

Guidelines for Supplier Email Submissions

City of Regina

1.0 Purpose of These Guidelines

The City of Regina (City) now allows suppliers to submit their bids (submissions) electronically via email. This document is intended to assist suppliers in understanding:

- the risks associated with submitting an emailed submission; and
- the pitfalls that may result in an email submission being rejected.

2.0 Risks

Although emails are sent every day without incident, there are a number of risks that could occur and delay the receipt of an email. An email submission is deemed to be received when it is capable of being retrieved by the recipient (arrives in the mailbox). Emailed submissions that arrive late to the email inbox will not be considered, regardless of the reason, and suppliers will not have the option to resubmit after the closing date and time.

2.1 The following are some of the reasons that may delay an email, or cause an email to be rejected:

- i. Delays can occur as an email moves from server to server between the sender and the recipient, meaning that the time when an email is received can be later – and sometimes considerably later – than the time when it was sent. The City will consider the time that an email was received in the Procurement Branch email inbox as the official time for any emailed submission. This risk may increase as the closing date and time draws nearer.
- ii. There are technical and security limitations on the size and type of files that will be accepted. Emails containing, executable files or exceed 35MB cannot be accepted.
- iii. There are protocols whereby an email may be investigated as potential spam or containing a virus / malware. These protocols may result in an email being sent to the recipient's inbox late.
- iv. The server is designed to reject any email that is considered spam or that contains a virus or malware. On occasion, an email may be falsely flagged and rejected. Copies of rejected emails are not kept in the City's email system, and therefore no possibility exists to retrieve an emailed submission that has been rejected.

In addition, it is possible that one or more attachments to an email may become corrupted and therefore inaccessible to the City. Depending on the solicitation format used, Suppliers may not have the option to resubmit after closing if the attachments cannot be opened. Further, the City will not open any submission prior to closing time stated in the solicitation document (RFx) to confirm whether or not the files have been corrupted.

3.0 Supplier Guidance for Emailed Submissions

- 3.1** Never assume which email address is being used for submissions. The email address for submissions is clearly identified in the RFX. Submissions will only be accepted at the email address designated for submissions. Submissions submitted to any other email address will be rejected.
- 3.2** Clearly identify the competition name and number as well as the Contact name stated in the RFX.
- 3.3** Avoid multiple emails for the same competition wherever possible. If multiple emails cannot be avoided (e.g. the collective size of the emails exceeds the email inbox maximum), identify how many emails constitute the full submission and provide clear instructions on how to assemble the submission (numbering such as 1 of 4, 2 of 4, etc.). Multiple submissions from the same supplier for the same competition may result in rejection if these instructions are unclear.

Alternately, a supplier may add the complete submission to a secure file sharing service and send a submission email granting access to the RFX Contact for retrieval of the submission at the published closing time. Inability to access the secure sharing location at time of closing may result in rejection of the submission. The City will not open any links within a submission prior to closing time stated in the RFX to confirm whether or not the links work

- 3.4** Suppliers may update, change or withdraw their submission at any time prior to the closing date and time. If emailing updates or changes, provide clear instructions stating the changes from the earlier submission. This will help to avoid any confusion as to what constitutes the complete submission. If withdrawing, send a new email stating that you would like to withdraw your submission.
- 3.5** Avoid emailing submissions in the last 60 minutes that the competition is open. Sufficient time should be left prior to closing to ensure that the email was received, and to resubmit before closing if a problem occurs.
- 3.6** Do not assume that the email has been received. If a confirmation email is not received shortly after sending the email, contact Procurement Branch to confirm whether or not your submission was received.
- 3.7** Do not ignore any message regarding rejection of an emailed submission.
- 3.8** If time permits prior to closing, possible remedies for a rejected or missing emailed submission include:
 - i. If the collective size of the emailed attachments exceeds the size of the senders or the City's mailbox limits, resubmit as per 3.3 above.
 - ii. If the emailed submission included executable files, remove the executable files and resubmit over one or more emails (see previous bullet if the files collectively exceed 35 MB).

- iii. Resend the submission from a different email account.

Prior to closing, the City will maintain confidentiality of e-mail submissions subject to City Administration opening an e-mail for the purpose of identification.

4.0 Common Pitfalls

- 4.1** There are a number of reasons why an email submission may be rejected, including:
 - i. the email exceeded the maximum size (35 MB);
 - ii. the email contained an attachment in a format not accepted by the City, such as an executable file type;
 - iii. the subject line matched a known phishing subject line;
 - iv. the sender's email contained a known phishing URL or the email originated from a server associated with phishing;
 - v. the sender's outbound mail server was unable to send or is present on a subscribed blacklist; or,
 - vi. the email contained a virus or malware.