



RETURN BIDS TO : - RETOURNER LES SOUMISSION À:

Canada Revenue Agency
Agence du revenu du Canada
See herein / Voir dans ce document

Proposal to: Canada Revenue Agency
We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein and/or attached hereto, the goods and/or services listed herein and on any attached sheets at the price(s) set out therefor.

Proposition à : l'Agence du revenu du Canada
Nous offrons par la présente de vendre à Sa Majesté la Reine du Chef du Canada, en conformité avec les conditions énoncées dans la présente incluses par référence dans la présente et/ou incluses par référence aux annexes jointes à la présente et ci-jointes, les biens et/ou services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Bidder's Legal Name and Address - (ensure the Bidder's complete legal name is properly set out)
Raison sociale et adresse du Soumissionnaire - (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)

Blank lines for bidder information

Bidder is required to identify below the name and title of the individual authorized to sign on behalf of the Bidder - Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire

Name /Nom

Title/Titre

Signature

Date (yyyy-mm-dd)/(aaaa-mm-jj)

Telephone No. - No de téléphone

Fax No. - No de télécopieur

E-mail address - Adresse de courriel

AMENDMENT TO REQUEST FOR PROPOSAL / MODIFICATION DE DEMANDE DE PROPOSITION

Form containing fields: Title - Sujet, Solicitation No. - No de l'invitation, Amendment No. - N° modif., Solicitation closes - L'invitation prend fin on - le, Contracting Authority - Autorité contractante, Telephone No. - No de téléphone, Fax No. - No de télécopieur, Destination - Destination, and a security requirement notice.



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## SOLICITATION AMENDMENT # 001

This solicitation amendment is raised to:

1. Address the following questions submitted during the solicitation period as per RFP; and
  2. Amend the RFP.
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### 1. QUESTIONS AND ANSWERS

**Q1:** Can the Crown confirm if there is an incumbent who has provided these or similar services in the last 5 years? If so, can the Crown provide the name of the contractor and the contract value?

**A1:** There is no incumbent who has provided these or similar services to CRA in the last 5 years,

**Q2:** Is a dedicated Short Code SMS number required for SMS communication?

**A2:** Yes, a dedicated Short Code SMS is required for SMS communication. Please see Section 2 Amendments to RFP, #'s 1 and 2 below.

**Q3:** Can commitment tier packages of SMS communications be proposed instead of unlimited SMS communication packages?"

**A3:** No, Bidders must submit firm prices for unlimited users. As indicated in requirement M82, the EMNSS must have unlimited and unrestricted mass notification capabilities. Meaning, but not exclusive to, unlimited SMS, unlimited emails, unlimited push notifications, unlimited phone calls, etc.

**Q4:** Do you have an estimate of the volume of communication that shall be sent per year?

**A4:** We cannot provide an estimate of the volume of notifications that would be sent per year as emergency events are unpredictable and even more so with climate changes. Some emergency events may require more than 1 notification. The CRA has approximately 47000 employees located in 99 buildings across 6 geographical regions in Canada.

**Q5:** Do you expect to make regular broadcast tests?

**A5:** Broadcasts and systems tests might be conducted twice a year.



## 2. AMENDMENTS TO THE RFP

1. At Appendix 1: Mandatory Criteria,

### DELETE:

<b>M49</b>	Native SMS in Canada: The EMNSS must use short code (5 digits number) in order to allow for the sending of true SMS versus email-to-SMS.	
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### INSERT:

<b>M49</b>	Native SMS in Canada: The EMNSS must use a dedicated short code (5 or 6 digits number) in order to allow for the sending of true SMS versus email-to SMS.	
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2. At Annex A: Statement of Requirements;

### DELETE:

<b>M49</b>	Native SMS in Canada: The EMNSS must use short code (5 digits number) in order to allow for the sending of true SMS versus email-to-SMS.	
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### INSERT:

<b>M49</b>	Native SMS in Canada: The EMNSS must use a dedicated short code (5 or 6 digits number) in order to allow for the sending of true SMS versus email-to SMS.	
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**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**