



Request for Proposal: 100015219

**Questions and Responses # 2
For RFP # 100015219
Data Capture Services**

Q1) Section # 4.1.1.1 - Page 18 - As per Mandatory Requirement M2, “The bidder must demonstrate having managed a minimum experience of three years in the delivery of data capture of similar size, scope and complexity to that outlined in Annex B during the past five years.” Can you clarify the wording of this sentence? Are you looking for experience managing a data capture project of similar size, scope and complexity or are you looking for possessing experience in the delivery of data capture of similar size, scope and complexity.

R1) The bidder must demonstrate having managed (not only delivering data capture experience) a minimum experience of three years in the data capture delivery of similar size, scope and complexity to that outlined in Annex B

Q2) Section 9 – Page 53 - As per section 9 (Validation Rules) of the Statement of Work (Annex B), “The Contractor must data capture ROE Forms failing a validation rule, as usual.” Can you confirm whether the contractor must data capture INS5097 forms failing a validation rule as well? If so, please specify.

R2) The contractor must data capture INS5097 forms failing data validation rules.

Q3) Section 8 – Page 53 - As per section 8 (Data Capture Error Rate) of the Statement of Work (Annex B), it states that “The contractor will not be paid extra amount for forms failing the MOD10 check Business Rule validation” even though the contractor is essentially required to perform data capture services on those forms to determine that they fail the MOD10 check Business Rule validation. It is our understanding that a significant portion of ROE forms may fail the MOD10 check and therefore the successful bidder will be required to absorb the cost of processing those forms. Can you confirm that it will be a standard requirement to perform the MOD10 check for the Business Number and the Social Insurance Number on all ROE forms for the entire duration of the contract?

R3) ESDC confirms that it will be a standard requirement to perform the MOD10 check for the Business Number and the Social Insurance Number on all ROE forms for the entire duration of the contract.

A. ESDC confirms that it will be a standard requirement to conduct validation of data by business rules for 1) The first day worked and the last day for which paid, and 2) The reason for issuing the ROE for all ROE forms for the entire duration of the contract.

B. ESDC confirms that it will be a standard requirement to conduct validation of data by business rule for the NIIS case number of the Request for Payroll Information for all INS5097 forms for the entire duration of the contract.

Q4) Section 10 – Page 54 - As per section 10 (Shipping and Turn-Around Time) of the Statement of Work (Annex B), it states that “ESDC will ship secure bins with forms on a monthly basis to the Contractor, depending on volumes. Typically the shipment consists of between 9 to 12 secure bins, each



weighing approximately 50 pounds.” In light of the COVID-19 pandemic, is it expected that there will be a requirement to process ROE forms effective October 1, 2020 when this contract comes into effect or do you anticipate a significant and persistent delay/pause in processing?

R4) ESDC expects ROE processing to begin once the contract is awarded and the appropriate security validations and certifications obtained. No delays are expected due to the COVID-19 pandemic.

Q5) Section 10 – Page 54 - As per section 10 (Shipping and Turn-Around Time) of the Statement of Work (Annex B), for INS5097 forms it states “The Contractor will be responsible for shipping costs in both directions. The Contractor must maintain weekly or bi-weekly return shipments depending on volumes.” Can you please confirm that it is acceptable to extend the time before returning the INS5097 forms back to each of the 5 regions until volumes are higher OR only return the INS5097 forms on a weekly or bi-weekly basis to those regions that have a sufficient number of forms to justify the cost/administration associated with returning the bins.

R5) Due to the nature of the information and the importance of the data to ESDC Integrity operations, the current process does not allow for the extension or modifications of batch processing and return. The batches will need to be returned as they are received.

Q6) Section 1.2 Summary – Page 4 - "The Contractor must data capture an amount varying between 550,000 and 700,000 documents in the first..."

Can ESDC confirm, by document type, whether the forms indicated in this section are generally Typed, handwritten, or both. If both, can ESDC indicate approximately what percentage are had written, by form type (INS2106, INS2436, INS5097)

R6) ESDC does not capture the percentage of forms that are either handwritten or typed. Therefore, not in a position to provide precision on percentage split between handwritten or typed forms.

Q7) Section 3.1.1 - Financial Bid – Page 15 - Given the current Pandemic environment and the impact on the economy and jobs, does ESDC feel the volumes stated in the RFP could in fact be higher as a results of increased layoffs or terminations vs prior years. i.e. increased ROE's issued.

R7) ESDC has amended the maximum amount of ROE's to be processes from 700,000 documents per year to 850,000 documents per year as a precautionary measure.

Q8) Section Work Specifications – Page 52 - Will the 2 types of ROE forms be mixed within 1 (one) batch, or batched separately?

R8) ROE Forms will be batched by type. The 2 types of ROE will be batched separately. Several batches may be included in one shipment.

Q9) Section 8 – Data Capture Error Rate – Page 53 –

- a) What percentage of forms have errors caused by ESDC? What types of errors would be expected based on historical data?



- b) What percentage of forms are rejected by the MOD 10 check by form type?
- c) How will the contractor be notified of any errors made on the forms?
- d) Will the source of the error be determined? i.e. ESDC or contractor driven
- e) What percentage does ESDC consider to be a statistically valid sample of monitoring for quality purposes?

R9) a) Unknown. ESDC does not maintain this information.

b) Unknown. ESDC does not maintain this information.

c) ESDC will notify the supplier by email should the error rate exceed the error threshold of 5%.

d) Yes. Root cause analysis will be conducted on errors to determine source of error.

e) Due to the nature of the data, quality monitoring will be performed on an ongoing basis by batch sampling. Approximately 1 in 25 batches will be sampled. Should the quality of sample not meet expected standards, additional quality checks will be performed in the remaining batches and supplier will be notified.

Q10) Section 10 – Shipping and Turn Around Time – Page 54 - INS5097 Forms - Do the forms need to be delivered directly to the contractor address or can a P.O. Box be set up?

INS5097 Forms - states the forms must be sorted by regions and returned to ESDC on weekly basis. but also indicates bi-weekly depending on volumes, please clarify this requirement.

INS5097 Forms - Turnaround states not to exceed 72 hours from time of receipt to the shipment back to ESDC. Is it understood that the turn around excludes the shipping back to the 5 locations as they are located across Canada?

R10) A Canadian P.O. box can be used for INS5097, provided security requirements are adhered to maintain data integrity and security considerations.

INS5097 form return shipments need to be maintained on a weekly basis. However, should volume be very low, a bi-weekly cycle could be mutually agreed on as a temporary case-by-case basis.

Yes, the 72 hours from time of receipt indicates the time between the supplier receives the INS5097 forms to the timestamp that the mail carrier receives the return package.

Q11) Section 11 – Deliverables – Page 55 - Backup storage to be kept for 3 months - Would any/all forms that needed to be corrected be received prior to the 3 month retention period?



R11) ESDC will notify the supplier within 3 months of reception for all forms needing correction.

Q12) Are the forms currently imaged? If so, is there a possibility of receiving the images rather than paper documents? If not imaged, is there a desire to image?

R12) The forms are not currently imaged. ESDC is not seeking imaging services as part of the RFP.

Q13) Can the supplier use OCR, Bots, or other forms of automation of Data Capture in its bid response, or must this work be completed by manual Data Entry

R13) The supplier is responsible for overall quality, data integrity and must adhere to security requirements. While there is no requirement to not use OCR, Bots or other forms of automation, the supplier must ensure that the data is properly maintained. Should automation be utilised, the specific process must be communicated to ESDC for validation. Any changes to the process must also be communicated to ESDC for validation prior to being put in place.

Q14) Section 2.1.1 – Integrity Provisions – Page 6 - After reviewing the Ineligibility and Suspension "Policy" we are still unable to determine when the information in 2.1.1 (3, a.) needs to be provided.

It appears 2.1.1, (3, b.) must be provided at the time of bid submission but a. defers to the "Policy" which we find somewhat unclear.

R14) By submitting a Response to the Request for Proposal (RFP), the Bidder adheres to the provisions of the Ineligibility and Suspension Policy and must provide the information requested as stated in Section 17 of the Policy. In addition, the Bidder must provide with their Response to the RFP, the Integrity Declaration Form.

Q15) Section 2.1.4 - Submission of Bids, 3. - Is GETS, synonymous with buyandsell.ca. The word or term "GETS" does not appear anywhere on the Buy and Sell RFP page. We would just like to ensure the source of any changes, updates or amendments is in fact buyandsell.ca

R15) Buy and Sell is the Government of Canada's Government Electronic Tendering System (GETS). All related information or any amendment to the RFP will be posted on Buy and Sell.

Q16) Section 2.1.6 – Delayed Bids – Page 8 - Please confirm Bids are only "required" to be submitted electronically via the email instruction related to separate file submissions and file size.

R16) As indicated in 2.2 - Submission of Bids, it states: "Bids must be submitted only to Employment and Social Development Canada (ESDC) by the date, time and place or email



address indicated on page 1 of the bid submission." The cover page of the RFP states "RETURN BIDS TO" By Email: nc-solicitations-gd@hrsdcc-rhdcc.gc.ca (Size Limit - 13MB per email)

Q17) Section 2.3 – Former Public Servant – Page 12 - Please confirm if the 2 yes/no questions need to be included in our bid response even if the answer to both is "no". And if Yes, is should these responses be included in Section 3 Certifications.

R17) Yes, the 2 yes/no questions need to be included in your response to the RFP even if the answer to both is "no".

Yes, if your response is Yes, it must be included in Section 3 Certifications.

Q18) Section 2.4 – Page 13 - Given the deadline for questions is only 7 days prior to the bid date, please confirm ESDC will respond to inquiries as they come in rather than hold all responses until the deadline.

R18) The Questions and Answers are posted by ESDC on Buy and Sell as soon possible.

Q19) Section 3.1.2 , Section IV – Page 17 - In Section 3.1 the RFP document describes three bid sections that must be emailed separately, as follows:

Section I: Technical Bid
Section II: Financial Bid
Section III: Certifications

However in 3.1.2 there is a 4th Section referenced (Section IV) labelled Additional Information. However this is not included in the instructions in 3.1. should this section be sent separately as a 4th email, using the same email address as the address noted for Sections I, II, and III.

R19) Additional Information can be either sent as a separate email or the information can be included as part of the Technical Bid Submission.

Q20) Section 3.1.3 - Bidders Proposed Sites – Page 17 - The information requested in this section seems to fall outside of the information described in Sections I, II, III, and IV. Where does the information on bidders proposed site belong, in terms of the 4 noted response sections.

R20) The bidder's proposed site can be provided in the Technical Bid Submission or as additional information.

Q21) Section 3.1.2, Section IV, part 5, a) – Page 17 - Please define "individual" for the purpose of this section. The front line Data Entry Operators would not be specifically known and named, months before the contract is to start so can ESDC confirm this information pertains to



operational support resources (managers, leaders, supervisors supporting the contract) but does not include front line Data Entry personnel at this stage of the bid.

We do understand these front line Data Entry Operators must be screened at the level of Protected B, prior to performing any work on the contract. The concern is solely with naming them as of the bid submission deadline.

Section 6 also is unclear as there are conflicting statements that say (in 6.1, 1.) that these individuals must be named as of the closing date and time of the RFP, but in 6.1.1, 3 (a) it states this information must be provided prior to award of contract.

R21) We require names and dates of birth for each and every resource that would be working on the contract so that their level of Security can be validated before award of Contract. This information must be provided in the bid submission no later than July 21, 2020 @ 2:00 pm. There may be resources names that are submitted in the bid that are in the process of obtaining their Security Clearance, Section 6.1.1. 3 (a) states that the resources must have a valid Security Clearance at the time that ESDC is ready to award the contract.

Q22) Section 4.1.1.1 Mandatory Technical Criteria – Page 18 - Section 3.1 describes three sections of a bidders response. Section I,II, and III. Which part of the bid response should contain the Mandatory Technical Criteria. Would this form part of the Section 1 Technical bid?

R22) Yes. The Technical Evaluation Table at Section 4.1.1 must be submitted as Section 1 - Technical Bid.

Q23) Section 4.1.1.2 - Rated Technical Criteria – Page 20 - In rated Question 2 please confirm that the front line Data Entry Operators do not need to be specifically named as of the bid submission date. It would be unusual to expect bidders to provide the names of the specific personnel 3 - 4 months prior to the work commencing as these individuals would not be hired or assigned to this project as of the submission date of this RFP.

R23) This information must be provided in the bid submission to demonstrate experience of the bidder's work force. The bidder must Indicate number of personnel assigned to the project and provide number of years experience in data entry (résumé or other supporting documents required).