Have the final trim sizes for the different types of print work (Publications, Cards, and Stationary) been standardized? If so, what percentage of print falls within standards and can a matrix be provided?

Answer #22
Trim sizes have not been standardized but much of the production is standard sizing without need for trimming. Please refer to Schedule 2 page 36 and 39 for size based on impressions.

Questions #23
Is the sharing of large files via secure USB keys a current vendor limitation or a CMHC IT security requirement?

Answer #23
The use of secure USB keys is a CMHC IT security requirement. Transfer of large files will be done through Secure File Transfer using Managed File Transfer (SFTP Services) using CyberArk SMFT. It has recently been implemented by CMHC. CMHC will set up a file transfer vault for the Proponent. Please refer to Schedule 7.

Questions #24
Is the current digital library (DocuShare) to be replaced by the new vendor or are we to continue to use DocuShare, with the stated number of licenses and pay Xerox for support?

Answer #24
No the DocuShare will not be replaced by the new vendor. CMHC Technology Transformation will be providing a replacement for the Docushare using a CMHC platform such as Sharepoint.

Questions #25
Are shipping and courier charges on CMHC's accounts?

Answer #25
All shipping accounts (courier & freight) are CMHC accounts.

Questions #26
Is bindery equipment in the print site owned by CMHC or by current vendor?

Answer #26
Bindery equipment is owned by current vendor. As described in Schedule #3, all Printing/Finishing equipment is the responsibility of the vendor.