



**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  
P.O. Box 9808, STN T CSC /  
CP 9808, succursale T CSC  
Ottawa, Ontario K1G 4A8

<b>Title / Sujet</b> Print Insert and Mail Workflow Service	
<b>Solicitation No. / Numéro de l'invitation</b> AMENDMENT 005 PW-19-00860484	<b>Date</b> February 28, 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 005 is raised to answer questions and amend the RFP. This amendment is effective immediately and will form part of the contractual documents.

1- Questions and answers:

<p><b>Question 47:</b> APPENDIX 1 TO ANNEX A: PSPC PRINT MAIL AND INSERT WORKFLOW REQUIREMENTS P.57 For whitepaper products of more than 5 pages, the jobs are run separately, and the printed documents are collected and manually inserted into envelopes. Based on the facts that the actual process is all manual: Operator use a manual cutter to cut the 2-up sheet into a single letter size page, manual insertion, manual verification and all the risk associate with manual insertion. With the information given from the Q&amp;A list and the sites visits. Annual volume will be around 32 000 envelopes per year with a minimum of 5 pages and a maximum of 17 pages. This will give an average between 160 000 pages to 544 000 pages to cut and manually insert into an envelope. This will be a very long and painful process for the local operator. We ask Public Services to add the requirement to have some or all inserters that can handle flat envelop. The other reason to ask this change is to ensure Public Services to keep the highest level of document integrity, be able to track to document in the workflow and reduce the responsibility of the operator to maintain the integrity of the document.</p>
<p><b>Answer to question 47:</b> Thank you for your insightful recommendations. While we do not at this time believe that there is a need to fully automate the identified requirement, we would gladly entertain any optional proposals that could provide more automated, and price reducing approaches to the requirement.</p>
<p><b>Question 48:</b> FORM 2 – AMD 001 - MT 23 Is the request to have a code 3 of 5 is it a typo error and should be instead 3 of 9?</p>
<p><b>Answer to question 48:</b> This was a typing error. It should read 'Code 3 of 9'.</p>
<p><b>Question 49:</b> FORM 2 – AMD 001 - MT 30 ( Card Application) 1. Question regarding the 3 ½” x 7” card application:  The amendment 2 states “The process is to scan the OMR marks on the original document and match them to those on the cards.” Can it be assumed that Public Services will receive a print file of the input documents to be printed by Public Services and therefore the OMR on the input document can be replaced with a 2D barcode utilizing the vendors software?  2. Question regarding the 3 ½” x 7” card application:  The amendment 2 states “Cards with matching OMR marks are to be added to the document”. Instead of OMR marks can Public Services have the cards print with 2D or OCR numbers for the matching?  3. Question regarding the 3 ½” x 7” card application:  The amendment 2 states “Cards with matching OMR marks are to be added to the document”. Can Public Services provide samples of the cards with the printed OMR and/or provide the maximum height and width (maximum total code size) of the OMR code that will be printed on cards</p>
<p><b>Answer to question 49:</b> The printed content on the cards, including the OMR marks, is controlled by the client. Suggestions for improvement may be forwarded to them after the solution is implemented. Samples have been requested, but may not be obtainable.</p>



<p><b>Question 50:</b> FORM 2 – AMD 001 - MT 35 Can you give us clarification your request: The service must support tamper Resistance to the final print output.</p>
<p><b>Answer to question 50:</b> The quality must be such that any attempt to alter the printed output would be reasonably obvious, in order to avoid or eliminate the fraudulent manipulation of the product.</p>
<p><b>Question 51:</b> FORM 2 – AMD 001 - MT 26 May we also have the availability to load the fonts at the composition \ enhancement stage rather than the printer. If a fonts problem happen, you will also get a notification before the print stage.</p>
<p><b>Answer to question 51:</b> The fonts for most products are loaded during the composition stage, some of which cannot be altered for security purposes. The solution must also have the ability to apply fonts at the print server stage.</p>
<p><b>Question 52:</b> In the event of a minor alteration (Québec City, Winnipeg or both) do we have to use your contractor and electrician or we can use the one we will choose?</p>
<p><b>Answer to question 52:</b> PSPC would be responsible to arrange the electrical requirements as per the vendor's needs.</p>

**2- RFP amendment**

**At: Form 2 Substantiation of Technical Compliance Form, MT23:**

**Delete:**

<b>MT 23</b>	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
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**Replace by:**

<b>MT 23</b>	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 9, Interleaved 2 of 5, and the UPC set. The bidder must provide a reference list of bar codes currently supported.			Yes
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**All other terms and conditions remain unchanged**