



QUESTION AND ANSWER NUMBER 2

SOLICITATION 5000041797

Worker Safety Monitoring System and Emergency Response

Question 1 - Part 1 General Information, Section 2.1

Environment Canada has a requirement for a worker safety monitoring system and emergency response service for its employees that perform field work in remote locations, low traffic areas, and work that is medium to high risk as detailed in the Statement of Work, Annex A to the bid solicitation. The period of the Contract is from date of Contract to January 31, 2023 inclusive.

Please clarify the requirements of “emergency response service” for its employees? Is this notification of designated Alert Contacts for the employee or something else?

Response 1:

In Annex A, the “emergency response service” refers to **Module B: Escalated Responder** (see page 23 – 24 and 26-27). In particular, these portions of the RFP describe what we mean by an “emergency response service”:

(page 23) Escalated Responder / Call Centre – Is a departmental or third party contact person(s) who is identified on the itinerary/sail plan and are required to take action in the event of an emergency/failure to receive contact from an employee(s); that meet the criteria of this directive.

The Escalated Responder will be notified by the Itinerary Monitor in the event of an emergency or the failure to contact an employee (unconfirmed emergency). The Escalated Responder is the one to follow the Emergency Response Plan to send help or ensure the safety of the monitored employee(s).

(page 26) Contractor Responsibilities:

The Contractor, herein referred to as the Escalated Responder(s), must:

3. When notified by the Itinerary Monitor, the Escalated Responder(s) must employ all available means to continue to contact the employee. Efforts must continue until the employee is located;

4. In the event that contact with the employee(s) is not established within a reasonable timeframe of no more than 60 minutes or an emergency is declared, the Escalated Responder(s) must implement the Emergency Response Plan.

Question 2 - Part 1 General Information, Section 2.3

Bidders must provide a list of names, or other related information as needed, pursuant to section 01 Integrity Provisions of Standard Instructions 2003.

Please confirm if the Section 01 Integrity Provisions of Standard Instructions 2003 are provided in the RFQ documents or located somewhere else?

Response 2:

The Standard Instructions 2003 can be found at the following Link: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/24>

Section 01 Integrity Provisions is included in the link referenced above.

Question 3 – M.2

The Bidder certifies that the itinerary monitor user interface, notifications, training and administration is available Canada-wide, 24 hours per day, 365 days per year, in both English and French.

Please provide the approximate Amount or % of Total Users that will require to interface with all aspects of the service in French?

Response 3:

The approximate amount or percentage of total users that will require all services in French is to be determined and the amount or percentage of total users may fluctuate throughout the contract.

The App provided by the Contractor must be available in both official languages, this includes the messages that are sent out.

The majority of users in Quebec and New Brunswick are likely to want to use the system in French, as well as some others across Canada. Training materials in both languages are absolutely required, as are bilingual call centre staff to ensure that employees can interact in their first language during an emergency.

Question 4 – M.3

The Bidder certifies that its system is accessible via landline telephones, cellular and smart phones, smart phone app, satellite phones, and two-way personal satellite communicators, to allow ECCC employees to activate and end monitoring, submit and modify itineraries, as well as activate the emergency response procedures as soon as possible through these devices.

Please provide additional details in terms of the Itinerary Monitor requirements to interact with the two-way personal satellite communicators? What is this two-way personal satellite communicators and how do they function? How do these devices interact with our Emergency Monitoring Center? Please also provide additional details in terms of ECCC employees submitting and modifying itineraries?

Response 4:

As per page 27 of the RFP, ECCC “Provide all monitored employees with two-way communication devices and training on said devices (Smartphones, Satellite phones and other personal satellite communication and tracking devices personal **such as SPOT or InReach**, etc.) as appropriate for each particular field project.”

“Two-way personal satellite communicators” refers to devices such as SPOT or InReach units that allow not only one-way check-ins by the user, but for text communication between the device user and someone else (e.g. the call centre). This criterion is to ensure that the Emergency Monitoring Centre will use two-way text communication with satellite devices as part of its methods to try to contact an overdue employee before declaring an emergency.

The Itinerary Monitor and Emergency Response Centre must also be able to receive modifications to itineraries (e.g. changes to route, accommodations) via all methods of communication, including text communication from a personal satellite communicator.

Examples of a two-way personal satellite communication devices:

- SPOT X: <https://www.findmespot.ca/en/index.php?cid=666>
- inReach SE+ : <https://buy.garmin.com/en-CA/CA/p/561286>

Question 5 – M.8

The Bidder’s system must use an application programming interface (API), and not an email server, to transfer data from satellite communication devices to the itinerary monitor to track check-ins.

Please provide additional details in terms of the transfer of data from the satellite communication devices to the Itinerary Monitor?

Response 5:

The transfer of data refers to the ability for the itinerary monitor to receive check-ins from employees while they are being monitored. The system used to receive check-ins from satellite communication devices

(e.g. SPOT, InReach) and have them register with the itinerary monitor software needs to be robust and use an API rather than rely on email servers that have been shown to fail in the past. Refer to page 24 of the RFP:

Itinerary Monitor – Is a departmental or third party contact person(s) who is identified on the itinerary/sail plan and will receive check-in notifications and requests for assistance that meet the criteria of this directive from employee(s) performing work.

The Itinerary Monitor will receive check in notifications and requests for assistance, and provide alerts when an employee is overdue, that meet the criteria outlined in the ECCC Safety Check-In Directive for employees performing field work.

Question 6 - Background

Environment and Climate Change Canada (ECCC) conducts research and monitoring activities that at any time may require its employees to work alone or in teams in locations that are remote or distanced from assistance. This creates two challenges:

- 1) The ability to communicate with the employee(s) or employer when required; and
- 2) The ability to initiate emergency response without delay.

Please provide additional details regarding the term “emergency response”?

Response 6:

As per definitions on page 24 of the RFP, an “**Emergency**” is “A serious, unexpected, and often dangerous situation that poses, or has a high probability of escalating to pose, an immediate risk to the health and safety of an employee” and an “**Emergency Response Plan**” is “A plan of action for the efficient deployment and coordination of services, agencies and personnel to provide the earliest possible response to an emergency. Response plans must take into account the risk factors associated with the work and its location, in order for the plan to be implemented in a timeframe commensurate with those risks.”

Therefore, an emergency response in the context of #2 above is the ability for the employee to request help in response to “a serious, unexpected, and often dangerous situation”. This may vary from support over the phone, to deploying local emergency personnel on the employee’s behalf.

Question 7 - Objective

A number of programs within ECCC require a contractor to provide a worker safety monitoring system, with the option of also providing a call centre for full end-to-end emergency response, for a three-year period for up to 715 annual and 15 part-time employees across Canada.

Please provide clarification around “full end to end emergency response” and the expectations around a response?

Response 7:

A “full end to end emergency response” refers to the responsibility of the contractor to provide both Module A and Module B as described in the RFP in Annex A. This means the contractor must be able to not only declare an employee overdue, but also try to contact them to confirm if there is an emergency, and take the lead on deploying the Emergency Response Plan (refer to page 24 for definition). This differs from simply providing the Itinerary Monitor function and contacting the Department (ECCC) to initiate and lead an Emergency Response Plan.

Question 8 – Amendment on BuyandSell site

Is the List of Interested Suppliers available to anyone viewing the site? Or Must an organization ‘First’ Add their name to the LIST, in order to be able to view ‘Others’ that may be on the list?

Response 8:

The availability of the LIST of Interested Supplier is made available to the public.

Further information can be found at the following link: <https://buyandsell.gc.ca/procurement-data/tenders/about-tenders#lis-terms-of-use>

The following text has been copied and pasted from BuyandSell.gc.ca, About Tenders: List of Interested Suppliers Terms of Use

Public Works and Government Services Canada (PWGSC), on behalf of the Government of Canada, is making available to businesses the ability to optionally self-identify their interest in a specific tender notice through the List of Interested Suppliers (LIS). Businesses can provide their contact information to signal to other businesses their interest in a specific active tender notice on Buyandsell.gc.ca. Their contact information is published on the associated LIS and is available publicly to any individual who visits Buyandsell.gc.ca.

Contact Information

If you have a question concerning Buyandsell.gc.ca please see the [Tender Contacts](#) page and for a question concerning publishing via the Tender Management Application (TMA), please consult the [Tender Management Application Contacts](#) page.

Question 9

Are we required to include details in our response such as Company Profile, Experience, Team member profiles, etc.?

Response 9:

Bidders are encouraged to read Part 4-Evaluation Procedures and Basis of Selection since this Section identifies how bids will be assessed.

An example is M.1. that is found in Attachment 1 to Part 4, states that a bidder must have a minimum of three (3) years of experience providing a worker safety monitoring system and that a bidder must demonstrate this by submitting its company profile and listing experience providing a worker safety monitoring system.