

ATTACHMENT D – Vendor Guidelines for Email Submissions

This attachment is intended to assist vendors in understanding the risks associated with submitting an emailed submission; and the pitfalls that should be avoided if emailing a submission. Vendors who deliver submissions via email do so at their own risk; the District does not take any responsibility for any emailed submissions that: does not arrive at the District's mail servers on time; is rejected; or contains corrupted electronic files.

Although emails are sent every day without incident, there are several risks that could occur and delay the receipt of an email. An email submission is deemed to have been received once it arrives in the District's email servers' mailbox for bid submissions. Emailed submissions that arrive late to the email servers will not be considered, regardless of the reason, and vendors **will not** have the option to resubmit after the closing date and time.

The following are some reasons that may delay an email, or cause an email to be rejected by the District's email servers:

- A. 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 in the email server can be later, sometimes considerably later, than the time when it was sent. The District will consider the time that an email was received in the District's mail server as the official time for any emailed submission.
- B. The email server has technical and security limitations on the size and type of files that will be accepted. Emails containing zip files, executable files or attachments that exceed 25MB cannot be accepted.
- C. The District's email servers have protocols whereby an email may be investigated as potential spam or containing a virus or malware. Such protocols may result in an email being sent to the recipient's inbox late.
- D. The District's mail servers are designed to reject any email that is considered spam or that contains a virus, malware. On occasion, an email may be falsely flagged as rejected. Copies of rejected emails are not kept in the District'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 may become corrupted and therefore inaccessible to the District. Vendors will not have the option to resubmit after closing if the attachments cannot be opened. Further, the District cannot open any submission prior to closing to confirm whether the files have been corrupted.

Guidance for Emailed Submissions

1. Never assume which email address is being used for submissions, when emailed submissions are permitted. Carefully read the instructions and ask questions well in advance of closing if the email address for submissions is not clear. Not that it is possible for a solicitation to have multiple email addresses, with only one being designated for receiving submissions. Submissions that are emailed to any address other than the one expressly stated for the purpose may be rejected as missing a mandatory requirement of the solicitation.
2. Avoid using generic subject lines in the emailed submissions that do not clearly identify the solicitation name and / or number as well as the vendor organization name.

3. Avoid multiple emails from the same vendor for the same opportunity wherever possible. If multiple emails cannot be avoided (e.g. the collective size of the emails exceed the District's email server maximum), identify how many emails constitute the full submission and provide clear instructions on how to assemble the submission. Multiple submissions from the same vendor for the same opportunity may result in rejection if these instructions are unclear.
4. Depending on the RFP language, vendors may have the opportunity to update, change or withdraw their submissions prior to the closing date and time. If emailing updates or changes, do not submit only the changes that then require collation with the previous submission. Instead, a complete revised package with clear instructions that it replaces the earlier submission should be sent. Along with any requirements designated within the RFP. This will help to avoid any confusion as to what constitutes the complete submission.
5. **Avoid emailing submissions in the last 60 minutes that the solicitation 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.
6. **Do not assume that the email has been received.** If a confirmation email is not received shortly after sending the email, contact the named District Contact on the solicitation to confirm whether their submission was received. In addition, send the emailed submission with a delivery receipt request. If unsure how to send an email with a delivery receipt request, contact the vendor's own system support personnel or search online for instruction specific to the vendor's email system.
7. If the confirmation email is not received, do not resubmit without first contacting the named District Contact. Resending a submission should only occur once confirmation is received that the original email was not received, and enough time is left for receipt of the submission prior to the closing date and time.
8. Do not ignore any message from the District regarding rejection of an emailed submission. If such a message is received prior to closing, contact the name District Contact on the opportunity immediately. Note that this rejection email may come from a generic email address rather than the name District Contact.
9. If time permits prior to closing, possible remedies for a rejected or missing emailed submission include:
 - a. If the collective size of the emailed attachments exceeds 25 MB, resubmit it over multiple emails, clearly identify how many emails constitute the full submissions and how to collate the files.
 - b. If the emailed submission included zipped or executable files, unzip or remove the executable files and resubmit over one or more emails (see previous statement if the files collectively exceed 25 MB).
 - c. Resend the submission from a different email account.
 - d. If permitted in the opportunity, use an alternative method to deliver the submission.