

QUESTION AND ANSWER NUMBER 1

SOLICITATION 5000041797

Worker Safety Monitoring System and Emergency Response

1. In the previous RFI that was released by Environment Canada, it mentioned specifically the Iridium Extreme 9575 Satellite device and the requirement for the monitoring centre to communicate with employees using this device in radio mode. Also, for this communication to be recorded. This device is not specifically mentioned in the RFP. Is this still a requirement? This would require installation of satellite antennas and recording equipment which would have an upfront cost, so it is important to know in order to provide a fair financial proposal.

The Original RFI included the Enforcement branch and they needed this for legal purposes. This RFP does not include this type of service.

2. Mandatory criteria M.3. states that the system must be available via two-way personal satellite communicators. Can you clarify which two-way satellite communicators?

Environment and Climate Change Canada (ECCC) presently uses the Iridium inReach and Globalstar SPOT devices. Any two-way personal satellite transceiver of this type would be acceptable.

3. Mandatory criteria M.11 – What do you mean by “end of day notifications”?

ECCC requests that when monitored staff end their day and sign out of the Worker Safety Monitoring System, the system will send the ECCC contact an “end of day notification” indicating that this employee has completed their work for the day and does not need to be monitored.

4. M.18 – What do you mean by “fully integrated into the Itinerary Monitor service”?

If bidders choose to contract out Module B to a 3rd party, ECCC personal querying the Worker Monitoring Safety System should be able to see the progress of any such ongoing escalated response.

5. Both the Itinerary Monitor and Escalated Response definitions state that it may be a departmental or third-party contact person. Will ECCC employees be responsible for assigning whether a departmental or third party contact is used for these two roles when submitting their itinerary?

These definitions are taken from the ECCC Safe Check-In Directive (Annex D) and have been elaborated on for the purposes of this RFP. In some instances when other groups in ECCC that are not covered under this RFP, the Itinerary Monitor and Escalated Responder would be someone from ECCC. Module A refers to the Itinerary monitor and Module B refers to the Escalated responder, both supplied by the bidder for the purposes of this RFP. ECCC will always provide an ECCC Contact when staff submit their itineraries into this system.

6. It is not clear whether the Itinerary Monitor role is expected to be filled internally by ECCC, by the bidding call centre, or potentially both. On page 25 under tasks for Module A: Itinerary Monitor, it states Contractor Responsibilities which seems to suggest you are expecting the call centre to perform this role. However, in the preceding page it states it may be filled by a departmental or third party contact. Can you clarify if and when the bidding call centre is expected to fill this role?

See reply to question 5 above.

7. On page 26, you state the contractor is responsible for maintaining up-to-date employee emergency contact information from the employee’s manager/supervisor. How do you propose the contractor manage this? Typically, it is the responsibility of the customer to provide accurate and up-to-date

emergency contact information to a contractor as we do not have access to your internal systems or have any way of knowing when employees are hired/terminated/move roles and so on.

ECCC will provide the up to date information to the bidder's system and the system should have the ability to retain this most recent information and it be available to the ECCC contact, the itinerary monitor and the escalated responder. Fields in the system that can be updated by ECCC contacts or the employee's supervisor/manager is sufficient for the purposes of this RFP.

8. On Page 31, you indicate the employee will submit the itinerary/sail plan to the Manager for approval. Are you seeking the lone worker system to facilitate this or will this be submitted separately, for example via email, to the manager and once approved, then submitted to the Itinerary Monitor via the lone worker system?

The itinerary/sail plan is developed by the employee who will then review it with the supervisor/manager to ensure that everything is complete. The employee or supervisor/manager should then be able to upload this information into the system for monitoring purposes.

9. On page 31, you indicate that the Itinerary Monitor will notify the Escalated Responder in Situation #3 if there is an emergency. However, both the Itinerary Monitor and Escalated Responder will be monitoring the lone worker system and will receive alerts. Would it be preferable to have the Escalated Responder respond to directly to emergency notifications so as to minimize response times rather than wait to be contacted by the Itinerary Monitor? It also says the employee may contact the Itinerary Monitor OR Escalated Responder directly. It seems like there is unnecessary complexity and room for confusion/error by having the monitoring duties split between two possible roles in the Itinerary Monitor and Escalated Responder. Can ECCC clarify why it has chosen to approach monitoring in this way as opposed to simply having one designated monitor that receives and responds to alerts?

As indicated in the reply to question 5 above, these flowcharts are taken from the ECCC Safety Check-In Directive and in some cases ECCC groups conduct their own monitoring of staff. For the purposes of this RFP, the bidder will assume both roles, the Itinerary Monitor (Module A) and the Escalated Responder (Module B).

10. Will the lone worker system be required to accept and transmit data from all the communication devices noted on page 39?

All of these communication devices are listed in the ECCC Safety Check-In Directive and are acceptable devices for remote field communication. For the purpose of this RFP, it will not include Distress Radio Beacons/Emergency Beacons and VHF/UNF radios. Only those communication devices listed in M3 will be necessary for this RFP.

11. Regarding M.2: Can you please provide an example of an acceptable certification in order to comply with this request.

As stated above M.2., Mandatory Certifications, a bidder must sign and include Annex G with its bid to demonstrate that it can meet mandatory certifications M.2. – M.14.