



**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**

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**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)  
Terrasses de la Chaudière  
4th Floor, 10 Wellington Street  
4th étage, 10, rue Wellington  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> RFI Corporations Canada	
<b>Solicitation No. - N° de l'invitation</b> U6265-186392/A	<b>Date</b> 2018-06-28
<b>Client Reference No. - N° de référence du client</b> U6265-186392	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$XL-141-33656
<b>File No. - N° de dossier</b> 141xl.U6265-186392	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2018-07-25</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Miller, Tracey	<b>Buyer Id - Id de l'acheteur</b> 141xl
<b>Telephone No. - N° de téléphone</b> (613) 858-2651 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF INDUSTRY CANADA 7TH FLOOR 235 QUEEN ST W OTTAWA Ontario K1A0C8 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

**INNOVATION, SCIENCE AND ECONOMIC DEVELOPMENT  
CANADA**

**REQUEST FOR INFORMATION – STATEMENT OF  
REQUIREMENTS**

**CORPORATIONS CANADA APPLICATION RENEWAL**

**NOTE**

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## 1 OVERVIEW

### 1.1 Purpose

The purpose of this RFI is to provide Corporations Canada (CC) with information about existing solutions that are proven and in the marketplace. This could include software, configuration, support and hosting services as well as offering the solution as a service. Through its own research and discussions with other jurisdictions, Corporations Canada is aware of existing solutions that are used throughout the world and would like to solicit information about their potential application to Corporations Canada's Application Renewal initiative.

At this time, Corporations Canada is only interested in pre-existing Industry solutions. This Request for Information (RFI) is not intended to solicit responses from Industry for software products that do not yet exist which would need to be custom-built to meet Corporations Canada's requirements.

### 1.2 Mandate

Corporations Canada helps Canadians incorporate businesses, not-for-profit corporations and other corporate entities according to Canada's laws and regulations.

Corporations Canada has a dual role both as a regulator and as service provider to corporations. It contributes to a positive business climate in Canada by

- maintaining and administering a modern corporate law framework, and
- delivering timely, innovative, client-oriented products and services.

Inherent in the mandate is a role to provide leading-edge corporate law and to influence other Canadian jurisdictions to follow this lead, with the objective of improving the overall corporate law framework in Canada.

Corporations Canada's mandate is derived from a number of statutes, principally the *Canada Business Corporations Act (CBCA)*, the *Canada Not-for-profit Corporations Act (NFP)*, the *Canada Cooperatives Act (COOP)* and the *Boards of Trade Act (BOTA)*.

### 1.3 Nature of Request for Information (RFI)

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.

### 1.4 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.

## **1.5 Response Costs**

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

### **1) 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 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, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response. As well, it is Canada's intent to hold Vendor One-on-One sessions at a later date. In this case, Canada will meet with respondents on an individual basis. Selected Vendors will be contacted to schedule a time for their session. Sessions will be held in Ottawa at the client's choice of location.

## **1.5 Contents of this RFI**

- a) This RFI contains a draft list of requirements. This document remains a work in progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that is ultimately published by Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft document are welcome.
- b) This RFI also contains specific questions addressed to the industry.

## **1.6 Question and requirements for Industry**

- a) Questions to Industry – see Part 9
- b) List of requirements for the Industry – See Annex A

## 1.7 Business Volumetric

The business volumetric data is being provided to respondents purely for information purposes. Although it represents the best information currently available to PWGSC, Canada does not guarantee that the data is complete or free from error.

Support for the CBCA and NFP Act are responsible for the most significant number of corporations and transactions. Corporations Canada current has 312,000 active businesses incorporated under the CBCA and 26,000 Not-for-Profit Corporations. In the most recent fiscal year, Corporations Canada handled:

- 48,000 Incorporations – 99.5% of which were submitted electronically
- 230,000 Annual returns – 98% of which were submitted electronically
- 34,000 Directors changes – 92% of which were submitted electronically

Similarly, in the same time frame, the Corporations Canada contact center handled over 74,000 phone calls, and 7,200 emails.

Finally the website processed over 2.4 million corporation searches and 1.5 Million external visits.

## 1.8 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 1 copy of their responses.

## 2. 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: Tracey Miller  
E-mail Address: tracey.miller@pwgsc.gc.ca  
Telephone: (613) 858-2651

### 3. Submission of Responses

- a. **Time and Place for Submission of Responses:** Suppliers interested in providing a response should deliver it to the Contracting Authority identified above by the time and date indicated on page 1 of this document.
- b. **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.
- c. **Identification of Response:** Each respondent should ensure that its name and return address, the solicitation number and the closing date appear legibly on the outside of the response.

### 4. Corporations Canada's Application Renewal Initiative

Corporations Canada conducts IT development in support of its mandate to deliver services to Canadians according to a legislative framework covered by CBCA, the NFP, the COOP and the BOTA. The majority of the CC's services are in support of the CBCA and the NFP.

Corporations Canada has a 5 year strategic plan to ensure that it continues to add value to business by offering leading edge technologies to both its clients and employees. Success depends on the ability to leverage new technologies that align with the environment in which Canadian businesses operate.

Corporations Canada has reached a crossroad with their IT development on the existing applications that support CC. Considering the significant cost of delivering IT, the current pain points in the existing system, the history of the cycle of development, and the new directions that the department is exploring such as digital services, it is critical that CC has a clear picture of what options are available in the near and long term in order to remain aligned with technological advances in the market as well as being capable of offering innovative services to its clients.

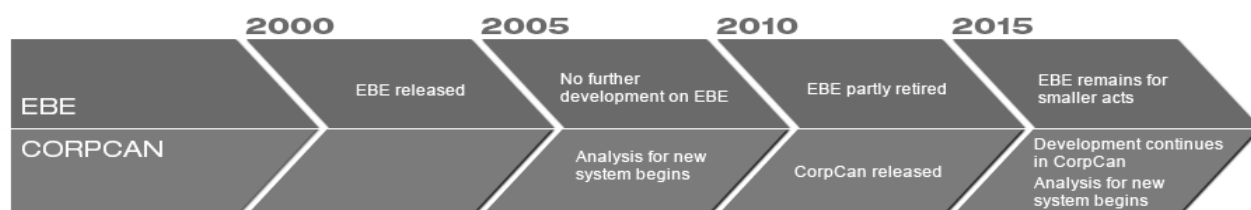
### 5. History

This application renewal initiative represents the 4<sup>th</sup> generation of IT development to support the services that Corporation's Canada delivers.

EBE (Electronic Business Environment) was released late 1999/early 2000 replacing the original system called DISCO. This system was developed in Visual Basic with an Oracle Database supporting it. At the time, this system was cutting edge with ecommerce being introduced in 2000. CC continued to add functionality to this system for 5 years at which point a decision was made to start investing in a new application rather than investing on aging technology. There were several reasons for this – the Visual Basic software was no longer supported; the version of the Oracle database was no longer supported and there were many newer technologies that were available in the market that offered technological gains.

In 2005, planning and analysis began for the new system to replace EBE and lasted 5 years (including development).

The following diagram shows the history of the major systems that were developed to support Corporations Canada.



The latest generation, CorpCan, was released in March 2010 and consists of two different application interfaces, used by an internal user group and an external user group.

CorpCan offers an internal interface to process online, email, fax, and paper requests and was built on a newer Oracle database platform using java code. Due to time and cost limitations, CorpCan did not replace EBE entirely. CorpCan focused on functionality for CBCA as it represents the majority of the transactions done in the system. NFP was developed in CorpCan a year later to support the new act that came into force. EBE continues to exist to support the smaller acts (BOTA and COOP), that results in fewer transactions (less than 1500) each. The internal application is used by employees within CC to process the requests that come from both the external application and require examination or human intervention as well as those that come in via other methods, such as email, fax and mail, requiring data entry and possibly examination.

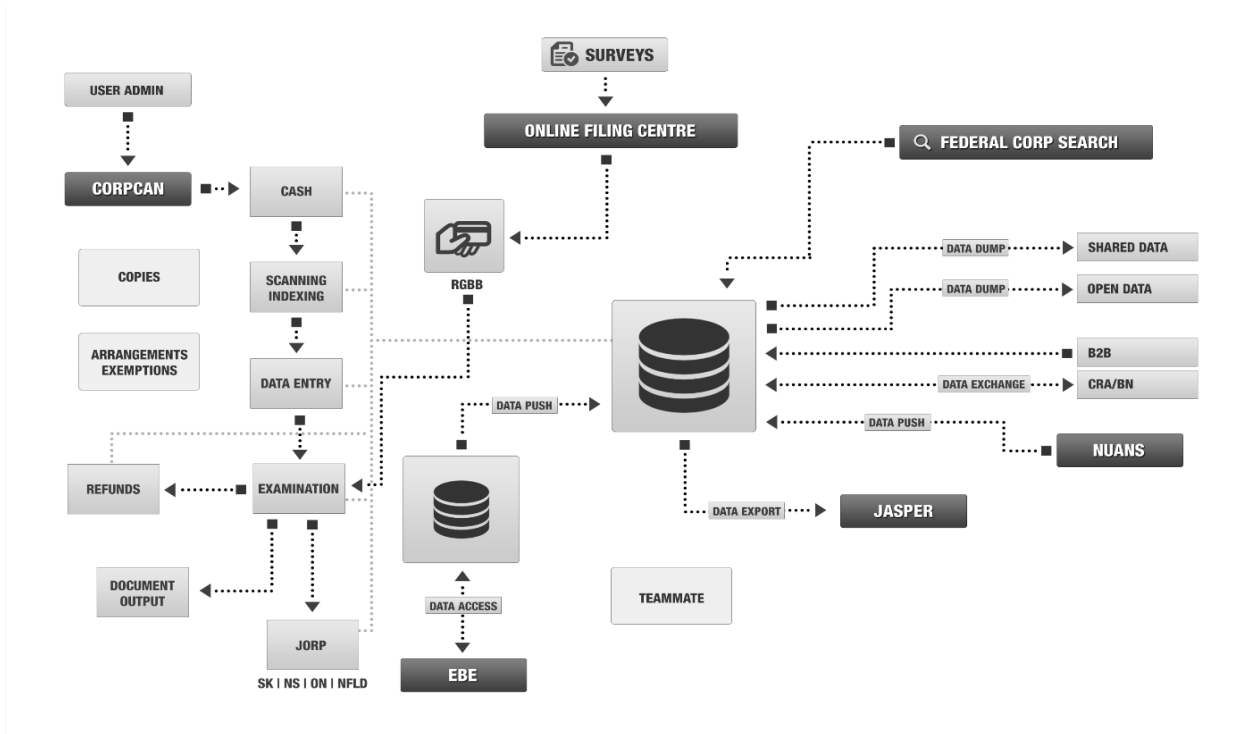
The Online Filing Center is the external application interface and is accessed via the internet. It is used by individuals, businesses and intermediaries (“external clients”) to conduct business activities such as incorporations and other corporate filings. The most popular product offered on the Corporations Canada website is the free “Search for a Federal Corporation” tool, with more than one million searches performed per year.

The current application suite is available to clients on a 7X24 basis except for quarterly outages on weekends to accommodate upgrades and changes.

### **Corp Can and Related Systems Overview**

The following diagram shows the existing application landscape for CorpCan. The definitions for any acronyms can be found in the Abbreviations and Acronyms section of this RFI.





## **6. SOLUTION SCOPE**

The new solution will support a modern and innovative Corporations Canada IT offering.

The high-level requirements in Section 3 of this RFI outline a number of capabilities and requirements that Corporations Canada is primarily looking to industry for solutions. These requirements are still at an early stage and subject to change.

The high-level requirements in section 3 have been organized into the following sections:

- Corporate Filing Management
- Workflow and Document Management
- Client Management
- Payment
- Reporting

Corporations Canada is ideally seeking a modular design approach that allows the components to be independent of one another so that they can be removed, updated, added, or integrated with other applications without any significant impact on other modules or without impacting the overall system integration.

## **7. REQUIREMENTS**

Corporations Canada has launched an application renewal initiative. In addition to the questions in Section 9 – Questions to Industry, Corporations Canada has also included a matrix of requirements that describe the high-level requirements for a possible future solution – see Annex A. In order to simplify the response to the requirements documented in Annex A, respondents should use the response template provided to respond to the requirements.

## **8. RFI OUTPUTS**

As a result of the RFI process, Corporations Canada would like to receive the outputs identified below. Respondents should clearly state any assumptions made in the responses.

### **8.1 Proposed Solution Information Sessions**

Corporations Canada intends to schedule sessions (demonstrations/presentations) of RFI proposed solutions in order to assess their effectiveness and potential to achieve CC's long-term infrastructure objectives and solution requirements.

Corporations Canada would like to interact during these sessions with a technical representative of these solutions in a question and answer exchange, in order to assess and better understand the solution degree of fit. In addition, CC may invite certain key stakeholders and/or representatives of the user community to participate during these sessions.

Scheduling arrangements will be made by PSPC and/or CC following the close of the RFI. The demonstrations/presentations should illustrate/prove as many of the high level requirements as possible. In addition, include any white papers or concrete integration examples with success stories and lessons learned. A presentation/demonstration should illustrate the core functionality, specifications and available features/functionality of the product set. These

presentations should be available for distribution in electronic format. This may also include a live demo (with test data) of the product. Interfacing issues should be clearly demonstrated.

The proposed agenda for the solution information sessions is as follows:

<b>Time</b>	<b>Topic</b>	<b>Purpose</b>
30 min	Respondent Introduction & Overview	Respondent to provide corporate introduction and an overview of their solution as well as other information that is relevant to the response.
90 min	Solution Demonstration and Functionality Discussion	Respondent provides a demonstration of their solution which incorporates a discussion of the functional requirements.  Subject Matter Experts (SMEs) from Corporations Canada different business areas will be present for this discussion.
90 min	Questions to Industry Discussion	An open discussion of the questions in Section 5.

Please specify which modules/packages are COTS and/or Open Source. Please also describe licensing issues and fees, maintenance fees, available customization or add-on fees, training costs and other considerations or known issues (such as performance, interfacing, interoperability, scalability, robustness or availability) in implementing a successful sustainable system.

## 8.2 Solution Cost Estimates

For planning and feasibility assessment purposes, it is paramount that Corporations Canada has a reasonable understanding of the costs associated with the solution being sought. CC is therefore soliciting input for preliminary solution cost estimates.

Please structure the cost estimate by modular components if applicable for the architecture used, in order to differentiate costs. Maintenance costs should be included as well. The intent of this request is that a cost breakdown will permit CC to gain a greater understanding of any cost drivers for the proposed solution.

## 9. QUESTIONS TO INDUSTRY

### SOLUTION

**Q-1** Describe the COTS product suite and the functionality offered as it related to the draft Statement of Requirements in Annex A. Please provide a list of any third party software necessary to complete the solution suite. Also provide details related to the support of those third party components: source of support, method of delivery, etc.

**Q-2** Has the solution ever been used to support business processes related to legislative compliance, oversight or verification? If so, please provide examples of how this was accomplished.

**Q-3** Has the solution ever been used by a government body? If so, which one and for what purpose?

**Q-4** Corporations Canada would like to minimize any customization related to the core elements of their solution. Ideally, changes to support business requirements would be handled through configuration and not customization. Describe how the product can be tailored to meet a broad range of user requirements without compromising the common base configuration.

**Q-5** Describe the solution's security model and its compliance with Government of Canada standards in order to protect data and to control access. If the solution involves hosting multiple clients, please comment on the security that is in place to ensure that all data is protected accordingly.

**Q-6** Describe your solution's security model; including, authentication, access control, data protection, encryption, authorization and other relevant features.

**Q-7** Describe how the proposed solution will interface with existing Corporations Canada/ISED applications and systems.

**Q-8** The use of open standards (such as web services standards for security, messaging, interoperability, etc.) in the solution is important for ease of integration with other systems. What other standards are applicable to the proposed solution?

**Q-9** Describe the vision of the future state of the proposed solution and how it may change with advances in technology (for example: user mobility, user devices, virtualization and hosting architectures, information intelligence, and other technical considerations.) What is the roadmap?

**Q-10** What languages and/or character sets are supported for input into the proposed solution and what languages is the solution's interface available in?

**Q-11** What are the minimum and recommended hardware and software requirements for the proposed solution; including, but not limited to operating system, RAM, processing speed, RDBMS, prerequisites, third party components and other technical considerations that CC would need to support?

**Q-12** Please describe the hosting model(s) that you offer such as "Hosted", "SaaS", "On Premise", or other. Which model or models would you recommend for Corporations Canada?

**Q-13** What security level does your team and your solution have clearance for, and would they be able to meet the Government of Canada's IT Security Risk Management lifecycle requirements (ITSG-33)?

**Q-14** Are you, the publisher of the proposed software solution or a solution integrator who will implement a solution produced by a separate entity? If the latter, please describe your relationship with the solution publisher.

**Q-15** What if any support, maintenance, and/or operations work is required from Corporations Canada both during the onboarding period as well as during the steady state period?

## **PRODUCT LICENSING AND PRICING MODEL**

**Q-16** What is the typical cost and timelines for similar builds, in whole or in part?

**Q-17** If additional configuration is required, do you offer professional services and what is the pricing model for those services?

## **SUPPORT AND SERVICES**

**Q-18** Different clusters of users will, from time to time, require different types of training and professional services in support of the solution. Describe capabilities in this area including:

1. What tools or capabilities can be provided to assist the transition of an organization from an existing system to the proposed system (for example: data migration, process mapping, system configuration and other considerations?)
2. The training and professional services your firm can offer directly and how they are supported. Indicate the approximate number of resources, their certification levels and availability.

**Q-19** Corporations Canada will need to support a cluster of internal users and will have Directors, Project Managers, Business Analysts, Technical and Administrative resources to do so. Provide an estimate of the resources required to support the ongoing operation of the proposed solution's system given the scenario of 100 internal users including:

- Describe the level of expertise, certifications (if required), and training required by support teams and individual users within a business unit to effectively support the application.

**Q-20** What additional features and services does your firm provide that have not identified but may be relevant to Corporations Canada?

**Q-21** What is the standard testing approach for similar builds, in whole or in part?

**Q-22** What are the firm's release management processes related to the proposed solution?

**Q-23** What are the firm's change management processes related to the proposed solution?

**Q-24** Based on your knowledge of CC's business, what is a suggested migration approach to move a client from their legacy processes to the proposed solution? What would this timeframe be and how would you minimize the potential disruption to CC's existing operation?

**Q-25** What is the approach for achieving an availability of 99.5%?

**Q-26** Of the requirements that we have listed and based on your domain expertise; are there any requirements that you believe are not essential?

## 10. DEFINITIONS

### **Business**

A Business is an individual or an organization which is a legally constituted body, such as a corporation.

### **CC Users**

CC Users are inside the Corporations Canada/ISED environment. They are Corp Can staff, consultants or certified third-parties who assist in the administration of Corporations Canada's mandate

### **COTS (Commercial-Off-The-Shelf)**

COTS is technology that exists and is available for sale, lease, or license. It is expected that any proposed COTS systems in response to this RFI may require configuration to the system requirements. The use of COTS systems is intended to reduce costs by eliminating the costs normally associated with the non-recurring engineering (NRE) required to meet a specific and non-supported requirement, and to reduce costs associated with maintenance, support and life-cycle replacement.

### **Nuans**

An advanced search system that provides reports regarding the use of names based on data that is integrated from provincial and federal partners.

### **Turnkey Solution**

A turnkey solution is a solution that will be turned over to the buyer in a fully operational ready-to-use condition. Provision of a turnkey solution means that everything needed to fulfill the requirements of the specifications will be provided by the contractor including without limitation, design, development, supply, installation, integration, acceptance testing, documentation, training service and warranty.

### **JASPER**

An internal reporting system that is used by Corporations Canada.

### **Incorporations**

An incorporation is the legal process used to form a corporate entity or company. A corporation is a separate legal entity from its owners, with its own rights and obligations.

### **Annual Returns**

Every corporation subject to the *Canada Business Corporations Act* (CBCA) must file an annual return with Corporations Canada every year.

### **Changes of Director Names**

Subsection 113(1) of the Canada Business Corporations Act (CBCA) requires a corporation to send notice to Corporations Canada within 15 days of any change involving a director of the corporation.

## 10.1 ABBREVIATIONS AND ACRONYMS

<b>BOTA</b>	Board of Trade Act
<b>CBCA</b>	Canada Business Corporations Act
<b>CC</b>	Corporations Canada
<b>COOP</b>	Canada Cooperatives Act
<b>CORPCAN</b>	Corp Can application
<b>COTS</b>	Commercial-Off-The-Shelf
<b>CRA</b>	Canada Revenue Agency
<b>CRA/BN</b>	Canada Revenue Agency Business Number
<b>CSV</b>	Comma-separated values file
<b>EBE</b>	Electronic Business Environment application
<b>MITIS</b>	Management of IT Security
<b>NFP</b>	Canada Not-for-Profit
<b>NUANS</b>	Newly Upgraded Automated Name Search
<b>RGBB</b>	Receiver General Buy Button
<b>RFI</b>	Request for Information
<b>SOA</b>	Service Oriented Architecture
<b>TLS</b>	Transport Layer Security
<b>XML</b>	Extensible Markup Language
<b>B2B</b>	Business to Business
<b>JORP</b>	Joint Online Registry Program





Annex A – Requirement Response Template

Requirement	Solution Addresses Requirement (Yes/No/Partial)	Respondent Comments
<b>General Requirements</b>		
The solution must be designed for easy/instinctive navigation, both on the client-facing end (External users) and the Corporations Canada staff end users (Internal Users).		
The solution must be available to Internal and External users via the Internet regardless of browser according to existing Government of Canada Web Standards. Please refer to Guidance on Implementing the Standard on Web Accessibility - Section 5 C.8 ( <a href="https://tbs-sct.gc.ca/ws-nw/wa-aw/wa-aw-guid-eng.asp">https://tbs-sct.gc.ca/ws-nw/wa-aw/wa-aw-guid-eng.asp</a> ).		
The solution must be available to internal users in any location (i.e. CC offices, off-site, telework, etc.).		
The solution must support processes for online requests and those received through alternate channels (paper, email, and fax) and entered by CC staff. The solution should allow users to submit/resubmit transactions online or through alternate channels.		
The solution should support the configuration of certain parameters by ISED administrators, without requiring vendor involvement. Such parameters include, but are not limited to, adding, editing, removing and updating corporations, transactions, filings, correspondence templates/outputs, service standards, transaction fees, etc.		
The solution should allow for setting user preferences such as passwords, notifications, preferred language,		

Requirement	Solution Addresses Requirement (Yes/No/Partial)	Respondent Comments
etc. based on user classifications managed by CC.		
The public view must be usable with computers and mobile devices alike according to Government of Canada standards.		
The solution must allow search of corporate data by internal user searches and by external user searches which may vary in level of specificity.		
The solution must maintain a history of all changes that are material to CC business.		
Access rights and privileges must be assigned in a role-based fashion, and the administration of users must be limited to certain roles and functions.		
User interfaces (both internal and external) must be developed in Canada's official languages, English and French.		
<p>Any web-based components must be integrated and consistent with Government of Canada Web Standards.</p> <ul style="list-style-type: none"> <li>• Details can be found at <a href="https://tbs-sct.gc.ca/ws-nw/index-eng.asp">https://tbs-sct.gc.ca/ws-nw/index-eng.asp</a></li> <li>• The style guide can be found at <a href="https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/canada-content-style-guide.html">https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/canada-content-style-guide.html</a></li> <li>• The Canada.ca content and information architecture specification (public facing) can be found at <a href="https://www.canada.ca/en/treasury-board-secretariat/services/government-">https://www.canada.ca/en/treasury-board-secretariat/services/government-</a></li> </ul>		

Requirement	Solution Addresses Requirement (Yes/No/Partial)	Respondent Comments
<a href="http://communications/canada-content-information-architecture-specification.html">communications/canada-content-information-architecture-specification.html</a>		
The solution must follow responsive web design (RWD) principles to ensure mobile friendliness.		
The solution should have documentation that includes but not limited to the following: <ul style="list-style-type: none"> <li>• Online user documentation</li> <li>• Maintenance documentation</li> <li>• Training materials</li> </ul>		
<b>Corporate Filing Management</b>		
The solution must manage the formation of federal corporations by incorporation, continuance or amalgamation and associated outputs (certificates, correspondence etc.) in accordance with all relevant legislation listed in Section 1.1 Mandate.		
The solution must assign a unique identifier (corporation number) to each new corporation or allow the use of a reserved corporation number as needed.		
The solution must be able to use pre-approved name data to facilitate the formation or alteration of a corporation as well as be able to allow a name to be pre-approved separate from the creation of a corporation.		
The solution must be able to track the purpose for the name approval request (i.e. new business entity, name change for existing business entity, etc.) and enforce appropriate business rules based on this purpose.		
The solution must be able to interact with NUANS for		

Requirement	Solution Addresses Requirement (Yes/No/Partial)	Respondent Comments
name searches and name reservation.		
The solution must be able to handle pre-approved criteria based on user types.		
The solution must manage all transactions and associated data and outputs during the corporate life-cycle including but not limited to amendments, change of address or directors, and dissolution.		
The solution should be able to prompt users to submit associated/subsequent transactions such as a change of directors following the annual return.		
External users should be able to log-in to their accounts and view/edit their information such as notifications, status of filings, transaction history, outputs, audit information, etc.		
Automatic data population where appropriate.		
The solution should have edit checks during the data entry process to reduce the likelihood of errors.		
The solution should provide the ability for internal users to correct data entry errors efficiently based on user rights.		
The solution should allow for requests and issuance of copies of corporate documents as per a set of predetermined rules both online and via paper.		
This solution should support the ability of high volume, External Users, to quickly execute incorporations, name pre-approvals, annual returns and potentially, other common transactions. Corporations Canada has an existing set of these users that have use different methods in a B2B to submit transactions.		

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<p>The solution should allow for a differentiated user experience depending on the type of external user. For example, intermediaries, who submit transactions to Corporations Canada on behalf of a 3<sup>rd</sup> party, may warrant a different experience than external users who interact directly with Corporations Canada.</p>		
<b>Workflow and Document Management</b>		
<p>The solution must allow for the creation, maintenance, and modification of workflows.</p>		
<p>The solution must be able to track, display, and allow users/user groups to assign and distribute transactions within Corporations Canada depending on roles.</p>		
<p>The solution must allow for the scanning and indexing of documents as well as importing pdfs and other digital formats at any time during the corporate lifecycle regardless of the status of documents (ex. approved, deficient, incomplete).</p>		
<p>The solution should allow for the controlled addition/editing/removal/replacement/deletion of documents/information at various stages of the transaction.</p>		
<p>The solution must assign a unique identifier to each document/transaction filed within the system.</p>		
<p>The solution should facilitate the viewing of information by role, account, and document.</p>		
<p>The solution should allow both internal users and external users to automatically save the information that they are currently working on when they leave the system.</p>		
<p>The solution should allow users to link related</p>		

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transactions.		
The solution should identify duplicate transactions.		
The solution must identify each transaction type with its relevant information such as Act, client, date received, method of payment, etc. This information would be set by CC.		
The solution should enable users to modify contact information at various stages of a transaction.		
<p>The solution should support CC workflow requirements:</p> <ul style="list-style-type: none"> <li>• On completion of a step, assignment of the transaction to the user/user group responsible for the next step in the process</li> <li>• The ability to manage work queues that are assigned to user/users group</li> <li>• The ability to set reminders for an activity to occur at a future date or step in the process.</li> </ul>		
The ability to view and report on service standards for the completion of work steps. Service standards should be configurable by CC.		
The solution should enable self-fulfillment of document transactions when specific business rules are satisfied (without human intervention).		
The solution should permit external users to confirm the authenticity of a copy of a filed document (certified copies).		
The solution should have the ability to automatically apply archiving, disposition and retention rules to		

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selected documents, outputs, and filings.		
The solution must have a spell check feature for outputs preparation in English and French.		
The solution must record correspondence sent or received by CC staff, or automated correspondence or notifications sent by the solution, on the file of the corporation.		
The solution must ensure that all information (correspondence, corporate history and transactions), whether sent to or received from clients, is restricted from the public unless otherwise indicated.		
The solution must automatically generate notifications, reminders and notices for each corporation as well as associated data changes, as required for compliance activities such as for the administrative dissolution and suspension programs and email, based on the selected communication method. Ad hoc actions should be possible as well.		
The solution should include audit functionality that allows for the management of compliance activities and verifications.		
This solution should allow individual internal/external users to subscribe to receive notifications of updates or changes made to a corporation.		
The solution should provide the ability for staff to record notes/comments; create actions/tasks via workflow regarding a corporation/transaction to be used internally by staff.		
The solution should be able to manage court-ordered		



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arrangements allow for the processing of multiple changes to a corporation with a single transaction.		
The solution should have an ability to survey external users based on questions defined by CC.		
<b>Financial Requirements</b>		
The solution must support standard financial processes (including reconciliations, refunds, charge backs, updates to payments/corrections etc.) and the ability to interface with internal systems such as CC's SAP financial system (IFMS).		
The solution must have the ability to link and delink a payment from a transaction.		
The solution must have the ability to accept user payments through integration with the Receiver General Buy Button (RGGB). RGGB is the departmental payment mechanism which leverages third party payment processors.		
The solution must maintain a transaction fee schedule, including historical fee schedules.		
The main currency handled by the solution should be Canadian dollars. The system should have the ability to accept payments in US currency.		
<b>Reporting Requirements</b>		
Reporting functionality including but not limited to: <ul style="list-style-type: none"> <li>• financial information</li> <li>• transactions</li> <li>• client requests</li> <li>• productivity</li> <li>• statistics</li> </ul>		

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<ul style="list-style-type: none"> <li>• compliance</li> <li>• operational metrics</li> <li>• quality assurance and quality control</li> </ul>		
Reports must be available in several ways including: <ul style="list-style-type: none"> <li>• ad-hoc reporting by internal staff.</li> <li>• predefined reports (dashboards)</li> <li>• pre-defined scheduled reports</li> </ul>		
Support the generation of reports in multiple document formats such as: <ul style="list-style-type: none"> <li>• Word</li> <li>• Excel</li> <li>• PDF</li> <li>• XML</li> <li>• CSV</li> </ul>		
Provide administrative level reports for the various application and system layers as applicable including: <ul style="list-style-type: none"> <li>• log</li> <li>• error</li> </ul>		
<b>Privacy and Security Requirements</b>		
Provide security services for: <ul style="list-style-type: none"> <li>• identification/authentication</li> <li>• access control</li> <li>• data integrity</li> <li>• data confidentiality</li> <li>• non-repudiation</li> </ul>		
Management of users and groups within the system (internal and external).		
Ensure that personal information is protected and complies with Government of Canada standards.		
The solution must be located in Canada, and all data		

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<p>stored in Canada according to Government of Canada guidelines.</p>		
<p>Access must be role based.</p>		
<p>Communications to and between distributed solution components must utilize secure encryption such as HTTPS (TLS), Secure Web Services, etc.</p>		
<p>Permit information that is legally accessible to the general public to be available (ex: incorporation data is public once processed), and information which is protected to remain restricted to whom it is relevant and to CC staff.</p>		
<p>Maintain an audit log, including user identity and date/time of changes to all transactions.</p>		
<p>Support user authentication via a third party identity provider using both OAuth 2.0 and SAML 2.0 protocols.</p>		
<p>If solution is hosted outside of the Government of Canada infrastructure, two factor authentications must be supported for back office user access.</p>		
<p>Adhere to all Government of Canada standards, specifications and constraints. These include:</p> <ul style="list-style-type: none"> <li>• <i>The Privacy Act</i>, <a href="http://laws-lois.justice.gc.ca/eng/acts/P-21/index.html">http://laws-lois.justice.gc.ca/eng/acts/P-21/index.html</a></li> <li>• <i>The Official Languages Act</i>, <a href="http://laws-lois.justice.gc.ca/eng/acts/O-3.01/">http://laws-lois.justice.gc.ca/eng/acts/O-3.01/</a></li> <li>• Treasury Board of Canada Secretariat, Operational Security Standard - Management of Information Technology Security Standard (MITSS); <a href="http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32815">www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32815</a></li> </ul>		

Requirement	Solution Addresses Requirement (Yes/No/Partial)	Respondent Comments
<p><a href="#">eng.aspx?id=12328&amp;section=html</a> ;</p> <ul style="list-style-type: none"> <li>• Communications Security Establishment (CSE) IT Security Standards <a href="#">www.cse-cst.gc.ca/en/page/policies-and-standards</a> ; and</li> <li>• Harmonized Threat and Risk Assessment Methodology (HTRA) for the Government of Canada <a href="#">www.cse-cst.gc.ca/en/learning-formation/course-cours/harmonized-threat-and-risk-assessment</a> .</li> <li>• IT Security Risk Management: A Lifecycle Approach (ITSG-33) <a href="https://www.cse-cst.gc.ca/en/publication/itsg-33">https://www.cse-cst.gc.ca/en/publication/itsg-33</a></li> <li>• Communications Security Establishment (CSE) Cryptographic Algorithms for Unclassified, Protected A, and Protected B Information <a href="https://www.cse-cst.gc.ca/en/system/files/pdf_documents/itsp.40.111-eng.pdf">https://www.cse-cst.gc.ca/en/system/files/pdf_documents/itsp.40.111-eng.pdf</a></li> </ul>		
<b>Integration Requirements</b>		
Permit migration of datasets into a data warehouse for use with Business Intelligence tools, Government open data, etc.		
Integrate with other government applications including but not limited to the following: <ul style="list-style-type: none"> <li>• NUANS – Automated Name Search Application</li> <li>• CRA – Canada Revenue Agency applications</li> <li>• TeamMate</li> <li>• GCDocs – Document repository</li> </ul>		

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<ul style="list-style-type: none"> <li>• CRM – Customer Relationship Management</li> <li>• email and office applications – Microsoft Office Suite</li> <li>• JORP – Joint Online Registry Program</li> </ul> Permit the sharing of information with partners such as CRA and other provinces.		
Support near real time data synchronization between the provided solution and other ISED products such as CRM and Business Intelligence tools.		
<b>Upgradeability</b>		
The proposed solution must be available for 10 years, including all upgrades during this period.		
<b>Scalability</b>		
The proposed solution must accommodate the following conditions and parameters.		
<ul style="list-style-type: none"> <li>• Administrative: Must allow for an increasing number of organizations or users to easily share a single distributed system.</li> <li>• Functional: An ability to enhance the system by adding new functionality at minimal effort.</li> <li>• Geographic: Accommodate performance, usefulness or usability regardless of expansion from concentration in a local area to a more distributed geographic pattern.</li> <li>• Load scalability: Expansion and contraction to accommodate heavier or lighter loads or number of inputs.</li> </ul>		
<b>Robustness</b>		
The proposed solution must be supported ensure		

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<p>stability, continuity and eliminate the risk of long-term unavailability throughout its life cycle and must include the following features.</p> <ul style="list-style-type: none"> <li>In the event of a failure, the proposed solution must be recovered to the most current backup.</li> <li>In the event of an unplanned system outage, to ensure business continuity, the proposed solution must provide access for an authorized CC user to access documents in order to revert to a paper-based process.</li> </ul>		
<p>The proposed solution must incorporate a high availability architecture.</p>		
<b>Interoperability</b>		
<p>The proposed solution must provide system application interoperability which should be achieved through adherence to interface standards and Service Orient Architecture (SOA) where appropriate.</p>		
<b>Availability</b>		
<p>The system must be available to users no less than 99.5% of the time, averaged monthly.</p>		
<b>Conversion and Onboarding</b>		
<p>The solution must permit the conversion of data from legacy systems to the new solution as part of the onboarding process in a manner that is not disruptive to Corporations Canada existing ability to serve its clients.</p>		
<p>The solution must support a phased implementation of functionality that is minimally disruptive to CC existing ability to serve its clients. This could involve piloting the</p>		

Requirement	Solution Addresses Requirement (Yes/No/Partial)	Respondent Comments
solution with a subset of clients and users.		
The solution must support a smooth transition of internal and external users from legacy systems to the new solution.		