



Shared Services Canada  
Services partagés Canada

**RETURN RESPONSES TO /  
RETOURNER LES RÉPONSES À:**

Shared Services Canada |  
Services partagés Canada  
180, rue Kent Street,  
13th Floor / 13<sup>e</sup> étage  
P.O. Box 9808, STN T CSC /  
CP 9808, succursale T CSC  
Ottawa, Ontario K1G 4A8

**Email Address / Courriel:**  
[alain.st-amour@canada.ca](mailto:alain.st-amour@canada.ca)

**REQUEST FOR PROPOSAL/ DEMANDE DE  
PROPOSITION**

**Proposal To:** Shared Services Canada  
We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

**Proposition aux:** Services partagés Canada  
Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s)

**COMMENTS - COMMENTAIRES**

THIS DOCUMENT CONTAINS A SECURITY  
REQUIREMENT / CE DOCUMENT CONTIENT DES  
EXIGENCES RELATIVES À LA SÉCURITÉ

**ISSUING OFFICE / BUREAU DE  
DISTRIBUTION:**

SSC|SPC

Procurement and Vendor Relationships |  
Achats et relations avec les fournisseurs  
Transformation Initiatives |  
Initiatives de transformation

180, rue Kent Street,  
13th Floor / 13<sup>ième</sup> étage  
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Ottawa, Ontario K1G 4A8

<b>Title / Sujet</b> Print Insert and Mail Workflow Service	
<b>Solicitation No. / Numéro de l'invitation</b> AMENDMENT 002 PW-19-00860484	<b>Date</b> February 13, 2019
<b>Client Reference No. / No de référence du client</b> 18 - 76324	
<b>Requisition No. / Numéro de la demande</b> 18 - 76324	
<b>Preliminary Closing Date – L'invitation préliminaire prend fin – le March 5, 2019 at – à 2:00 P.M. Eastern Standard Time (EST)- 14 :00 Heure normale de l'Est (HNE)</b>	
<b>Final Closing Date - L'invitation prend fin – le March 20, 2019 at – à 2:00 P.M. Eastern Standard Time (EST) - 14 :00 Heure normale de l'Est (HNE)</b>	
<b>Address Inquiries to   Adresser toutes questions à:</b> Alain St-Amour Procurement and Vendor Relationships	<b>Buyer Id   Id de l'acheteur</b>
<b>Telephone No. – N° de téléphone :</b> (613) 293-2923	
<b>Email - Courriel</b> <a href="mailto:alain.st-amour@canada.ca">alain.st-amour@canada.ca</a>	
<b>Delivery required - Livraison exigée</b> See Herein / Voir aux présentes	
<b>Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:</b>  See Herein	
<b>Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur</b>   <b>Facsimile No. – N° de télécopieur</b>  <b>Telephone No. – N° de téléphone</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm (type or print)</b>  <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>  <b>Signature</b> _____  <b>Date</b> _____	



**This amendment 002 is raised to answer questions. This amendment is effective immediately and will form part of the contractual documents.**

**1- Questions and answers:**

<b>Question 6:</b> Can you explain or provide us with more detail about the Proof of Proposal? Order equipment, installation and configuration will take more than a month. Would Public Services be open to perform the POP at a "VENDOR" customer location based in Quebec city in lieu of doing so on your site?
<b>Answer to question 6:</b> <ul style="list-style-type: none"><li>• PoP testing must occur at PSPC location in order to achieve end-to-end testing.</li><li>• Canada has some flexibility regarding the one month limitation mentioned in the RFP for preparation for the PoP test.</li></ul>
<b>Question 7:</b> We are a little confused by the Award process after bid closing. During the POP, will the chosen vendor receive a signed contract before the POP begins or is this after the POP ends?
<b>Answer to question 7:</b> After the POP ends, the responsive bid with the lowest evaluated price will be recommended for award of a contract.
<b>Refer to RFP, PART 4 EVALUATION PROCEDURES AND BASIS OF SELECTION:</b> <b>STEP 4 – Proof of Proposal (PoP) for Top-Ranked Bid:</b> <b>4.5.1</b> The Bidder with the lowest priced technically compliant bid (identified after step 3 - the financial evaluation) will proceed to the Proof of Proposal Testing phase of the evaluation. The Contracting Authority will request that the Bidder provide its proposed solution for demonstration and Proof of Proposal (POP) testing at the PSPC NPP Quebec City site, with the participation and assistance of the Bidder. <b>STEP 5 - Basis of Selection:</b> <b>4.6.1</b> A bid must be qualified pursuant to the SCI process, comply with the requirements of the bid solicitation, meet all mandatory requirements, and meet all tested mandatory requirements of the POP criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.
<b>Question 8:</b> What is the SLA for the document who will need to be reprinted? Would the day after be acceptable?
<b>Answer to question 8:</b> Product deadlines require that reprints are done the same day.
<b>Question 9:</b> What is the actual process for the document who will be reprinted? Are they added to the next print run (using a pre-printed roll) or will you handle them separately (pre -printed cut sheet paper?)
<b>Answer to question 9:</b> Reprints are only performed by permission of the client and release of new cheque print data. White paper reprints can be done as required.
<b>Question 10:</b> We would confirm the annual amount of envelop inserted per year. We can read a volume of 34.3 Million of cheque per year (P.57) and further into the document it show and additional white paper volume of 19.2 Million per year. (P.57) Please confirm, that the inserted volume in both sites will be approximately 53.5 Million envelop per year?
<b>Answer to question 10:</b> That is correct, the estimated total per year will be approximately 53.5 million.
<b>Question 11:</b> We can read at P.57 if a "white paper document is more than 5 pages, it will be run separately and manually inserted into an envelop" Could you let us know, if those documents will go into a flat envelop



or into a different kind of envelop. What is approximately the monthly or annual volume and if would be advantageous for public Services to automate the inserting process.
<b>Answer to question 11:</b> <ul style="list-style-type: none"> <li>• Yes, they go into a flat envelope.</li> <li>• Annual volume of 32000 envelopes.</li> <li>• Not certain automation would be advantageous with such low volumes.</li> </ul>
<b>Question 12:</b> We would confirm that all the equipment installed should be new equipment and not used or remanufactured.
<b>Answer to question 12:</b> Not specified. Equipment is to be maintained and operated for the duration of the contract while meeting service levels.
<b>Question 13:</b> Is it possible to have CAD drawing of both print and mail room. ( floor plan)
<b>Answer to question 13:</b> Best offering is already included in the RFP documentation.
<b>Question 14:</b> “VENDOR” is requesting more information about the 10% ink coverage. Is it per page, per document , which format, simple or duplex or per linear foot? (12 or 18 inches)
<b>Answer to question 14:</b> The estimate of 10% ink coverage is per linear foot @ 18 inches wide. We estimate 73.6 million feet of printing, on 18 inch wide paper at 10% ink coverage.
<b>Question 15:</b> We can read that all your impressions are made on 18 inch paper web and we also understand that we need to be to handle the narrow 12 inch web. Do you have any production using paper web smaller than 18 inches? If yes, what is the percentage of linear foot that will be printed on this size of paper? (Simplex or duplex document?)
<b>Answer to question 15:</b> Canada has removed the requirement to be able to handle rolls as narrow as 12 inches.
<b>Question 16:</b> Would Public Services be willing to consider replacing tractor holes (pins fed) or fan fold method with regular pre-printed paper? (roll to roll configuration)
<b>Answer to question 16:</b> Current processes require pin-feed capabilities. Not willing to consider changes at this point in time.
<b>Question 17:</b> Does Public Service expect color requirements in the future? Would it be advantageous to have a technology that can be retrofitted in the field and without the need to replace the equipment?
<b>Answer to question 17:</b> There are no current requirements for color printing. Should the need arise, technology that can be retrofitted in the field would be advantageous, but is not a requirement in the RFP and will not be assessed.
<b>Question 18:</b> Would “VENDOR” be allowed to merge documents into the same print file and increase the print run for the document that will going on the same kind of paper?
<b>Answer to question 18:</b> Canada is open to planning the change to merge files, but only post-implementation.
<b>Question 19:</b> Workflow/Forms design software is referenced – please elaborate on the required functionality.
<b>Answer to question 19:</b> Forms design is currently performed on the mainframe using third party software, new forms design software is not currently required. A third copy of the Print Management Software, either installed, or on a virtual machine, is required for testing on local printers.
<b>Question 20:</b>



Document composition software is referenced – please elaborate on the required functionality (for example, layout is referenced, although it is also stated that most of the composing is done on the PSPC mainframe). In section 2.5 (page 45 of 73) 14 enhancements are listed. Are there others?
<b>Answer to question 20:</b> Document layout manipulation is not a requirement. The functions listed in section 2.5 are to enhance production workflow only. No other document composition functions, besides those indicated in section 2.5, are required.
<b>Question 21:</b> Can/will Shared Services provide a detailed list of jobs/applications that define construct and variability? (i.e. Page size, data type, form design, address placement)
<b>Answer to question 21:</b> All print files are pre-designed and are received as fully composed AFP. Page sizes and estimated volumes are included in APPENDIX 2 TO ANNEX A.
<b>Question 22:</b> What are the minimum amount of unique jobs/applications required in order to succeed in the PoP?
<b>Answer to question 22:</b> A bidder's proposed solution must meet all of tested requirements.
<b>Refer to RFP, PART 4 EVALUATION PROCEDURES AND BASIS OF SELECTION:</b> <b>STEP 4 – Proof of Proposal (PoP) for Top-Ranked Bid:</b> <b>4.5.7</b> If the proposed solution fails to meet one of the tested mandatory requirements at the end of the fifteen (15) working day test period, the bid will be declared non-responsive. The Bidder will remove their solution from the test site and Canada will invite the Bidder with the next highest ranked responsive bid to participate in the Proof of Proposal testing phase of the evaluation.
<b>Question 23:</b> If awarded the proposal what are the minimum amount of unique jobs/applications required in order to complete the implementation?
<b>Answer to question 23:</b> All existing unique jobs/applications are required to complete the implementation. PSPC currently produces 85 different form layouts for 5 separate clients.
<b>Question 24:</b> How many different sources will our systems be expecting and ingesting data from?
<b>Answer to question 24:</b> 2, both are mainframe environments.
<b>Question 25:</b> Post implementation & training, will Shared Services assume any future code and/or scripting changes or would there be an assumption that "VENDOR" will?
<b>Answer to question 25:</b> The cost of code or scripting changes requested by PSPC will be assumed by PSPC, or the product client. Analysis, coding and implementation of the solution will be performed by the vendor.
<b>Question 26:</b> Assuming that a joint NDA is in place and fully executed, will Shared Services be able to provide "VENDOR" representative data samples for offline and offsite use and coding?
<b>Answer to question 26:</b> Yes, SSC, or PSPC, will provide appropriate test data for offline and offsite use.
<b>Question 27:</b> Will Services Canada provision, own and support the required software, (hardware or virtual based), environments, for implementation and ongoing support including application and operating system updates?
<b>Answer to question 27:</b> No, the ownership and ongoing support of the print servers, print software and any required third party software installed on the vendors hardware, will be the responsibility of the vendor.
<b>Question 28:</b> Does the following commitment have a requirement for onsite software support from "VENDOR"?



<b>Answer to question 28:</b> Yes, onsite support will be required. Offsite support may be acceptable following a Government of Canada security assessment.
<b>Question 29:</b> Can remote environment access be granted to “VENDOR” employees for the initial software implementation?
<b>Answer to question 29:</b> Remote access may be granted for equipment commissioning work, but will have to be removed prior to working with production data. Post implementation offsite support may be acceptable following a Government of Canada security assessment.
<b>Question 30:</b> Will Services Canada provision, own and support the required software, (hardware or virtual based), environments, for implementation and ongoing support including application and operating system updates?
<b>Answer to question 30:</b> No, all technology mentioned above is to be supplied by the vendor.
<b>Question 31:</b> Does the following commitment have a requirement for onsite software support from “VENDOR”?
<b>Answer to question 31:</b> No following commitment found.
<b>Question 32:</b> If awarded the proposal, will Services Canada commit to a Discovery & Design Session that addresses and documents full scope of the implementation, coding, training and overall acceptance, inclusive of Public Services Stake Holders with review and approval authority?
<b>Answer to question 32:</b> Yes, Canada will commit to a discovery and design session.
<b>Question 33:</b> Will there be a requirement for Project Management Services from “VENDOR” or will Services Canada provision a Project Manager, (assumption is that “VENDOR” will own this)
<b>Answer to question 33:</b> Yes, vendor will own the project for commissioning and implementation. Canada will manage the project for PoP and acceptance testing.
<b>Question 34:</b> What Project Management methodology does the client typically use and expect “VENDOR” to follow and adhere to?
<b>Answer to question 34:</b> The client is flexible and willing to work with the vendor’s project management methodology, following PMI/PMBOK best practices.



**2- RFP amendment:**

**At: APPENDIX 1 TO ANNEX A: PSPC PRINT MAIL AND INSERT WORKFLOW REQUIREMENTS:**

**Delete:**

Most inserts are inserted on a 1 to 1 basis, one of each required insert in each envelope. There is a special product which requires the ability to insert multiple inserts into specific envelopes, based on OMR marks. The service requires the ability to add from 1 to 6 inserts (3 ½"x 7" cards) to any given envelope, based on OMR marks that will be added by the client. The product is printed daily, with an average of 750 claimant cards per day. The annual volume is approximately 185,000 cards inserted each year.

**Replace by:**

There is a special product which requires card matching functionality. As part of the insertion process, 3 ½"x 7" cards are to be stacked in a hopper and matched to the incoming printed documents based on OMR marks. The incoming documents and the cards in the hopper will be in the same OMR mark order. 7 different OMR mark patterns are used, with the order recycling as many times as required for the number of documents.

The process is to scan the OMR marks on the original document and match them to those on the cards. Each document will require 1 to 6 cards be added and inserted into the same envelope. Cards with matching OMR marks are to be added to the document until all matching cards have been processed and the subsequent card has a different OMR pattern. At which time, the document, cards and any required inserts will be inserted into an envelope and the next document processed. The insertion equipment is to stop and notify the operator when either a document, or card, has no matching counterpart.

The product is printed daily, with an average of 750 claimant cards per day. The annual volume is approximately 185,000 cards inserted each year.

**All other terms and conditions remain unchanged**