

RFI online questionnaire - Offline copy (September 22)

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Request for Information - Elections Canada Contact Centres Project (EC3)

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Instructions

Please complete the survey questions for your solution.

- * indicates a mandatory field
- Please provide additional information if no response options are applicable to your proposed solution

General Company Information

1) *Company:

2) *Address:

3) *Respondant's Name

4) * Representative's Title

5) * Contact Phone

6) *Contact E-mail:

7) *High-level overview of your solution capable of meeting EC's requirement.

8) How many years has your company been in business?

9) How has your solution evolved? Over what period?

10) What are the boundaries of your services?

11) Do you have technical literature available to share with EC? Check all that apply.

If yes, please send all your documentation as an attachment via email when submitting your RFI. Instructions on emailing your documentation can be found at the RFI front cover page.

Administrative/operating document for your solution

Technical literature for your solution

Other (please specify):

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General System Capabilities

12. What major functions does your solution include/provide? Please list the functions along with a brief description.

	Option	If Yes, Explain:
Knowledge Base	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
Case Management (Workflow Management)	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
Client Contact Information Management	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
Workforce Management	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
Contact Channel	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
Self-Serve	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
Analytics and Reporting	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
Other (Please specify)	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>

13) Does the solution support telephony products to enable integration between your CMS solution and telephony products?

Option Yes
 No

If yes, which telephony product(s)?

Briefly describe how this integration works (in technical and non-technical terms).

14) Does the solution support fax products to enable integration between your CMS solution and fax products?

Option Yes
 No

If yes, which fax product(s)?

Briefly describe how this integration works (in technical and non-technical terms).

15) Does the solution support e-mail systems to enable integration between your CMS solution and e-mail systems?

Option Yes
 No

If yes, which email system(s)?

Briefly describe how this integration works (in technical and non-technical terms).

16) Does the solution support the merging of the following intake channels in order to create a case file from the initial interaction using that specific channel?

If Yes, briefly describe how this is accomplished (in technical and non-technical terms)

	Option	Brief Description
Uploaded Documents	<input type="radio"/> Yes <input type="radio"/> No	<div style="border: 1px solid #ccc; height: 80px; width: 100%;"></div>

Administrator Toolbar	Option	Brief Description
Inbound Fax	<input type="radio"/> Yes <input type="radio"/> No	<div style="text-align: right;">Jump to page: <input type="text" value="Page 1"/> <input type="button" value="Go"/></div>
E-mail	<input type="radio"/> Yes <input type="radio"/> No	
Phone Transactions	<input type="radio"/> Yes <input type="radio"/> No	
Web Forms	<input type="radio"/> Yes <input type="radio"/> No	

17) Does the solution integrate with social media to link to cases and/or other record types?

If Yes, briefly describe how this is accomplished (in technical and non-technical terms)

	Option	Brief Description
Facebook	<input type="radio"/> Yes <input type="radio"/> No	
Twitter	<input type="radio"/> Yes <input type="radio"/> No	
Other (please specify):	<input type="radio"/> Yes <input type="radio"/> No	

18) Does the solution support integration with document management systems?

If Yes, briefly describe how this is accomplished (in technical and non-technical terms)

	Option	Brief Description
GCDocs	<input type="radio"/> Yes <input type="radio"/> No	
SharePoint	<input type="radio"/> Yes <input type="radio"/> No	

Administrator Toolbar	Option	Brief Description
		<div style="text-align: right;">Jump to page:</div> <div style="text-align: right;">Page 1 <input type="text"/> Go <input type="button" value="Go"/></div>
	<input type="radio"/> Yes <input type="radio"/> No	

19) Does the solution have an integrated knowledge base?

Option Yes
 No

If yes, please provide details (in technical and non-technical terms).

If no, what modules/add-ons integrate or are compatible with this product for the purpose of accessing knowledge stores along with the case management component?

20) Does the solution include an integrated business rules engine?

Option Yes
 No

Briefly describe this function (in technical and non-technical terms).

21) Does the solution provide the means to capture and manage contact records?

Option Yes
 No

Briefly describe this function (in technical and non-technical terms).

22) Does the solution provide the means to link to cases and/or other record types?

For example, can a link be added to a web page that would generate a new case file in the solution when an end-user click on the link?

Option Yes
 No

Briefly describe this function (in technical and non-technical terms).

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Page 1 **23) Does the solution have an Identity Access Management (IAM) system built in?**

- Option
- Yes
- No

Briefly describe this function (in technical and non-technical terms).

- If yes, does the IAM product have an Application Programming Interface (API) that can be leveraged by third parties?
- Yes
- No

Briefly describe this function (in technical and non-technical terms).

24) Does the solution integrate with third party Identity Access Management (IAM)?

- Option
- Yes
- No

Briefly describe this function (in technical and non-technical terms)

25) Can you create unique data fields, out of the box, without coding?

- Option
- Yes
- No

- a) If Yes, can the fields be re-used with multiple case-type?
- Yes
- No

If Yes, briefly describe how this is accomplished (in technical and non-technical terms)

- b) If Yes, are the fields still present after a software upgrade?
- Yes
- No

If Yes, briefly describe how this is accomplished (in technical and non-technical terms)

- c) If Yes, can the fields be used for reporting?
- Yes
- No

If Yes, briefly describe how this is accomplished (in technical and non-technical terms)

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26) Can the solution create and manage multiple case types?

Option

- Yes
 No

If Yes, briefly describe how this is accomplished (in technical and non-technical terms)

a) If yes, does every case type have a unique workflow associated to it?

- Yes
 No

If Yes, briefly describe how this is accomplished (in technical and non-technical terms).

27) Can the solution create and manage multiple case sub-types?

Option

- Yes
 No

a) If yes, can the sub-case type inherit its parent's workflow?

- Yes
 No

If Yes, briefly describe how this is accomplished (in technical and non-technical terms).

b) If yes, can the sub-case type inherit its parent's unique data fields?

- Yes
 No

If Yes, briefly describe how this is accomplished (in technical and non-technical terms).

28) Is the solution scalable to handle significant increase in volumes of users (e.g., from 500 to 5000 users)?

Option

- Yes
 No

If Yes, briefly describe how your identify life-cycle management is implemented (in technical and non-technical terms)

29) Is the solution scalable to handle significant increase in volumes or case created, regardless of contact channel used to reach the CMS (e.g., from 10 thousand cases created per year to 1.5 million)?

Option

- Yes

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No

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If Yes, briefly describe how this is accomplished (in technical and non-technical terms).

30) Does your solution provide the ability to have a flexible licensing agreement, to allow for a monthly increase or decrease in number of licences, on top of the base licensing done on annual basis (e.g. Annual licensing is at 500 users. Acquire 4500 more licenses for a 3 month period, for a total of 5000.)

Option

Yes

No

If Yes, briefly describe how this is accomplished (in technical and non-technical terms).

Are you open to adopting a pro-rated pricing model for licenses used for only a few months?

Yes

No

Comments:

What is the time frame required to add or remove licenses?

Select best choice:

Comments:

31) What is the maximum number of concurrent users that your solution can handle?

Please enter the maximum amount of concurrent users:

Please describe how this is accomplished (in technical and non-technical terms).

32) Can the solution provide the ability to create and generate reusable basic and custom reports?

Option

Yes No

Briefly describe how this is accomplished (in technical and non-technical terms).

33) Can the solution provide access to the data so that other systems / tools (e.g., Business Intelligence (BI) and Business Analytics (BA)) can pull data from it to produce custom reports?

Option

Yes

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No

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If so, briefly describe how this integration between the BI/BA tools and the CMS is accomplished (in technical and non-technical terms).

If so, can the solution be implemented without slowing or changing the end user experience/functionality of the application?

Yes
 No

If so, briefly describe how this integration between the BI/BA tools and the CMS is accomplished (in technical and non-technical terms).

34) Is the documentation for the solution and its components:

- Searchable?
- Indexed?
- Available on-line?

Comments:

35) Hours of Operation/ Service Standard for Case Resolution: Can different case types and sub-case types have different Service Level Agreements (SLAs)?

Option Yes
 No

Comments:

36) Can the SLA be measured to include only business hours (e.g., the SLA is not measured when the business is "off")?

Option Yes
 No

Comments:

A1) What are the native work flows and how are they defined / mapped? Briefly describe how this is accomplished (in technical and non-technical terms)

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Page 2 **Request for Information - Elections Canada Contact Centres Project (EC3)**

14%

Web Forms Capabilities**37) Does the solution include the capability to create web forms?**

Option

 Yes No

Comments:

38) Can the system administrator create new web forms when needed?

Option

 Yes No

If yes, briefly describe how this is accomplished (in technical and non-technical terms):

39) Are the web forms created directly in the CMS?

Option

 Yes No

If yes, briefly describe how this is accomplished (in technical and non-technical terms):

40) Are the web forms managed directly in the CMS?

Option

 Yes No

If yes, briefly describe how this is accomplished (in technical and non-technical terms):

41) Can web forms display field names, drop-down menu values, etc., using the client's login language?

For example, if a French user logs in to the 'web form' application and his/her preference is French, then all the menus and values in the 'web form' application are French. If an English user accesses the same 'web form' application, then the menus and values are displayed in English.

Option

 Yes No

Comments:

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42) Can the web forms be customized? For example, can the look and feel be customized?

Option

 Yes No

If so, briefly describe how this is accomplished and to what extent the web forms are customizable (in technical and non-technical terms):

43) Does the solution have web form integration capability?

Option

 Yes No

Comments:

44) Are web forms hosted externally from the CMS?

Option

 Yes No

If so, briefly describe how this integration between the externally hosted web forms and the CMS is accomplished (in technical and non-technical terms):

b) If web forms can be hosted externally from the CMS, can a submitted web form and the information selected in the web form automatically become a case in the CMS?

 Yes No

If so, briefly describe how this integration between the externally hosted web forms and the CMS is accomplished (in technical and non-technical terms):

c) If web forms are hosted externally from the CMS, can a user upload a document to the web form and then, when the web form is submitted, the information selected in the web form along with the uploaded file automatically become a case?

 Yes No

If so, briefly describe how this integration between the externally hosted web forms and the CMS is accomplished (in technical and non-technical terms):

45) Are web forms hosted internally to the CMS?

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- Yes
 No

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- a) If so, can a submitted web form, and the information selected in the web form, automatically become a case?
 Yes
 No

If so, briefly describe how this integration between the internally hosted web form and the CMS itself is accomplished (in technical and non-technical terms)

- b) If web forms are hosted internally to the CMS, can a user upload a document to the web form and then, when the web form is submitted, the information selected in the web form along with the uploaded file automatically become a case?
 Yes
 No

If so, briefly describe how this integration between the externally hosted web forms and the CMS is accomplished (in technical and non-technical terms):

46) Does the solution have web form automatic routing capability?

Option

- Yes
 No

Comments:

- If so, can we customize who is assigned to a case once a web form is submitted?
 Yes
 No

If so, briefly describe how the CMS and/or the web form application are configured to allow for this behaviour (in technical and non-technical terms).

If, in the case where the 'web form' application is hosted externally or internally and the configuration is different, please provide a description for both hosting methods (in technical and non-technical terms)

47) Does the solution have web form authentication capability?

Option

- Yes
 No

Comments:

- Can the web form recognize who has submitted it?
 Yes
 No

Administrator toolbar
If so, briefly describe how this authentication method works if the 'web form' application is hosted externally or internally.

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If, in the case where the 'web form' application is hosted externally or internally and the configuration is different, please provide a description for both hosting methods (in technical and non-technical terms)

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Page 3 **Request for Information - Elections Canada Contact Centres Project (EC3)**

14%

Web Forms Capabilities**37) Does the solution include the capability to create web forms?**

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Comments:

38) Can the system administrator create new web forms when needed?

Option

 Yes No

If yes, briefly describe how this is accomplished (in technical and non-technical terms):

39) Are the web forms created directly in the CMS?

Option

 Yes No

If yes, briefly describe how this is accomplished (in technical and non-technical terms):

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 Yes No

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Option

 Yes No

Comments:

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Option

 Yes No

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 Yes No

Comments:

44) Are web forms hosted externally from the CMS?

Option

 Yes No

If so, briefly describe how this integration between the externally hosted web forms and the CMS is accomplished (in technical and non-technical terms):

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 Yes No

If so, briefly describe how this integration between the externally hosted web forms and the CMS is accomplished (in technical and non-technical terms):

c) If web forms are hosted externally from the CMS, can a user upload a document to the web form and then, when the web form is submitted, the information selected in the web form along with the uploaded file automatically become a case?

 Yes No

If so, briefly describe how this integration between the externally hosted web forms and the CMS is accomplished (in technical and non-technical terms):

45) Are web forms hosted internally to the CMS?

Administrator Toolbar

- Yes
 No

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- a) If so, can a submitted web form, and the information selected in the web form, automatically become a case?
 Yes
 No

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 Yes
 No

If so, briefly describe how this integration between the externally hosted web forms and the CMS is accomplished (in technical and non-technical terms):

46) Does the solution have web form automatic routing capability?

- Option
 Yes
 No

Comments:

- If so, can we customize who is assigned to a case once a web form is submitted?
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 No

If so, briefly describe how the CMS and/or the web form application are configured to allow for this behaviour (in technical and non-technical terms).

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42%

Storage and Back-UP

55) What type of backup cycle is recommended for local storing of data?

56) What type of backup cycle is recommended for external storing of data?

57) What is the typical time required to fully restore data from a local storage?

58) What is the typical time required to fully restore data from external storage?

59) Can the restore process be done over the web?

- Option Yes
 No

Comments

60) Can the restore process be done via external hard drives?

- Option Yes
 No

Comments

Administrator toolbar

61) Would it be possible for EC to retrieve/access the entire database of cases and data no matter where the solution is being hosted?

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Option

Yes

No

Comment:

62) Is your solution hosted in Canada?

Option

Yes

No

Comment:

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Page 5 **Request for Information - Elections Canada Contact Centres Project (EC3)**

57%

Access and Compatability**63) Is the solution web-based?**

- Yes
 No

64) Can the solution be accessed simultaneously from geographically dispersed locations?

- Option Yes
 No

Briefly describe how this is accomplished
(In technical and non-technical terms).

65) Which of the following are hosting options that can be used for your proposed solution?

- Hosted by Supplier
Hosted by Subcontractor
Hosted by Client
Hybrid

Which is your most common model?

66) If your solution is supplier or subcontractor hosted what is the average up-time?

67) Which modern web browsers if your solution fully compatible with?

- Internet Explorer 11
Edge
Chrome
Firefox
Safari
None

Other:

What is the earliest version of each
browser your service supports?

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68) Is your solution fully responsive to allow it to be displayed irrespective of screen size (i.e., smart phones, tablets, desktops, etc.)?

Option

Yes

No

Comments:

69) What are the minimal desktop/client requirements?

70) Are there desktop plug-ins/add-ons required (e.g., acrobat, flash macromedia, .NET framework, Sound players, etc.)?

Option

Yes

No

Comments:

71) What is the current major release version of your solution?

Response:

When was it released?

What is the date of the previous major release?

What is the expected date of the next major release version of your solution?

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Page 6 **Request for Information - Elections Canada Contact Centres Project (EC3)**

71%

Implementation and Deployment**72) What is the average 'out-of-the-box' implementation time for your solution?**

Implementation time

- 6 months
- 1 year
- 18 months
- 2 years
- 3 years

Comments:

73) What are the factors that have a large impact on the average implementation time for the client?

74) What are the factors that have a large impact on the average implementation time for you as the supplier?

75) Does your company provide implementation services?

Option

- Yes
- No - rely on consulting/integration partners

Briefly describe your services and /or those of your partners (please identify the partners).

If you rely on consulting/integration partners, are they located in the National Capital Region?

- Yes
- No

If you rely on consulting/integration partners, are there a wide range of partners available?

- Yes
- No

If you rely on consulting/integration partners, what is the typical relationship between your company, the client and the integration/partner?

Comments :

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76) Does your company provide post-implementation support?

- Option Yes
 No - rely on consulting/integration partners

Briefly describe your services and /or those of your partners (please identify the partners).

If you rely on consulting support partners, are they located in the National Capital Region? Yes No

If you rely on consulting support partners, are there a wide range of partners available? Yes No

If you rely on consulting support partners, what is the typical relationship between your company, the client and the integration/partner?

Comments :

77) What is the approximate cost and timeline to integrate data into the CMS (to convert data from intake channels, especially to integrate seamlessly with a telephony product)? Please provide an approximate cost and timeline breakdown for major (key) integration activities.

	Cost:	Estimated elapsed time (in weeks):	Estimated man-hours of effort:
Telephone (phone number entered by the client in the VRS)	<div style="border: 1px solid #ccc; height: 80px;"></div>	<div style="border: 1px solid #ccc; height: 80px;"></div>	<div style="border: 1px solid #ccc; height: 80px;"></div>
Telephony (client menu selection in the VRS, any input selected by the client, other than the telephone number of the client.)	<div style="border: 1px solid #ccc; height: 80px;"></div>	<div style="border: 1px solid #ccc; height: 80px;"></div>	<div style="border: 1px solid #ccc; height: 80px;"></div>
External Web Form solution	<div style="border: 1px solid #ccc; height: 80px;"></div>	<div style="border: 1px solid #ccc; height: 80px;"></div>	<div style="border: 1px solid #ccc; height: 80px;"></div>
Integrate to MS Exchange Server			

Administrator Toolbar	Cost:	Estimated elapsed time (in weeks):	Estimated man-hours of effort:
Integration to Fax			
User Acceptance Testing			
Comments:			

78) Can the solution be re-configured on demand / as required (e.g., when new business requirements arise)?

Option Yes
 No

If so, briefly describe how this is accomplished (in technical and non-technical terms).

79) What do you see as your role on a typical implementation?

80) Is your solution currently used within the Government of Canada?

Option Yes
 No

If yes, by whom?

81) Can you identify any challenges, changes or improvements to the implementation of your solution with other clients?

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82) How and when are patches performed on your solution?

Briefly describe how this is accomplished (in technical and non-technical terms).

83) When patches are installed, are there impact(s) to the service?

Briefly describe how this is accomplished (in technical and non-technical terms).

84) How and when are patches schedules communicated?

Briefly describe how this is accomplished (in technical and non-technical terms).

85) What portions of the proposed solution does your company own?

		What is your role?
Software Publisher	<input type="checkbox"/>	<div style="border: 1px solid #ccc; height: 80px; width: 100%;"></div>
Authorized reseller	<input type="checkbox"/>	<div style="border: 1px solid #ccc; height: 80px; width: 100%;"></div>
Integrator	<input type="checkbox"/>	<div style="border: 1px solid #ccc; height: 80px; width: 100%;"></div>

86a) Does your company offer training services for the CMS application?

- Yes
 No

86b) If yes, please provide an approximate cost and timeline breakdown for major (key) integration activities:

	Cost:	Estimated elapsed time (in weeks):	Estimated man-hours of effort:
Delivering System-Admin Technical Training Session			

Administrator Toolbar	Cost:	Estimated elapsed time (in weeks):	Estimated man-hours of effort:
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Development of System-Admin Technical Training modules			
Delivering End-User Training			
Development of End-User Training modules			

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85%

Procurement

87) Are you currently pre-qualified for delivery of the solution under a Public Services and Procurement Canada (PSPC, formerly Public Works and Government Services Canada) or Shared Services Canada (SSC) procurement vehicle?

Option

 Yes No

If yes, what is the contract #, contract period and who is the contract with?

88) Do you currently hold a valid PWGSC Contract Security Program Facility Security Clearance for the Approval of physical security and information technology security safeguarding capabilities at the organization's site.

Option

 Yes No

If yes, what is the Capability Type and Renewal Cycle for both physical and information technology capabilities?

89) Is your solution currently available commercially?

"Off-the-shelf"

 Yes No

Modified "off-the-shelf"

 Yes No

"Custom" solution

 Yes No

Other, please specify:

Comments:

90) What service delivery models do you offer?

Software as a service

 Yes No

Perpetual software license plus ongoing maintenance and support fees

 Yes No

Yes

Subscription-based (annual or monthly fee) Administrator No

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Other, please specify:

Text input field with vertical scrollbar

Comments:

Text input field with vertical scrollbar

91) With what has been described as our requirement, would the delivery of your solution deviate from your standard approach?

Option Yes No

If yes, how so?

Text input field with vertical scrollbar

92) What pricing models are available for your solution?

Professional Services – hourly rate by resource category Yes No

Software license fee + maintenance (monthly, annual, perpetual etc.) Yes No

Firm lot price per end user Yes No

Firm annual price per end user Yes No

Other, please specify

Text input field with vertical scrollbar

Comments:

Text input field with vertical scrollbar

93) What pricing models would you be open to adopting?

Professional Services – hourly rate by resource category Yes No

Software license fee + maintenance (monthly, annual, perpetual etc.) Yes No

Firm lot price per end user Yes No

Other, please specify

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Comments:

94) Are you able to provide your current price list?

If yes, please send the documentation as an attachment via email when submitting your RFI. Instructions on emailing your documentation can be found at the RFI front cover pages.

Option

- Yes
- No

95) The respondent is invited to provide a pricing model that may assist EC with procurement and deployment scenarios.

96) Obtaining additional information on the current licensing model for the solution will assist us in defining our requirement. Please suggest measures that should be specified in an RFP to allow EC to achieve best value and explain why.

97) Would your resources require travel to deliver the solution?

- Yes
- No

98) Would you need to own any foreground Intellectual Property rights resulting from the delivery of your solution?

Option

- Yes
- No

If yes, why?

99) Given the anticipated lifecycle of the solution what contract period and option year duration would you recommend for the solution?

Initial contract period (years):

of option years:

Comments:

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100) Based on previous procurements, please identify any suggestions for changes or improvements that you wish to see in any possible future procurement and explain why.

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