



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 2020-04-21
Amendment No. - N° modif. 005	
Solicitation closes – L'invitation prend fin on – le 2020-05-04 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 # 005

This solicitation amendment is raised to:

1. Address the following questions submitted during the solicitation period as per RFP.

1. QUESTIONS AND ANSWERS

Q1: Previous answers regarding the Hotline (Building Status Line) functionality are not clear about how this works. From the information provided, there is a registration process whereby employees register the buildings that they are interested in.

- a) Does this mean that when an employee calls the Hotline they enter information to identify themselves? If so, what information is entered?
- b) Do all employees call the same 1-800 number?
- c) Is the current hotline solution expected to be replaced or are you looking for vendors to develop an interface into this application?

A1:

- a) It depends how the system is built, but it can be that the employee enter their personal code (password) or the system recognize the phone number from which the employee is calling as it is registered in the system.
- b) Yes – and it must be the same number currently used by the CRA for the building status line. The EMNSS must be able to transfer the current toll free number to their system.
- c) The CRA is looking for a new solution to replace the current hotline (building status line).

Q2: The answer to the question regarding M60 implies that administrators must be able to access all EMNSS features via a landline telephone. Can you confirm that you are looking to have an administrator use a phone to create new users, add users to new groups, delete users, compose text messages , compose emails, and add email attachments.

A2: Requirement M60 states: The EMNSS must enable Administrators to access the service for user management, message creation (voice or text-based) or message transmission purposes via the mentioned methods and devices. In the case of a landline telephone, the Administrator will use it to create a voice message and for message transmission.

Q3: Can you explain what is meant by “message-by-message basis” in requirement M70. Does this mean that you want to be able to send Message 1 from caller ID A and Message 2 from Caller ID B or do want to have some recipients of Message 1 to get caller ID A while other recipients get Message 1 from Caller ID B?

A3: The Administrator must be able to customize the telephone number (caller ID) and email address before sending a message, on an ad-hoc basis.

Q4: Further to question #1 that was published in Amendment 4, will the CRA accept bids submitted through the Canada Post ePost service? This service is used on all other Government of Canada RFPs and is included in Standard Instructions 2003 which is referenced in this RFP (see <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/24#transmission-by-facsimile>)

A4: No, at the moment, CRA will not accept bids through the ePost service. The Standard Instructions 2003 (2019-03-04) referenced above is not the version included in this RFP. This RFP makes reference to Standard Instructions 2003 (2016-04-04). As stated in section 2.5-Submission of Bids of the RFP, electronic bids will not be accepted.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED