



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)

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

Title – Sujet Emergency Mass Notification Software Solution (EMNSS)	
Solicitation No. – No de l'invitation 1000348508A	Date 2020-03-18
Amendment No. - N° modif. 003	
Solicitation closes – L'invitation prend fin on – le 2020-04-06 at – à 2:00 P.M. / 14 h	Time zone – Fuseau horaire EDT Eastern Daylight Time
Contracting Authority – Autorité contractante Name – Nom Alastair Webb Address – Adresse - See original document/ voir document original E-mail address – Adresse de courriel – alastair.webb@cra-arc.gc.ca	
Telephone No. – No de téléphone (613) 867-5203	
Fax No. – No de télécopieur (613) 957-6655	
Destination - Destination See herein / Voir dans ce document	
THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT. LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ.	



SOLICITATION AMENDMENT # 003

This solicitation amendment is raised to:

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

1. QUESTIONS AND ANSWERS

Q1: We wish to propose a solution from one of our US subsidiaries. We plan to host the processing solution and databases in Canada. Initially at least, (short-term) our US based employees, who have the required subject matter expertise would install and set up the system. They will be assisted and escorted by our Canadian employees who do have the required Government of Canada security screenings/clearances.

- a. Would the Security and Internal Affairs Directorate (SIAD) of the Canada Revenue Agency (CRA) grant our escorted US employees short-term access as described?
- b. If the answer to Question 1a is NO, would we be able to use our US subsidiary strictly as a software vendor to provide solution set-up support in a Canadian location, prior to the population of client data?

A1: The bidder must meet all security requirements stated in the RFP.

Q2: M8 - HotLine Transfer. Would CRA please clarify M8 with further details about the use case so we can further evaluate our compliance?

A2: In addition of the notifications sent by the system, the CRA employees must be able to obtain that same information by calling the Hotline.

Q3: M22 - Malicious Code Protecting. Does this requirement refer to malware/anti-virus protection?

A3: Yes this is mitigated using strong malware/ant-virus protection software.

Q4: M29 – Would CRA please explain the security requirement behind this requirement? Our solution purposely does not permit hard deletes of user for audit trail purposes. All deletes are soft in that the user is made inactive, and can be brought back if needed. Will this suffice for this requirement? If not, we request that CRA please move this to a rated requirement.

A4: The requirement is driven by the privacy concern over continued storage of unsubscribed user account information. From a security perspective the deletion of the account would help safeguard against any deliberate or accidental disclosure of the confidential user account information. The solution must meet M29.

Q5: M30 – Is this related to M29 or a separate requirement? Please clarify “transitory record”

A5: This does not relate to M29. Transitory records would be temporal electronic or physical information used to update a database. An example of this might be a draft.

Q6: M34: – This requirement effectively removes any solutions that are delivered on the world’s largest public cloud hosting provider, AWS. It is not a matter of simply hosting the solution with another cloud provider because the application includes specific AWS architecture components. While the prime hosting location would be in Canada in a Protected B data centre, the high availability back up, however, is not separated by a provincial



boundary (at least 200 km). The AWS Canada (Central) Region offers two Availability Zones. AWS Regions are comprised of Availability Zones, which refer to technology infrastructure in separate and distinct geographic locations with enough distance to significantly reduce the risk of a single event impacting availability, yet near enough for business continuity applications that require rapid failover. Furthermore, we believe that this current situation will likely change in the near-term with a new AWS data centre, likely in Ontario. Nevertheless, until that time, would CRA modify this requirement to permit the back-up site to be a separate location, but not separated by a border and 200km in distance? If not, we request that CRA please move this to a rated requirement.

A6: No, CRA will not modify M34.

Q7: M41 - Users are able to update their own profiles once they have been added to the system. (By a user an administrator type of role). Will this suffice? If not, we request that CRA please move this to a rated requirement.

A7: Users that subscribe to the systems to receive notifications must be able to self-register and update their own profiles. This is a mandatory. The solution must meet M41.

Q8: M58 - Currently our solution will support 10 levels deep. If 30 sub-levels is required specifically for CRA needs, then this requirements would require customization and we request that CRA please move this to a rated requirement.

A8: This is a mandatory. The solution must meet requirement M58.

Q9: M60 – Would CRA please provide further details about the use case that describes this requirement? E.g. a user calls a phone number, records a message and is able to send it without using the web at all? If this is the use case, we request that CRA please move this to a rated requirement.

A9: Administrators must be able to access the service via all the mentioned medias in M60 to create and send messages. This is a mandatory. The solution must meet requirement M60.

Q10: M63 – Would CRA please provide further details about the use case that describes this requirement? E.g. does this mean if a message is to be sent at 8 am, it should automatically be sent at 8 am specific to each time zone?

A10: This means that if a message is sent from an Administrator located in the Atlantic region, but received by a user located in the National Capital Region (Eastern time), the system will show the time where the recipient is located.

Q11: M64 – This is not supported. This would need to be a rated requirement if we are able to bid. A review and customization could occur of course. We request that CRA please move this to a rated requirement.

A11: No, this is a mandatory. CRA requires that the messages can be sent to all the medias mentioned in M64.

Q12: M65 – Our solution can be set up to require a passcode before creating certain messages. Would this meet the requirement? If not, we request that CRA please move this to a rated requirement.

A12: No, this is a mandatory. The safeguard must be before sending the message, not before the creation of the message.

Q13: M67 – Our solution allows phone numbers to be group into primary and secondary numbers. The system will call all the numbers in the primary group first. And, if there is no response, then it will call the secondary



numbers. This is configurable by the users. Does this meet this requirement? If not, we request that CRA please move this to a rated requirement.

A13: No, this is a mandatory. This requirement is not only about calls but also notifications sent by SMS, emails or as a push notification. Administrators and users must be able to set the orders of devices in which they want to receive the notifications.

Q14: M68 – Our solution does not have the ability to select a language for the message based on the users preferences. (e.g. a checkbox) However, most customers will include both languages (like English and French) in the same message. However, with our solution, the message would be delivered in the official language. Would this meet the requirement? If not, we request that CRA please move this to a rated requirement.

A14: No, this is a mandatory. The solution must meet requirement M68 and transmit the message in the user's pre-selected corresponding language.

Q15: M70 – This is currently not supported and would require customization to alter the sender email as described. We request that CRA please move this to a rated requirement.

A15: This is a mandatory. The solution must meet requirement M70.

Q16: M72 – We assume that by delivery attempts CRA is referring to a message that was not successfully sent. Is that correct? If not, can CRA please clarify how “attempts” is defined.

A16: Yes, that is correct, as well as messages not delivered to the recipient.

Q17: M73 – Our solution currently does not support this feature. If this is an immediate need, this can be added relatively quickly. (Weeks not months). We request that CRA please move this to a rated requirement.

A17: No, this is a mandatory. The solution must meet requirement M73.

Q18: M74 – Once “Send” is clicked, SMS messages go out very quickly (in seconds, little longer for emails). Given this, how valuable would a stop be in reality? For SMS, which is likely the vast majority of notifications, or a phone call, there is no recall available. Would CRA please provide further details about the use case that describes this requirement? We request that CRA please move this to a rated requirement.

A18: No, this is a mandatory. The Administrators must be able to stop, recall or replace the messages that are still in transition and not yet sent, when applicable. This doesn't apply to phone call that have been answered or where a voicemail was left.

Q19: M76 – Would CRA please clarify what defines an affirmative response? For example, if the notification is a phone call and the recipient answers and starts talking, we do not capture that. An affirmative (active) response confirmation is captured only if a recipient presses any digits.

A19: An affirmative response is a reply indicating acknowledgement.

Q20: M78 - Would CRA please provide further details about the use case that describes this requirement? For example, we can track the location of a user via the mobile app (if the user allows it). Therefore, unless a broadcast message was sent to all locations, they would not receive an alert not applicable to them.

A20: When users call the Hotline, they only obtain the notifications (if any) for the location(s) they've registered for. They don't have to listen to the notifications for all the locations.



Q21: M86 – We support export to XLS. That format can be converted to all these formats, of course. If that does not meet CRA requirements, we request that CRA please move this to a rated requirement.

A21: The solution must export reports in all the formats listed in M86.

Q22: M90 - Not currently provided. Interestingly, our clientele has never required full documentation. The system design is highly intuitive without the need for user manuals. However, this requirement will be met quickly for CRA when required. We request that CRA please move this to a rated requirement.

A22: No, this is a mandatory. The solution must meet requirement M90.

Q23: Can you please confirm that the link specified in requirement M21 is valid as it results in an error message when activated. M21 The EMNSS must protect the integrity of transmitted information based on the CSEC approved communication algorithms <https://cyber.gc.ca/en/guidance/cryptographic-algorithms-unclassifiedprotected-and-protected-b-information-itsp40111>.

A23: Please see Section 2 Amendments to RFP, #'s 2 and 3 below.

Q24: a) In order to help us estimate pricing over the course of this contract, would CRA please provide the following volume estimates?:

Estimated volume of the following notifications per month:

- SMS
- Phone calls
- Emails

b) Does CRA expect these volumes to increase over the full term of the contract? If so, what is the expected percentage increase per year?

A24: 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.

Q25: Regarding: 7.9 Supplemental Terms and Conditions (Licensed Software Transfer)

The license to use the Licensed Software under the Contract is transferable by Canada, in whole or in part, under the same conditions of the Contract, to any Device or Client, as applicable, or to any Canadian government department, corporation or agency, as defined in the Financial Administration Act, R..S. C.1985, c.F-11, as amended from time to time, or to any other party for which the Department of Public Works and Government Services Canada has been authorized to act under section 16 of the Department of Public Works and Government Services Act, S.C. 1996, c.16, as long as Canada informs the Contractor of the transfer within thirty (30) days of the transfer occurring.

Why is this clause part of the contract? Does CRA plan to provide the license universally across the entire Government of Canada? If so, what is the number of potential users for the system?

A25: This clause is included in the event that CRA requires a transfer of the licensed software. No, CRA does not plan to provide the license across the entire Government of Canada.



Q26: Regarding: 2030 31 (2014-09-25) Default by the Contractor

If the Contractor is in default in carrying out any of its obligations under the Contract, the Contracting Authority may, by giving written notice to the Contractor, terminate for default the Contract or part of the Contract. The termination will take effect immediately or at the expiration of a cure period specified in the notice, if the Contractor has not cured the default to the satisfaction of the Contracting Authority within that cure period.

Will Canada remove "immediately" and provide a number of days, such as 30 days for the period of time? The contractor should be permitted a reasonable amount of time to cure any default.

A27: No, CRA will not make the requested changes.

Q28: With respect to requirement M30, can CRA provide a definition and examples of what would be considered 'transitory records'.

A28: Transitory records would be temporal electronic or physical information used to update a database. An example of this might be a draft.

2. AMENDMENTS TO THE RFP

1. On Front Page (Page 1) of RFP, at Solicitation Closes;

DELETE:
2020-03-23

INSERT:
2020-04-06

2. At Appendix 1, Mandatory Criteria;

DELETE:

M21	The EMNSS must protect the integrity of transmitted information based on the CSEC approved communication algorithms https://cyber.gc.ca/en/guidance/cryptographic-algorithms-unclassified-protected-and-protected-b-information-itsp40111 .	
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INSERT:

M21	The EMNSS must protect the integrity of transmitted information based on the CSEC approved communication algorithms https://cyber.gc.ca/en/guidance/cryptographic-algorithms-unclassified-protected-and-protected-b-information-itsp40111 .	
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3. At Annex A: Statement of Requirements;

DELETE:

M21	The EMNSS must protect the integrity of transmitted information based on the CSEC approved communication algorithms https://cyber.gc.ca/en/guidance/cryptographic-algorithms-unclassified-protected-and-protected-b-information-itsp40111 .
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INSERT:

M21	The EMNSS must protect the integrity of transmitted information based on the CSEC approved communication algorithms https://cyber.gc.ca/en/guidance/cryptographic-algorithms-unclassified-protected-and-protected-b-information-itsp40111
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ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED