

QUESTIONS AND ANSWERS (Q&A) v1

RFP for Accessibility Software Evaluation Services

Date: 2022-09-22

Organization: Statistics Canada (StatCan)
Solicitation No.: J062088/A
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Q1: Can you please confirm whether or not there is, or has been over the previous 12 months, a contractor performing the services requested in this RFP? If there is such a contractor, can you please provide the value of the contract and the service provider?

A1: No contractor in recent 12 months. StatCan has a previous contract with Applause App Quality Inc. (US company) performing the similar services requested in the RFP. The contract value was expired in April 2021 in low dollar value of \$USD 23,000.00.

Q2: In the Mandatory Requirements section, the MR1 requests each assessed resource (including the Team Leader) must have:

- **Certifications in the following screen readers: JAWS, NVDA, VoiceOver, and Talkback.**

Will any certification in these screen readers be accepted ? And if not, which specific certifications are required? Lastly, do the resources need a certification in all of them or, in one or multiple?

A2: Certification in a screen readers is acceptable as long as they have experience in at least two of them.

Q3: Does bidder who already hold facility clearances have to fill out the AFR (or IISS) form?

A3: Yes, as per CSP's (Contract Security Program) most recent Policy Notification (PN-106R1), suppliers already registered in the CSP that are bidding on a new procurement with security requirements must also complete the AFR (or IISS) form even if they already hold the necessary organization security clearance.

Q4: In Section 2.2, Submission of Bids, point #4 states that emails could be rejected or put in quarantine if they contain attachments with a .pdf extension. However, in Section 3.1, Bid Instructions, it states that the Technical and Financial bids, as well as the Certifications be sent in a .pdf format. Could you please confirm the file format in which the proposal is to be delivered and that this format will not be rejected by your email servers?

A4: The Section 2.2 mentioned about an **encrypted .pdf** might be put in quarantine, not a regular PDF. All bidders are required to use PDF format to submit their proposals.