



# 1023-2023 ADDENDUM 1

## WINNIPEG POLICE SERVICE ONLINE RECORD CHECK SOLUTION

### URGENT

**PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE BID/PROPOSAL**

ISSUED: January 4, 2024  
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**THIS ADDENDUM SHALL BE INCORPORATED INTO THE BID/PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS**

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**Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Bid/Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 10 of Form A: Bid/Proposal may render your Bid/Proposal non-responsive.**

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### QUESTIONS AND ANSWERS

Q1: Section E7.1 - 2.0 states, "The Contractor shall transfer funds from criminal record check (CRC) revenue to the Winnipeg Police Service (WPS). **handling of refunds**, processing fees from payment processors, etc. Please confirm WPS will handle the refunds and the proposed solution will support the payment of these funds.

A1: There may be occasions when the contractor who processes our checks will have to administer a refund – such as when a double payment occurs (due to a bad internet connection). Refunds are a rare occurrence and will be handled on a situational basis.

Q2: The RFP document seems to use the term "customer" interchangeably with the term "applicant". Are these terms synonyms or is there a difference between the two?

A2: Customer - refers to subject responsible for payment (this may be different from applicant)

Q3: Form N: Non-Mandatory Requirements, 3.1 "Ability for customers to apply via Native Mobile Application via the Apple App store or Google Play". Will WPS please provide the reasoning behind asking for the proposed solution to have the ability for customers to download an App to be able to access this service. We suggest that if a solution allows an applicant to enter their applicant data within a browser on their Smartphone in a user-friendly way, without having to install an App, this would be preferred by most applicants. We therefore request that WPS either change this requirement or at the very least expand it to include both options.

A3: This item will be scored. A native application is the best approach, but a browser-based application is also acceptable.

Q4: Under D3 Scope of Service, D 3.5, description includes "Professional Services (E3) and Hosting Services (E4)" but does not include "Fee Per Check (E5)". Can WPS confirm that the \$400K also includes any Fee Per Check?

A4: \$400K includes any fee per check.

Q5: Section E5 Pay Per Check, E5.1 indicates "Processing/Authentication Fee that the WPS will be charged to perform the check assuming a per check fee payment model." What does the definition of "Authentication" mean in the context of E5.1?

A5: Authentication refers to the portion of the fee per check that is related to verifying the applicants identify using EIV. (This answer also related to question 6 below).

Q6: Does the contractor need to use TransUnion or Equifax (credit files & Financial questions) to satisfy requirement E7.1 3.0? If so, does the contractor need to pay these fees to Equifax or TransUnion and therefore include them as part of E5.1; or will WPS pay these fees via a separate contract between WPS and the credit file provider?

A6: The Contractor would pay the fees to Equifax or TransUnion for the purpose of conducting the applicants' EIV, and incorporate the fee into the fee per check (E5.1) that would be charged to WPS.

Q7: Section E7.1 3.9 states: "Once application has been started, the Solution shall notify the applicant that the process shall be completed, or any data entered will **not** be retained". Is WPS indicating that the applicant data cannot be retained?

A7: Incomplete checks are removed and unavailable after 90 days though maybe re-uploaded upon request.

Q8: Section B16. 5.5 the term "Business Units" is used. Can WPS provide a list of WPS business units that could be impacted?

A8: Records Management and Finance.

Q9: B18 Interviews and Demonstrations are part of the evaluation process and is worth 25% of the overall weightings. The RFP document states that The Contract Administrator will ask Proponents to provide product demonstrations to given scenarios. Scenarios could include any of the Work outlined in B15 and B16. The City expects that the Proponent would be demonstrating a functional version of their proposed Solution. Will WPS please advise proponents approximately what date they expect to notify that a demo is required and how much time they will have to prepare for the demonstration after they receive these scenarios?

A9: 14 - 30 days