



Request for Proposal: 100015219

Questions and Responses # 4 For RFP # 100015219 Data Capture Services

Q1) Annex B – Statement of Work - Section 7 - Per Annex B – Statement of Work - Section 7: for INS2106, Block 15 C – what is the average number of numeric entries (pay periods) between 1-27 based on previous years data?

R1) About 58% of ROES have entries in 15C. These ROEs would average approximately 14 entries per form. Note: This information is only an approximation given by Employment and Social Development Canada (ESDC) in good faith and is not binding.

Q2) Annex B – Statement of Work - Section 7 - Per Annex B – Statement of Work - Section 7: for INS2106, Block 15 C – Please confirm that the average number of characters per one (1) numeric entry (pay periods) is 11 characters?

R2) ESDC does not maintain this information, but observation indicates that the average would be 7 (seven) characters. Note: This information is only an approximation given by ESDC in good faith and is not binding.

Q3) Annex B – Statement of Work - Section 7 - Per Annex B – Statement of Work - Section 7: for INS2106, Data collection for Block 15 C, Block 6 and Bloc 12 – what is the character range (min-max) and average number of characters based on previous years data?

R3) Block 15C is only filled on 58% of the ROEs and on average 14 entries per form with 7 (seven) characters per entry. Block 6 is a drop down menu for the employer and therefore only requires 1 (one) character. Bloc 12 requires 6 (six) characters when completed (left blank when no info provided). Note: This information is only an approximation given by ESDC in good faith and is not binding.

Q4) Annex B – Statement of Work - Section 7 - Per Annex B – Statement of Work - Section 7: for INS2436 - what is the average number of characters between 116-401 based on previous years' data?

R4) ESDC does not maintain this information.

Q5) Annex B – Statement of Work - Section 7 - Per Annex B – Statement of Work - Section 7: INS5097 form. Please provide insights on form composition, based on previous years data:



- a. How many INS5097 forms are composed of one (1) page with coding fields, for 2 (two) pages with coding fields, for 3 (three) pages with coding fields, for 4 (four) pages with coding fields, for 5 (five) pages with coding fields, for 6 (six) pages with coding fields and for 6+ (six plus) pages with coding fields?
 - i. Average number of characters for the entire form(s)?
 - ii. What percent (%) of all INS5097 forms fall under this category?

R5) ESDC does not maintain this information.

Q6) Annex B – Statement of Work - Section 7 - Per Annex B – Statement of Work - Section 7: INS5097 form. Please confirm INS5097 form composition based on record types; it is our understanding that one (1) INS5097 form is composed of the following:

- a. Type 1 Record – Header Information, composed of
 - i. 5 fields
 - ii. 73 characters/keystrokes
 - iii. Only one (1) type 1 record is present per form
- b. Type 2 Record – equivalent to one (1) line item of output data, composed of:
 - i. 6 pay periods
 - ii. 79 characters/keystrokes
 - iii. Note: Multiple type 2 records could be present per form, with up to 79 additional characters/keystrokes for coding per record/line item
 - 1. 40% of forms contain one (1) type 1 record, and one (1) type 2 record (~152 characters/keystrokes)
 - 2. 60% of forms contain one (1) type 1 record, and two (2) OR MORE type 2 records for coding (minimum of 231 characters/keystrokes; if there are one (1) type 1 record and six (6) type 2 records it could be 547 characters/keystrokes, etc.)

R6) INS5097 Form composition is specified in section APPENDIX G.1 OF ANNEX B - Request for Payroll Information Form (INS5097). ESDC does not maintain information regarding how many forms contain one (1) or more types or records, not the amount of pay periods.

Q7a) Per Re: Question 6 and Annex B – Statement of Work - Section 7: INS5097 form. Please provide the following information:

- a. Out of the approximate 60% of forms that contain two (2) or more type 2 records, what percentage contains:
 - i. Two (2) type 2 records
 - ii. Three (3) type 2 records
 - iii. Four (4) type 2 records
 - iv. Five (5) type 2 records
 - v. Six (6+) or more type 2 records

Q7b) Will future INS5097 forms have similar composition?

Q7c) Will ESDC be making changes to the format of these forms in order to accommodate changes in processing directly or indirectly related to the current COVID-19 Pandemic?



Q7d) If so, will these changes affect the number of characters, or number of type 2 records per form?

R7a) ESDC does not maintain this information.

R7b) ESDC does not foresee any changes to the INS5097 composition.

R7c) ESDC does not foresee any changes to the format to accommodate changes in processing directly or indirectly related to the current COVID-19 Pandemic.

R7d) Not applicable as no changes are foreseen.

Q8) Please provide an average number of rejects expected, based on previous years data.

R8) ESDC does not maintain this information.

Q9) Per Annex B – Statement of Work – Section 10 – INS5097 Form: “The Contractor must date stamp the forms, staple all documents to prevent information loss.” This is a time-consuming process, Can the documents simply be kept together, in the correct order, or must they be stapled together?

R9) ESDC requires that all documents be returned stapled together to prevent information loss.

Q10) Will ESDC be providing shipping materials (i.e. cardboard boxes, secure containers, other)?

- a. Most secured carriers only accept cardboard containers, therefore the secure plastic containers must be placed inside cardboard.

R10) ESDC is not aware of this requirement. Currently plastic bins are loaded on pallets for shipping and return.

Q11) Regarding ROE Form deliveries, Does the 27-day turnaround time apply when there are shipping delays with the carrier, outside of the contractor’s control? Especially given that there is only one transport company available from Bathurst, NB?

- a. What is the process in the event that staff in Bathurst, NB are not available to receive the return shipment of ROEs even though the shipment arrives at their facility on time?

R11) ESDC expects the contractor to make reasonable efforts to maintain the 27-day turnaround time. However, ESDC recognized that some delays may be outside of the contractor's control. In the event that the staff in Bathurst, NB are not available to receive the return shipment of ROEs even though the shipment arrives at their facility on time, the initial delivery attempt shall be deemed the official delivery date.

Q12) Please provide insight into any contingency plans ESDC may have in place for the following scenarios related to the COVID-19 Pandemic:



a) The first wave of the COVID-19 pandemic halted the release of ROE's; In the event of a second wave of COVID-19 that leads to another shut down (provincial or nationwide) will this reduce or halt the release of ROE's to the contractor?

b) Are there any contingencies in place to keep the project going/protect the contractor?

R12) ESDC is currently unable to respond to this question. Should there be another shutdown, ESDC Business continuity plans would be invoked. Depending on scope of shutdown (local, provincial, national), some form of continuity would be maintained and shipments redirected.

Q13) Please provide insight into any contingency plans ESDC may have in place for the following scenarios related to the COVID-19 Pandemic:

c. In the event that the COVID-19 pandemic disrupts shipping providers, will deadlines be accommodated?

R13) In the event that the COVID-19 pandemic disrupts shipping providers, ESDC expects discussions with the contractor to determine realistic deadlines.

Q14) Please provide insight into any contingency plans ESDC may have in place for the following scenarios related to the COVID-19 Pandemic:

a) What is the process in the event that regions where INS5097 forms are shipped are closed (due to COVID-19 or any other factor)?

b) Will forms be re-routed to another mailing address?

c) Will forms need to be stored at the contractor's facility until the region re-opens? If so, a line item should be added, per box, per month in the event that storage fees apply.

R14) In the event that regions where INS5097 forms are shipped are closed (due to COVID-19 or any other factor), ESDC will re-route to another mailing address. ESDC will consider the amendment of the contract to account for potential fees, per box, per month in the event that storage fees apply.

Q15) Please provide insight into any contingency plans ESDC may have in place for the following scenarios related to the COVID-19 Pandemic:

a) According to a few sources, the length of time that the coronavirus can live on paper varies; some strains live for only a few minutes on paper, while others live for up to 5 days. What steps is ESDC taking in order to ensure that the documents being shipped do not contain the COVID-19 virus?

b) Will the documents be held by ESDC for a period prior to sending documents to the contractor? If so, please specify length of time.

R15) ESDC adheres to Health Canada recommendations. <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html>



Q16) Please provide insight into any contingency plans ESDC may have in place for the following scenarios related to the COVID-19 Pandemic:

In the event that the format of both ROE and/or INS5097 forms is changed, and it leads to an increase in the number of characters for data capture, will the vendor be able to increase pricing accordingly?

R16) ESDC is not aware of any format changes to ROE and/or INS5097. Should this change and the amount of characters increase, ESDC and the vendor can discuss contract amendments.

Q17) Rated Requirement 2 to demonstrate experience of the bidder's workforce assigned to the project. This requirement is asking for number of personnel assigned to the project and number of years of experience in data entry. The approach to scoring does not correspond to this requirement as the scoring appears to be based on the percentage of employees with at least one year of data entry experience. Can you clarify whether you are scoring the percentage of assigned personnel with at least one year of data entry experience or are you scoring based on the total number of years of data entry experience for assigned personnel? If the former, the requirement should be reworded. If the latter, the approach to scoring should be reworded.

R17) ESDC is seeking to ensure that the contractor can assign personnel with a minimum of 1 (one) year of experience in data entry. ESDC has amended the Rated Requirement 2 as follows (RFP Amendment #004):

The Bidder must provide personnel to be assigned to the project, with a minimum of 1 (one) year of experience in data entry (résumé or other supporting documents required).

- **No experience (0 points – 0%):** Bidder does not demonstrate that the proposed personnel assigned possesses a minimum of 1 (one) years' experience in data entry capability. No information or insufficient information provided to demonstrate that the proposed personnel assigned to the project have more than 1 (one) year' experience in data entry capability.
- **Some experience (21 points - 60%):** Bidder demonstrates that majority of the proposed personnel assigned to this project each possess at least 1 (one) year' experience in data entry capability.
- **Extensive experience (35 points -100%):** Bidder demonstrated that the proposed personnel assigned to the project each possess more than 1 (one) years' experience in data entry capability.