QUESTIONS & ANSWERS – APRIL 20, 2020

WORKSPACE BOOKING SOLUTION RFI

FILE NO. RFx000153

QUESTION 1

Section 5.3 Platform - 4. The solution must provide integration with SharePoint.

Question: Can CMHC confirm their specific integration requirements with SharePoint?

CMHC RESPONSE

CMHC is looking for functionality that would allow the user to file (store) documents directly into SharePoint from the tool's interface (similar to what Harmon.ie is to Outlook)

QUESTION 2

10.   The Solution must integrate with SAP Success Factors in the form of an extension;

Question: Can any further information be provided regarding the integration requirements with SAP Success Factors?

CMHC RESPONSE

CMHC would like to know if the proposed solution is an extension to Success Factors (built using the SAP Cloud SDK or Extension Factory) or this is a standalone application with integration capabilities. If the latter, you must specify how integration would work in situations such as listing current employee information, displaying position details, supervisory contacts, etc.

QUESTION 3

Is CMHC looking for a COTS (commercial off the shelf) solution to address this requirement or is willing to consider a custom-built solution using technology platforms like Appian, Pega etc.?

CMHC RESPONSE

COTS only. No custom application considered.

QUESTION 4

As a part of CMHC's ongoing IT transformation program, is there a roadmap to leverage the solution deployed for Human Resources and Employee Relations case management for other functional areas like finance, customer service etc?

CMHC RESPONSE

No, the intent is not to deploy to other functional areas. The tool we are looking for is specifically for Employee Relations / Disability Management / Health and Safety cases and for our HR Shared Services.

QUESTION 5

As a follow-up to question no. 4, we would also like to understand the current technology solutions being used for case management in other functional areas like finance, customer service, etc. to ensure we propose a solution that fits the overall IT landscape at CMHC

CMHC RESPONSE

We have CRM for our solutions department and Service Now for our IT and Facilities groups. Those two solutions are not being considered for this, as they are too expensive to set up for Employee Relations/HR Shared Services needs.

QUESTION 6

Would CMHC considering extending the submission deadline by 7 days to Friday, May 1/2020?

CMHC RESPONSE

Yes, CMHC will extend the deadline to May 1, 2020.

QUESTION 7

What information (fields of data) would the integration with SAP SuccessFactor entail? Will it be data being brought into the new system?

CMHC RESPONSE

All user information fields (name, sector, cost center, supervisor, etc). It is an integration; either data is displayed from Success Factors or transmitted to the new system in a table of some sort.

QUESTION 8

Are you wanting to convert data from the Lotus Notes system into the new system?

CMHC RESPONSE

No.

QUESTION 9

If so, can that data be exported out of Lotus Notes and if so what format would it be in?

CMHC RESPONSE

N/A

QUESTION 10

How many users will need access to the system?

CMHC RESPONSE

Five (5) in Employee Relations, nine (9) in Shared Services for 2000 employees.

QUESTION 11

Can you give a little more detail in requirement 8 under 5.1 as to what you expected for the employee to open their own file?

CMHC RESPONSE

Example: submit their own tickets.

QUESTION 12

Can Shared Services and Employee Relations department see each other's cases?

CMHC RESPONSE

No.

QUESTION 13

Although we are browser based we do not provide the hosting service directly. The software can be installed on premise in your data center or in the Cloud with a third party hosting vendor such as Azure, AWS, Rackspace, etc. selected and controlled 100% by the company/IT department. Is this an acceptable deployment of our case management solution?

CMHC RESPONSE

Must be cloud. We are not looking for on premise solution. Please list which hosting vendor could house your product.

QUESTION 14

Will any solution that is not bilingual be eliminated from consideration?

CMHC RESPONSE

Yes, in a future RFP.

QUESTION 15

If our solution provides a document management solution, is an integration with SharePoint required**?** If so what is the need for the integration?

CMHC RESPONSE

We are not seeking a document management solution. SharePoint is our corporate document management solution. The need for integration will be having the ability to save and store documents in SharePoint directly from the tool.

QUESTION 16

How many CMHC employees are direct users of the current Employee Relations tracking tool?

CMHC RESPONSE

For CMHC HR Shared Services Division it includes active and retired employees – around 5,000.

For Employee Relations there are 5 employees total (eventually will be 6)

QUESTION 17

In Appendix "C", it was stated that the Employee Relations group receives about 200 new cases per year with an average of 30 entries per case. Does this represent the entire population of cases managed in the Employee Relations tracking tool? Or are there additional cases for Disability Management, Ergonomics, and Health and Safety? And if so, could you provide estimated volumes for these as well?

CMHC RESPONSE

The 200 new cases per year estimate represented the approximate total number of cases (under all categories) managed using the Employee Relations tracking tool.

A closer review of recent years' averages yielded the following results (yearly average) by category: Employee Relations – 90; Disability Management – 149; Ergonomics – 54

The Health and Safety cases are not currently tracked in our ER tracking tool. We estimate it would represent an additional 25 cases per year (retention period: 10 years)

QUESTION 18

Could you provide estimated lifecycle durations for the cases in the tracking tool (e.g., minimum, maximum and average age in days/weeks/months)?

CMHC RESPONSE

For CMHC HR Shared Services Division the, average would be a week.

For Employee Relations the following applies:

Minimum: 1 day (we could open and close a file on the same day)

Maximum: 3.5 years (i.e. LTD case; Human Rights Complaint); would be nice to have the flexibility of having it go on for as long as it takes)

Estimated average duration: 120 days