



NEW WESTMINSTER

July 7, 2020

**ENQUIRIES AND RESPONSES #1
NWRFP-20-17
eGovernment CRM
New Westminster, BC**

ANSWERS TO SUBMITTED QUESTIONS

- Q1 Our technical team is India. I see the city will require FOIPPA Compliance. In that scenario, will the development be allowed outside of Canada? Does the city allow remote access to infrastructure to contractors?
- A1 The solution must be hosted in Canada and we would prefer development be within a similar environment as where it is being deployed. There is no restriction for developers in being off shore and accessing the cloud based environment (which needs to be set up).
- Q2 Can reference be from outside of British Columbia?
- A2 Yes
- Q3 We do the majority of our work from our Solutions factory at our head office, with on-site meetings as required, is this arrangement acceptable to the City?
- A3 Yes – the City follows all the provincial recommendation on how to manage meetings. Any face-to-face meetings will be limited and must follow the required guidelines. Virtual meetings or conference calls during the standard business day for the City is expected.
- Q4 How does this RFP differ from NWRFP-20-12 for Online Community Engagement Platform?
- A4 It is possible to have the eGov CRM include a number of the features requested for Community Engagement but there are benefits in having the two streams worked on concurrently. We will want to ensure the solution for Community Engagement will be able to integrate with our eGov platform.
- Q5 We have a solution that fulfils the SSO component of the competition very well. Will New Westminster entertain proposals that provide only one component of the overall solution (e.g. CRM vs. SSO)?
- A5 Yes, we would look at each component and evaluate value to the City's eGov program.

END of Enquiries and Responses

Yours truly,

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Purchasing Manager