



Questions and answers 1 to 11

Q1.

Section: 2.2 Submission of Bids - Bids must be submitted only to Public Prosecution Service of Canada by the date, time and place indicated on page 1 of the bid solicitation.

Please confirm if email submission of the bid can take place to Nathalie.simon@ppsc-sppc.gc.ca

A1. Yes, it's Nathalie.simon@ppsc-sppc.gc.ca

Q2.

4.2 Basis of Selection - To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation;
- b. meet all mandatory technical evaluation criteria; and

The responsive bid with the lowest evaluated price will be recommended for award of a contract.

How will PPSC account for all costs, timelines and Level of Effort that should be accounted for in the evaluation of bids based on the transition from an incumbent vendor vs net new vendor?

A2. We recognize that there would more be more work, resources and costs involved for a new vendor. Nevertheless, PPSC will not evaluate against this requirement.

Q3.

4.2.1.6 Delocation

Delocation is the one-time action and services performed to remove records from the MSP's custody in preparation for the records' final disposition. Final disposition options include return to the PPSC or certified secure destruction. The IMCS must be updated to reflect delocation and final disposition. The MSP must possess as a minimum capability, the ability to accurately remove from storage, update inventory, palletize and shrink wrap the inventory material for transportation in quantities of 500 containers daily per warehouse location.

Industry standards indicate that 500 boxes per day per warehouse can be processed. Typically higher volume can be accommodated at a higher per unit rate. Will PPSC reevaluate this volume requirement?

A3. Please refer to Amendment 1 of the RFP # 1000030960.

Q4.

4.2.1.8 Image on Demand (IOD)

Image on demand, also known as scanning, is an alternate document delivery service. The MSP must provide this service based on the PPSC's requirements.

Will PPSC also require IT Security approvals to Protected B for imaging services with each impacted site?

A4. Yes. IOD will be requested for unclassified and up to Protected B information. This information is demonstrated in the Annex C – Security Requirements Check List.



Q5.

5. Service Level Agreement (SLA)

The MSP will be expected to provide the following services are services in accordance with the Service Level Agreement (SLA).

The MSP must monitor the performance levels of the services provided to the PPSC.

The MSP must provide transportation pickup and delivery to and from the PPSC office and agent locations identified in section 5.1.1 Storage within a 90 KM radius of each warehouse location across Canada as and when requested, as follows:

Item Description	Service Type	Guaranteed Pick-up/Delivery
Retrieval	Regular	Next day
Retrieval	Rush	4 hours
Retrieval	Emergency	2 hours

Would PPSC consider the following standard services and delivery:

Item Description	Service Type	Guaranteed Pick-up/Delivery
Retrieval	Regular	Next day
Retrieval	Half Day	Order by 11am – delivered that afternoon by 5pm Order by 3pm – delivered by noon next business day
Retrieval	Rush – Regular Business Hours	3 hours
Retrieval	Rush – After / Off Hours	4 Hours

A5. The Service Level Agreement (SLA) requested in point 5. Service Level Agreement (SLA) are those included in this contract and they are respected, therefore SPP does not plan to modify them.

Q6.

Annex “B” – Basis of Payment – indicates that the rates are firm for the Initial Contract Period. Given the present economic situation with rising inflation, wages and general cost of business uncertainty, will PPSC consider an annual Economic Price Adjustment?

A6. The basis of payment is for the duration of the contract. PPSC stands firm on this requirement and will not consider adjustment.

Q7. M3: Facilities Specifications: The vault must be capable of maintaining a temperature of 18 degrees Celsius (+/- 2C) and 40% relative humidity (+/- 5%)

This standard is typically in line with services associated to a “vault” as opposed to a records storage facility. A “vault” is used for Data Management services such as computer back up tapes, microfiche, film etc. Alternatively the standards can be used for vital records such as wills, incorporation documents and highly sensitive and valuable materials – not for standard business record storage.

While we do have such “vault” environments, wish to ensure it is clear that a collection of this size and composition is maintained within the standard Record Centre environment as opposed to the “vault”.



Please confirm that your reference to “Vault” environmental conditions are for that specific service should it be required.

A7. Yes, it applies.

Q8.

4.1.1.1 Mandatory Technical Criteria (M1) - “The Bidder MUST have a minimum of two separate individual clients within Canada for which the Bidder provides records management and storage services. For each referenced client, the Bidder MUST demonstrate that it:

- managed a minimum average annual physical records inventory volume of 200,000 cubic feet; and
- provided these services for a minimum of the last two full consecutive years leading up to the closing date of this ITQ.”

Would PPSC consider modifying the above Mandatory Requirement to language that is focused on alternate industry metrics (i.e. service levels) as opposed to the above? The above Mandatory Requirement, which is not necessary towards the goal of a great customer experience for PPSC, eliminates all organizations from bidding except for two foreign entities that are traditionally more expensive. There are other ways of demonstrating an organization’s ability to service PPSC requirements. There are CDN organizations with locations across Canada with more than enough operational capability and financial resources that are unable to bid on the opportunity due to the unfair Mandatory Requirements. We would be happy to discuss it further.

A8. The RFP is limited to Canadian companies, as mentioned on the publication on Buy & Sell “Region of opportunity: Canada”

Q9.

4.1.1.1 Mandatory Technical Criteria (M4) - “The Bidder MUST have experience in providing high volume document retrieval services, with a minimum of 50,000 records retrieved in a one consecutive year period. This one consecutive year period must have been within the last five years immediately before RFP closing date.

Would PPSC consider modifying the above Mandatory Requirement (2) to language that is focused on alternate industry metrics (i.e. service levels) as opposed to the above? The above Mandatory Requirement, which is not necessary towards the goal of a great customer experience for PPSC, eliminates all organizations from bidding except for two foreign entities that are traditionally more expensive. There are other ways of demonstrating an organization’s ability to service PPSC requirements. Does it logically follow that if an organization only performs 18,000 retrievals within the stated period they are not able to satisfy PPSC’s requirements? There are CDN organizations with locations across Canada with more than enough operational capability and financial resources that are unable to bid on the opportunity due to the unfair Mandatory Requirements. We would be happy to consult further.

A9. No, PPSC will not modify Mandatory Technical criteria (M4).



Q10.

Solution Integration and Records Transfer Phase Page 26, point 4.1 – Do the moving expenses the MSP is responsible for include all permanent withdrawal fees associated with the transfer of PPSC's records.

A10. Yes, as indicated at point 4.1, Solution Integration and Records Transfer Phase.

Q11.

4.1.1.1 Mandatory Technical Criteria - Facilities - Current storage capacity and capability (M2) - The Bidder's response to this criterion MUST include: i. Provide address of each warehouse; within a 90 km radius of each warehouse location across Canada.

If a bidder can demonstrate that it can service all locations without having an actual geographic location in a handful of smaller markets would that suffice? While an actual physical presence was indeed necessary five to ten years ago advances in security & accessibility ensure timely, secure, retrievals without a records centre in each location. This will potentially reduce costs for PPSC

A11. We request that warehouses be located within 90KM of the PPSC offices in order to meet requirement 5. Service Level Agreement (SLA), included in the Statement of Work on page 35.