



**REQUEST FOR INFORMATION
DEMANDE DE RENSEIGNEMENTS**

Proposal to / Propositions aux:
Statistics Canada / Statistique Canada

Date of Solicitation – Date de l’invitation: November 30, 2018	
Address inquiries to – Adresser toute demande de renseignements à: statcan.macs-bids-smc-soumissions.statcan@canada.ca	
Area code and Telephone No. Code régional et N° de téléphone (613) 882-0281	Facsimile No. N° de télécopieur
Destination MACS BID – RECEIVING Statistics Canada Distribution Centre ATTN: Marie-Lyne Carr Room 0702, Main Building Tunney’s Pasture Driveway Ottawa, Ontario K1A 0T6 statcan.macs-bids-smc-soumissions.statcan@canada.ca	

Solicitation No – N° de l’invitation : J022809/A
Solicitation closes – L’invitation prend fin At – à : 14:00 EST On – le : December 13, 2018
Update – Mise à jour :

Delivery required – Livraison exigée	Delivery offered – Livraison proposée
Vendor Name and Address – Raison sociale et adresse du fournisseur Facsimile No – N° de télécopieur : Telephone No – N° de téléphone :	
Signature	Date

Name and title of person authorized to sign on behalf of vendor (type or print) – Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d’impression).
Name – Nom :
Title – Titre :



Request for Information

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Section 1. Client Details

Under the Statistics Act, Statistics Canada (StatCan) is required to collect, compile, analyse, abstract and publish statistical information relating to the commercial, industrial, financial, social, economic and general activities and condition of the people of Canada.

More information about Statistics Canada is available at: www.statcan.gc.ca

Section 2. Purpose of the Request for Information

Statistics Canada is launching a Request for Information (RFI) process to receive information and feedback from industry regarding mobile survey applications. StatCan requires more information on the avenues available to fulfill their requirement. Currently, the two main avenues being considered are:

- a) the development of a new mobile survey application specifically for use by StatCan OR
- b) modifying an existing mobile survey application already available in the marketplace

Statistics Canada's two main objectives are to provide statistical information and analysis about Canada's economic and social structure and to promote sound statistical standards and practices. The Collection Planning and Research Division (CPRD) who is the centre of expertise for survey planning, survey development, and survey-collection research at Statistics Canada would like to measure the responsiveness of using a mobile application as a data collection tool.

The information and feedback collected from industry respondents via this RFI may be used by Statistics Canada to assist in its procurement planning for the Government of Canada.

Section 3. Nature of the Request for Information

This RFI is not a bid solicitation. This RFI is not to be considered as a commitment to issue a subsequent solicitation, or to award any contracts for the work described herein. No agreement or contract will be entered into based on this RFI. Since this RFI will not result in any contract being awarded, 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 herein.

This RFI is a market consultation document issued for the purposes of obtaining information to assist Statistics Canada in its procurement planning, and is not intended to result in any contract being awarded. The issuing of this RFI is not to be considered in any way as authority to potential respondents to undertake any work that could be charged to Canada.

Further, as this RFI will not result in the creation of any source list, there will be no short-listing of potential suppliers for the purposes of undertaking any future work as a result of this RFI. Participation in this RFI is not a condition or prerequisite for participation in any potential solicitation to be made subsequent. Whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement process.

As such, participation in this RFI is encouraged, but is not mandatory.



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

Statistics Canada may use non-proprietary information provided through this RFI process for its own purposes, including its review and for the preparation of any of subsequent solicitation document(s).

While the RFI closing date published herein is not the deadline for comments or input, responses received after the specified closing deadline for this RFI may or may not be considered, depending on Statistics Canada's timeline and schedule.

Section 4. Submission of Responses

Responses to this RFI are to be submitted electronically, by email, to the Contracting Authority identified in Section 10 of this document. Respondents may, in lieu of an electronic copy, submit a hard copy of their response to the attention of the Contracting Authority at the address provided on page 1 of the RFI.

Responses submitted will become the sole property of Statistics Canada, and will not be returned.

Section 5. Format of Responses

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 reference number, the volume number and the full legal name of the respondent.

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 respondents response and the volume number;
- ii) The name and address of the respondent;
- iii) The name, address and telephone number of the respondents contact;
- iv) The date; and the RFI number

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.

Statistics Canada requests that respondents submit one (1) electronic copy of their responses, including its supporting documentation. The file format of the submission must be either Adobe Portable Document Format (PDF), or one that is readable by Microsoft Office Suite software. The provision of electronic documentation is required to facilitate the distribution of the RFI responses to Statistics Canada representatives.

While there is no page limit on the information to be provided, email submission containing file attachment(s) greater than six (6) megabytes in total electronic file size may not be received.



As noted in Section 4: Submission of Responses, respondents may, in lieu of an electronic copy, submit a hard copy of their response to the attention of the Contracting Authority at the address provided on page 1 of the RFI.

To gain the greatest value from responses to this RFI, and to facilitate a consistent and structured assessment of the information provided to Statistics Canada, respondents are asked to provide reply to the questions contained in the Response Table included as Annex B of this document, as part of their submissions for this RFI process. If possible, the information provided should be complete and should not require referencing any other material not included therein, unless there is no other way of providing the information.

As such, respondents are asked to provide the following information:

- a) Complete the RFI Response Table (Questions for Industry) included herein as Annex B, and append to it any further submission that details the answers to its questions (with pagination);
- b) Include estimated costs for the proposed solution(s), with breakdown of any applicable taxes, service charges, etcetera;
- c) Indicate whether they also intend to provide Statistics Canada with a demonstration of their proposed solution for this RFI process, as such demonstrations are described in Section 12 of this RFI document.

Respondents are encouraged to send responses even if they are not able to answer all of the questions presented in this RFI. Also, respondents should feel free to provide comments, concerns and alternative recommendations, where applicable regarding how the requirements or objective described in this RFI could be satisfied. Respondent should explain any assumptions they make in their responses. Wherever applicable, the information provided should go beyond what may already be publicly available, such as on a website.

Responses may be written in either of the two official languages of Canada (French or English), at the preference of the Respondent.

Statistics Canada reserves the right to seek clarifications from a Respondent for any information provided in response to this RFI, either by telephone, in writing or in person.

Section 6. Response Costs

Respondents will not be reimbursed for any cost incurred by responding to this RFI which includes but is not limited to any expenses for travel to and from the StatCan head office for demonstrations.

Section 7. 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.



- b) Review Team: A review team composed of representative of the client (where applicable) and StatCan 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 response in accordance with the Access to Information Act.
- d) Follow-Up Activity: Canada, may, in its discretion, contact any respondents to follow up additional questions or for clarification of any aspect of a response

Section 8. Content of this RFI

This RFI contains a draft Statement of Requirements. This document remains a work in progress and respondents should not assume that new clauses or requirements will not be added to the bid solicitation that is ultimately published by Canada nor should respondents assume that none of the clauses or requirements be deleted or revised. Comments regarding any aspect of the draft document are welcome.

Section 9. Enquiries

Statistics Canada will not necessarily respond to all enquiries made with respect to this RFI in writing, nor by circulating its answers to all potential respondents, prior to the closing date of this RFI, as this is not a bid solicitation process. However, respondents with questions may direct their enquiries electronically, via email sent to the Statistics Canada Contracting Authority by the RFI's closing date. Enquiries received after said closing date may or may not be reviewed for response.

Contracting Authority: Marie-Lyne Carr

Email Address: statcan.macs-bids-smc-soumissions.statcan@canada.ca

Section 10. Submission of Responses

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.

Responsibility for Timely Delivery: Each respondent is solely responsibility for ensuring its response is delivered on time to the correct location.

Identification of Response: Each respondent should ensure that its name and return address, the response number and the closing date appear legible on the outside of the response.

Section 11. Proposed Demonstrations

In addition to written submissions, companies are invited to demonstrate their existing application to the review team and senior subject-matter representative(s) involved in this project, if they wish.

Demonstrations will be scheduled after the closing of the RFI, if interested parties wish to do so. Demonstrations are not a mandatory component of this RFI but rather are at the sole discretion of each respondent.

To book a demonstration with Statistics Canada, a written email request for demonstration must be sent to the Statistics Canada Contracting Authority by the closing date of this RFI process and must be accompanied by a formal response to this RFI process; see Annex B.

Demonstrations will be held at Statistics Canada's head office, located at Tunney's Pasture, Ottawa, Ontario and not offsite (i.e., at the industry respondent location). Statistics Canada will facilitate security clearance and escort to and from the meeting room. Respondents will not be reimbursed for any cost incurred in participation in the demonstration.

In order to be considered, demonstrations cannot exceed a time period of one and a half hours (1h 30min) in duration, must take place on site at the StatCan office in Ottawa, and should include the following:

- a) a demonstration of how to build a survey within the application; and
- b) a demonstration of the paradata supplied by the application.

Section 12. Response Confidentiality

As previously described, Statistics Canada may use non-proprietary information provided through this RFI process for its own purposes, including its review and/or for the preparation of any of subsequent solicitation document(s). However, Statistics Canada's commitment is to keep the information it obtains from the Canadian public in trust, in conformity with the requirements of the Statistics Act and the Agency's various policies and practices that frame its data collection, analysis and dissemination activities.

While the information collected by this RFI may be provided as commercial-in-confidence (and, if identified as such, will be treated accordingly by Canada), Canada may use said information to assist in drafting performance specifications (which are subject to change) and/or for budgetary purposes.

As such, respondents must clearly identify, in the information they share with Canada for this RFI process, any information that they feel is confidential, proprietary, third party or personal information (e.g. by watermark). Please note that Statistics Canada may be obligated by law (e.g. in response to a request made under the Access to Information Act) to disclose proprietary or commercially-sensitive information concerning a respondent (for more information: <http://laws-lois.justice.gc.ca/eng/acts/a-1/>).

Section 13. Reserved Rights

In addition to any other expressed or implied rights already detailed herein, Statistics Canada also reserves the right to:

- Cancel this RFI process at any time, and issue a new RFI for the same or similar information;
- Change the structure of the RFI process;
- Vary or extend any date or time in this RFI at any time, and of such a period as Statistics Canada considers appropriate, at its sole and absolute discretion;



- Make changes to this RFI including substantial changes, provided they are issued in an addendum to this RFI;
- Request written clarification or the submission of supplementary information from any or all respondents, or for them to provide additional information or clarification;
- Not consider any responses that contain information that Statistics Canada (in its sole and absolute discretion) believes contain misrepresentation, or any other inaccurate or misleading information.
- Further, all requirements and conditions in this RFI are for the benefit of Statistics Canada and are not to be misconstrued as undertaking or obligation on the part of Statistics Canada.



ANNEX A – STATEMENT OF REQUIREMENT
MOBILE SURVEY APPLICATION
FOR
STATISTICS CANADA (2018)

Background and Objective

The Collection Planning and Research Division of Statistics Canada, located at 150 Tunney’s Pasture Driveway in Ottawa, is responsible for the collection management of Statistics Canada’s surveys and implementing new collection tools. An important shift in respondent behavior within the last 10 years is the significant rise in cell phone usage, particularly smart phones. During this time period, StatCan has observed changes in how to contact respondents and how they complete questionnaires. Close to 70% of respondents are now using cell phones. More than one third of household survey respondents are now completing their survey online.

To adjust to this evolving landscape StatCan endeavours to test the willingness of respondents to download a Statistics Canada mobile application, access and complete a survey with this tool, and complete their data submission.

Project Requirements

All requirements in this specification are deemed to be essential requirements that must be met by the application unless otherwise stated. In this specification the use of the word “Must” denotes requirements that the application must meet. Use of the word “Will” denotes functionality expected to be available in the future.

- a) The mobile application must have both an iOS and Android platform which are native based.
- b) The application must include Statistics Canada branding
- c) The application must include password protection
 - a. Password protection may require a “remember me” functionality
 - b. Password may require Touch ID or Face ID functionality
- d) The application must include time-out functionality
 - a. Statistics Canada must be able to customize the time-out period for each individual survey
- e) The application must include push notification functionality
 - a. Push notifications will be required at random up to 5 times per day.
 - i. These times may need to be auto-controlled, i.e. respondent is pinged 2-3 times at random between X and X o’clock. The allowable timeframe will be specified by Statistics Canada.
 - ii. These times may also need to be respondent controlled (i.e. respondent specifies their waking hours and is pinged 2-3 times at random during those hours).
 - b. Time zones of Canada must be respected based on the respondent’s phone settings.
- f) An internet connection (data or wifi) must be required to
 - a. Download the application
 - b. Log in and access the questionnaire content
 - c. Submit responses
- g) An internet connection (data or Wi-Fi) must not be required to



- a. Trigger push notifications once the application has been downloaded
- b. Flow through the survey and enter responses once logged-in to the application
- h) A Data Visualization Dashboard must be available within the application.
 - a. A data visualization tracking the results of the respondent during the time they are in sample must be available to the respondent throughout the collection period.
 - b. A data visualization presenting the results of all participants to the study must be available to the respondent after the collection period. Statistics Canada must have the ability to load the data to the platform. The respondent is to be informed of this feature in the communication materials and the info section within the app. The respondent is to receive a push notification informing them when the data visualization is ready.
 - c. In cases where there is a Part A and Part B to the survey, the data visualization dashboard should reference the respondent's answers to Part A throughout the completion of Part B.
- i) The application must provide a progress bar to present amount of questionnaire completion. This could be formatted with any of the following methods:
 - a. Percentage completed
 - b. Number of questions completed over total questions
- j) A language toggle for English and French must be available on every screen of the application. Statistics Canada will provide translated *survey content*, but any core application functionality must be available from the developer in both English and French.
- k) The application must include feedback features, including but not limited to:
 - a. Q&A screen/help text menus
 - b. Instant tap email option
 - c. Instant tap phone option
- l) The application will include feedback features, including but not limited to:
 - a. Live chat option
- m) The application must have multiple modes available for question response type including but not limited to:
 - a. Checkbox
 - b. Fill in the blank
 - c. Sliding scale for numeric responses
 - d. Drop-down menu
 - e. Searchable drop-down menu
- n) The application must include the ability to apply edits to responses or non-responses. For example, edits would be triggered based on conflicting or missing information as outlined by Statistics Canada for each individual survey. Statistics Canada must have the ability to enter the edit parameters in the application.
- o) The application will include a review screen to allow the respondent to easily review their responses before submitting
- p) The application must have a submit button
 - a. Data is not to be submitted until the respondent acknowledges the submission. In cases where there is a Part A and a Part B to the survey, the respondent must acknowledge each submission separately.
- q) The application must respect Statistics Canada requirements including but not limited to:
 - a. TBS CLF 2.0
 - b. Web Standards
 - c. WCAG2.0.
 - d. Statistics Canada theme templates
 - e. Web Interoperability.
 - f. Optimizing Websites and Applications for Mobile Devices
 - g. Web Usability Requirements



- r) The application must have geo-location functionality
- s) The application will access the respondent's camera for either photo submission, or for barcode scanning
- t) The application must be able to access the respondent's microphone
- u) The application must provide paradata including but not limited to:
 - a. Device
 - b. Operating system and version
 - c. Crash log
 - d. Event log
- v) The application must be able to be used with beacon technology
- w) Statistics Canada must be able to revise the content, flows, and edits of the questionnaires
- x) The developer must not have access to the responses of the respondents, or any respondent information including but not limited to: name, phone number, physical address, password.
- y) The application must be housed on premise at Statistics Canada's head office, located at 150 Tunney's Pasture Driveway in Ottawa
- z) Respondent data must be stored on Statistics Canada servers
- aa) The application must be able to be completed using:
 - a. Mobile phones
 - b. Tablets
 - c. Computers
- bb) Respondents must be able to sync their data across devices to begin a questionnaire via one device but potentially complete via on another
- cc) The respondent should be able to adjust the settings such as font and text size

In addition to the specifications already detailed, it is imperative that training for this requirement be provided to Statistics Canada that meets the following specifications:

- dd) Physical training (i.e. on-site with the application) must be able to be delivered to the survey administrator in English and French, such that they are able to build and operate a survey
- ee) A training manual in both English and French must be provided to the survey build team

Statistics Canada is particularly interested in receiving information from developers who:

- ff) Have existing applications which meet the above requirements
- gg) Can build a new application to meet the above requirements
- hh) Can provide alternate functionalities/requirements not yet considered but would assist Statistics Canada in meeting their objective



ANNEX B – RESPONSE TABLE (QUESTIONS FOR INDUSTRY)

15.1	Supplier Profile The questions in this section are about your company and the services you provide to the public and/or private sector (Please complete as: a) “This information has been provided”, followed by the page number(s) where it appears in your submission, or b) “Yes – Available”, as appropriate).
15.1.1	Provide summary of your Business Profile, and the services your business provides.
15.1.2	Describe your previous and current experience as an Android and iOS developer in Canada.

15.2	Existing Mobile Application Information The questions in this section aim to give businesses the opportunity to provide information about mobile applications they propose meet the requirement.
15.2.1	Provide detailed specifications for mobile applications that you propose best meets the requirements specifically included in this RFI document as described throughout Annex A, such as:
15.2.1.1	Name of mobile application including (if available):
15.2.1.2	Functionality available
15.2.1.3	Functionality to be developed
15.2.1.4	A percentage of functionality available and percentage of additional development or modification required
15.2.1.5	Provide the specifications for additional features and/or related solutions not requested in this RFI document that should be included in an RFP, and briefly explain why?
15.2.1.6	What is the anticipated fulfillment time required to deliver the proposed mobile application?

15.3	New Development Mobile Application Information The questions in this section aim to give businesses the opportunity to provide information about new mobile applications they propose to develop in order to meet the requirement.
15.3.1	Provide detailed information concerning the development approach that you propose best meets the requirements specifically included in this RFI document as described throughout Annex A, such as:



15.3.1.2	Functionality to be developed
15.3.1.3	Provide the specifications for additional features and/or related solutions not requested in this RFI document that should be included in an RFP, and briefly explain why?
15.2.3	What is the anticipated fulfillment time required to deliver the proposed mobile application?

15.4	Estimated Pricing Information The questions in this section aim to provide estimated costs for the solutions proposed for the requirement.
15.4.1	Please provide estimated purchase pricing (including mobile application, license, and training) for the solution proposed in your response to Section 15.2.
15.4.2	Please provide estimated purchase pricing (including mobile application, license, and training) for the solution proposed in your response to Section 15.3.
15.3.2	Please provide estimated purchase pricing for the alternate solution(s) proposed in your responses to Section 15.2 and/or 15.3, if applicable.

15.5	Additional Information
15.5.1	Are there other considerations that Statistics Canada should be aware of that you feel is not covered in this RFI?
15.5.2	Do you have any other comments to share with Statistics Canada about this RFI?
15.5.3	Can you supply training to Ottawa, Ontario, Canada?
15.5.4	Is it feasible to expect that an end solution will have the ability to move from an on premise to a cloud solution?

15.6	Question specifically for holders of an SBIPS supply arrangement
15.6.1	Do you consider this an SBIPS requirement? If so, please indicate the stream best suited for this requirement.

15.7	Product Demonstration Yes <input type="checkbox"/> No <input type="checkbox"/>
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