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Bid Receiving - PWGSC / Réception des soumissions -
TPSGC

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Quebec

K1A 0S5

Bid Fax: (819) 997-9776

**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Systems Software Procurement Division / Division des
achats des logiciels d'exploitation
Terrasses de la Chaudière
4th Floor, 10 Wellington Street
4th étage, 10, rue Wellington
Gatineau
Quebec
K1A 0S5

Title - Sujet Push Messaging Solution	
Solicitation No. - N° de l'invitation EN578-180003/A	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client EN578	Date 2019-02-25
GETS Reference No. - N° de référence de SEAG PW-\$\$EE-007-34535	
File No. - N° de dossier 007ee.EN578-180003	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-03-06	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Morin, Paul	Buyer Id - Id de l'acheteur 007ee
Telephone No. - N° de téléphone (873) 354-3894 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

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EN578-180003
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K7D40-190612

Amd. No. - N° de la modif.
003
File No. - N° du dossier
K7D40-190612

Buyer ID - Id de l'acheteur
007ee
CCC No./N° CCC - FMS No./N° VME

This Request for Proposal (RFP) Amendment #003 is issued to respond to questions from industry.

QUESTIONS AND ANSWERS

Question #1: This link had a typo in it, but I figured out where the fix was and was able to access this website today for the first time - <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>

There are many terms within the various sections that do not apply to this project or our offering. Then there are certain sections such as Limitation of Liability, Indemnification & Term for Convenience where the language will need to be reviewed by our General Counsel with our comments provided. Is the expectation that we provide these legal comments at the time of RFP submission, or after the contract has been awarded based on the financial and technical merits?

Answer #1: Any proposed changes to the terms and conditions of this RFP will be deemed to be a conditional offer and such a proposal will be deemed to be non-responsive by Canada. Bidders should raise specific concerns by requesting clarifications as per clause 2.4 Enquiries – Bid Solicitation of Part 2 – Bidder Instructions.

Question #2: Under section 4.3 #2, In regards to the PoP test that is required for the contract winner, this is certainly something we can provide. But the parameter would be to test out our solution in a development environment only. Having our technology live in the WeatherCAN app and conducting outreach to your live commercial app audience would entail us being fully contracted and of course there would be legal requirements as we would be conducting live messaging to their audience. The PoP parameters made it seem as if testing our software in a development environment is fine, but I wanted to make sure.

Answer #2: The POP will be conducted in a test environment with a small number of test client devices.

Question #3: In addition to submitting the bid requirements per section as requested, I would like to submit an additional document which is a duplicate of the technical responses but can provide screenshots of the User Interface and deeper descriptions on the various products. Is that ok?

Answer #3: Bidders must include any additional document with their bid. The complete bid package will be considered for evaluation purposes.

Question #4: My General Counsel is reviewing the content for the terms and conditions and as the list includes all possible clauses, could you clarify as to which of these clauses apply to a subscription to an existing software as a service platform such as ours?

Answer #4: The clauses included in Part 7 – Resulting Contract Clauses cover all applicable clauses for this requirement.

Question #5: I am hoping it is possible to discuss over the phone, not the specifics of our submission, but simply the format in which we are required to send the completed response.

I believe the items below, with corresponding documentation is what is needed. However, I have feedback from my Security team on the required items and per my question from yesterday, my General Counsel has questions on the legal terms. There does not seem to be language on how this information should be provided.

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The following documents, including their appendices, form the basis of technical and financial evaluation:

- i) Attachment 3.1 – Bid Submission Form
- ii) Attachment 3.2 – Substantiation of Technical Compliance Form
- iii) Attachment 3.3 – Financial Proposal Requirements
- iv) Attachment 4.1 – Mandatory Technical Evaluation Criteria
- v) Attachment 4.2 – Point Rated Technical Evaluation Criteria

4.3 Technical Evaluation

Answer #5: The Substantiation of Technical Compliance Form is not required to address any parts of this bid solicitation not referenced in the form. However, it is up to the Bidder to detail in its Bid any other compliance which is not included in the Substantiation of Technical Compliance Form.

Question #6: Requirements M2, M3, R3 - Is ECCC looking for analytics information specifically for the push notification being sent or the activity inside of the application?

Answer #6: The requirement is for information about push notifications, messages and activity inside the application.

Question #7: Requirement M8 - Is ECCC looking to store the event data related to which user received and/or opened a specific notification for reporting and analytic purposes? As it relates to device location, is the requirement to store location, navigation, time and duration information at the time the user engages with the notification, or is it around their journey within the mobile application after they engage with the notification?

Answer #7: The requirement is for information about push notifications, messages and activity inside the application. Additional attributes around these activities will be considered in the point-rated technical evaluation criteria R2)c).

Question #8: Requirement R7 - Is ECCC looking for professional services to implement the SDK? What app configurations services are you looking for?

Answer #8: ECCC is not looking for professional services in this contract. ECCC is looking for the ability to push configuration changes to devices without the device owners' requirement to update the app.

Question #9: There seems to be missing or incomplete statements with the following rated evaluation criteria:

R3) b) Time based charts
and
R5) f) Capability to provide these capabilities from pop-ups.

Can ECCC provide clarification?

Answer #9: ECCC confirms that these rated criteria are deleted and replaced with the following:

R3) b) Time based charts and graphs
and
R5) f) Capability to provide pop-ups for messages.

Question #10: To determine a user's location to send out geo push notifications, is the users location collected by the app?

Answer #10: The ECCC app uses the device's location services to acquire the device location. Bidders are informed that the app is now available for free on Apple and Google Play stores.

Question #11: Are users required to sign up for the app? If we are sending out an email alert with the push notification we require an email to send to.

Answer #11: E-mail push is a feature that is being considered for future implementation. ECCC understands that e-mail address will be required to test this feature with the Proof of Proposal.

Question #12: The PoP test - The RFP looks like it needs a custom solution but the PoP test indicates the need to have an out of the box solution ready for use. The PoP test is also a requirement before the contract is awarded, however, there are some unknowns related to how our system would interface with the app. Is the app developer providing API documentation for us to use to set up the PTM system with theirs?

Answer #12: ECCC is looking for a solution that is ready to use. The PoP test includes a phase where the ECCC team will request the Bidder having received with the highest combined rating (Bidders are invited to consult section 4.5 Basis of Selection included in Part 4 – Evaluation Procedures and Basis of Selection) to provide a 30 calendar-day trial version package of the proposed PTM Solution so that it may be integrated with the ECCC app. Bidders are invited to consult Attachment 4.3: Proof of Proposal Evaluation Criteria for further information.

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Question #13: Analytics - the RFP discusses the type of analytics required but our experience with apps and notification systems has proven that we need to know how the app works, the data the app is collecting and exactly what type of analytical data the client requires. Analytics are easy to implement but the exact type of information the client is looking for is also dependent on integrating with the app. What is the expectation on how to show this in a PoP test prior to being awarded the contract?

Answer #13: The mandatory technical evaluation criteria M2 describes the analytics that Bidders must demonstrate in their bid. The PoP test will allow the invited Bidder(s) to demonstrate the facility to collect the types of analytics provided with the response included in their Bid regarding point-rated technical evaluation criteria R2.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.