



<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> Production Insertion Equipment	
	<b>Amendment No. - N° modif.</b> 003	
	<b>Solicitation No. – No de l’invitation</b> PW-18-00839529	<b>Date</b> August 31, 2018
	<b>Preliminary Closing Date</b> September 18, 2018 <b>at 2:00 P.M. EST</b>  <b>Final Closing Date</b> October 3, 2018 <b>at 2:00 P.M. EST</b>	
<b>Contracting Authority / Autorité contractante</b> <b>Address / adresse :</b>  Procurement and Vendor Relations Shared Services Canada 13 <sup>th</sup> Floor, 180 Kent Street Ottawa, Ontario K1P 0B6  <b>E-mail address / Courriel (Email inquiries must be sent to email address below):</b>  <u>ssc.ssc-dc-rfp-spc-cd-dp.spc@canada.ca</u>		
	<b>Telephone No. – No de telephone</b>  (613) 219-4703	
	<b>Destination - Destination</b> See herein / Voir dans ce document	
<b>THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT.</b>  <b>LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ.</b>		



**Amendment 003 is raised to:**

1. *Extend RFP.*
  2. *Amend Section 2.4 Enquiries – Bid Solicitation.*
  3. *Amend Section 4.5 - STEP 4 - Proof of Proposal (PoP) for top-ranked Bid - Subsection iv.*
  4. *Publish Revised Annex A – Statement of Requirement (SOR)*
  5. *Publish Revised Form 2 – Substantiation of Technical Requirements*
  6. *Publish Presentation from the Bidders’ Conference.*
  7. *Publish Questions and Answers from the Bidders’ Conference.*
  8. *Respond to other Bidder Questions.*
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**1. Extend RFP**

The Preliminary Closing date is extended to Tuesday, September 18, 2018. The Final Closing date is extended to Wednesday, October 3, 2018.

**2. Amend Section 2.4 Enquiries – Bid Solicitation**

Delete:

Section 2.4 Enquiries – Bid Solicitation

Insert:

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 5 calendar days before the Preliminary Closing Date. Enquiries received after that time may not be answered. Whether or not to respond to any questions submitted after that time, including questions submitted between the Preliminary Closing Date and the Final Closing Date, is entirely within Canada’s discretion.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a “proprietary” nature must be clearly marked “proprietary” at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

**3. Amend Section 4.5 - STEP 4 - Proof of Proposal (PoP) for top-ranked Bid - Subsection iv**

Delete:

Section 4.5 – Subsection iv.

Insert:

- iv. Within thirty (30) calendar days of a request from the Contracting Authority, the Bidder with the highest ranked responsive bid must deliver their solution ready for test at a CRA/SSC designated site in Winnipeg (to be determined prior to Bidder notification).



#### **4. Publish Revised Annex A – Statement of Requirement (SOR)**

Please see attachments on the Buy and Sell solicitation.  
The following sections of the SOR have been amended:

3.1.1  
3.1.1.2  
3.3.1  
3.4.1

#### **5. Publish Revised Form 2 – Substantiation of Technical Requirements**

Please see attachments on the Buy and Sell solicitation.  
The following sections of Form 2 have been amended:

2.1.1  
2.2.2  
2.9.1  
2.10.1

#### **6. Publish Presentation from the Bidders' Conference**

Please see attachments on the Buy and Sell solicitation.

#### **7. Publish Questions and Answers from the Bidders' Conference**

##### **Question 2**

How do you technically validate form 2 in the preliminary evaluation? How is that different from the final technical bid evaluation?

##### **Response**

There is no technical validation at the Preliminary Evaluation stage. The preliminary evaluation notice (PEN) will enable SSC to provide feedback to bidders on their substantiation of mandatory requirements. The technical validation (i.e. Proof of Proposal test) will be done after final bid closing with only the lowest-cost compliant bidder.

##### **Question 3**

Can we get an extension?

##### **Response**

See response above.

##### **Question 4**

What is the response time for SSC to answer to Bidders' questions?

##### **Response**

The RFP does not prescribe the time SSC has to reply to Bidders' questions. SSC understands the importance for bidders of having those answers rapidly in order to develop and submit a compliant bid. Therefore, SSC will expedite the issuances of answers.

##### **Question 5**

What is the deadline to submit questions?

##### **Response**

As per article 2.4 Enquiries - Bid Solicitation of the RFP, the deadline to submit questions is 5 calendar days before the Preliminary closing date.



### 8. Respond to other Bidder Questions

#### Question 6a

In reference to your SOR 1.3.1 you mention changing your documents, as cited here in brackets: [The average page count per mail piece for CRA applications is 2.5 pages; however, this is expected to increase due to output redesign. As CRA applications produce mail pieces with higher page counts, output is segregated into small (letter mail), medium (6x9), and bulky (flats) mail streams. Most output falls under the first two categories, with bulky or flats making up a very small portion of overall production requirements and is handled manually.]

Will the output design changes will you implement affect the size of documents and envelopes; if so, how?

#### Response

Client requested all output adhere to the current 8.5" x 11" page standard.

#### Question 6b

When will the re-designed documents go live?

#### Response

The project is being implemented in phases which commenced in 2016 and is planned to be completed in 2019.

#### Question 6c

How are you going about the document design changes? Are you using a specific supplier/product to do this? [Bidder] has proprietary software that can help you with this process.

#### Response

Development work is being performed by CRA IT Application staff utilising the Exstream Software product.

#### Question 6d

Volumes Clarification

In reviewing the Enduro's sheet cycle count in the RFP (2.6.1.3, Page 14 of 60), the average mail piece is 2.5 sheets. Thus the "true" volume per unit ranges between 38,000 and 40,000 per day:

Section 2.6.1 Trade In information for existing Inserters				Avg Pages	Yrs in Service	Avg annual mailpc count	True MailPc per day count
Winnipeg	Serial	Insert	Sheet		8		
Enduro #1	953148	109,435,839	204,427,805			10,221,390	40,723
Enduro #2	953149	104,300,337	192,297,938			9,614,897	38,306
Enduro #3	953151	103,606,648	198,187,748			9,909,387	39,480
						29,745,675	
Summerside	Serial	Insert	Sheet				
Enduro #1	953148	109,435,839	204,427,805			10,221,390	40,723
Enduro #2	953149	104,300,337	192,297,938			9,614,897	38,306
Enduro #3	953151	103,606,648	198,187,748			9,909,387	39,480
						29,745,675	
						59,491,349	Total



Fiscal	Actual Volume	# of Units	Cdn Working days	Avg. Daily Vol. per Enduro	
2016/2017	87,000,000	6	251	57,769	
	<b>Projected</b>			<b>Avg. Daily Vol. per DS-1200</b>	<b>Decreases YOY</b>
2019	83,566,358			55,269	3,433,642
2020	79,286,638			52,438	4,279,720
2021	75,077,206			49,654	4,209,432
2022	71,323,345			47,172	3,753,861
2023	67,757,177			44,813	3,566,168
2024	64,359,318			42,566	3,397,859
2025	61,150,852			40,444	3,208,466

Based on actual cycle counts from the six units, we estimate the total output to be between 38,000 to 40,000 per day. There seems to be an inconsistency, based on the 2016-2017 volume and the actual cycle count. Please clarify and correct our estimate, if necessary.

**Response**

Calculation to arrive at estimated daily volume of 38,000 to 40,000 is inaccurate as it is based on an annual average which does not reflect the need to support production requirements during peak periods. An average does not take into consideration such factors as coincidental peaks and daily scheduling requirements. During peak periods shift volumes exceed 40,000 mail pieces per inserter and up to 140,000 mail pieces per day when running three shifts.

**Question 6e**

Please provide the total and average daily physical mail piece volumes for 2017/2018 fiscal.

**Response**

Actual mail piece production requirements during peak exceed 40,000 mail pieces per inserter/per shift and up to 140,000 mail pieces per day when running three shifts.

**Question 7a**

Form 2 Substantiation of Technical Compliance Form Mandatory Criteria - Technical Requirements Section 2.1.1: i) We see an issue with the verbiage for hourly throughput to read a min rate of 12,000 letter mail pieces. ii) Please note that the specification of a published monthly duty cycle of over 4 Million mail pieces on a unit would be proprietary and specific to a vendor and does not support the SSC's ABC process. Please let's discuss.

**Response**

Requirement will be amended to read a minimum cycle speed 12,000 insert cycles per hour. Duty cycle of over 4 million mail pieces per month is an operational requirement and will remain as stated.

**Question 7b**

Section 2.1.2: Please note that the specification of a minimum width of 139.7mm is proprietary and specific to a vendor and does not support the SSC's ABC process. Please let's discuss amending the minimum width to 150mm.

**Response**

Table in 2.1.2 will be amended to correct transcription error and to change minimum width to 140mm.

Proposed amendment:

Replace existing table in 2.1.2 with the following:

Width Min 140mm Max: 241mm



Height Min: 76mm Max: 152mm

Thickness Min: .76mm Max: 3mm

**Question 7c**

Section 2.1.3: Please note that the specification of “Pair” Insert stations is proprietary and specific to a vendor and does not support the SSC’s ABC process. We suggest amending it to read: Operator must have the ability to replenish material on the fly.

**Response**

This is an operational requirement and will not be modified.

**Question 7d**

Section 2.7.1: Please elaborate on requirement “i” and “ii”, namely an integrated Hand-held Scanning device along with supporting software that must be configurable to capture: i. operator identification bar code for secure sign in; and ii. document bar codes or sequence numbers from job tickets for job setup and tracking.

**Response**

I) - Each operator has been assigned a bar code which is scanned to identify them to the inserter and provide access.

II) – As described in process flow, each production job has a system generated job ticket with job identified in a barcode. This bar code is scanned to at the inserter to identify the job and begin accumulation of job specific statistics and tracking information.

**Question 7e**

Section 2.7.3(b): As each operator would be provided unique credentials for our Production Level solution; the Operator would be expected to sign off the machine while it is not in use for extended periods of time. Please note that the specification is proprietary and specific to a vendor and does not support the SSC’s ABC process and should be clarified.

**Response**

This requirement supports operational best practices and procedures related to access controls and security. Will remain as specified.

**Question 7f**

Section 2.9.1: Please note that the specification is proprietary and specific to a vendor and does not support the SSC’s ABC process and should be removed or re-worded. Operators would need to use their unique credentials to log into the equipment so it is not possible to make unauthorized changes.

**Response**

Amendment: To prevent the possibility of unauthorized modifications of data, no incoming messages via LAN or internet connections will be allowed.

**Question 7g**

Enduro 590 Inserters Now in Use

You have provided the serial numbers for the six Enduro 590 Inserters currently in use. Please provide the following details about them:

Number of stations for each machine

**Response**

8 stations

**Question 7h**

How long have they all been in operation (we see 2011, is this for all?)



**Response**

Installation began in the fall of 2010 and was completed by the end of March 2011 for all.

**Question 7i**

Number of cycles on each machine as of August 24, 2018

**Response**

Note the computers were replaced approximately 6 months after the inserters were installed so the actual counts are slightly higher.

Summerside:

Model / Age	Serial #	Inserts	Sheets
Enduro #1	953147	116091552	192551383
Enduro #2	952888	123496430	242069491
Enduro #3	953150	125537464	239875049

Winnipeg:

Model / Age	Serial #	Inserts	Sheets
Enduro #1/ 2010	953148	109,435,983	204,427,805
Enduro #2/ 2010	953149	104,300,337	192,297,938
Enduro #3/ 2010	953151	103,603,648	198,187,748

**Question 8**

Pre-Bid Compliance Check Process

Is there a specific "Pre-Bid Compliance Check process" checklist or form bidders must follow and complete as part of the preliminary technical bid?

**Response**

Please see Amendment 001 for response.

**Question 9**

Service Calls Expectations

What are the timing expectations regarding service calls during the two shifts run per day from September to March and the three shifts from April to August?

**Response**

Client requires maintenance and support for 2 shifts, 5 days with standby support for overtime and peak period. The RFP provides a definition of Principal Period of Maintenance which points to Operating hours in the SOR Glossary. Operating hours are defined as 2 x 5 most of the year with 3 x 5 during peak.

**Question 10**

Referencing part 2 2.1 ref#1: This requirement states the inserter must have a throughput rate greater than 12,000 letter mail pieces per hour. Production mail inserters have a cycle rate and a throughput rate. The cycle rate is simply the maximum speed the inserter chassis can cycle the pusher pockets. The throughput rate is how many mail pieces can actually be produced on the exit conveyor per hour. The approx. throughput rate is typically calculated by multiplying the cycle speed by 80% machine efficiency and 80% operator efficiency. Based on this throughput calculation the government would be looking for an inserter that cycles at a minimum rate of 18,750/hr. Please confirm if the government is looking for an



inserter that cycles at a rate greater than 12,000 letter mail pieces per hour or if it requires an inserter that has a throughput rate greater than 12,000 letter pieces per hour (meaning cycles greater than 18,750/hr).

**Response**

The SOR will be amended to read Cycle speed greater than 12,000 per hour.

Amendment - Proposed wording: Each inserter must have a published hourly cycle speed greater than 12,000 insertion cycles per hour and a published duty cycle of over 4 million mail pieces per month.

**Question 11**

Referencing part 2 2.2 ref#4b: We have installed thousands of inserters worldwide where the envelope feeder, which holds up to 3500 #10 envelopes, is located on the side of the inserter. Our clients are satisfied with the productivity and workflow this configuration provides. Will this configuration be acceptable to the government? If not, can an explanation be provided why front location is mandatory?

**Response**

This is a firm operational requirement and it will remain unchanged.

**Question 12**

Referencing part 2 2.2 ref#5b: The divert stations on our inserter solution do not have conveyor belts. The materials are diverted into an easily operator accessible catch tray where the material can be gathered while inserter remains in operator. Therefore there is no need for a button/switch to advance a belt. Is this acceptable to the government?

**Response**

This is a firm operational requirement and it will remain unchanged.

**Question 13**

Referencing part 2 2.10 ref#1: Typically the client provides a UPS to be connected to the inserter computer to support controlled shut down of inserter computer. The inserter (motors, boards, etc) itself cannot be connected to a UPS. Is tis acceptable to the government?

**Response**

Yes. SSC will accept that the UPS support controlled shut down of the inserters' computer and any associated software.

Amendment - Proposed Wording: Each inserter unit must be configured with a dedicated UPS system having sufficient power to support the controlled shut down of any computers and software programs attached to the inserters, in the event of a power outage.

**Question 14**

On review of the RFP amendment, bid submission is to be done via P2P at the following link.  
[https://sscp2pspc.ssc-spc.gc.ca/page.aspx/en/bpm/process\\_manage\\_extranet/5113](https://sscp2pspc.ssc-spc.gc.ca/page.aspx/en/bpm/process_manage_extranet/5113)

Can you confirm that this link is also to be used for the preliminary bid submission as it doesn't specifically mention this in the RFP? Also, given the that Technical Substantiation Submission has the most documentation associated with it is it possible to arrange a delivery of the preliminary bid , in person, in physical form, similar to the method prescribed for the Final Submission?

**Response**

Please use the link in the description box on Buy and Sell. This link is updated every time there is an amendment issued in P2P.

This link can be used for the Preliminary bid submission. There will be an additional link provided for the Final bid submission in P2P.

Bidders can make arrangements with the Contracting Authority to deliver of their bids by hand for both the Preliminary and Final Bid Submissions if they wish to do so.





**Question 15**

Please confirm whether you are only looking to outright purchase the new production insertion equipment or whether you would consider other financing options.

**Response**

We are only looking to outright purchase the production insertion equipment.

**Question 16**

Because of the delay of this week's WebEx, resulting in the loss of three working days, the delays to answering our vital technical questions and the fact that we can only ask further questions of you until next Wednesday, September 5, we respectfully request two extensions. 1) The Preliminary Bid due date be extended to 2 p.m. Thursday, September 20, 2018 and the Final Bid due date be extended to 2 p.m. on Monday October 22, 2018.

**Response**

See response above.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.**