



IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA

SOLICITATION : CIC-153152

Q&A # 1

Q1. *“While on the Buyandsell website Annie Ouellette is the contact name, there is no Contracting Authority formally designated in the RFP itself, and inquiries are supposed to be addressed to the Contracting Authority. Can you confirm if Annie Ouellette is currently acting as Contracting Authority?”*

A1. Please refer the cover page of the RFP;

Address Inquiries to: - Adresser toutes questions à:

IRCC.BidsReceiving-Receptiondessaoumissions.IRCC@cic.gc.ca

Q2. *“On which paper type (thickness, color, etc.) should the SOA be printed? Please confirm if the paper is provided by the Contractor.”*

A2. Standard paper, 8.5 x 11 is the type of paper used for SOA and yes, paper is provided by the Contractor.

Q3. *“Are the SOAs always consisting of a single sheet printed on both sides? If not, please provide an average of number of pages per SOA and/or a breakdown per number of pages.”*

A3. Yes, always a single sheet printed on both sides.

Q4. *“Are the SOAs always consisting of a single sheet printed on both sides? If not, please provide an average of number of pages per SOA and/or a breakdown per number of pages.”*



A4. Same question as above, so yes, always a single sheet printed on both sides.

Q5. *“Are any PDF files (e.g. for the SOAs generated by email or for all the SOAs) to be returned to CIC?”*

A5. No, only undeliverable emails on a monthly basis.

Q6. *“It is mentioned on page 35 that ‘The statement of account (SOA) size is 8 ½ x 11, the ink is standard regular ink except for the MICR line that must be magnetic ink’. However, there is no other mention of an MICR line in the RFP. Can you confirm if there is an MICR line, and if so provide its position in an updated sample?”*

A6. There are no MICR line on the SOA. The sentence should read as follows:
“The statement of account (SOA) size is 8 ½ x 11, the ink is standard regular ink”.

Q7. *“If there is an MICR line, is it acceptable that the SOAs be printed entirely using MICR ink?”*

A7. There is no MICR line on the statement of account.

Q8. *“The sample provided does not show any integrity feature (barcode, sequence number, etc.). Please confirm that the Contractor can add such best practices features to the documents in order to ensure higher integrity standards. Such features such as 2D barcodes would also enable functionalities such as selective inserts should it be required in the future.”*

A8. Integrity features are currently not required.

Q9. *“Can you confirm that currently the SOAs sent as emails are sent as attachments in the emails without a password or any other protection? If so, considering that those SOAs contain Protected B information would CIC consider replacing this methodology by a solution involving sending links by email that would prompt users to access their SOAs online via an application that would require identification? Is something of this nature planned during the term of the contract?”*



A9. SOAs are currently embedded directly in the email and without any protection, as it is not required and could potentially be blocked by some of our client's servers. Further details regarding methodology for SOAs sent by email can be found on page 38 of the RFP. Given the population to whom SOA's are sent, we have not explored a solution that involves sending links by email that would prompt user to access their SOA online via an application. There are no plans for such a solution during the term of the contract.

Q10. *"If an email cannot be delivered after a given number of attempts, on top of notifying Project Authority is there a requirement for the Contractor to send the undelivered SOAs by mail?"*

A10. *If an email cannot be delivered, there is no requirements for the Contractor to send the undelivered SOAs by mail. If a SOA cannot be delivered by email, the only requirement is to inform IRCC who will in turn contact the client.*

Q11. *"In the price tables, should the Printing, Mailing and Emailing unit prices multiplied by a certain quantity to calculate the Total dollar values? If so, please provide the quantities."*

A11. *The "TOTAL EVALUATED PRICE" in Annex "E", Basis of Payment, excluding taxes, will be used to determine the financial evaluation score. No quantity will be added to the Annex "E" Basis of payment.*

Please refer to page 37 of the RFP for information purposes regarding the Production Volume.