



Request for Proposal: 100015219

**Questions and Responses # 3
For RFP # 100015219
Data Capture Services**

Q1) Appendix B - Statement of Work, Section 4: Scope – Page 48 - Does ESDC have workflow documentation for each file type, and if so can that be shared.

R1) Only information located in the RFP can be provided.

Q2) Appendix B - Statement of Work, Section 4: Scope – Page 48 - Is there any interest in proposals that would include OCR, Automation or BOTS as part of the solution proposal or must bids be based on a lift and shift of current workflows as is, with manual data entry

R2) As part of this Request for proposal, ESDC is seeking bids based on current workflows. However, should bidder include OCR, automation or BOTS in their processes ESDC will consider them as part of the overall proposal.

Q3) Appendix B - Statement of Work, Section 4: Scope – Page 48 - Does ESDC have interest in imaging services, to reduce the shipping costs of Paper volumes, and to develop and indexed and searchable electronic document set vs paper. If yes should this be proposed as part of our core bid or be provided separately for consideration.

R3) As part of this Request for proposal, ESDC is not seeking information on imaging services.

Q4) Appendix B - Statement of Work, Section 4: Scope – Page 48 - Does the physical production area have to be segregated from other production areas. If yes does the segregation have to include certain minimum standards for the physical construction of the segregated area (ie floor to ceiling walls, reinforced door frames, badge access entry, security cameras etc.).

R4) For information on Work Site Security requirements please consult the following link at: <https://www.tpsgc-pwgsc.gc.ca/esc-src/protection-safeguarding/lieux-travail-work-site-eng.html>

Q5) Section 10: Shipping and Turn-Around Time – Page 54 - ROE Forms - Do you have a preferred courier service that you currently use or have used in the past that you are willing to share contact details with the contractor?

R5) No preferred courier. The winning supplier must secure services of legally constituted service that is insured and bonded.



Q6) Section 11: Deliverables – Page 55 - Is there any latency in Data Gateway that would restrict the speed in which operators data enter?

After a document has been entered into the Data Gateway, is there any opportunity to edit this document at a later time? For example to perform quality control sampling?

R6) There are no known latency issues in the Data Gateway that would restrict the speed in which operators enter data.

There is no opportunity to edit documents once entered in the Data Gateway.

Q7) Section 14&15 – Page 38 - Does the transport company require any elevated security certification?

What are the expectations re: ‘value’ of the shipments to determine insurance/liability coverage?

R7) Transportation company must be bonded. Bins will be locked.

Not applicable.

Q8) Section 4.1.1.1, M-2 – Page 18 - In the first paragraph of the question we believe the reference should be to Annex B, rather than Annex A. Please confirm.

R8) Please see Solicitation Amendment # 002 that was posted on Buy and Sell to revise at Article 4.1.1.1 - M2 to replace the wording Annex A to Annex B.

Q9) Section 7.3.1 – Page 26 - Under Part 7.3.1.3 - Security Requirements, the Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CSP, PWGSC has issued written approval: If CSP is delayed in completing their initial inspection – how does this affect supplier contractually? Will CSP approve without a physical inspection but based on written documented specifications provided by bidder? As CSP is the approved Gov’t organization to complete this inspection and has a limited number of inspectors would this inspection be given priority so that bidder can meet the designated start date?

R9) Protected information utilizing Information Technology systems cannot commence until CSD has performed a physical site inspection to the successful bidders site. CSD will do their best to meet the designated start date. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED B.



Q10) I do not see a listing of where the contract is to be completed.,how do I learn in which city (or cities) this work will take place?

R10) No work site has been specified. ESDC requires that the winning supplier possess a Canadian location that meets security requirements, where all work will be performed. That the supplier possesses and maintains valid security certifications, and can ship and receive the required packages while maintaining the expected turnaround times.

Q11) Forms: Will we have to process various version of the same forms?

R11) Each form type has one version.

Q12) Forms: What is the % of the forms that will be filled out by hand versus printed?

For the INS2106?

For the INS2436?

For the INS5097?

R12) ESDC does not capture the percentage of forms that are handwritten or typed and is unable to provide an official approximate percentage.

Q13) Forms: Will we process web forms that were downloaded and printed?

R13) No web forms will require processing.

Q14) Forms: For the INS2106 and INS2436:

Will there be any additional pages attached to forms? If so, and we don't scan the extra sheets, how do we handle them?

R14) No information in addition to that specified in the RFP is to be processed.

Q15) Forms: For the INS5097:

- Do we send 1 (one) file per day for all the regions or 1 (one) file per day per region?

- If Region is missing, do we still process it (p.55)

- Will there be any instances where we would need to capture information on the attachments?

R15) - 1 file per region.

- No need to process if a region is missing.

- ESDC does not foresee any instance where this would be required.



Q16) Volume: Confirm estimated volume for the following as volume from Section II: Financial Bid (page 15 and 16) does not add up to update volume of 850,000 (revised quantity):

- a) '- INS2106 without Blocks 6, 12 & 15C estimate volume 540,000 for Initial Period
- b) '- INS2106 including Blocks 6, 12 & 15C estimate volume 660,000 for Initial Period
- c) '- INS2436 – layout 1 and layout 2 estimate volume 60,000 for Initial Period
- d) '- INS5097 – estimate volume 700,000 for Initial Period

R16) Due to the nature of the forms, the individual form totals are the estimated total for each form type. 850,000 refers to the maximum total of forms to be processed. Actual volume will be a mix of each for type, not to exceed the individual limit, nor the group limit.

- a) NA – Above
- b) NA – Above
- c) NA – Above
- d) NA – Above

Q17) Is there a loading dock at the Bathurst facility?

R17) Bathurst facility has a loading dock.

Q18) Do we need to provide the images of the forms (all) digitized?

R18) Digital information needs to be returned via Data Gateway, and original documents returned via return shipment.

Q19) Section 5. Use, Retention, Disposal of Personal Information Collected for the Contract – Page 49 - Where do we log the Personal Information that will be made available by ESDC (p. 49) on the transmission files?

R19) The data that must be collected is listed in Appendix G.1 of Annex B of the RFP.

Q20) Section 8. Data Capture Error Rate – Page 53 - Do we highlight the corrections (if any) that we will do? P. 53, item # 8, 8th item.

R20) There is no requirement to highlight the corrections, if any.



Q21) Section 10. Shipping and Turn-Around Time – Page 54 - Please describe the format of the secure bins (p.54) that will be picked up. Size and are they stackable. Do they need to be put on skids?

R21) The secure bins will be approximately 14 inches X 19 inches X 12 inches, and are stackable. They will be shipped on skids to the contractor and need to be returned on skids.