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ADDENDUM NO. 1

QUESTIONS AND ANSWERS (Q&A) No. 1

RFP No. 106205.181

DOCUMENT AUTOMATION

December 20, 2023

No.	Questions	Answers
1	We would like to seek clarification regarding the non-price rated evaluation criteria 1.1, which concerns firm experience in AI, as detailed in Table 2 of Appendix B - Evaluation Criteria. Can you please confirm that the examples of AI technology services are not required to be limited to document processing and can include other applications of AI, such as predictive analytics, machine learning models for decision support, AI-driven process automation, or other innovative AI solutions?	Yes, examples of AI technology services need not be restricted to document processing and can include other applications of AI, such as the ones mentioned.
2	Would CCC consider a 2-week extension given the Christmas Holidays	CCC would like to keep to the outlined timeline for operational reasons.
3	The RFP mentions DPSA as one of the groups. Is the volume of documents for all branches or for only the DPSA	The volume of documents mentioned is for the DPSA only. This business line represents the bulk of our operations and would be the initial focus of automation.
4	With respect to the points allocation per para 2.3.2 (page 6), can you provide any further explanation of how the responses will be rated?	Para 2.3.2 explains the how the responses will be rated. The response should follow the Evaluation Criteria format. The difference between these two levels will be the relevance and clarity of the examples provided.

No.	Questions	Answers
5	Will there be a large variance in the types of documents that will be processed?	There is limited variability in the vast majority of the volumes currently processed. But we do want a solution that can take a document that doesn't look like the templates currently used. and provide the same capability as we may expand to other business lines in the future.
6	Can you confirm that these documents will be text PDF	Yes, the vast majority of the documents will be text PDF. The solution should also be able to recognize some image PDFs in limited cases if needed.
7	Invoices currently go to multiple inboxes. What is the timeline on moving to a centralized inbox, and would this happen prior to the start of the project or in parallel?	We are planning on this change happening during a pilot with selected suppliers, and CCC will manage transition to a centralized inbox.
8	Would the Port Authority be an eligible Government of Canada project?	Yes, the Port Authority is a corporation reporting to Transport Canada and will be an eligible Government of Canada project.
9	On the Pricing form, what is the hourly rate being used for?	The hourly rate will be used for any additional work not already contemplated in the RFP. For example, any additional templates CCC would like to add to the tool.
10	Can more than three resources be included for the hourly rates?	Yes.
11	Would the vendor have support from CCC's IT department for the integration.	Yes, CCC will provide IT support for the integration. If CCC does not have the expertise in-house it will find an appropriate consultant for support.
12	Can you clarify if there is a preference in the infrastructure being on-premises or cloud-based.	CCC can work with either, the preference would be cloud-based as CCC will be moving to Unit4's cloud-based platform.

No.	Questions	Answers
13	Can you elaborate of the training documentation with respect to the personas.	<p>The training documentation would be related to the solution being proposed, but please see below a brief description of what we define as possible roles in the new solution. The system user is for the date entry role, bringing documents into Unit4 and monitoring the automation of the date entry. This will also require training that would explain how a CCC user would step into an automated process and assess quality, fix errors, etc.</p> <p>The Technical Specialist is related to the IT Administrator if there is any need for this role in the proposed solution.</p> <p>The System Developer role would be for any person that will create new models or change models in the system.</p> <p>The Report Writer role be for any person who needs to create reports as CCC will rely heavily on reporting for stats, throughput, errors, auditability.</p>
14	The resource require Reliability Status. Will there be any Protected A documents?	No, no Protected A documents.
15	Could there be two different contracts, one for the development work and for the maintenance?	Yes, there could be 2 contracts if required.
16	Will the vendor be leading the transfer of the CCC's suppliers to the central email?	No. CCC will manage the relationships with CCC Suppliers.
17	Would CCC consider taking over the maintenance and license ownership of the tool?	CCC usually owns licenses for any software we acquire and will be the preferred approach for this proposed solution as well. This also applies for ownership of support and maintenance. Although we would like to hear both options if applicable for your solution (i.e. owned by CCC or owned by a service provider).
18	Does the respondent have to use the template provided on page 39 the project examples?	Yes, CCC would prefer the respondent use the templates. It will allow an easier review for scoring.

No.	Questions	Answers
19	Is there a budget for the solution?	CCC does not have a specific budget in mind, but multiple factors will contribute to the budget.
20	Our solution is cloud-based only. Would that still qualify as a possible solution to meet CCC's needs?	Yes.

END OF Q&A NO. 1