



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

Shared Services Canada |
Services partagés Canada
180, rue Kent Street,
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P.O. Box 9808, STN T CSC /
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**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
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Procurement and Vendor Relationships |
Achats et relations avec les fournisseurs
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CP 9808, succursale T CSC
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Title / Sujet Print Insert and Mail Workflow Service	
Solicitation No. / Numéro de l'invitation AMENDMENT 003 PW-19-00860484	Date February 18, 2019
Client Reference No. / No de référence du client 18 - 76324	
Requisition No. / Numéro de la demande 18 - 76324	
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)	
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)	
Address Inquiries to Adresser toutes questions à: Alain St-Amour Procurement and Vendor Relationships	Buyer Id Id de l'acheteur
Telephone No. – N° de téléphone : (613) 293-2923	
Email - Courriel alain.st-amour@canada.ca	
Delivery required - Livraison exigée See Herein / Voir aux présentes	
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: See Herein	
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur	
Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm (type or print)	
Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	_____
Date	_____



This amendment 003 is raised to answer questions. This amendment is effective immediately and will form part of the contractual documents.

1- Questions and answers:

<p>Question 35: Statement of Requirements Section 2 - Workflow and Document Management Services MT1: The stated requirement is for one server instance at each site. However, in MT13.4 there is an elaboration for primary and alternate servers required at each site. Please clarify. By workflow/forms design, do you mean a visual workflow builder, with connectors and logic linking various workflow phases and steps, in addition to workflow software functions to add barcodes, etc. to the document. Forms design would involve a package to design the underlying electronic forms and visual elements of the document, further upstream from the main workflow process (overlay design, PPFA, etc.)</p>
<p>Answer to question 35: The updated statement/requirement is as follows: 4) The Job Workflow system is to include at each of the two sites, all required software, and a server capable of running the software and two (2) Windows based workstations / consoles (primary and alternate) at each print center. Forms design, to design the underlying electronic forms and visual elements of the document, is performed by client specific software outside of the RPC's. The workflow software manages all activity within the center. Refer to the RFP amendment below.</p>
<p>Question 36: MT5: Will any barcodes need to be printed on the outside of the envelope?</p>
<p>Answer to question 36: There are no bar codes printed on the outside of the envelope.</p>
<p>Question 37: MT7.2: Please clarify the difference between remove and delete.</p>
<p>Answer to question 37: The following replaces the original statement -2) Manage jobs (release, remove, hold, redo, retain), print queues, devices, workload scheduling to meet client Service Level Agreement (SLA) requirements, and view activities. Refer to the RFP amendment below.</p>
<p>Question 38: MT9: Do you mean spot-checks and batch-level control of MICR signal quality? Industry standard practice is to perform offline spot checks, as opposed to inline verification of every printed piece.</p>
<p>Answer to question 38: Standard practise in PSPC's print centers is offline spot checks for MICR signal quality.</p>
<p>Question 39: MT12: Please define "real-time capacity scheduler".</p>
<p>Answer to question 39: In order to meet service levels, the system must alert operations staff if workload and capacity analysis indicate that service levels will be missed. This allows operations staff to make appropriate adjustments in real time so that service levels can be met.</p>
<p>Question 40: MT13.2:</p>



<p>Please describe the aforementioned encapsulated SNA environment. Please describe the physical connection required for the network, for example, Ethernet.</p>
<p>Answer to question 40: Currently all equipment within the print and insertion VLANs are connected VIA Ethernet with dedicated IP addresses and set to 100 Full Duplex.</p>
<p>Question 41: MT14: There are references to Operator Stations, Consoles and Graphical User Interfaces. Can you please clarify what each of these refers to, and confirm which device(s) these are a part of – i.e. inserter vs printer vs workflow software control.</p>
<p>Answer to question 41: Main operator stations are synonymous with system consoles. The system consoles must have a graphical user interface. Management consoles or workstations can be used to manage printers and inserters separately, but preferred option is to have central management of the entire operation within the RPC.</p>
<p>Question 42: MT21: The current IPDS reference is in its twelfth edition, published in December 2016. This IPDS reference will be supported by all major print server platforms on all operating systems. Is there a specific requirement to support the 2002 IPDS specification, which is now five revisions old? What is the level of PSF software that is currently being used on the Mainframe?</p>
<p>Answer to question 42: The service must support the most current IPDS protocol as described in the IBM Data Stream Architecture Manual(s). We are currently using PSF V4.05.00. It is scheduled to be PSF V4.06.00 by year end (2019).</p> <p>Refer to the RFP amendment below.</p>
<p>Question 43: MT24: Is the “Postnet 4-State Symbology” barcode also known as the “Intelligent mail barcode” (IMB)? Can you provide a sample of the barcode?</p>
<p>Answer to question 43: There is no requirement to provide print Postnet or IMB bar codes at this time.</p> <p>Refer to the RFP amendment below.</p>
<p>Question 44: MT27: IPDS is not generally an input file format, but rather, it is a device-specific subset of AFPDS, created at print time by the IPDS print spooler/print server Annex A- Statement of Requirements (Mandatory)</p>
<p>Answer to question 44: Yes that is correct.</p>
<p>Question 45: 4.2: Mandatory Insert Capabilities The RFP States in part "The ability to be able to specify the number of inserts from each hopper to be inserted into one envelope." We can only find one application (cards) that requires a variable # of inserts from a single feeder or hopper. Typical insertion processes allow for being able to select only one insert from a single insert feeder or 'hopper'. We feel 4.2.2 should be rephrased to state The ability to select by read control (OMR, 2D) whether or not an insert is fed from an insert hopper (station). Also, this should be rephrased in Section 2.8 as well.</p>
<p>Answer to question 45:</p>



The service must support the ability to be able to specify the number of inserts from a single hopper to be inserted into one envelope.

Refer to the RFP amendment below.

Question 46:

Part 4 : Evaluation Procedures and Basis of Selection

4.5.5

The Proof of Proposal requires the bidder to deliver a system for testing and PoP in 30 days. The requirements call for a very sophisticated highly configured and customized solution. We require up to 120 days to deliver.

Answer to question 46:

Canada accepts the extended period for the preparation of the PoP solution. This solution must be ready for testing by July 30, 2019. Once accepted by PSPC, full implementation and acceptance of all infrastructure must be completed by October 31, 2019.

2- RFP amendment:

At: Form 2 Substantiation of Technical Compliance Form, MT1:

Delete:

Item #	Ref #	Requirement Description	Compliant YES/NO	Bidder Document Reference (location/Page) Of Response	Pop Test Validation (For Evaluation Purposes)
MT1	SOR 2.1	<p>The service must include a Job Workflow system that controls an end-to-end print, insert and mail system. Must include all software and hardware required (2 instances, one at each print center) to operate the Job Workflow system. Additionally the Contractor must supply one copy of the workflow/forms design software for PSPC's use on its own system to design and test forms and jobs.</p> <p>The provided software is to include workflow and step templates which can be used as starting points for creating customized workflows and steps. A workflow must consist of steps grouped in phases and connectors between steps, displayed by the system.</p> <p>It must be possible to do the following actions on the workflow and step templates:</p> <ol style="list-style-type: none"> 1) Create new. 2) Edit. 3) Copy. 4) Delete. 			Yes



Replace by:

Item #	Ref #	Requirement Description	Compliant YES/NO	Bidder Document Reference (location/Page) Of Response	Pop Test Validation (For Evaluation Purposes)
MT1	SOR 2.1	<p>The service must include a Job Workflow system that controls an end-to-end print, insert and mail system. Must include all software and hardware required (2 Windows based workstations / consoles (primary and alternate) at each print center) operate the Job Workflow system. Additionally the Contractor must supply one copy of the workflow/forms design software for PSPC's use on its own system to design and test forms and jobs.</p> <p>The provided software is to include workflow and step templates which can be used as starting points for creating customized workflows and steps. A workflow must consist of steps grouped in phases and connectors between steps, displayed by the system.</p> <p>It must be possible to do the following actions on the workflow and step templates:</p> <ol style="list-style-type: none"> 1) Create new. 2) Edit. 3) Copy. 4) Delete. 			Yes

At: Form 2 Substantiation of Technical Compliance Form, MT7:

Delete:

Item #	Ref #	Requirement Description	Compliant YES/NO	Bidder Document Reference (location/Page) Of Response	Pop Test Validation (For Evaluation Purposes)
MT7	SOR 2.7	<p>Output Management</p> <p>The Service must provide the capabilities to:</p> <ol style="list-style-type: none"> 1) Assign workflows automatically. 2) Manage jobs (release, remove, delete, hold, redo, retain), print queues, devices, workload scheduling to meet client Service Level Agreement (SLA) requirements, and view activities. 3) Specify the media required for the job. 4) Automate production workflows that make routing decisions based on customer defined criteria. 5) Balance workloads across print lines and/or sites to provide critical overflow or disaster recovery capabilities. 6) Specify whether header or trailer pages are printed with the job. 			No



Item #	Ref #	Requirement Description	Compliant YES/NO	Bidder Document Reference (location/Page) Of Response	Pop Test Validation (For Evaluation Purposes)
		7) Send customizable email notifications about job, document and printer events. 8) Retain the job for a set period of time after all job processing completes. 9) Maintain a complete history of every job, including reprint requests, in a central database.			

Replace by:

Item #	Ref #	Requirement Description	Compliant YES/NO	Bidder Document Reference (location/Page) Of Response	Pop Test Validation (For Evaluation Purposes)
MT7	SOR 2.7	Output Management The Service must provide the capabilities to: <ol style="list-style-type: none"> 1) Assign workflows automatically. 2) Manage jobs (release, remove, hold, redo, retain), print queues, devices, workload scheduling to meet client Service Level Agreement (SLA) requirements, and view activities. 3) Specify the media required for the job. 4) Automate production workflows that make routing decisions based on customer defined criteria. 5) Balance workloads across print lines and/or sites to provide critical overflow or disaster recovery capabilities. 6) Specify whether header or trailer pages are printed with the job. 7) Send customizable email notifications about job, document and printer events. 8) Retain the job for a set period of time after all job processing completes. 9) Maintain a complete history of every job, including reprint requests, in a central database. 			No

Following response to Question 15 at RFP AMD 002, Answer to question 15:

Canada has removed the requirement to be able to handle rolls as narrow as 12 inches.

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

Delete:

The service must also be able to handle rolls as narrow as 12", including tractor holes.



At: ANNEX A – STATEMENT OF REQUIREMENT (MANDATORY), 2.7 Output Management:

Delete:

- 2) Manage jobs (release, remove, delete, hold, redo, retain), print queues, devices, workload scheduling to meet client Service Level Agreement (SLA) requirements, and view activities.

Replace by:

- 2) Manage jobs (release, remove, hold, redo, retain), print queues, devices, workload scheduling to meet client Service Level Agreement (SLA) requirements, and view activities.

At: ANNEX A – STATEMENT OF REQUIREMENT (MANDATORY), 3.2 Mandatory Print Capabilities:

Delete:

- 8) Fully support the IPDS protocol as described in the IBM Data Stream and Object Architecture manual “Intelligent Printer Data Stream Reference” – Seventh Edition (November 2002), IBM Publication S544-3417-07.

Replace by:

- 8) The service must support the most current IPDS protocol as described in the IBM Data Stream Architecture Manual(s). We are currently using PSF V4.05.00. It is scheduled to be PSF V4.06.00 by year end (2019).

Delete:

- 11) The service must be capable of printing the new Canada Post Corporation Postal Bar Code currently called “Postnet 4-State Symbology”.

At: ANNEX A – STATEMENT OF REQUIREMENT (MANDATORY), 4.2 Mandatory Insert Capabilities:

Delete:

- 2) The ability to be able to specify the number of inserts from each hopper to be inserted into one envelope.

Replace by:

- 2) The service must support the ability to be able to specify the number of inserts from a single hopper to be inserted into one envelope.

**3- Plant Tour Questions and Answers Quebec Production Centre Visit
February 11, 2019**

Question 1: Is there an area where network connectivity and power drops can be installed?
Answer to question 1: Yes, an area can be made available to set up network connectivity and install power drops. It was suggested the old distribution area could be used for this purpose.
Question 2: Could one of the insertion lines be moved for testing?
Answer to question 2: Yes, one insertion line could be moved if we are not in a peak production period. It was also indicated we cannot remove a print line.
Question 3: In the event of a Disaster Recovery situation how easy is it to transfer the workload from one print site to the other and are both production centres able to see the others workload?
Answer to question 3: Each centre is able to see and pick up the others workload. The workload sits on the mainframe until one of the centres downloads the files. If the job has already been downloaded it must first be recreated by the client before the other centre can download and process the work. If the job has



already been printed but the centre will not be operational before it needs to be released it will be spoiled and reprinted by the other centre. The PSPC Plant Operations Control System (POCS) internal application is used to monitor the workload.
Question 4: Does PSPC currently have merging capabilities?
Answer to question 4: No, we do not have merging capabilities. The jobs are extracted as they are from the Mainframe.
Question 5: Will the technicians have access to the server room?
Answer to question 5: Yes, server room access will be available by contacting the Production Centre Manager or a delegated PSPC employee from the production centre. All vendor personnel with access to the print centre must have a valid reliability security clearance.
Question 6: Will remote access to the server be available?
Answer to question 6: That answer will be published as soon as possible.
Question 7: Will jobs requiring flat envelopes begin in 2019?
Answer to question 7: Yes, jobs requiring flat envelopes will begin in 2019. For clarity, all volumes including the additional workload expected in 2019 have been included in the RFP.
Question 8: Are 10x13 envelopes a requirement?
Answer to question 8: Please submit that question to the RFP procurement team.

4- Plant Tour Questions and Answers Winnipeg Production Centre Visit February 13, 2019

Question 1: Is there a filtration system on the compressor?
Answer to question 1: PSPC will investigate if a filtration system is a requirement. If a filtration system would be necessary for the new print infrastructure that requirement will be addressed in the implementation phase.
Question 2: How many reprints are done on a daily basis and how is the reconciliation performed?
Answer to question 2: Daily reprint volumes are very low. Low volume reprints are handled manually, whereas a high volume is rescheduled to be included in another job. They are extracted separately and accounted for in the same manner as all other jobs.
Question 3: What types of roll paper do we use?
Answer to question 3: This information is included in the RFP.

All other terms and conditions remain unchanged