



REQUEST FOR INFORMATION (RFI)

FOR

THE PROVISION OF

Group Registered Retirement Savings Plan Group Tax Free Savings Account

Date issued:

January 16, 2019

Solicitation File Number:

RFx-000136

Solicitation Closes:

January 31, 2020 at 11:00 am Ottawa local time

Inquiries:

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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.

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
RRSP	Registered Retirement Savings Plan
TFSA	Tax Free Savings Account

3. PURPOSE

The purpose of this Request for Information (RFI) is to seek information from companies on their ability to provide full administration, recordkeeping and custody services as well as offer delegated investment services to CMHC for our group RRSP and group TFSA plans.

CMHC is seeking input from Respondents on the following:

1. Provide details on your in-house full administration, recordkeeping and custody services.
2. Provide details on the delegated investment solutions that your company offers;
3. Describe your selection process of investment managers and different options of funds;
4. Provide examples of documentation that was developed by your company, such as statement of investment policy, regulatory filings and employee communication/education material;
5. Explain how your company measures the alignment with investment goals and objectives;
6. Explain how your company evaluates risks and the performance of fund managers as well as ensures that investment fees are competitive; and
7. Provide an example of the reporting process your company has developed to align with the sponsor's oversight role.

4. BACKGROUND

CMHC is committed to helping employees achieve their financial goals. As part of this commitment, in addition to the CMHC Pension Plan, CMHC offers employees the possibility to invest in group Registered Retirement Savings Plan (RRSP) and group Tax Free Savings Account (TFSA). Both plans are designed to help employees accumulate additional savings for achieving their short-term and long-term financial goals. Employees can choose to invest in already set portfolios based on their age and risk tolerance or they can choose from a variety of funds to build custom portfolios.

5. REQUIREMENTS

CMHC has developed the following initial direction of the scope and the mandatory requirements:

5.1 Requirement overview

In addition to providing full in-house administration, recordkeeping and custody services, CMHC is looking at delegating responsibilities for key investment decisions related to the group RRSP and group TFSA to an external provider, such as, but not limited to the following:

- a. Assist CMHC in determining the objectives, the plan design and the investment structure for both the group RRSP and group TFSA and provide access to top tier managers, best portfolio construction to achieve its objectives;
- b. Exercise fiduciary responsibility for manager selection, oversight, monitoring and reporting and share governance responsibilities;
- c. Provide independent financial consultation services to employees as well as handle communications and education material;
- d. Demonstrate the evaluation risks and the performance of fund managers as well as the insurance of that investment fees are competitive; and
- e. Provide employees access to a call centre, a website, financial planning assistance tools as well as administration support.

5.2 Mandatory Requirements:

- a. The selected Proponent must have the ability to provide the Service in Canada's both official languages; and
- b. All employee personal and confidential information is to remain within Canada.

6. ACQUISITION STRATEGY

CMHC intends to conduct a Three (3)-stage procurement process under Solicitation Number RFX - 000136

Stage 1:	Seek capable companies	→	Request for Information (RFI)
Stage 2:	Select companies	→	Request for Proposals (RFP)
Stage 3:	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 feedback from Respondents regarding the delegated Investment Services to CMHC for our group RRSP and group TFSA plans.

Stage 2: RFP

A subsequent RFP may be posted on buyandsell.gc.ca following the RFI. During the RFP process, full proposals will be evaluated in accordance with the evaluation criteria identified in the RFP. Shortlisted proponent(s) may enter negotiations with the CMHC.

Stage 3: 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.

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.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.

15. TERMS OF REFERENCE

- A question and answer period is not available for the purpose of this RFI. A subsequent RFP will allow for a question and answer period. In order for interested Respondents qualifications to be considered, CMHC requests that the RFI responses be provided to the Procurement Officer (Djamel Djouaher) at the following address:

ddjouahe@cmhc-schl.gc.ca and
ProcurementSourcing_Sourcesd'approvisionnement@cmhc-schl.gc.ca

- CMHC requests that the RFI responses be provided by email to the Contract Authority (Djamel Djouaher) **by 11:00 am ET on January 31, 2020**;
- 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 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 1-7 in Section 3, with a maximum page limit of six (6) single-sided pages;
- A statement outlining the Respondent's capabilities to the described requirements in Section 5.1 and 5.2 , with a maximum page limit of two (2) single-sided pages; and
- The Respondent's company name, address, contact person and email address.