

Q1. Can companies from Outside Canada can apply for this?
(like,from India or USA)

A1. Companies from Countries outside of Canada may bid on this Request for Proposal.

Q2. Are we need to come over there for meetings?

A2. The Kick-Off Meeting (Annex A, Section 2.3) is the only meeting identified within the Contract and it indicates that it will be held at the Contractors facility or through teleconference. Any other meetings will be arranged through the Task Authorization Process, Part 6 of the Request for Proposal. Details of the meeting location will be identified within the task.

Q3. Can we perform the tasks (related to RFP) outside Canada?
(like, from India or USA)

A3. The only tasks associated with the contract that may be performed outside Canada are tasks related to Off-Site Support (Annex A, 3.2.1) and Technical Support (Annex A, 3.2.3). This work may be performed in countries outside Canada, such as India or the United States. Work such as the Initial Setup and Configuration (Annex A, Section 3.1), and On-Site Support (Annex A, Section 3.2.2) will require work to be performed within Canada. Work related to the server needs to be performed at the American, British, Canadian or Australian (ABCA) country it is housed in, in accordance with Annex B, Section 2.3.3.

Q4. Can we submit the proposals via email?

A4. Yes, submit the proposals by email only

Q5. On line item #5, it says initial set-up and configuration as per Annex A Section 3.1 – which explains initial configuration and set up but the QTY is 2 on here, wondering what that means? This piece is just an initial set up which is included as part of our package.

A5. QTY 2 is referring to the initial configuration of this system will be set-up at two (2) locations.

Q6. Line item 6 is “training” again with a quantity of 2 – please provide explanation of the QTY?

A6. QTY 2 is referring to the training being completed at two (2) separate locations.

Q7. Table 3 FSR Support. This 1000 hours in mandatory from our side as part of year 1. I just want to make sure that this particular cost should stay separate and not be in Section 1 so that the total cost of year 1 is displayed in that table?

A7. Yes, this should stay separate as per section 6.6 of the RFP. As per section 3.2.2 of Annex A Statement of Work any FSR support is to be authorized prior to any work being completed.

Q8. Table 6 says Optional FSR support. I want to make sure there is an understanding that this piece actually needs to be included with the software – is there a recommended way to do this?

A8. We require the optional FSR daily rates to be separated. This should stay separate as per section 6.6 of the RFP. Per section 3.2.2 of Annex A Statement of Work any FSR support is to be authorized prior to any work being completed.