



REQUEST FOR INFORMATION (RFI)

Data Analysis Software Solution

PURPOSE OF THE REQUEST FOR INFORMATION:

This is not a bid solicitation. This RFI will not necessarily result in any procurement action. A contract will not result from this activity.

The Canada Revenue Agency (CRA) is seeking feedback from the vendor community on the availability of a Data Analysis Software Solution. Vendors are requested to provide specific responses to the product questions outlined herein. Vendors are requested to provide product whitepapers if available.

The objective of this Request for Information (RFI) is to gather the most current information possible from industry on the different Data Analysis Software Solution as it relates to the CRA's business requirements.

The key objectives of the RFI include:

1. Receive responses from the vendor community about available solutions; and
2. Get a better understanding of the current and future trends; and
3. Vendors who establish via their response to the RFI how their products(s) meet the detailed solution requirements may be invited to provide an interactive demonstration and discuss in detail how their solutions meet the listed requirements.

PURPOSE OF THE SOLUTION:

The Electronic Commerce Compliance Division (ECCD) of the Canada Revenue Agency (CRA) provides functional direction to Electronic Commerce Audit Specialists (ECAS) who retrieve data from taxpayer's ecommerce and accounting systems and conduct computer-assisted audit techniques (CAATs) and assist auditors in the effective and efficient audits of these systems. ECCD ensures Electronic Commerce Audit Specialists (ECAS) and auditors have the specialized training and tools required to maintain the CRA's ability to audit eCommerce and business systems in a rapidly evolving electronic environment. ECCD consults with audit divisions and other stakeholders to identify software tools for all ECAS and auditors.

The CRA audit community requires a software product to analyze various types of accounting data – for example the general ledger, purchase ledger, sales ledger, payroll system and inventory system as well as any sub or other systems providing data to these ledgers and systems.

CRA uses data analysis tools to browse, search, group, stratify and classify accounting data from diverse accounting software such as Simply Accounting, QuickBooks, SAP, Acoma, Oracle, ACCPAC, etc. (note that this list is not all encompassing and the tool should facilitate the import and analysis of structured data from any system). Implementing a computer-assisted audit techniques (CAATs) software solution that encompasses the above noted functionality would allow an auditor to analyze the accounting data.

Delivering effective, reliable and robust data analysis tools to the audit community is a key priority of ECCD.



SOLUTION REQUIREMENTS:

Respondents are requested to provide a detailed response, addressing each of the following questions:

Appendix A – Data Analysis Software Solution Questions

A. 1 - General Information	
1.	What is your company's overall methodology and approach to Data Analysis Software?
2.	What other products or services do you provide that is complementary to the Data Analysis Software solution?
3.	What are the available licensing models for a Data Analysis Software solution, including ongoing costs such as licensing or maintenance and support?
A. 2 - Product Line	
4.	List and describe all the various features / applications that comprise your solution
5.	Does your solution provide user documentation (help files, user manuals etc.) and user interfaces in both English and French? Describe how your data analysis solution provides user interfaces in English and French (separate versions, dependency on the installed language of the operating system, options setting in the software, etc.).
A. 3 - Training, Documentation and Support	
6.	Describe the training services that your company offers (types of training and resources) as it pertains to your data analysis software solution.
7.	In general, how much time would it take for a user to become self-sufficient using the solution?
8.	Describe your maintenance and support offerings (e.g. pre-deployment, post-deployment, consulting, after-hours support, 7/24 on-call support) and how you provide them?
9.	What are the activities and the type/level of expertise CRA would require in order to maintain the solution on an on-going basis?

Appendix B – Technical Questions

B. 1 – Data Analysis Capabilities	
10.	List and describe the supported data analytics capabilities of the software solution. (E.g. join, merge, summarize extraction, filtering, etc.)
11.	List or describe any data analysis software limitations that the software solution may have. (E.g.: number of records able to analyze.)
12.	Can the software solution provide data analysis templates that can be shared with other users of the software? Describe how the solution does this.
13.	List all sources of data (data types, data encoding formats and database formats) that the software solution is capable of reading and importing.
14.	Describe how or if the software solution maintains the integrity of the source data.
15.	Describe how and/or if the software solution maintains a history of the analysis undertaken with the source data.



B. 2 – System Requirements	
16	What are the system requirements for your solution?
17.	Are there any known compatibility issues with other software and this software solution?

INTERACTIVE PRESENTATION SESSIONS:

CRA may at its sole discretion request meetings with interested respondents who have clearly addressed the Solution Requirements in their response to CRA to provide them with the opportunity for a follow-up to their written response and to present /discuss their capabilities in relation to this RFI.

Respondents may be contacted within 6 weeks of the RFI closing date to schedule the presentation. An Invite Agenda will be provided to the interested respondents. Specific questions or areas of interest to be covered during the session may also be provided and will be based on responses received.

The on-site presentation session will be located in the National Capital Region. The exact location and timeframe will be detailed in the Invite Agenda. However, at no time will the session exceed 2 hours in length. Respondents will also be asked to provide an electronic version of their presentation material after the presentation session.

The respondent sessions must cover specific details relevant to the key objectives stated within this RFI. As such, representatives attending the session must include Subject Matter Expert(s) in these areas in order to meaningfully respond to questions at the session.

RESPONSES AND ENQUIRIES:

Respondents are advised to clearly identify which portions of their response are proprietary. The confidentiality of each Vendor’s response will be maintained. Due to the nature of an RFI activity, respondents must be aware that aspects (that have not been labelled confidential) of their responses may be used as a basis for any subsequent Request for Proposal (RFP), if and when the CRA decides to prepare for any future procurement initiative.

Information provided in response to this RFI will be divulged only to individuals authorized to participate in this RFI activity.

Responses to this RFI will not be used to pre-qualify or otherwise restrict participation in any future procurement process (e.g. an RFP). Responses will not be formally evaluated.

CRA will not reimburse any expenditure incurred in preparing responses and participating in the presentation sessions related to this RFI.

The vendor must provide a contact name, email address and telephone number when submitting their response.

In the event that a response is not sufficiently clear, CRA reserves the right to seek additional information at their sole discretion.

Respondents are requested to submit responses by Friday, January 16th, 2015, 2 p.m. Eastern Standard Time. The review of responses will begin after the date and time mentioned above. Responses received after that date may not be reviewed.

Electronic submissions are preferred.



Vendors are requested to submit responses to this RFI using the following facsimile number, e-mail or delivery address:

Canada Revenue Agency
Contracting Division
IT Distributed Section
250 Albert, Room 8088
Ottawa, ON K1A 0L5
Attn: Judy Bonacci
Telephone No: (613) 948-2454
Facsimile No: (613) 957-6655
E-mail: judy.bonacci@cra-arc.gc.ca

For delivery by hand or by courier, Monday to Friday 8:30am to 3:00pm, please contact Judy Bonacci to arrange a drop off time.

Only enquiries which clarify the questions asked or feedback requested may be answered with respect to this RFI.

All enquiries must be submitted via email to the attention of Judy Bonacci at judy.bonacci@cra-arc.gc.ca or by phone at 613-948-2454.