



Request for Proposal # 1000327102

This document consists of questions and answers and an amendment to the English version of the RFP.

PART 1 – QUESTIONS AND RESPONSES

Question 1:

In the table on p.32, Rated Requirement R16 is stated as “Allows to search engagement activities.” It appears that there is a word missing between “allows” and “to.” Could you please clarify this requirement?

Answer 1:

Allows viewers (contributors) to search engagement activities.

Question 2:

Mandatory 12 on p. 30 specifies the “Ability of create Question and Answer pages.” Do you mean the ability for CRA to create a page full of Qs&As, like Frequently asked questions? Or do you mean the ability for participants to initiate a question that CRA would then reply to on the site? If the latter, would this requirement be satisfied by a question page in which a user would email you a question to be responded to privately via email or by posting a response o the Q&A/FAQ page?

Answer 2:

For this mandatory, it would be a Q&A page where participants would pose the question and we would either respond publicly or privately.

Question 3:

On page 30, Mandatory 13 requires “Personalized URLs (White Label).” Are we correct to understand that this means you want a custom domain that does not show any association with our product?

Answer 3:

The domain name doesn’t have to exclude association with the product, but we would like the ability to customize the URL to correspond with the name of the engagement activity or at least have some reference to the CRA.

Question 4:

On page 30, Mandatory 20 specifies the “ability of respond publicly or privately for a question and answer feature.” Do you mean that the public has the ability to respond either privately or publicly to a question asked by CRA? Or do you mean that CRA has the ability to reply either publicly or privately to a question asked by a member of the public?

Answer 4:

We mean that the CRA has the ability to reply either publicly or privately to a question posed by the participant.

Question 5:

M20: Ability to respond publicly or privately for a question and answer feature

Question: Could you please describe the use case you have in mind for this scenario?

Answer 5:

We mean that the CRA has the ability to reply either publicly (for everyone to see) or privately (just for the participant to receive) to a question posed by the participant. For example, if in a question and answer type engagement – “Q: How do you feel the CRA could improve their online services”, a participant responds along the lines of “I think they’re great, but I’d like to know where to get more information on filing an estate return.”



Since the respondent isn't responding to the conversation, we would like the option to provide a response to them on where they can get more information without it being available for all participants to see.

Question 6:

M25: Engagement activity access restrictions (as required, accessible by invitation only)

Question: Are there any particular requirements in terms of the method used to manage access? (i.e. Role-based access on a per-activity basis, password-protected activities, other?)

Answer 6:

The only requirement we foresee would be activities intended for a particular audience sent by invitation. We would either require a unique URL that casual visitors to the engagement site would not have access to and be able to stumble upon, or if the engagement activity would have to be visible to all visitors, then the ability to create a password for a particular activity for invited participants to be able to view/proceed further.

Question 7:

R20: Redirect Respondents to a website

Question: Could you please describe the use case you have in mind?

Answer 7:

For example, if we are consulting on the Disability Tax Credit (DTC) and include a link to the engagement activity from the CRA's DTC website page, we would like to be able to redirect them back to the general information page upon completion of the engagement activity.

PART 2 – RFP AMENDMENT

RFP 1000327102 is hereby amended as follows:

At page 43

DELETE:

ANNEX A: CONFIDENTIALITY CERTIFICATION

Confidentiality: Canada Revenue Agency Acts

PRIOR TO SIGNING THIS DOCUMENT, THE CONTRACTOR IS REQUIRED TO READ SECTIONS 239 AND 241 OF THE INCOME TAX ACT <http://laws-lois.justice.gc.ca/eng/acts/i-3.3/>, AND SECTIONS 295 AND 328 OF THE EXCISE TAX ACT <http://laws-lois.justice.gc.ca/eng/acts/e-15/>

I _____, the Contractor, as a person engaged by or on behalf of Her Majesty in right of Canada, certify that I have read Sections 239 and 241 of the *Income Tax Act*, and Sections 295 and 328 of the *Excise Tax Act* and that I understand that I am subject to and promise to comply with those provisions.

I will use the services of any person(s) I require in order to carry out my responsibilities under this Contract. If I employ such person(s) or contract for their services, I will also pay their remuneration and all related expenses. I will also engage all such persons whose services are to be utilized, on behalf of Her Majesty in right of Canada, for the purposes of Sections 239 and 241 of the *Income Tax Act*, and Sections 295 and 328 of the *Excise Tax Act*. I will require each person so engaged, as a pre-condition to assisting me in carrying out my responsibilities under this Contract, to sign a document (see page two (2) of this Annex) stating that he or she has read the provisions of Sections 239 and 241 of the *Income Tax Act*, and Sections 295 and 328 of the *Excise Tax Act* and understands that he or she must comply with such



provisions. I will provide copies of all executed acknowledgement documents to the representative of the Commissioner of Revenue.

CONTRACTOR

Contractor name *(please type)*

Date

Authorized representative's name *(please type)*

Title *(please type)*

Signature

HER MAJESTY

Contracting Officer's name *(please type)*

Date

Authorized representative's name *(please type)*

Title *(please type)*

Signature



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Between the Commissioner of Revenue and _____, the Contractor and _____ the employee (or consultant or subcontractor, etc.).

I, _____, acknowledge that I am employed by the Contractor, and will assist the Contractor in carrying out the Contractor’s duties under this Contract.

I acknowledge that I am engaged by the Contractor on behalf of Her Majesty the Queen in right of Canada for the purposes of Section 241 of the *Income Tax Act*, and Section 295 of the *Excise Tax Act* and therefore, for the purpose of this Contract, am an “official” as that term is defined in the named provisions of the named Statutes.

I hereby acknowledge that I am legally obliged to abide by and have read the provisions in Sections 239 and 241 of the *Income Tax Act*, and Sections 295 and 328 of the *Excise Tax Act*, that I understand them, and promise to comply with them.

I agree to use the knowledge and information obtained by me during the time that I was assisting and for the purpose of assisting the Contractor, or any knowledge or information prepared from such knowledge or information, solely to assist the Contractor in carrying out the Contractor’s duties under this Contract and I acknowledge and certify that I will not use such knowledge and information for any other purpose whatsoever. Without restricting the generality of the foregoing, I agree that I will not use any research or intellectual property obtained while assisting the Contractor in carrying out the Contractor’s duties under this contract, in the course of my own research, in the course of my work as a consultant, or in any scientific or technological endeavour whatsoever.

I hereby agree to take all the security precautions needed to ensure that the research, intellectual property and trade secrets obtained by me during the performance of the Contract are secure at all times from use not permitted by the subcontract, by any other person whatsoever, including unauthorized use by the Contractor’s employees and the subcontractors engaged by the Contractor.

CONTRACTOR

Contractor name (*please type*) Date _____

**EMPLOYEE /
CONSULTANT/
SUBCONTRACTOR**

Employee/Consultant/Subcontractor name (*please type*) Date _____

Signature

HER MAJESTY

Contracting officer’s name (*please type*) Date _____

Signature

**INSERT:
ANNEX E: CONFIDENTIALITY CERTIFICATION**



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CONTRACTOR

Contractor name *(please type)*

Date

Authorized representative's name *(please type)*

Title *(please type)*

Signature

HER MAJESTY

Contracting Officer's name *(please type)*

Date

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Signature



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I hereby agree to take all the security precautions needed to ensure that the research, intellectual property and trade secrets obtained by me during the performance of the Contract are secure at all times from use not permitted by the subcontract, by any other person whatsoever, including unauthorized use by the Contractor’s employees and the sub-contractors engaged by the Contractor.

CONTRACTOR

Contractor name (*please type*) Date

**EMPLOYEE /
CONSULTANT/
SUBCONTRACTOR**

Employee/Consultant/Subcontractor name (*please type*) Date

Signature

HER MAJESTY

Contracting officer’s name (*please type*) Date

Signature



Canada Revenue
Agency

Agence du revenu du
Canada

Solicitation No. 1000327102