

## AMENDMENT 2

### QUESTIONS AND ANSWERS

**Q1. My company is indigenous owned, does the entire company, or the proposed project team need to comprise 33% indigenous employees?**

A1. If the company has 6 or more employees 33% of the employees of the entire company must be indigenous in order to be registered in the IBD and eligible for PSAB set-aside contracts

**Q2. Regarding Essential (mandatory) outcomes #2 the proposed solutions must *be able to be integrated with current Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC)/Indigenous Services Canada (ISC) systems, and should have interoperability with existing Government of Canada online databases and applications;***

When integration is specified, what is the level of integration desired? If active integration is required, will an interface be provided to the target ISC system in the form of an API or Web Service with a JSON or XML (or similar) interchange specification?

A2. The level of integration will vary based on the use case. The integration will be done using XML/JSON interchange through a Web Service.

**Q3. Regarding Essential (mandatory) outcomes #3 the proposed solutions must *have the capacity for adaptation over time based on supervised or unsupervised machine learning in order to refine the user experience and better meet the information needs of Canadians;***

Is there Common Labeling Structure available in program documentation that could be utilized to support document ingestion for Supervised Machine learning Training?

A3. A Common Labeling Structure is not available.

**Q4. Regarding Essential (mandatory) outcomes #6 the proposed solutions must *automatically (perhaps with an algorithm or machine learning) update itself in real time if there is a change, addition or deletion on a federal program website so that this tool can always provide the most current information possible; and,***

As in above (2), is there an interface provided to the targeted federal program websites? Is there an existing list of these sites provided? It is assumed that there would be a multiplicity of website technologies and presentation layer utilized by the crown. Is it acceptable to utilize decoupled (scraping) integration through a Repetitive Process Automation platform?

A4. The only interface provided are the websites themselves and APIs do not exist. An official list of these sites does not exist. While not technically unacceptable, scraping is often prohibited against Government of Canada websites and is also often very resource intensive, therefore this approach may not be recommended.

**Q5. Regarding Additional outcomes #1 the proposed solutions should *Have a chat bot function to interact with users on a real-time basis and be able to respond to queries (e.g. "I would like funding to open a business. What program can I apply to?") in multiple languages including, but not limited to, both official languages English and French with the possibility to extend to Indigenous languages;***

**Is there an existing Chat Bot platform that is used by ISC which supports the Bilingual / Indigenous Language requirement?**

A5. There is not currently an existing chat bot platform that ISC is using that supports Bilingual / Indigenous Language requirement

**Q6. It says indigenous corporation or Indigenous co-op. Does it exclude registered businesses (sole proprietorship, general partnership, (S.E.N.C. in French)? The PSAB doc says c-operative and corporation. A co-operative is not an association of individuals, nor a entity in itself and is registered. A corporation is an entity in itself. Are you avoiding registered businesses? Isn't this discriminatory? I believe you allow Lawyer firms to offer you services and most are all registered General Partnerships: please specify clearly since all info provided is confusing.**

A6. As stated in the Challenge notice found on Buy and Sell and on the Innovation Solutions Canada website, for the purpose of this specific Challenge the Procurement Strategy for Aboriginal Business (PSAB) has been incorporated and modified to align with the Innovation Solution Canada Program Eligibility criteria.

To be eligible for this Challenge, Bidders must meet the Innovation Solution Canada Program requirements and must meet the modified PSAB clauses.

A for-profit business incorporated under a federal or provincial act would meet the Innovative Solutions Canada eligibility requirement of being "incorporated in Canada (federally or provincially)."

A co-operative incorporated under a federal or provincial act would meet the Innovative Solutions Canada eligibility requirement of being "incorporated in Canada (federally or provincially)." A co-operative is a legally incorporated corporation.

Other forms of business ownership, such as sole proprietorships or partnerships, would not meet the eligibility criteria of being "incorporated in Canada (federally or provincially)."

**Q7. In regards with the Essential Outcome 2 "*Be able to be integrated with current Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC)/Indigenous Services Canada (ISC) systems, and should have interoperability with existing Government of Canada online databases and applications*", could you clarify the required interoperability? And is it exclusively to retrieve information or to push information? Also, do these databases and applications require the user to authenticate?**

A7. The level of integration will vary based on the use case. The integration will be done using XML/JSON interchange through a Web Service. Yes most of these databases and applications require user authentication.

**Q8. In regards to the Program Eligibility and PSAB Eligibility, I am a registered native company that subcontracts to an incorporated company, and native collaborators, mainly from the various First Nations commissions who are very familiar with the programs of Indigenous Services Canada. Are we eligible under this structure or are only incorporated companies eligible?**

A8. As per the Innovative Solutions Canada program eligibility requirements an eligible business must be incorporated in Canada (federally or provincially).

**Q9. Regarding point 2 of the challenge: Can you provide more detailed specifications on the systems and databases in which we need to integrate?**

A9. These systems are built on the Microsoft Web technology stack and use an Oracle RDBMS for data storage. .

**Q10. Regarding point 5 of the challenge: Do these PDFs already exist? Are they fillable? Should we modify them or create something new like a form or something dynamic for each of them? Or should we just provide them for download? Can you provide us with a list of the content or websites where they are currently hosted?**

A10. Fillable PDF forms may be used by some programs but a standard approach is not used at this time. A list of the Web sites and forms does not currently exist and cannot provided at this time.

The solution can include any of the suggested options (dynamic or static form; online or for download).

**Q11. Regarding point 6 of the challenge, what do you mean by "In real time"? Are you planning on sending us a notification when an update occurs or will we only get new versions periodically, for example every few hours?**

A11. Real time system response generally would mean that the end-user would not see that the data is out of date. The mechanism to support this functionality has not been defined but can be suggested as part of the challenge.

**Q12. Regarding point 7 of the challenge, it would be useful to have a little more information concerning the nature and quantity of information sources that we will have to add later.**

A12. All Indigenous programming is not centered at Indigenous Services Canada. The solution will have to be able to include information on Indigenous programs and services available at other government departments including federal and provincial programming.

**Q13. Regarding the chat functionality, how important is it in the interface?**

A13. The chat bot functionality is listed as a Additional Outcome. Proposals without this functionality will not be screened out.

**Q14. Regarding accessibility, are the web accessibility standards for screen readers and other similar tools sufficient or do you want to add support tools such as an integrated screen reader?**

A14. The Web interface must meet Government of Canada standards for Web Accessibility. If it does meet these requirements, content of the site will be readable by current screen reader applications. An integrated screen reader should not be necessary.

**Q15. Who are the intended users of the solution beside Indigenous communities, businesses and organizations (i.e. is it open to the public at large as well)?**

A15. The solution should begin as a tool used internally for Government of Canada employees but should be able to transition to public use by Indigenous communities, businesses and organizations.

**Q16. Do you expected login method as part of the solution for internal employees? If so, does it need to integrate with your own authentication provider and support single sign on?**

A16. Support for single sign on of internal employees has not been defined but does not need to integrate with our own authentication provider.

**Q17. Could you please clarify what sort of applications and databases need to be supported?**

A17. These systems are built on the Microsoft Web technology stack and use an Oracle RDBMS for data storage.