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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

Mainframe & Business Software Procurement Division /
Div des achats des ordi principaux et des logiciels de
gestion

Terrasses de la Chaudière

4th Floor, 10 Wellington Street

4th etage, 10, rue Wellington

Gatineau

Quebec

K1A 0S5

Title - Sujet RFI - Crowdsourcing	
Solicitation No. - N° de l'invitation K4A20-200933/A	Date 2020-04-29
Client Reference No. - N° de référence du client K4A20-200933	GETS Ref. No. - N° de réf. de SEAG PW-\$EEM-058-37748
File No. - N° de dossier 058eem.K4A20-200933	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-05-29	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Fradette, Michelle	Buyer Id - Id de l'acheteur 058eem
Telephone No. - N° de téléphone (873) 354-5189 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

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

REQUEST FOR INFORMATION REGARDING
CROWDSOURCING AND INNOVATION MANAGEMENT SOFTWARE-AS-A-SERVICE SOLUTIONS
FOR
ENVIRONMENT AND CLIMATE CHANGE CANADA (ECCC)

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Crowdsourcing and Innovation Management Software-as-a-Service Solutions
REQUEST FOR INFORMATION

1. Background and Purpose of this Request for Information (RFI)

The Government of Canada (GC) is in the process of identifying the capabilities and technical requirements of “internal” Crowdsourcing and Innovation Management Software-as-a-Service (SaaS) Solutions to be able to solve scientific, technical, design, and policy-related challenges within a Department and between select partnered organizations.

Since the early 2000s, crowdsourcing has become an important open innovation method widely used by private sector organizations. The term “crowdsource” is a portmanteau of the words “crowd” and “outsource” and broadly refers to the notion that working with people outside one’s organization can be a highly valuable source of ideas, expertise, and insight for solving a wide variety of scientific, technical, design, and policy challenges.

Many private-sector online-based SaaS Solutions offer crowdsourcing services to firms that aspire to undertake science and technology-related innovation using crowds that are “external” to their organization. Canada is aware that the private sector also offers specialized crowdsourcing SaaS that can be constrained for use “internally”, that is, to solicit solutions exclusively from within a single organization, thereby harnessing the skills and ingenuity of employees.

The purpose of this Request for Information (RFI) is to have potential suppliers self-identify their relevant crowdsourcing-related products and/or services and to allow Canada to:

- a) Solicit advice on the state of collaborative SaaS technology and related services to be used for posing scientific, technical, and design-related challenges “internal” to an organisation;
- b) Solicit advice on industry capabilities to supply and manage such crowdsourcing technologies;
- c) Solicit detailed feedback from potential suppliers on operational and technical requirements, cost, and timelines, and;
- d) Inform Industry of the proposed procurement approach.

2. High-Level Requirement

Public Services and Procurement Canada (PSPC), on behalf of The Department of Environment and Climate Change (ECCC), is releasing this RFI to seek input on the possible procurement and cost of a fully bilingual (English and French) Crowdsourcing and Innovation Management SaaS Solution.

3. Nature of this 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.

4. Nature and Format of Responses Requested

Any financial or pricing information provided by Respondents must be provided in a separate document. The financial document must not include any information identifying the Respondent. 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 material presented in this RFI. Respondents should explain any assumptions they make in their responses.

5. Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI, included but not limited to, expenses incurred for participating in any post submission meetings.

6. Treatment of Responses

- a) **Use of responses:** Responses will not be formally evaluated. However, the responses received may be used by the Government of Canada to develop or modify procurement strategies.
- b) **Review team:** A review team comprised of PSPC and ECCC representatives 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.

7. One-on-one Demonstration Meetings

In addition to written responses, Canada is seeking demonstrations of proposed “internal” Crowdsourcing and Innovation Management SaaS Solutions. Following the closing date, the Contracting Authority will follow up individually with respondents to schedule one-on-one demonstration meetings. The intent of these demonstration meetings is to allow respondents to present an overview of their solution and to provide respondents with the opportunity to ask questions and to provide feedback regarding this RFI. All information and questions regarding one-on-one demonstration meetings will be managed and sent by the Contracting Authority.

One-on-one demonstrations are planned to be held by WebEx videoconference following the closure of the RFI’s posting period. Representatives from the Stakeholders and PSPC will be in attendance. Meetings will be held in the National Capital Region, Eastern Daylight Time (EDT). The intention is to hold Demonstration meetings in June 2020.

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The feedback received at the one-on-one sessions will first be analyzed for further consideration by the Stakeholders and any pertinent recommendations, questions and answers will be included in a One-on-One Meeting Day Record. The One-on-One Meeting Day Record will be provided through an amendment to the RFI, and will not directly or indirectly attribute questions, comments or recommendations to any particular Respondent.

Participants to the One-on-one Demonstration Meetings will be required to identify the following:

- a) Legal company name and corporate address;
- b) Names of representatives and respective titles requesting to attend; and
- c) Contact information of representatives (office address, telephone number(s) and email address)

Please note that:

- Participation is not mandatory.
- Media cannot participate in the One-on-one Demonstration Meetings.

8. Contents of this RFI

- a) Annex A – Questions to Industry;
- b) Annex B – Pricing Information; and
- c) Annex C – Definitions and Acronyms.

9. 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:
 - a. the title of the respondent's response and the volume number;
 - b. the name and address of the respondent;
 - c. the name, address and telephone number of the respondent's contact;
 - d. the date; and
 - e. the Solicitation 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 one copy of their responses.

10. Submission of Responses

- a) **Time and place for submission of responses:** Suppliers interested in providing a response should email their response 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. The financial response should be included as a separate document with no identifying information.

11. Language of Response

Responses may be tabled in English or French at the preference of the Respondent.

12. 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: Michelle Fradette
E-Mail Address: michelle.fradette@tpsgc-pwgsc.gc.ca
Telephone: 873-354-5189

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ANNEX A – Questions to Industry

Question	Answer
Organisation Profile	
Q1. Describe your Organization.	
General Questions	
Q2. How does your crowdsourcing SaaS solution allow scientific, technical, design, and policy-related challenges to be solved internally within an organisation?	
Q3. What attributes and user experience does your SaaS solution offer?	
Q4. What, if anything, make your SaaS solution or business model unique in the industry?	
Q5. What other organisations have adopted your SaaS solution?	
Q6. How would you supply and manage your SaaS solution?	
Q7. What operational and technical requirements are needed to use your SaaS solution?	
Q8. What are the timelines for operationalising your SaaS solution; that is, what are time estimates to configure, make operational, provide all necessary educational material to ECCC staff, and to give users access to the platform?	
<p>Q9. Does your solution comply with Canada's:</p> <p>a) Directive on privacy practices, found at https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=18309</p> <p>b) TBS Web Standards (i.e. Standard on Web Accessibility - WCAG 2.0 level AA or higher) found at https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=23601</p> <p>If not, please explain which requirements it does not meet and why you feel you should still be considered to supply this solution.</p>	

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Q10. What approach would you recommend to set-up and configure your solution? Are there any technical considerations required on our end as the Client?	
Q11. Please describe the expected operational service levels of your solution.	
Q12. Please describe the support services offered to support users of your solution.	
Financial / Licensing	PLEASE PROVIDE PRICING INFORMATION AS DETAILED IN ANNEX B – PRICING INFORMATION, AS A SEPARATE DOCUMENT THAT DOES NOT INCLUDE ANY COMPANY/PRODUCT INFORMATION OR IDENTIFIERS. ANY DOCUMENTS WHICH INCLUDE FINANCIAL/PRICING INFORMATION ALONG WITH COMPANY/PRODUCT IDENTIFIERS WILL NOT BE ACCEPTED.
Language Requirement	
Q13. Is your solution available in Canadian English and Canadian French? If not, describe the process by which this can be offered.	
Q14. Does your solution support Canadian English and Canadian French user interfaces and online help? Can the user toggle between the desired language (Canadian English and Canadian French) of the user interface? If not, describe the process by which this can be achieved.	
Data Protection	
Q15. Does your solution allow Canada to retain sovereign control over its data, meaning that all data will be stored on servers that reside in Canada and all data in transit will be appropriately encrypted? (https://www.canada.ca/en/government/system/digital-government/modern-emerging-technologies/direction-secure-use-commercial-cloud-services-spin.html)	

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Security Requirements	
Q16. What types and levels of Canadian security clearances does your organization have? Examples include Designated Organizational Security Clearance and Personnel Clearance.	
Q17. What security management certifications and assessments have been completed at your organization and third party infrastructure provider from the following: <ul style="list-style-type: none"> • ISO/IEC 27018:2014; • ISO/IEC 27017:2015; • ISO/IEC 27001:2013; • ISO/IEC 27036; • (SOC) 2 Type II; • NIST Special Publication 800-161; and • ITSG-33 security control SA-12. 	
Training	
Q18. What approach would you recommend to train users on your solution? What types of training would be offered?	
Exit Strategy and Disaster Recovery	
Q19. What exit services and service guarantees do you provide to ensure that your customers can efficiently and effectively transition to other solutions such as on premise or alternative service providers? Who maintains ownership of the data?	
Q20. Describe your Disaster Recovery Plan, including the architecture. Would any additional investment be required?	
Additional Information	
Q21. Are there any additional features that we have not addressed above? Please identify and explain.	
Q22. Do you have any additional comments that you would like to share?	

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ANNEX B – Pricing Information

PLEASE PROVIDE PRICING INFORMATION AS A SEPARATE DOCUMENT THAT DOES NOT INCLUDE ANY COMPANY/PRODUCT INFORMATION OR IDENTIFIERS. ANY DOCUMENTS WHICH INCLUDE FINANCIAL/PRICING INFORMATION ALONG WITH COMPANY/PRODUCT IDENTIFIERS WILL NOT BE ACCEPTED

Pricing Model

Licensing Model (subscription-based, number of concurrent users, number of named users, other (please specify))	Price of the SaaS Solution per Unit of Measure in CAD (per user, per enterprise, by consumption, monthly, annually, other (please specify) in Canadian Dollars)	Supporting Services (software maintenance and support services, professional services, training, other (please specify))	Price for Supporting Services per Unit of Measure in CAD (rate per diem, per hour, per package, other (please specify) in Canadian Dollars)	Flexibility (Does the solution allow for early termination of subscription/license/service?)	Cost of early termination (in Canadian Dollars)

ANNEX C – Definitions and Acronyms

Acronym / Term	Definition
ECCC	Environment and Climate Change Canada
External Crowdsourcing	The act of crowdsourcing solutions to challenges outside the organisation from which the challenges originate.
GC	Government of Canada
Innovation Management	The tools, techniques, and processes designed to facilitate and enhance innovation within an organisation
Internal Crowdsourcing	The act of crowdsourcing solutions to challenges across the same organisation(s) within which the challenges originate.
PSPC	Public Services and Procurement Canada
RFI	Request for Information
SaaS	Software-as-a-Service