

RFP 1000243579

Q12

On pages 21 to 22 of the RFP, please check your minimum and maximum points listed as 10 and 20 for Question RM4. Is this correct?

There are 31 airports listed on pages 39 to 40 in Appendix B. If you exclude the 4 airports from QMM5 (YVR, YYC, YYZ and YUL) that makes 27 potential airports at 1 point each. That would total a maximum of 27 points. If a vendor could only service 1 other airport (besides the QMM5 ones) daily, the minimum would be 1 point.

A12 - The points rating will be adjusted to Min 1 point, maximum 20. It is expected that up to 20 additional airports may require service. No additional points will be given for more than 20 additional airports.

Q13 - If so, is it possible to have a two-sided copy of the GC646 paper form?

A13 - Attached

Q14 - Appendix B contains about thirty airports and you mention about twenty daily pickups. Can you explain whether there will be 20 mandatory airports daily and which ones? For others, is it a pickup on demand process?

A14 - Daily or multiple pick ups a week will be required at the major airports- Calgary, Vancouver, Montreal, Quebec and Toronto. The supplier must have the ability/capacity to pick-up forms from other airports (to be determined) as required.

Q15 - Regarding question changes for Form GC648 that are evaluated at once a month, what is the time frame for these questions to be modified in the data entry application? What is the process at the client to ensure that the forms are not distributed before the programming is completed?

A15 - The supplier will be provided with approx. 5 days notice (or more whenever possible) to make the changes to the form. A release date will be communicated to the supplier and the expectation is that the form changes will be made before the new forms are in circulation at the airports.

Q16 - You estimate that the volume will be 300,000 forms per year but you estimate the volume at an average of 350 forms per day, which is equivalent to 120,000 forms per year, how do you explain this difference?

A16 - The SOW states that the anticipated volumes of forms are expected to be 350-400 forms a day for an average of 120 000 forms in the first year. The number of forms to be processed is difficult to estimate due to a number of factors and may be more or less in volume. Therefore, the evaluation criteria states that you will be required to demonstrate the capacity to process and store 300 000 forms a year. The reference to the 9200 forms/month in the fee table is for cost estimate purposes.

Q17 - Do you have the % of scanned questionnaires versus paper questionnaires?

A17 - No- under the new contract, the ability to receive scans is required although this will only be in exceptional circumstances.

Q18 - In section 2.1.2 page 40, (Page 32 of English RFP) it is provided that we collect paper documents through a secure carrier or receive the documents at the contractor's premises. If we opt for the option of receiving them, can we be sure of the support of the authorized persons to make the shipment if we provide the supplies and will it be at 20 or 30 airports?

A18 - The supplier will not be given the option to receive or pick-up the forms. Forms will be picked up from the airport unless in exceptional circumstances, they are shipped/scanned to the supplier's premises by authorized PHAC personnel.

Q19 In Article 2.2 page 43 (Article 3.2 on page 33 of English RFP) point 5 and 6 what do you mean by 5) A real-time inventory of the information holdings of designated users; and 6) Storage requests and online delivery services for the receipt of registered information holdings, owned by the Government of Canada

A19 - **Requirement 5 and 6 can be removed.**

Q 20 - On page 24 of the RFP, the link given does not work. If you require us to complete a form about the Federal Contractors Program for Employment Equity - Bid Certification, please provide us with this form.

A 20 – By submitting your bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid List". There is no form.

Q21 - In which bid section (i.e. Technical or Certifications), do you want us to provide the security information requested in Part 6 – Security Requirements (listed on page 25 of your RFP document)?

A21 – Technical Bid

Q22 - On page 25 of the RFP, under Q3, the link given does not work. Please provide the correct link so that we can access your additional security information referenced.

A22 - [Security screening for government contracts – Security requirements for contracting with the Government of Canada – Canada.ca \(tpsgc-pwgsc.gc.ca\)](https://www.canada.ca/en/government/department/departmental-information-centre/tpsgc-pwgsc.gc.ca)

Q23 - For MM1 about your language requirement, can we provide an attestation letter stating that we speak both English and French? Or, are we required to provide customer letter verifying this? If so, how many letters do you need?

A23 - An attestation letter stating that you are proficient in both English and French will be sufficient for this requirement.

Q24 - For pricing Change Order impact to services (~\$X per form), we need the unit to be defined. For example, number of additional pages, key strokes, fields or characters.

A24 - The types and number of field changes is difficult to anticipate. However, historically, changes have involved the addition of an approved vaccine, a checkbox or the inclusion of the traveller's destination address, for example. To meet the requirements in the Pricing Change Order, the potential supplier can provide an estimated price range per field i.e., \$0- \$0.03 per field (with the assumption that a field may contain 1- 40 characters).