



## Request for Proposal: 100015219

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### Questions and Responses # 5 For RFP # 100015219 Data Capture Services

**Q1)** Per Re: Questions 6 & 7, as well as the pricing grid: the cost for data capture is “per 1000 forms”. The compositions of the forms can vary significantly dependent on the number of type 2 records associated with each form, and the number of pages for coding. Because of this fact, an average cost per form must be taken to compensate for forms with a significant amount of characters in comparison to forms with only one (1) type 2 record. It would be beneficial to ESDC to avoid overpaying for smaller forms and absorbing any contingencies put in place to accommodate for greater volumes of larger forms if the pricing was:

- A. per 1000 records: price directly associated with line items keyed and exported. Each form will have a minimum of two (2) records: type 1 record (x 1), type 2 record (x N); N being the total number of type 2 records associated with that form
- B. per 1000 characters: price directly associated with characters keyed.

**R1)** ESDC may consider this recommendation for future Request for Proposals (RFP). For the current RFP, bidders are requested to provide a rate that includes all types of forms.

**Q2)** Per APPENDIX G.1 OF ANNEX B – Office Use - Is the contractor required to capture “Office Use” when there is data is present on the forms even if the gross earnings are blank or zeros?

**Q2a)** What is the criteria for validating an “office use”?

**Q2b)** Part of the data capture services does not include validating the date in “gross earnings” section, however the date is related to the office use value (somehow). If the two values do not correlate, then the text file is rejected by your system. Currently, the process/solution is that text file needs to be recoded (removing the rejected Office use value) and re-output, and re-uploaded. This is time consuming. Is there a way to validate the Office use value during coding so that any errors are caught upfront?

**R2)** All data must be captured, including zeros (0). Blanks are not to be captured.

**R2a)** The Office use field represents the week codes generated when requiring information. These are automatically generated on form creation and do not require validation.

**R2b)** ESDC is not aware of validation errors regarding this process. Nor the Office use field, nor the Date field require validation.

**Q3)** If we filled out the capacity of a secured container, and have additional minimum amount of forms, is it necessary to send the second container in the weekly shipment?

Example: if the secured container can hold 5,000 INS5097 forms but there are 5,100 forms to be returned. Do we send the second container with a hundred forms?



**R3)** ESDC requires that the bidder maintain turnaround times. The bidder must allow for partially filled containers, should they occur, in the proposal.

**Q4)** Per Annex B – Statement of Work – Section 10 – Misdirected Mail: The statement “These may include, but not limited to, the following scenarios...” regarding rejected mail is not inclusive.

**Q4a)** Therefore, what other criteria outside of those listed should the contractor look for when identifying rejected mail?

**Q4b)** What is the process for confirming with ESDC whether the “suspected scenario” does or does not reject a piece of mail?

**R4a)** ESDC has provided a list to the best of its knowledge. Any additional criteria should be discussed with the winning bidder and the ESDC designated representative as they occur, should they occur.

**R4b)** ESDC will identify a designated representative that the Bidder will be able to contact should a “suspected scenario” does or does not lead to a rejection.

**Q5)** Please specify different options for “clearly identifying rejects” that ESDC would consider appropriate?

**R5)** There is no set procedure as the reason for the rejection may differ from one form to the next. Examples of reasons are provided in the Statement of Work.

For forms that the region can be determined, the contractor should sort rejected forms in a separate bundle, indicate "reject" in a way that does not block data that may require processing, and return the rejected bundle along with other forms.

For forms that the region can NOT be determined, the contractor should sort rejected forms in a separate bundle, indicate "reject" in a way that does not block data that may require processing, and return the rejected bundle to the address indicated in the contract.

In case of doubt, the contractor is requested to communicate with the identified ESDC representative for further discussion.

**Q6)** Identifying “rejects” is time consuming, particularly if a field is missing, and it is identified partway through the data capture process. Please consider including an additional line item in the pricing grid, per form, for reject identification.

**R6)** ESDC may consider this for future process changes. For this RFP, ESDC will maintain the current process as stated in the Statement of Work.

**Q7)** If Bathurst, NB location cannot receive a shipment, and the carrier charges a service fee, will ESDC or the contractor be responsible for the service fee?



**R7)** ESDC is seeking a quote that includes regular operations associated to the management of the work required, as indicated in the Statement of Work. The contractor should also estimate any additional carrier service surcharge.

**Q8)** 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 an increase in employer taxes result from COVID-19 pandemic, can there be a clause that allows contractor fees to increase accordingly?

**R8)** ESDC will not modify the RFP for this purpose. Bidders must include this risk in their financial proposal and provide submission accordingly.

**Q9)** INS5097 is an estimated 700,000 forms requiring a 72-hour turnaround time from time of shipping back to receipt of processed data. It is indicated that Canada Post will deliver forms to the Contractor on a daily basis but this cost must be factored into a fixed price. Are you able to provide any details regarding the size of the daily shipment of these forms (size and weight of the delivery) in order to develop pricing that includes these costs?

**R9)** INS5097 forms are sent directly to the bidder's location once they are filled out and submitted by employers. Forms are generated by ESDC when a discrepancy in data occurs or when further information is required due to a missing or unclear ROE. Canada Post delivers the forms on a daily basis to the Contractor. Typically, the shipment consists of a completed forms being returned by an employer using return envelope provided by ESDC. The Contractor opens the envelopes and extracts the forms in preparation for data entry. The Contractor date stamps the forms and staples all documents to prevent information loss. Due to the nature of the process, ESDC can not provide details as to daily volumes as these can fluctuate due to many variables outside of ESDC's control.

**Q10)** There are two (2) distinct types of ROE forms. Refer to appendices for samples and instructions. Each batch will contain 99 documents plus a batch header. All one hundred (100) documents must be data captured. Maximum characters to data capture per form will be 488 characters for the INS2106. Maximum characters to data capture per form will be between 116 and 401 characters for the INS2436 form.

Is this information (i.e. the characters on each form) hand written or machine printed?

**R10)** The majority of INS2106 ROEs starting with E-K or Z are handwritten - For more information: <https://payroll.ca/PDF/Resources/IN3271114E.aspx>

**Q11)** If the maximum number of characters is 488 – what is the average number of characters actually captured from each form?

**R11)** ESDC does not maintain this information.



Q12) If the maximum number of characters is 410 for the INS2436 – What is the average number of characters actually captured per form?

R12) ESDC does not maintain this information.

Q13) ESDC will ship secure bins with forms on a monthly basis to the Contractor, depending on volumes. Typically, the shipment consists of between 9 and 12 secure bins, each weighing approximately 50 pounds.

ESDC has indicated that the vendor is responsible for the shipping costs. What are the costs currently associated with this shipment? Who is the transportation company that provides the shipping?

R13) Shipping is the responsibility of the vendor. As such, ESDC does not maintain costs associated to the shipments and does not maintain information regarding the transportation company currently providing shipping services. Additionally, it is the vendor's responsibility to ensure that the transportation company be legally licenced to operate, bonded and meet security requirements.

Q14) The INS5097 form is missing any of the following fields from the top header of the INS5097 letter below: - Social Insurance Number - Date - BPC - Case Number - Business Number

				PROGRAMME / PROGRAMME USER ID / CODE DE L'UTILISATEUR CASE NO. / NO. DU CAS <b>00000000 A0</b>	
REQUEST FOR PAYROLL INFORMATION / DEMANDE DE RENSEIGNEMENT-REGISTRE DE PAIE NAME OF CLAIMANT / NOM DU PRESTATAIRE				BADGE-PAYROLL NO. / NO. D'INSIOME-REGISTRE DE PAIE BUSINESS NO. / NO D'ENTREPRISE <b>00000000AA0000</b>	
SOCIAL INSURANCE NUMBER / NUMERO D'ASSURANCE SOCIALE <b>000 000 000</b>		DATE / DATE YA M DJ <b>00 00 00</b>		BPC / DPP <b>0000</b>	
FOR ASSISTANCE PLEASE CALL / BESOIN D'AIDE? APPELEZ				EXT. / POSTE <b>1/1</b>	

Service Canada Centre / Centre Service Canada

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What information is contained within the 2D barcode (marked in red) in the above INS5097 sample

R14) The INS5097 Quick Response (QR) Code contains a unique form identifier that will facilitate the linkage of document images to a given case.

Q15) All enquiries must be submitted in writing to the Contracting Authority no later than 7 (seven) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Assuming it will take some time for the answers to be provided, can an extension to the bid closing date be provided to allow for time for vendors to review and consider the provided answers and their affect on the submission answers and costing.



**R15)** ESDC has amended the bid closing date in Solicitation Amendment # 003 to July 21, 2020 at 2:00 PM.

**Q16)** Please provide the average number of characters currently being delivered for the following forms:

1. INS 2106 Record of Employment (ROE) Forms without Blocks 6, 12 & 15C
2. INS2106 Record of Employment (ROE) including Blocks 6, 12 &15C
3. INS 2436 Self-employed Fisher (ROE)
4. INS 5097 Request for Payroll Information Form

Not the maximum numbers as this allows a fair and accurate estimating measure. The incumbent will have access to actual figures, which would be an advantage over having to estimate based on potential maximum values.

**R16)** ESDC does not maintain this information, but can provide some information regarding Form INS 2106 - Block 6 is a drop down menu for the employer and therefore only requires one (1) character. Bloc 12 requires six (6) characters when completed (left blank when no info provided). Block 15C is only filled on 58% of the ROEs and, casual observation indicates that on average 14 entries per form with seven (7) characters per entry. Note: This information is only an approximation given by Employment and Social Development Canada in good faith and is not binding.