Elections Canada

Procurement and Contracting Services
30 Victoria Street
Gatineau, Quebec K1A 0M6

REQUEST FOR PROPOSAL AMENDMENT

The Request for Proposal is hereby amended; unless otherwise indicated, all other terms and conditions of the Request for Proposal remain the same.

RFP Amendment No.	RFP Amendment Date:
2	September 18, 2023

Office of the Chief Electoral Officer File No.
ECCP-RFP-2023-2367
Title:
High-Volume Scanners
Request for Proposal Closing Date:
September 26, 2023

ENQUIRIES – address enquiries to the Contracting Authority:
Office of the Chief Electoral Officer of Canada Procurement and Contracting Services 30 Victoria Street Gatineau, Quebec K1A 0M6 proposition-proposal@elections.ca

Attention:	Tel No.
Caila Palmer	873-416-1930

Part 1. Interpretation

1.1 Elections Canada hereby amends in accordance with this amendment the Request for Proposal for High-Volume Scanners bearing number ECCP-RFP-2023-2367 and dated August 21, 2023 (the "RFP"). This amendment hereby forms part of the RFP.

1.2 Unless defined herein or unless the context otherwise requires, all of the words and phrases defined in the RFP and used in this amendment shall have the same meanings assigned to them in the RFP.

Part 2. Questions and Answers

The following question(s) have been asked in response to the Request for Proposal and Elections Canada hereby answers as follows:

2.1 Question No. 1

Question: I was wondering if there were any additional requirements for the scanners. There's no mention of the need in terms of software/indexing of the document. For example, how does the user want to name the file, and what to do with this file once scanned: send to a folder/network folder.

Answer: The naming convention of the files depends on the elector category (e.g. Incarcerated electors). All files will be sent to the Elections Canada SFT folder on the Network that will in turn send the file via MSFT to our PSPC partners in Matane, PQ. Software must allow us to create our own naming convention with time stamp, prefixes, and be able to read a 2D barcode and include this barcode in the filename. Software must also allow for different profiles to be created based on elector category, allowing us to send correct files with appropriate file name. A counter that will allow us to keep track and document how many scans are made and sent would also be a requirement for quality control purposes.

Any additional requirements for the scanners should be equivalent to the FUJITSU Image Scanner fi-7900 datasheet attached herein for reference.

2.2 Question No. 2

Question: Would Elections Canada grant a two-week extension?

Answer: Election Canada will grant the requested extension and will modify the Request for Proposal Closing date indicated on the cover page to September 26, 2023.

2.3   Question No. 3

Question: Would Elections Canada be open to include a limitation of liability clause?

In reference to Annex "E"
Liability
"The Contractor is liable for any damage caused by the Contractor, its employees, subcontractors or agents to Elections Canada or any third party.

Elections Canada is liable for any damage caused by Elections Canada, its employees or agents to the Contractor or any third party. The Parties agree that no limitation of liability or indemnity provision applies to the Contract unless it is specifically incorporated in full text in the Articles of Agreement or specifically provided for in any supplemental general conditions that form part of the Contract. Damage includes any injury to persons (including injury resulting in death) or loss of or damage to property (including real property) caused as a result of or during the performance of the Contract."

Answer: Elections Canada will not include a limitation of liability clause in the contract for this commodity.

2.4   Question No. 4

Question: What size are the documents that you are looking to scan?

Answer: Legal, letter, unconventional sized documents and envelopes

2.5   Question No. 5

Question: Do the documents need to be scanned duplex, single-sided, or both?

Answer: Both: In most cases single-sided, however, double-sided is also required in some instances.

2.6   Question No. 6

Question: Do you need to scan the documents in color?

Answer: Yes.

2.7   Question No. 7

Question: What is the output format that images need to be in, and where are they going to be stored?

Answer: Files need to be in PDF format. The software then needs to send the files to a secure folder on the Elections Canada (EC) network, where a batch file then sends those files via MSFT to our PSPC partners for data entry. During by-elections, PDF files would be stored in secure EC network folder and imported directly into SVRS.

2.8   Question No. 8

Question: Do you need scanning software to do things like indexing, OCR, etc.?

Answer: OCR is necessary as barcodes need to be read and recognized on almost every scan.

2.9   Question No. 9

Question: Could elections Canada please provide clarity as to how it expects the contractors to provide reports on minimum availability?

In reference to Annex "C"
2.07.05 To pass the availability-level test, the Hardware must achieve the Minimum Availability Level for 30 consecutive days within 90 days of the testing beginning. During availability level testing, the Contractor must provide weekly written reports to Elections Canada showing the Hardware performance in relation to the Minimum Availability Level.

Answer: Minimum Availability reports is not applicable to this requirement.

2.10   Question No. 10

Question: Could Elections Canada please clarify if the warranty it is seeking is from the delivery date to the end of the project (Dec 31st, 2023) or if it is seeking a 1-year warranty. In the event it is just for the Vendors could adjust their warranty period to provide greater cost savings to Elections Canada.

In reference to: 3.01.01 The Contract period will be from the Effective Date of the Contract to December 31,2023 (the "Initial Term")

3.02.01 - Even if Elections Canada has accepted the Work, the Contractor guarantees that, for 12 months after the Hardware is accepted (the " Hardware Warranty Period"), it will be free from all defects in materials or workmanship, be free from all design defects, and conform in all ways with the requirements of the Contract, including the Specifications and any Minimum Availability Level requirements. Because items of Hardware may be accepted on different days, the Hardware Warranty Period for different items of Hardware delivered under the Contract may begin and end on

different days. If the Contract provides that the System consists of the Hardware together with Licensed Software and/or Custom Software, the Hardware Warranty Period will also apply to the Licensed Software and/or Custom Software components of the System and this longer period will apply to all the warranty, maintenance and support obligations described in Supplemental Conditions Software Development or Modification Services and Licensed Software.

Answer: Elections Canada would be seeking a 1-year warranty.

2.11   Question No. 11

Question: Could elections please clarify that it is only looking for onsite service from a direct service channel as the project is time sensitive, and having fewer corporate layers would not only be an asset in repairing units but also provide an added level of security.

In regards to, 5.02.02 For Return-to-Depot Maintenance Service, during the PPM throughout the Hardware Maintenance Period, the Contractor must pick up and return the Hardware to and from the location in Elections Canada where the Hardware was in use at the time the problem occurred. The Contractor must pick up the Hardware requiring maintenance within 48 hours of Elections Canada requesting maintenance. Within six Business Days of Elections Canada requesting maintenance, the Contractor must restore the Hardware to Fully Functional Operation and return it to Elections Canada at the location where it was in use at the time the problem occurred or must deliver a replacement that meets the requirements of the Contract.

Answer: All maintenance (including set up, cleaning and configuration) will be performed by Elections Canada staff.

2.12   Question No. 12

Question: Please clarify that the requirement is for 140 pages per minute and or 280 images per minute, for letter size documents.

Answer: Our current equipment does 110 pages per minute / 220 images. With an expected increase of 4 to 5 times the volumes, 140 ppm and 280 ipm are the minimum requirement to achieve service levels.

2.13   Question No. 13

Question: Would Elections Canada please clarify paper feed capacity is required?

Answer: Elections Canada plans on keeping smaller batches of 100 - 125 pages to facilitate reconciliation and matching.

2.14   Question No. 14

Question: Could Elections Canada please clarify the estimated daily volume it expects to scan on each device.

Answer: For the next General Election, the estimate is approximately 150,000 pages per day.

2.15   Question No. 15

Question: Would Elections Canada please share what scanning software or utility will be used for this project

Answer: Paperstream worked well with previous devices. It had all the features necessary to complete the tasks and create separate profiles for each type of document.

2.16   Question No. 16

Question: Could Elections Canada provide clarity as to the workflows for this project, and what programs will be used (e.g. the ballot counting software being used?)

Answer: Elections Canada will not be using this equipment for ballot counting. They will primarily be used for processing paper-based elector applications.

2.17   Question No. 17

Question: Would Elections Canada consider making scanning encryption software a part of this RFP? The software is often offered at no extra cost and would offer an added level of security.

Answer: There is no requirement for encryption software as the PDFs are directly sent via MSFT to our partners at PSPC in Matane, PQ. The documents are scanned within the secure EC Network. The MSFT provides sufficient security for the Protected B information. Also, the decryption process would need to happen at PSPC, which would most likely require code changes, additional costs and testing.

2.18   Question No. 18

Question: Would Elections Canada please clarify if there is a requirement for centralized scanning on a network folder? USB connected scanners would store the data locally and are not as efficient as a secure centralized production scanning environment. Should users transfer information from a pc connect via usb to a network drive, this would take a lot of time and could be prone to error and create extra steps.

Answer: All scanners will (and have been configured) to send PDF files to a secure folder (SFT out) on the EC network. A batch file then detects the files and sends them via MSFT to PSPC for data entry. There are no USB keys used in these processes.

2.19   Question No. 19

Question: Due to the fact that the contract ends on December 31, and new equipment is required, we would like to make sure that the call for tenders is for the purchase of digitizers and not their rental.

Answer: The subject solicitation is for the purchase of three high-volume scanners.