



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des
soumissions - TPSGC

Place du Portage, Phase III
Core 0B2 / Noyau 0B2
11 Laurier St./11, rue Laurier
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

**LETTER OF INTEREST
LETTRE D'INTÉRÊT**

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Shared Systems Division (XL)/Division des systèmes
partagés (XL)
4C1, Place du Portage Phase III
11 Laurier St./11, rue Laurier
Gatineau
Québec
K1A 0S5

Title - Sujet HOSTED SURVEY SOLUTION	
Solicitation No. - N° de l'invitation B8815-170230/A	Date 2016-11-16
Client Reference No. - N° de référence du client B8815-170230	GETS Ref. No. - N° de réf. de SEAG PW-\$\$\$XL-137-30584
File No. - N° de dossier 137xl.B8815-170230	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-12-08	
Time Zone Fuseau horaire Eastern Standard Time EST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Mujkic, Ajida	Buyer Id - Id de l'acheteur 137xl
Telephone No. - N° de téléphone (819) 420-0886 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: See herein	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

**REQUEST FOR INFORMATION REGARDING
A HOSTED SURVEY SOLUTION
FOR
IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA**

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Annex A: Questions to Industry

REQUEST FOR INFORMATION REGARDING A HOSTED SURVEY SOLUTION FOR IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA (IRCC)

A.1 Background and Purpose of this Request for Information (RFI)

Since 2010, IRCC has used an online tool to conduct surveys among employees, clients, other government Departments and service providers. The surveys are used to conduct public opinion research, program evaluations as well as feedback mechanisms on IRCC training and information sessions. Use of an online survey tool has become essential to informing and evaluating Departmental policy, programs and services.

In order to meet ongoing business requirements such as conducting internal and external online surveys, consultations, and public opinion research, Immigration, Refugees and Citizenship Canada (IRCC) has a requirement for an Hosted Survey Solution, which must be hosted on secure servers capable of handling sensitive government information and assets to the Protected B level (<http://iss-ssi.pwgsc-tps.gc.ca/outils-tools/ns-sl-eng.html>). IRCC is also interested in receiving feedback on the CISD clearance of Respondents and their interest in being sponsored for a CISD clearance.

While IRCC is anticipated to be the initial client, it should be noted that other Government of Canada departments, agencies and Crown corporations also have similar requirements for a Hosted Survey Solution. Therefore, any subsequent RFP for a Hosted Survey Solution may aim to satisfy the requirements of multiple departments.

A.2 Nature of Request for Information

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

A.3 Nature and Format of Responses Requested

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

A.4 Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

A.5 Treatment of Responses

- a) **Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in

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this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.

- b) **Review Team:** A review team composed of representatives of the client (where applicable) and PWGSC will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.
- c) **Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the Access to Information Act.
- d) **Follow-up Activity:** Canada may, at its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

A.6 Contents of this RFI

- a) This RFI contains specific questions addressed to the industry in Annex A.

A.7 Format of Responses

- a) **Cover Page:** If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.
- b) **Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:
 - i) the title of the respondent's response and the volume number;
 - ii) the name and address of the respondent;
 - iii) the name, address and telephone number of the respondent's contact;
 - iv) the date; and
 - v) the RFI number.
- c) **Numbering System:** Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.
- d) **Number of Copies:** Canada requests that respondents submit one softcopy, in PDF format, of their response.

A.8 Enquiries

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority: Ajida Mujkic
E-mail Address: ajida.mujkic@tpsgc-pwgsc.gc.ca
Telephone: 819-420-0886

A.9 Submission of Responses

- a) **Time and Place for Submission of Responses:** Respondents should send responses electronically via e-mail to the Contracting Authority's address identified herein by the date specified on the front page of the RFI.

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- b) Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.

Annex A - Questions to Industry

1.0 General Questions

Q-1	General	<ul style="list-style-type: none"> a) Does your company provide Hosted Survey Solutions? b) If yes, please provide an overview of the survey features that your company can provide (For example: types of questions supported, number of questions per survey, etc.).
Q-2	General	<ul style="list-style-type: none"> a) Is the Hosted Survey Solution that your company provides a commercially available product(s)? b) If yes, how many years has it been commercially available?
Q-3	General	<ul style="list-style-type: none"> a) Approximately how many clients are currently using the Hosted Survey Solution that your company provides? b) Is your Hosted Survey Solution currently used by any government or public-sector clients? c) Approximately how many survey responses per day does your company process?
Q-4	Licensing	What type of licensing options do you provide (For example, per user, number of surveys, enterprise, etc.)?
Q-5	Reporting	<ul style="list-style-type: none"> a) Does your Hosted Survey Solution provide reporting features? b) If yes, please explain the functionality available and the different types of reports that can be prepared.
Q-6	Reporting	<ul style="list-style-type: none"> a) Does your Hosted Survey Solution allow for the export of reports? b) If yes, can the export format be set to Microsoft Excel and Microsoft Word?
Q-7	Language	<ul style="list-style-type: none"> a) Is your Hosted Survey Solution interface available in both English and French? b) Is technical support available in both English and French?
Q-8	Location	<ul style="list-style-type: none"> a) Does your Hosted Survey Solution allow for surveys to be sent from the system via e-mail with an embedded hyperlink? b) Can the surveys be sent to multiple e-mail addresses at a time? c) Does it allow for a customized message in the e-mail?

2.0 Security Related Questions

Q-9	Security	<ul style="list-style-type: none"> a) If you are a Canadian Supplier, do you currently hold any Government of Canada security clearances/screenings? b) If yes, please explain.
Q-10	Security	<ul style="list-style-type: none"> a) If you are an International Supplier, do you currently hold any security clearances/screenings issued by the government of your country of origin? If yes, please explain.
Q-11	Security	<ul style="list-style-type: none"> a) Please include the expiry dates of any current clearances/screenings that your company holds. b) If you do not have a current clearance/screening, would you be interested in obtaining one?

Annex A

Q-12	Security	Have you ever been screened to safeguard Government of Canada Protected B information on your IT network/equipment?
Q-13	Security	Does your Hosted Survey Solution allow for the encryption and authentication of electronic communications with the survey respondent? Please explain.
Q-14	Security	a) Is your Hosted Survey Solution installed on your own IT equipment, or is it hosted on third-party equipment? b) In what country/countries is the equipment located? c) Please explain any methods your company could offer for partitioning Government of Canada data from the data of other clients.

3.0 Other

Q-15	Other	Please identify any additional information that you feel may be relevant to this project.
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