



REQUEST FOR INFORMATION (RFI)

FOR

THE PROVISION OF Managed File Transfer Solution

Date issued:

January 15, 2020

Solicitation File Number:

RFx-000141

Solicitation Closes:

February 14, 2020 – 14:00 Ottawa local time

Inquiries:

David Laberge Senior Procurement Officer

Tel: 613-748-4794

Email: dlaberge@cmhc-schl.gc.ca

1. INTRODUCTION

Canada Mortgage and Housing Corporation (CMHC) is the Government of Canada's National Housing Agency, with a mandate to help Canadians gain access to a wide choice of quality, affordable homes. It is a Crown Corporation, with a Board of Directors, reporting to Parliament through the Minister of Families, Children and Social Development, and Minister responsible for Canada Mortgage and Housing Corporation, the Honourable Ahmed Hussen.

CMHC has 2,000 employees located at its National Office in Ottawa, and at various Business Centres throughout Canada. The Business Centre areas are divided into five regions: Atlantic; Quebec; Ontario; British Columbia; and Prairies & Territories.

A comprehensive Company profile of CMHC can be found at www.cmhc-schl.gc.ca

2. DEFINITIONS SUMMARY

CMHC	Canada Mortgage and Housing Corporation
NPP	Notice of Planned Procurement
RFI	Request for Information
RFP	Request for Proposal
Respondents	Potential vendors submitting a response to the RFI
Proponents	Potential vendors submitting a proposal to the RFP
MFT	Managed File Transfer
SaaS	Software as a Service

3. PURPOSE

The purpose of this Request for Information (RFI) is to seek solution and costing information from companies (Respondent(s)) on their ability to provide a Managed File Transfer (MFT) solution to CMHC.

CMHC is specifically looking for solution that meets its requirements as listed in Annex A.

In addition, CMHC is also looking for the following information:

- **Costing**
 - Initial and recurrent costs (as applicable) to implement this solution as a Software as a Service (SaaS).
 - Initial and recurrent license costs (as applicable).
 - Solution technical and operational support cost after the initial implementation (as applicable).
 - Other cost(s) as applicable.
- **Licensing**
 - Describe the licensing requirements for CMHC to use this solution (Access to the solution is either manual or programmatically via APIs)
- **Implementation**
 - Example and suggested implementation strategies for the solution which CMHC can adopt.

CMHC may request Respondents to conduct a technical demonstrations to explain how the solution meets its requirements and/or respond to any questions CMHC may have.

4. BACKGROUND

CMHC currently using a Managed File Transfer (MFT) solution to exchange document within its internal systems and between its internal systems and external business partners' systems. This solution will reach its end of live so CMHC is looking for a replacement solution.

Some CMHC systems have an automated interface to its existing MFT solution. The document exchange interfaces use industry standards file transfer protocols and security measures. In addition to automated interface, some CMHC business groups use manual processes to exchange documents (both direction, inbound and outbound) with external business partners.

5. REQUIREMENTS

CMHC is looking for a solution that meet the requirements specified in Annex A that this MFT solution must and should meet.

- Requirements that are categorized as Critical are those requirements that the solution must meet.
- The remaining requirements are categorized as either High, Medium or Low. These requirements are not critical but are important to CMHC. Each requirement has an assigned weightage depending on its category.

CMHC will use Annex A to review and evaluate responses to this RFI.

6. ACQUISITION STRATEGY

CMHC intends to conduct a four (4)-stage procurement process under Solicitation Number RFX-000141

Stage 1:	Seek capable companies	→	Request for Information (RFI)
Stage 2:	Synopsis of technical and mandatory requirements	→	Notice of Planned Procurement (NPP)
Stage 3:	Select company(ies)	→	Request for Proposals (RFP)
Stage 4:	Contracting	→	Agreement negotiation and ratification

Stage 1: RFI

Responses submitted under this RFI are non-binding. The issuance of the RFI is not to be considered in any way as a commitment by CMHC or as authority to undertake any work described under Section 5 above.

The main purpose of this RFI is to obtain information from Respondents regarding solutions and costing information as outlined in Section 3 and 5 above.

Stage 2: NPP

A synopsis of technical and/or mandatory requirements is available in Annex A and will also be published under the NPP and Respondents are invited to submit their interest in responding to a subsequent RFP.

Written submissions, which meet all mandatory requirements, will be considered qualified and will proceed to Stage 3: RFP. Responses submitted under the NPP are non-binding. The issuance of the NPP is not to be considered in any way a commitment by CMHC or as authority to undertake any work.

Stage 3: RFP

Respondents with qualified responses from the NPP may be requested to submit full proposals. Full proposals will be evaluated in accordance with the evaluation criteria identified in the RFP. Shortlisted proponents may enter negotiations with the CMHC.

Stage 4: Contracting

The selected proponent(s) from the RFP may enter into negotiations with CMHC and sign an agreement.

7. REVIEW OF THE RFI

CMHC reserves the right to request additional information for clarification during the review of the responses to this RFI, and/or to consider a subsequent modification of the response put forward by a Respondent.

CMHC will perform a review of responses submitted and incorporate it as it deems appropriate in the development of the NPP and/or RFP.

No payment will be made by CMHC for any costs incurred and associated with the preparation and submission by the Respondent of responses to this RFI. All costs are the sole responsibility of the Respondent.

8. NO OBLIGATION

The issuance of this RFI does not create an obligation for CMHC to issue a subsequent competitive procurement process and does not bind CMHC legally or otherwise, to enter into any agreement or to accept any suggestions from Respondents.

This RFI process is not a bid solicitation and a contract will not result from this request.

9. CONFIDENTIALITY

Information provided by Respondents through their RFI response is subject to the Access to Information Act. Respondents should identify any submitted information that is to be considered as either company confidential or proprietary. CMHC will not reveal any designated confidential or proprietary information.

10. INFORMATION WILL NOT BE RETURNED

The RFI response and any accompanying information or documentation provided by a Respondent will not be returned.

11. INFORMATION IN RFI ONLY AN ESTIMATE

CMHC make no representation, warranty or guarantee as to the accuracy of the information contained in the RFI or issued by way of addenda. Any quantities shown or data contained in this RFI, or provided by way of addenda, are estimates provided only as general background information.

12. LANGUAGE

RFI responses are to be provided in one of the two official languages of Canada (English or French).

13. GOVERNING LAW

This RFI process will be governed by and construed in accordance with the laws of the province of Ontario and the federal laws of Canada applicable therein.

14. RFI RESPONSE OBJECTIVES

This RFI is being posted on buyandsell.gc.ca to allow for the public and private sectors to review the RFI and provide feedback. The responses received will be used to assist CMHC in finalizing the requirements and in developing achievable objectives and deliverables.

CMHC will analyze and summarize all input in technical and/or mandatory requirements and post a NPP with a synopsis on buyandsell.gc.ca.

15. TERMS OF REFERENCE

- If there are any questions relating to the requirements as provided, Respondents should direct their inquiries to the Contract Authority David Laberge at the following address:

dlaberge@cmhc-schl.gc.ca

by **02:00 pm ET on January 24, 2020**. Answers to questions will be posted on **January 31, 2020** unless they are of proprietary or confidential in nature;

- CMHC requests that the RFI responses, including all supporting documentation, are to be sent electronically to the following e-mail address:

EBID@cmhc-schl.gc.ca

- The subject line of the transmission must state: ***RFx 000141*** and *company name*
- Please also indicate the number of emails submitted e.g. email 1/1 or 1/3, 2/3 and 3/3 as applicable
- Your RFI response must be **received** at the exact location as specified in above, on or before the submission deadline set as:

2:00 p.m. local Ottawa time, on February 14, 2020

Proposals arriving late will be automatically rejected, and the sender will be so notified by e-mail

- CMHC reserves the right to request supporting details and validate any information, qualifications and capabilities provided by the Respondent(s);
- CMHC reserves the right to cancel this RFI at any point and/or refrain from issuing a NPP and/or RFP;
- Neither this RFI nor any subsequent selection process will in any way impose an obligation or responsibility on CMHC (i) to execute any contract with any Respondent and (ii) for any costs incurred by a Respondent to respond to this RFI. By submitting a response to this RFI, Respondents waive any right to seek costs or damages or any other remedy against CMHC with respect to this RFI or any subsequent RFP or other selection process.

16. RFI RESPONSE

The Respondent's RFI response should include the following items:

- A statement outlining the Respondent's feedback for each item as described in Annex A, with a maximum page limit of 20 single-sided pages; and
- The Respondent's company name, address, contact person and email address.