

**Advance Contract Award Notice (ACAN)
for
Emergency Mass Notification Software Solution (EMNSS)**

An ACAN is a public notice indicating to the supplier community that a department or agency intends to award a contract for goods or services to a pre-identified supplier, thereby allowing other suppliers to signal their interest in bidding, by submitting a statement of capabilities. If no supplier submits a statement of capabilities that meets the requirements set out in the ACAN, on or before the closing date stated in the ACAN, the contracting officer may then proceed with the award to the pre-identified supplier.

Requirement Description

The Canada Revenue Agency (CRA) has approximately 47000 employees in 99 buildings across the country and as such there is a requirement to effectively communicate with employees before, during and after an emergency event. The Security and Internal Affairs Directorate, Finance and Administration Branch has identified the need to acquire an Emergency Mass Notification Software Solution (EMNSS) that will allow for a more efficient and consistent method of communicating with CRA employees before, during and after an emergency event.

The CRA has a requirement for the supply of an EMNSS that will deliver, allow and support the broadcast notifications of threats or emergency events. The EMNSS provided by the Contractor must be able to send out mass notifications to all CRA employees. The EMNSS will be used within CRA as a notification instrument for their own employees and students. The EMNSS is required to provide the requirements outlined below.

Canada intends to enter into a sole source contract with ERMS Solutions Limited for the purpose of procuring the ERMS Advantage Platform suite including associating maintenance and support service, training and professional services.

CRITERIA FOR ASSESSMENT OF THE STATEMENT OF CAPABILITIES

Any interested supplier must demonstrate by way of a statement of capabilities that their product and services meet the following requirements:

Scope of requirement

CRA has a requirement for the supply of an Emergency Mass Notification Software Solution (EMNSS) that will deliver, allow and support the broadcast notifications of threats or Emergency/Business Continuity Events. The EMNSS is required to meet the following requirements;

Essential requirements

M1. The software proposed to meet this requirement must be off-the-shelf, meaning that each component of software is commercially available and requires no further research and development and is part of an existing product line with a field-proven operational history (that is, it has not simply been tested in a laboratory or experimental environment).

Experience requirements

M2. The Contractor must have delivered an EMNSS as a Contractor's hosted application for at least three years.

Service architecture requirements

M3. Service Design: The EMNSS must be designed specifically for emergency notifications with the capability of broadcasting mass notifications via multiple methods either simultaneously or in a cascading sequence to multiple contacts within 15 minutes.

M4. Service Design: The EMNSS must include the ability to send routine messages that are clearly distinct from any emergency messages.

M5. Call Throttling: The EMNSS must have the ability to control the number of calls into an organization to avoid flooding the lines during a mass notification.

M6. Proprietorship: All hardware, software and data (apart from client's owned systems) must be hosted at facilities owned or leased, operated and secured by the Contractor in Canada.

M7. Platform: The EMNSS must not require the use of Adobe Flash or Shockwave for any functionality.

Requirements for Client Operation

M8. The client must not be required to install any hardware or software to operate any facets of the EMNSS. Database capacity, data channels and phone ports are not purchased by the client.

M9. Hot Line: The EMNSS must be able to port the current toll free phone number to their system.

Security requirements

M10. Industrial Security Standards: The selected Contractor must have the ability to handle and secure information up to and including PROTECTED A in accordance with Public Services and Procurement Canada's (PSPC) Industrial Security Standards. These standards apply to all facilities and equipment used to store and process Administrator, user and contact information and all messages.

M11. Encryption: The EMNSS user credentials for web console access (if equipped) must be encrypted in transit using the Transport Layer Security (TLS) version 1.2 or above.

M12. Access Privileges: The EMNSS must enable Administrators to control access privileges, such as access requests, requests for changes to personal information, and changes to passwords, provided that they have appropriate access control permissions.

M13. Password Change: The EMNSS must permit each Administrator, user and contact to change their password at any time.

M14. Password Strength: The EMNSS must force each Administrator, user and contact to configure a password in a predetermined manner with a minimum number of characters, including capitals, numbers and symbols.

Resiliency requirements

M15. Recovery: Client data must be hosted in high-availability facilities with zero failover time and automatic recovery.

M16. Disaster Recovery: If a disaster, emergency or hazard renders the Contractor's primary data centre inoperable, client data must be dynamically rerouted so that it functions without interruption.

M17. Back-Up Facilities and Services: The EMNSS must have a multi-tier, multi-server fault tolerant architecture with full redundancy whereby the primary contacts database server and all EMNSS functions are housed in Canada and their back-up capability is housed in separate locations in Canada separated by a provincial boundary (at least 200 km) so that an emergency that affects one facility will not affect the others.

M18. Location of Data Servers: The EMNSS must ensure that the client's database never resides outside of Canada's land boundaries.

M19. Permissions and Access Controls: The EMNSS must enable and support the designation of a minimum of 10 Master Administrators with full access and Regional Administrators with limited access.

General operations requirements

M20. User Interfaces: The Contractor must ensure that the EMNSS provides graphical user interfaces (GUI) in both English and French for Administrators and users.

M21. Browsers: The EMNSS must be accessible to Administrators and users on web browsers including Internet Explorer (min version 9.0), Apple Safari (min version 5.1), Google Chrome (min version 17.0) and Mozilla Firefox (min version 10.0) for Windows - and compatible with 128-bit encryption.

M22. Quick Launch: The EMNSS must have a quick-launch feature that allows an Administrator to initiate a message from a single screen after logging in to the EMNSS.

M23. Practice Modes: The EMNSS must have practice modes (i.e., a test environment) that allow the Administrators and users to use any facet of the EMNSS without affecting real-time content or capabilities of the EMNSS and the database (i.e., the production environment).

M24. Self-Registration: The EMNSS must allow users to self-register and update their own profile information at any time.

M25. Mapping: The EMNSS must have a map function that allows selection of a selected radius surrounding an event which allows notifications sent to only the selected geographic area.

M26. Training: The EMNSS must be supplied with bilingual (English and French) manuals downloadable from the Internet.

M27. Training: The EMNSS manuals must define all functions and include complete instructions for the operation of the product.

Output

M28. Voice Messages: The EMNSS must send local or long-distance voice messages of up to 1 minute in duration (exclusive of dialing time, ringing time and voice-mail response time).

M29. Voice Message Language: Voice messages must be delivered in French and English with voices using contemporary Canadian accents.

M30. Text-based Messages: The EMNSS must send text-based SMS messages of a minimum of 140 characters or e-mail messages of up to 500 words to at least 13000 registered Contacts within 10 minutes of being sent.

M31. Reliability: The EMNSS must be fully functional and operational 24 hours a day, 7 days a week, with at least 99.99% availability throughout the Contract period. In the event of an outage, the Contractor will advise the client of the outage and the impacts on the EMNSS. In the event of a scheduled outage, the Contractor will advise the client well in advance of the outage.

M32. Native SMS in Canada: The EMNSS must use short code in order to allow for the sending of true SMS versus email-to-SMS.

Database

M33. Data Recovery: The EMNSS must enable Administrators to recover a contact record that has been deleted for up to 5 days after deletion.

M34. Database Backup: The EMNSS must generate automatic database backups to one or more other locations in Canada at least once every 24 hours.

Administrator, User and Contact Information Management

M35. Administrator and User Profiles: The EMNSS must allow for the establishment and maintenance of a database of Administrator and user profiles that include the following:

- i. Full name
- ii. Position
- iii. Region
- iv. Branch
- v. Business address
- vi. Home address
- vii. An individual ID number
- viii. Primary 24 hour emergency coordinates
- ix. Secondary 24 hour emergency coordinates
- x. Cell phone number
- xi. Home phone number
- xii. Business phone number
- xiii. Business Fax number
- xiv. E-mail address
- xv. Designated alternate
- xvi. Smartphone number
- xvii. Permissions assigned.
- xviii. The EMNSS must allow Master Administrators to have full access permissions and to perform all functions of the EMNSS.

M36. Import Formats for Contact Information: The EMNSS must securely import contact information from existing databases (delivered to the Contractor in one or more electronic files) such as Microsoft Active Directory, PeopleSoft/Oracle HR, BCP Software, SQL, MS SQL Server, NetHris, HRIS database, and CSV (e.g. Excel), XML, MS Outlook and MDB files - without requiring manual (human) intervention - at intervals prescribed by the client or as required. The client must have the ability to import contact information manually if so desired. This process is to be delivered through a web services Application Programming Interface using a standards-based Service-Oriented Architecture.

M37. Contact Data Fields: The EMNSS must accommodate the creation of 45 data fields per record.

M38. Data Revision: The EMNSS must enable Administrators, users and contacts to view and manually edit the information in their own profiles, directly within the EMNSS, provided they have appropriate access control permissions.

M39. Data Revision: The EMNSS must enable Administrators and users to add, modify, and delete contacts and contact information, directly within the EMNSS, provided they have appropriate access control permissions.

M40. Log-in Data: The EMNSS must automatically assign a unique user ID for each Administrator and user. The Administrator must then be allowed to set a temporary password which can later be modified by the account holder.

Contact groups

M41. Creation: The EMNSS must enable Administrators and users to create groups of contacts based on variables such as Mode, Group, Region, Building or other criteria identified in the data fields of each contact's record.

M42. Hierarchical Groups: The EMNSS must enable Administrators and users to create hierarchical groupings so that groups include up to 50 levels of sub-groups in order to appropriately reflect an organization's structure.

M43. Number of Groups: The EMNSS must allow Administrators and users to define a contact to be a member of up to 50 groups.

M44. Search feature: The EMNSS must allow Administrators and users to conduct a search or filter contacts based on criteria identified in the data fields of each contact's record. The EMNSS must also have the capability to quickly create unique groups using the results of the search function.

M45. Sort features: The EMNSS must allow Administrators and users to sort contact lists alphabetically or, using any other criteria identified in the data fields of each contact's record. The EMNSS must also have the capability to quickly create unique groups using the results of the sort function.

M46. Sorting Stakeholders' by Language: The EMNSS must have the capability to list stakeholders by language of correspondence in order to allow the sending of only French messages to French speaking stakeholders and English to English speaking stakeholders.

Message initiation

M47. Service Access: The EMNSS must enable Administrators and users to access the service for contact management, message creation (voice or text-based) or message transmission purposes via the following methods and devices:

- i. Computer (via the internet either through cable or WI-FI);
- ii. Landline telephone;
- iii. Cellular telephone;
- iv. Smartphone;
- v. Personal digital assistant;
- vi. Telecommunications device for the deaf;
- vii. Voice over Internet protocol; and
- viii. Contractor's Application.

M48. Message Creation: The EMNSS must enable Administrators and users to create and record voice and text-based messages in French and English for present or future use.

M49. Customizing Messages: The EMNSS must enable Administrators and users to customize pre-recorded messages by adding introductory and/or closing statements.

M50. Message verification: The EMNSS must allow Administrators and users to hear the voice message and/or to read the text-based message before it is sent.

M51. Time Zone Recognition: The EMNSS must recognize and understand time zones.

Message transmission

M52. Media: The EMNSS must send messages to contacts via the following media:

- i. Landline telephone;
- ii. Cellular telephone;
- iii. Smartphone, including telephone, text and e-mail communications;
- iv. Personal Digital Assistant;
- v. SMS text message;
- vi. E-mail;
- vii. Facsimile;
- viii. Telecommunication Device for the Deaf; and
- ix. Contractor's Mobile Application (push notifications).

M53. Safeguards: The EMNSS must have an effective safeguard (such as a prompt message) that prevents routine messages from being sent out as emergency notifications and requests if the Administrators or users has sought approval prior to sending a notification.

M54. Phone Number Types: The EMNSS must have the ability to make local and long distance calls within Canada and the United States. The EMNSS must also have the ability to dial international numbers and phone numbers with extensions.

M55. Order of Contact Methods: The EMNSS must allow Administrators and users to set the default order of devices used to notify contacts but also allow users and contacts to override the order if they have the appropriate permissions to do so.

M56. Language of Message and Contacts: The EMNSS must allow Administrators and users to select messages in either French or English and to automatically transmit them in the contact's pre-selected corresponding language.

M57. Simultaneous Transmission: The EMNSS must allow users to send a recorded voice message and a text message in a single notification to all selected contacts for delivery through the media listed in M50.

M58. Caller ID: Either globally or on a message-by-message basis, the EMNSS must allow Administrators and users initiating a message to customize the telephone number displayed (caller ID) for voice messages and the e-mail addresses for text-based messages.

M59. Escalation: The EMNSS must escalate messages when the intended contact has not confirmed receipt of the correspondence (with 3 levels of person-to-person escalation) within a given period of time. If no confirmation of receipt is received within a given period of time, then the message will be redirected to an alternate point of contact if one has been designated (see M35).

M60. Delivery Attempts: The EMNSS must allow users and Administrators to select the number of delivery attempts through all contact paths.

M61. E-mail Attachments: The EMNSS must allow e-mails to attach multiple files (e.g. text, spreadsheet and images) and send them to an e-mail device.

M62. Message Control: The EMNSS must allow an Administrator or user to stop, recall or replace a message initiated by them or another Administrator or user with the same level of permissions at any time during the message sending process.

M63. Back-Up Contacts: The EMNSS must automatically send messages to a back-up contact if a primary contact does not acknowledge receipt of the initial message within a period of time defined by the sender.

M64. First to Respond: The EMNSS must have the capability to send notifications systematically until a predetermined number of affirmative responses are received.

M65. Roll Call: The EMNSS must have the capability to send notifications for the purpose of soliciting a positive or negative acknowledgement from the recipient, such as "are you OK?", "Not OK", "I'm OK".

Message delivery features

M66. Voice Message Repeat: The EMNSS must allow contacts to listen to a voice message as often as desired with a single key press.

M67. Acknowledgements: The EMNSS must seek and receive acknowledgements of messages through the device types identified in the media identified in M50, with the exception of facsimile, push notifications and SMS transmissions.

M68. Re-send: The EMNSS must allow Administrators and users to re-send a notification to only those contacts who did not respond to the original notification.

M69. Voice-Mail: The EMNSS must leave a message when a voice-delivered message reaches an answering machine or voice-mail. If a message is left, the EMNSS must also contact the back-up contact if the message was left on the primary contact's voicemail box.

M70. Electronic Voice: The electronic voice transmitter must use Canadian (English and French) accents.

Message management

M71. Recurring Messages: The EMNSS must allow Administrators and users to set up recurring messages.

M72. Scheduling: The EMNSS must allow Administrators and users to schedule a notification to be sent at a future date and time.

M73. Voice-Mail: The EMNSS must distinguish when a live contact is reached versus when an answering machine or voicemail has been reached on voice-delivered devices.

M74. Mass notifications: The EMNSS must allow unlimited and unrestricted mass notifications capabilities.

Reporting

M75. Dashboard: The EMNSS must provide a real-time dashboard for each active notification broadcast allowing Administrators and users to view broadcast parameters (e.g. devices, start time, duration and number of cycles) and see status of broadcast results (e.g. confirmation and responses).

M76. History: The EMNSS must allow Administrators and users to view a history of message results for the entire period of the contract.

M77. Audit Trail: The EMNSS must produce real-time message broadcast result reports using all application data which contains, but is not limited to, all of the following information:

- i. Name, date and time of the message;
- ii. Name of the Administrator or user who initiated the broadcast;
- iii. Number of redial attempts requested by initiator;
- iv. Summary statistics, including total notified contacts, total confirming receipt/not confirming receipt, percentage confirming receipt/not confirming receipt. If a polling Message, a total for each response. This information must be collated for individual messages and cumulatively; and
- v. Detailed calling information, including call-result of each attempt within the broadcast, the addresses and associated phone numbers attempted, the attempt number and the result (e.g., confirmed with date and time, busy, no answer or voicemail).

M78. Export: The EMNSS must export all types of report data in CSV, XLS, HTML, or PDF formats, as defined by an Administrator or user.

M79. Printing: The EMNSS must allow Administrators and users to print real-time reports of any data or statistics directly from the GUI.

M80. Reports: Upon request, the Contractor must search and generate reports based on user-defined criteria and/or key words including wild card searches. In addition, the Contractor must retain a permanent record of all reports.

Proposed Contractor

ERMS Solutions Limited
2916 South Sheridan Way, Suite 300, Oakville, ON. L6J 7J8

Proposed Period of Contract

Period of the contract for the provision of the EMNSS will be for one (1) year after the contract is awarded.

Any resulting contract will include options to extend the period of services for up to four (4) additional one (1) year periods.

Estimated Value of the Proposed Contract

The estimated value of the proposed contract including options is \$415,000.00

Sole Source Justification

ERMS Solutions Limited is the only company that offers unlimited mass notifications with the ability to port the current CRA Building Status Line (BSL) number (1-877-215-7336) to their system. All CRA employees are well aware of the BSL existence and its number which is printed on the back of their identification cards. The Hotline feature, using the current BSL number, is crucial for employees who decide to opt out of the mass notification methods as this feature will still provide them with information about emergency events affecting their building. As emergency events are unpredictable and with approximately 47 000 employees at the CRA, it is mandatory to have unlimited and unrestricted mass notification capabilities.

ERMS Solutions Limited includes an application that has the functionality to send push notifications and to work on any platform including smart phones, tablets and laptops. This application facilitates the timely sharing of information to CRA employees in the event of an emergency situation. The application includes the ability to call the hotline, access to "My info", which is a mailbox with all messages sent to the device and geo-location.

Applicable Limited Tendering Reasons

The Canada Revenue Agency (CRA) is proposing to award a contract as described above in accordance with the following exceptions:

CRA Contracts Directive

Article 5.2 (c) of the CRA Contracts Directive is being invoked for this procurement as only one person or firm is capable of performing this contract.

Canada Free Trade Agreement (CFTA)

CFTA allows for sole sourcing on the following basis:

Articles 513.1 (b) is applicable on the basis of limited tendering if the goods or services can be supplied only by a particular supplier and no reasonable alternative or substitute goods or services exist for the following reason: (ii) the protection of patents, copyrights, or other exclusive rights.

North American Free Trade Agreement (NAFTA)

NAFTA allows for sole sourcing on the following basis:

Article 1016.2 (b) is applicable on the basis of limited tendering due to reasons where, for works of art, or for reasons connected with the protection of patents, copyrights or other exclusive rights, or proprietary information or where there is an absence of competition for technical reasons, the goods or services can be supplied only by a particular supplier and no reasonable alternative or substitute exists.

Canada Chile Free Trade Agreement (CCFTA)

CCFTA allows for sole sourcing on the following basis:

Article Kbis-09.1 (b) is applicable where, for works of art, or for reasons connected with the protection of patents, copyrights or other exclusive rights, or proprietary information or where there is an absence of competition for technical reasons, the goods or services can be supplied only by a particular supplier and no reasonable alternative or substitute exists.

Canada Columbia Free Trade Agreement (CCoFTA)

CCoFTA allows for sole sourcing on the following basis:

Article 1409.1 (b) (iii) is applicable where the goods or services can be supplied only by a particular supplier and no reasonable alternative or substitute goods or services exist due to an absence of competition for technical reasons.

Canada Panama Free Trade Agreement (CPaFTA)

CPaFTA allows for sole sourcing on the following basis:

Article 16.10 1. (b) (iii) is applicable if the procurement can be carried out only by a particular supplier and a reasonable alternative or substitute does not exist because of the absence of competition for technical reasons.

Canada Peru Free Trade Agreement (CPFTA)

CPFTA allows for sole sourcing on the following basis:

Article 1409 1. (b) is applicable where the goods or services can be supplied only by a particular supplier and no reasonable alternative or substitute goods or services exist (iii) due to an absence of competition for technical reasons.

Canada–Honduras Free Trade Agreement (CHFTA)

CHFTA allows for sole sourcing on the following basis:

Article 17.11.2(b) is applicable where a good or service being procured can be supplied only by a particular supplier and a reasonable alternative or substitute does not exist because: (i) the good or service is a work of art, (ii) the good or service is protected by a patent, copyright or other exclusive intellectual property right, or (iii) there is an absence of competition for technical reasons.

Canada–Korea Free Trade Agreement (CKFTA)

CKFTA allows for sole sourcing on the following basis:

Article 1.2: Relation to Other Agreements

The Parties affirm their existing rights and obligations with respect to each other under the WTO Agreement and other agreements to which both Parties are party.

World Trade Organization – Agreement on Government Procurement (WTO-AGP)

Article XIII 1 (b) of WTO-AGP is applicable on the basis of limited tendering:

1 (b) where the goods or services can be supplied only by a particular supplier and no reasonable alternative or substitute goods or services exist for any of the following reasons: (i) the requirement is for a work of art; (ii) the protection of patents, copyrights or other exclusive rights;(iii) due to an absence of competition for technical reasons.

Comprehensive Economic and Trade Agreement (CETA)

CETA allows for sole sourcing on the following basis:

Article 19.12(b) if the goods or services can be supplied only by a particular supplier and no reasonable alternative or substitute goods or services exist for any of the following reasons: (i) the requirement is for a work of art; (ii) the protection of patents, copyrights or other exclusive rights; or (iii) due to an absence of competition for technical reasons.

Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

CETA allows for sole sourcing on the following basis:

Article 15.10(b) if the good or service can be supplied only by a particular supplier and no reasonable alternative or substitute good or service exists for any of the following reasons: (i) the requirement is for a work of art; (ii) the protection of patents, copyrights or other exclusive rights; or (iii) due to an absence of competition for technical reasons.

Canada-Ukraine Free Trade Agreement (CUFTA)

CETA allows for sole sourcing on the following basis:

Article 10.13(b) if the goods or services can be supplied only by a particular supplier and no reasonable alternative or substitute goods or services exist for any of the following reasons: (i) the requirement is for a work of art; (ii) the protection of patents, copyrights or other exclusive rights; or (iii) due to an absence of competition for technical reasons.

Supplier's Rights

Suppliers who consider themselves fully qualified and available to provide the services/goods described herein, may submit a Statement of Capabilities in writing to the Contracting Authority identified in this Notice on or before the closing date of this Notice. The Statement of Capabilities must clearly demonstrate how the supplier meets the advertised requirements.

When submitting a Statement of Capabilities to the Contracting Authority, the supplier must reference the following on the outside of the envelope or on the covering page, in the case of a facsimile transmission:

- CRA file number 1000348508;
- Contracting Authority's name;
- Closing date of the ACAN.

When submitting a Statement of Capabilities by e-mail, the supplier must direct the email to the attention of the Contracting Authority and reference the CRA file number and the ACAN closing date in the subject line.

CLOSING DATE FOR STATEMENT OF CAPABILITIES: on 2019/09/18 at 2:00 P.M. EDT Eastern Daylight Time

The Crown retains the right to negotiate with suppliers on any procurement.

Documents may be submitted in either official language of Canada.

Inquiries and submission of statements of capabilities

Contracting Officer

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