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SHARED SERVICES CANADA

Request for Proposal for GREEN SCREEN APP and MAINTENANCE

Solicitation No.	2BS-9-49497	Date	January 13, 2019

Issuing Office	Shared Services Canada 427 Laurier Ave., 3rd Floor Ottawa, Ontario K1G 4A8	
Contracting Authority (The Contracting Authority is the contact for all questions and comments about this document)	Name	Michaela Criper
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Closing Date and Time	January 23, 2020 at 14:00	
Time Zone	Eastern Standard Time (EST)	
Destination of Goods/Services	See herein	
Email Address for Bid Submission by the Closing Date	michaela.criper@canada.ca	

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

This amendment 002 is raised to:

1. Extend the Closing Date; and
2. Answer questions from Industry.

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1. On page 1, at Closing Date and Time

Delete:
January 16, 2020 at 14:00

Insert:
January 23, 2020 at 14:00

2. Questions from Industry

Question 1:
How many licenses did you have in the past and how many licenses are you looking to get per year?

Answer 1:
Canada is looking for a Green Screen App solution and not a license by license approach. An Enterprise Application with the ability to be installed on as many devices as required. Parks Canada estimates that the enterprise app will likely be installed on a minimum of 75 devices but it may reach up to 200 devices. These devices would be used by 50-75 different users across the country with a single user potentially running the app on more than one device to facilitate a more efficient work flow at events.

Question 2:
What the budget is for the app?

Answer 2:
This information will not be provided at this time.

Question 3:
Is there a specific timeline you are working within that you need to have the app fully functional by?

Answer 3:
Canada would like a fully functional and tested app, with final and bilingual training materials and support in place and running smoothly for use by May 10, 2020, when our full visitor season begins.

Question 4:
Are there device specifications (limitations) that the app needs to work on? We traditionally build apps that are backwards compatible to any version of the device platform that is currently being maintained and supported by the manufacturer. Is this ok?

Answer 4:
The current enterprise app is run on various models of iPads, so it would be best if it was firstly compatible with iPads to maximize compatibility with our existing inventory of devices used for this purpose, but we also want it to function on iPhones as well as in the Android OS on Android tablets and mobile phones, and Chrome OS tablets. The user interface for managing events and uploading our own content and branding elements must be accessible and compatible with Parks Canada's corporate infrastructure (Windows 10 based, as detailed in the SOW) or preferably be a web based interface that Parks Canada team members can log into to manage event background and branding imagery.

Question 5:
Were you looking for a COTS or would a custom solution be fine by yourselves?

Answer 5:
Canada is willing to accept either a COTS solution, with a degree of customization to suit Parks Canada's needs as noted in the SOW, or a custom solution that directly addresses those needs noted in the SOW.

Question 6:
With regards to the administrative functions to be carried out, besides those identified in the RFP, are there any other features required?

Answer 6:
The features listed in the RFP are what Parks Canada requires at this time.

Question 7:
Would pictures be communicated directly with the individual in the picture at the time of taking the picture and if yes, is there any storage on the device or the cloud/server for future use?

Answer 7:
Pictures and personal information, including but not limited to items like names, email addresses, etc., would not be stored on external networks or servers. Instead they would be stored temporarily on the device used until the picture is emailed directly to the participant, then the information would be deleted from the device. A moderate delay of a day or a weekend, would be acceptable until emails have been delivered, which would accommodate use in situations where connectivity is not optimal. Emails would be sent directly from a Parks Canada email address connected to the app, and be sent directly to public individuals.

Question 8:

With regards to hosting the solution, would you like us to use your infrastructure or would we be providing that as part of our solution, including domain management, and SSL certificates?

Answer 8:

We would expect the vendor to provide those things as part of the solution, however there must be a mechanism to associate the Parks Canada email address with the app and its infrastructure, so emails are sent directly from the device through Parks Canada's email infrastructure. Personal information, including email addresses can not be stored on third party servers.

Question 9:

Would you need us to publish the apps from our accounts or would we do so from yours?

Answer 9:

Canada would prefer to publish the app from our accounts, however the app is intended to be an enterprise app, that Parks Canada team members could have access to install on their Parks Canada purchased devices through our own account with the stores (Apple), or through direct download and installation, or some other means if not possible through the app store. The app is not intended to be made available to the public, although it may however be directly used by members of the public if the app is installed on a Parks Canada device in a kiosk type setting in a visitor centre where public use is not supervised, although the usual use will be in events where the app is managed by a Parks Canada team member.

Question 10:

We saw the RFP posted by Parks Canada for the green screen app and were wondering if you were open to a custom build rather than an off the shelf solution as indicated in the documentation?

Answer 10:

Canada is willing to accept either a COTS solution, with a degree of customization to suit Parks Canada's needs as noted in the SOW, or a custom solution that directly addresses those needs noted in the SOW.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.