



REQUEST FOR INFORMATION (RFI)

No. 1000337612

Creditor Insolvency Notification

for

The Canada Revenue Agency

Closing Date and Time: June 16, 2017 2:00 PM (EDT)



1. DISCLAIMER

Responding to this Request for Information (RFI) is not a prerequisite to receiving or being eligible to bid on any Request for Proposal (RFP). Any RFP will be advertised on the Government Electronic Tendering Service (GETS) commonly referred to as Buy and Sell (<https://buyandsell.gc.ca/>).

This RFI is not to be construed as a solicitation for tenders or proposals. No contract or other form of commitment will be entered into based on responses to this RFI. This RFI is not considered as authorization by the Canada Revenue Agency (CRA) to undertake any work that would result in costs to CRA.

Nothing in this RFI shall be construed as a commitment from CRA to issue an RFP for this solution. CRA may use non-proprietary information provided in its review and/or in the preparation of any formal RFP. All responses will be held by CRA on a confidential basis (subject to applicable federal legislation) and remain the property of CRA once they have been received. CRA may reproduce or photocopy or transcribe the response and any non-proprietary supporting documentation for the purpose of its review and/or inclusion in any resulting RFP document. Contractors responding to this RFI may be invited to a meeting to further clarify their responses to questions provided herein.

CRA shall not be bound by anything stated herein. CRA reserves the right to change, at any time, any or all parts of the requirements, as it deems necessary. CRA also reserves the right to revise its procurement approach, as it considers appropriate, either based upon information submitted in response to this RFI or for any other reason it deems appropriate.

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.

Respondents must note that this list of questions is not exhaustive, and respondents are invited to provide any additional information that might prove useful and/or beneficial to the CRA.

2. RESPONSES

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

Respondents are requested to submit responses by email to Shawn Corbett at Shawn.Corbett@cra-arc.gc.ca by June 16, 2017, 2:00 PM, Eastern Daylight Time (EDT).

While electronic submissions are preferred, respondents may also submit a hard copy of their response to the following address.

Canada Revenue Agency
Bid Receiving Unit
Ottawa Technology Centre
Receiving Dock
875 Heron Road, Room D-95
Ottawa, ON K1A 1A2
Telephone No:(613) 941-1618

The Bid Receiving Unit of CRA is open Monday to Friday inclusive, between the hours of 07:30 and 15:30, excluding those days that the federal government observes as a holiday.



3. ENQUIRIES

All enquiries regarding this RFI must be submitted via email to shawn.corbett@cra-arc.gc.ca.

4. PRESENTATION SESSIONS

Respondents to this RFI may be invited to attend one-on-one presentation sessions with CRA representatives. These sessions would allow respondents to present their RFI responses.

5. INTRODUCTION

The purpose of this RFI is to gather information on industry vendors that can provide a service that improves the Agency's current capabilities related to creditor insolvency.

The CRA Creditor Insolvency Notification Project is looking for a solution to have the ability to access insolvency data in a quick and efficient way to enhance the existing process.

6. OBJECTIVE

The objective for CRA is to improve its insolvency process and have the ability to submit a Proof of Claim within three days of date of receipt of an insolvency notification. The Creditor Insolvency Notification Project will create the capability for the CRA to access creditor insolvency data, resulting in reduced processing time and workflow efficiencies.

7. BACKGROUND

Each year, the CRA receives insolvency notifications, supporting documentation & Trustee dialog through fax and encrypted e-mail. The CRA has a short timeline to respond to an insolvency case or could potentially lose out on a claim. The Agency is currently reviewing the insolvency process & researching various modernization options to streamline end-to-end insolvency processing.

**Vendor Questions**

General Information	
1	Describe how your solution meets the Government of Canada standard under the Official Languages Act (accessible via the following hyperlink http://laws-lois.justice.gc.ca/eng/acts/o-3.01/). Specifically, describe in what capacity your solution provides user interfaces functionality and documentation in English and French.
2	Describe how your solution meets the Government of Canada standard under the Privacy Act (accessible via the following hyperlink http://laws-lois.justice.gc.ca/eng/acts/p-21/).
3	Describe two examples where your solution was implemented by a large Creditor.
Licensing Questions	
4	What are the available licensing models for your solution (e.g. site licenses, enterprise licensing, concurrent users, named users, third party module/database, etc.)? Type of services available within each licensing model.
Deployment and Technical Support	
5	Does your solution provide insolvency data as a Service to Creditors? If so, describe what a typical solution implementation would look like and how you perform the actual implementation of the solution?
6	Describe if any third party/parties services that are needed for implementation and support?
7	Describe your maintenance and support offerings (i.e., pre-deployment, post-deployment, consulting after-hours support, 7/24 on-call support, etc.) and how you provide them.
8	What would the minimum time be for your solution to get insolvency data to CRA? (assuming your solution had an established connection to CRA)
Functional questions	
9	Can your service be customized by a creditor, if so please describe to what extent
10	What is the typical timeline from when the insolvency event is declared to when your client is notified as a creditor?
11	Will we be able to track the progression of an insolvency event through its lifecycle?
12	What other products or services do you provide that complement your solution?
13	Describe how your solution implements roles and access control? (e.g. admin, regular user)
14	Describe how your solution provides traceability of user access.
Technical Questions	
15	Describe the minimum hardware and software requirements the creditor would require for your solution.
16	Describe your solutions method of securely transferring/receiving insolvency data.
17	Does your solution provide alert features? If so, describe.
Configuration Questions	
18	Describe the different types of Interfaces that would allow the CRA to manage insolvency cases.
Integration Questions	
19	Describe how CRA would have the ability to import insolvency information if required to attach to an internal existing insolvency case system as supporting information?
Performance and network questions	
20	List and describe any limitations of the software solution. (e.g. total volume capacity, output queues size/format of documents)
Query, report and analyze capabilities	
21	Does the solution provide reporting capabilities and customization? Describe how this is done.
22	Do you have trial versions of your solution that are available for us to evaluate?



Glossary of Terms and Acronyms

Term or acronym	Description
CRA	Canada Revenue Agency
GoC	Government of Canada