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# **Public Services and Procurement Canada National Print Portfolio**

## **Print, Insert and Mail Workflow Service**

### **Request for Proposal**

#### **Form 2**

#### **Substantiation of Technical Compliance Form**

#### **Mandatory Criteria - Technical Requirements**



**STATEMENT OF REQUIREMENT WORKFLOW AND DOCUMENT MANAGEMENT REQUIREMENTS**

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.</p> <p>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"> <li>1) Create new.</li> <li>2) Edit.</li> <li>3) Copy.</li> <li>4) Delete.</li> </ol>			Yes
MT2	SOR 2.2	Production Management must include tools for centralized control, job consolidation, scheduling, capacity planning, job accounting information, and production alerts.			No
MT3	SOR 2.3	The Service must track all jobs and documents from the receipt of print files to delivery. Tracking must incorporate the use of a barcode-based process and reconciliation reports. Item Tracking must track and manage every communication piece in all production areas. A detailed audit trail must be maintained for each item with current status, number of statement pages and inserts, and the date, time and location processed. Item Tracking must manage and reconcile individual and combined jobs that are processed.			No
MT4	SOR 2.4	Data preparation must include the receipt, indexing and transformation of print input data. Accepted input file formats are as a minimum to include Advanced Function Presentation Data Stream (AFPDS) and Adobe PDF. The service must be able to manage and control print and mail processing using these two file types natively, with no transformations.			Yes
MT5	SOR 2.5	<p>Composition must as a minimum include document layout/enhancement and the assigning of business rules. Available enhancements are to include:</p> <ol style="list-style-type: none"> <li>1) Merge print files together to create larger files.</li> <li>2) Re-sequence output.</li> <li>3) Going from one up to multiple up or vice versa.</li> </ol>			No



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		4) Create barcodes. 5) Create page groups. 6) Create OMR marks. 7) Split the print file into separate batches based on the number of pages in each collation. 8) Creating banner pages 9) Outputting PDF and indexing for archiving and/ e-delivery 10) Changing from simplex to duplex and vice versa. 11) Adding or deleting pages from the print file. 12) Adding logos, watermarks. 13) Mask information. 14) Add content to white space areas.			
<b>MT6</b>	SOR 2.6	The Service must provide the capabilities to track the use of various forms, inventory on hand, forecast use and when to re-order in economic quantity.			No
<b>MT7</b>	SOR 2.7	Output Management The Service must provide the capabilities to: 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
<b>MT8</b>	SOR 2.8	The Service must manage inserter control files, load planning, enveloping and automated reprints.			Yes



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		<p>The software must be able to create an inserter control file for each job and send it to the inserter controller before the job is inserted. The file must contain information about the entire job, and a record for each document in the job. The record for each document must contain information related to insertion, such as which bins of the inserter should deliver inserts for the document, the number one inserts per document from each bin, whether the document should be diverted to a special output bin, etc.</p> <p>Jobs are to be reconciled after the job finishes insertion. Reconciliation must determine which documents in the job were damaged and need to be reprinted, and which documents to pull (remove) from the job. Reconciliation options are to include reconciling damaged documents automatically or manually with operator control.</p>			
<b>MT9</b>	SOR 2.9	<p>The Service must provide the capabilities to add barcodes to the documents in a print job and then have cameras or barcode scanners read the barcodes to detect documents that fail to complete a step in the workflow.</p> <p>There must be a means to confirm that any Magnetic Ink Character Recognition (MICR) encoded documents conform to the Canadian Payment Association (CPA) Standard 006. Non-conforming items are to be rejected.</p> <p>There must be a choice of whether the system automatically reprints any missing documents or an operator can specify an action to take for each missing document.</p> <p>The Automated Verification feature must add support for automatic reconciliation where a job enters the reconcile step and the software automatically reconciles the documents in the job and reprints any documents whose barcodes were not read.</p>			Yes
<b>MT10</b>	SOR 2.10	<p>The Service must come with standard reports plus provide users with the ability to create custom reports on job and document status. Supplied reports must include reports on job events, user actions and printer activity.</p> <p>The reporting function must:</p> <ol style="list-style-type: none"> <li>1) Provide pre-defined reports that are user configurable to change how the information is displayed.</li> <li>2) Allow creation of custom report templates.</li> <li>3) Create reports about jobs as they are processed.</li> <li>4) Export reports as comma-separated values (CSV) or Portable Document Format (PDF).</li> </ol>			No



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MT11	SOR 2.11	<p>The Service must maintain a complete history of every job, including reprint requests. This repository must be searchable using job and document properties. Archive search functions must include:</p> <ol style="list-style-type: none"> <li>1) Ability to view the contents of a PDF or AFP job or document.</li> <li>2) Submit one or more jobs or documents to a workflow for additional processing.</li> <li>3) View and export a PDF report that contains details and production history about one or more jobs or documents in a repository.</li> <li>4) Save and reuse search criteria for frequently used searches.</li> </ol>			No
MT12	SOR 2.12	<p>The Service must provide SLA support capabilities including:</p> <ol style="list-style-type: none"> <li>1) Ability to show real-time job progress and status in a constant view.</li> <li>2) Receive problem alerts allowing for job intervention and correction.</li> <li>3) A real time capacity scheduler.</li> </ol>			No
MT13	SOR 2.13	<p>Job Workflow System Operational Environment</p> <p>The contractor must provide all of the hardware, software and any ancillary items required to meet the above Job Workflow system requirements. The requirement is for identical, full systems at each of the two print centers.</p> <p>For each of the two print centers the contractor is to provide:</p> <ol style="list-style-type: none"> <li>1) A server (must be UNIX, LINUX, AIX or Microsoft Server latest editions only) with two workstations (system consoles) attached to each server, with adequate memory and storage to handle existing requirements. The server must be field upgradable to at least double its initial installed capacity in terms of RAM and disk storage.</li> <li>2) The supplied servers are to have the necessary software and hardware to connect to the current network which is TCP/IP router based supporting encapsulated SNA.</li> <li>3) The service must be able to download AFP and PDF files into the supplied systems at each print center. The composing of most documents is performed on the PSPC mainframe. The print ready AFP file is sent to the output queue with a status code of 8, which causes the file to be held in the queue. The operators change the output class from 8 to A, which causes the print ready file to download via a VLAN connection to the server at the selected print center.</li> </ol>			No



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		4) The Job Workflow system is to include at each of the two sites, all required software, and servers (primary and alternate) capable of running the software and two (2) Windows based workstations / consoles (primary and alternate) at each print center. 5) The Job Workflow system is to be accessed using an intuitive graphical user interface (GUI) dashboard. 6) The Lightweight Directory Access Protocol (LDAP) is to be used by the supplied service for user authentication (the process of validating a username and password combination with a directory server).			
<b>MT14</b>	SOR 2.14	<b>Other Job Workflow System Requirements</b> 1) The system must be able to be stopped and started from the main Operator Stations. 2) The system consoles must have a Graphical User Interface and must be able to indicate to the operator the exact area of all malfunctions, errors and jams and can shut down the system immediately in the event of these system errors. 3) The system must be equipped with a paper jam protection system. 4) By using the system console the operator must be able to activate or suppress individual stations. 5) All jobs must be able to be pre-programmed into the system using the console. 6) There must be a real time monitoring system which has the capability to feed an electronic performance monitoring system measuring the performance of the equipment, keeping track of the entire operation of the machines, registering downtime and its cause, production statistics, activity, number of inserts etc. This must be able to be displayed on the system console in real time.			Yes



**STATEMENT OF REQUIREMENT PRINT CAPABILITIES**

Item #	Ref #	Requirement Description	Compliant YES/NO	Bidder Document Reference (location/Page) Of Response	Pop Test Validation (For Evaluation Purposes)
MT15	SOR 3.2 2)	The service must support the ability to print form sizes up to 18” wide by 14” long.			Yes
MT16	SOR 3.2 3)	The service must support the ability to print edge to edge on form sizes specified in this RFP.			Yes
MT17	SOR 3.2 4)	The service must support the ability to print both simplex and duplex printing.			Yes
MT18	SOR 3.2 5)	The service must support the ability to print multiple logical pages per physical page.			Yes
MT19	SOR 3.2 6)	The service must support ability to print both landscape and portrait orientations.			Yes
MT20	SOR 3.2 7)	As a minimum, the proposed equipment configuration must handle paper weights from 18 to 40 pounds.			Yes
MT21	SOR 3.2 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).			Yes
MT22	SOR 3.2 9)	The service must support the IBM AFP family of fonts, including: Times New Roman, Arial or Helvetica, and Courier.			Yes
MT23	SOR 3.2 10)	The service must be capable of printing Universal Bar Codes (UBC) in a designated area of each form. The UBCs must include Code 3 of 5, Interleaved 2 of 5, and the UPC set. The bidder must provide a reference list of bar codes currently supported.			Yes
MT24	SOR 12.3	The service will ensure that the Peak Production Performance Requirements (Appendix 2) can be achieved:  1) Each production center service must be able to print 108,600 feet per eight hour day, including 4 roll changes.			Yes



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		2) Each production center service must be capable of inserting 154,000 envelopes per day (20% of this calculation must include the 11 inch, duplex, 4 pages requirement).			
<b>MT25</b>	SOR 3.2 12)	The proposed service must support, as a minimum, a print resolution of 600 x 600 dpi.			Yes
<b>MT26</b>	SOR 3.2 13)	Character size supported must range from a minimum of 5 to a maximum of 36 points. Fonts provided by the bidder must include bilingual character sets. The bidder must identify fonts/character sets available in bilingual fonts and provide samples of these fonts.			Yes
<b>MT27</b>	SOR 3.2 14)	The system must be able to accept AFP, IPDS, and PDF input data files.			Yes
<b>MT28</b>	SOR 3.2 15)	The system must support printing of multiple fonts, graphics, and signatures on the same logical page.			Yes
<b>MT29</b>	SOR 3.2 16)	MICR Font Capabilities: a. Print quality must conform to CPA Standard 006 for production of MICR encoded documents. b. The service must be capable of printing variable MICR lines utilizing the E13B font. c. The service must include at least 3 per print plant MICR verification equipment (e.g. MICR verifier/analyzer device ) for the purpose of ensuring that E13B font and MICR print lines conform to CPA 006 – Specifications for MICR-Encoded Payment Items: <a href="https://www.payments.ca/sites/default/files/standard_006_complete.pdf">https://www.payments.ca/sites/default/files/standard_006_complete.pdf</a>			Yes





**STATEMENT OF REQUIREMENT INSERT CAPABILITIES**

<b>Item #</b>	<b>Ref #</b>	<b>Requirement Description</b>	<b>Compliant YES/NO</b>	<b>Bidder Document Reference (location/Page) Of Response</b>	<b>Pop Test Validation (For Evaluation Purposes)</b>
<b>MT30</b>	SOR 4.2 1)	The service must support the ability to be able to select the insert stations by OMR and 2D matrix control.			Yes
<b>MT31</b>	SOR 4.2 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.			Yes
<b>MT32</b>	SOR 4.2 3)	The service must support the ability for the system control console to be able to select an insert station in Non-Read Mode for continuous insertion of inserts.			Yes
<b>MT33</b>	SOR 4.2 4)	Each inserter must be equipped with OCR readers to read both 1-UP and 2-UP input documents, as well as an OCR and 2D matrix reader to identify finished (enveloped) mail items.			Yes
<b>MT34</b>	SOR 4.2 5)	Each supplied inserter must have a minimum of 6 hoppers and a minimum collation thickness of 6.25 mm.			Yes



**STATEMENT OF REQUIREMENT SECURITY**

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MT35	SOR 5.2 1)	The service must support tamper Resistance to the final print output.			Yes
MT36	SOR 5.2 2)	The service must support an audit trail logs for all abnormal activities.			Yes
MT37	SOR 5.2 3)	The service must support integrity of the data within the system.			Yes
MT38	SOR 5.2 4)	The service must support controlled access to print system and information resources.			Yes
MT39	SOR 5.2 5)	The service must support controlled access to all electronic print resources such as overlays, fonts and signatures.			Yes
MT40	SOR 5.2 6)	The service must support unalterable detailed log of jobs, accesses and changes/deletions.			Yes
MT41	SOR 5.2 7)	The service must support the capability to disable remote diagnostic access during normal operation.			Yes
MT42	SOR 5.2 8)	Buffer memory must be cleared of all data at end of print run.			Yes
MT43	SOR 5.2 9)	The service must support the recording of relevant security events, which include: a) job entry, initiation, completion, deletion, restart, abort; b) terminal connects, disconnects, configuration changes; c) user log-on, log-off; d) operator commands and responses; e) overflow of logging information; f) changes to access control information; g) changes to lists of authorized users; h) detected security incidents.			No