



CITIZENSHIP AND IMMIGRATION CANADA

SOLICITATION : CIC-153152

Q&A # 3

Q14. *“3.3b 3. (page 38) Tasks for Email format only.*

We do not typically attach content to the emails being sent, but rather a link to a PDF in a portal if this acceptable?

Is an electronic archive necessary to support the e-delivery? If so would CSR access be required?

Are only the 'E' statements submitted here for delivery purposes with no archive? ”

A14. In order to meet IRCC quality standards and integrity, SOA sent by email must follow methodology found on page 38 of the RFP. As stated in 3.1 a). The email will contain a single SOA soft copy item for the destination email address. Links to a PDF in a portal are currently not an option.

In regards to archiving, the Contractor will be responsible for archiving of the processed SOAs on a yearly basis. The Contractor must be in a position to answer IRCC questions about a specific SOA sent to a client in the last year. Please refer to amendment #001 of the RFP.

Q15. *“ 3.1.1 (page 33) IRCC Standards & Specifications (in the sample)*

I see that the statement is presented with headings and labels presented in both French and English. There are no details of the formatting of the fields being displayed. The date for example is provided as YYYYMMDD in the data. Is this how it is to be presented in the 'State of Statement' at the top of the page, or is it converted to January 21, 2022? Does it appear in both languages or English exclusively? Are values always presented with English formatting?”

A15. Yes, the date is presented as YYYYMMDD on the SOA and all headings and labels are in both languages. Only the comments found in the comment section will be either in French or English, depending on the client's preference.

Q16. *“3.3a 2.Postage (page 37) All postage costs will be handled by IRCC and be billed directly to IRCC by Canada Post via a postage contract number. Appendix E, Page 50 **All postage costs will be paid by CIC to Canada Post directly.*

3.1.1a (page 32) The envelopes must be pre-stamp including contractor postal permit number - Please confirm if we are using IRCC account or contractor account. If the latter will IRCC be



paying the contractor prior to mailing or does the contractor invoice the postage to IRCC after the job is completed?"

A16. All postage costs will be handled by IRCC and be billed directly to IRCC by Canada Post via a postage contract number. The Contractor must be able to use IRCC's mailing number from Canada Post, at no extra cost, when doing the mail out of the SOA. Envelopes must include this postal permit number. Please refer to amendment #001 of the RFP.

Q17. "Is there any requirement for address accuracy and correction or other data manipulation such as duplicate elimination?"

A17. Yes, once a year, IRCC proceeds with the address accuracy for all its vendors and customers. A proof this address accuracy report will be provided to the Contractor. No requirement for address accuracy and correction is needed from the Contractor.

Q18. "Is any security required for the statements being delivered electronically?"

A18. No, there are no additional security requirements as long as the format regarding the quality standards and integrity of each production is respected.

Q19. "What is the process on returned emails such as hard-bounces? Are they simply reported as part of what is described or is there provision to route to mail? Same consideration when delivery flag is electronic, but no email address is provided?"

A19. 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 it to inform IRCC who will in turn contact the client.

As for when delivery flag is electronic but no email address is provided, the Contractor has to reject the specific account and inform IRCC for them to adjust the account for the following month.

*Q20. " See3.3b/2.1diii Tasks for mailing page 37/38
Would it be mandatory for the contractor to pre-print the stock? Is it acceptable to run digital variable and the SOA template at the same time? This would help on the alignment and positioning?"*



A20. The Contractor is responsible to generate, print and transmit statements of accounts to clients. Specifications for the transmission of the SOA can be found in 3.3 (page 36- 38). If stock is pre-printed, the contractor must ensure alignment and positioning is respected.