

REQUEST FOR PROPOSAL RFP-000564

FOR THE PROVISION OF AN EMPLOYEE RECOGNITION PROGRAM THROUGH AN INTEGRATED PLATFORM

Addendum #1

Question and Answer:

1. Given that the awarded proponent is responsible for the provision of the solution in both official languages, is the Crown willing to reconsider if some or all of the deliverables can be submitted in the bidder's chosen language. Is the Crown willing to be responsible for the translation of all deliverables in the other Official Language?

Answer: No. As per Section 1.1 Objective of this RFP, CMHC is seeking an organization to for the provision of a **bilingual out-of-the-box solution** for an Employee Recognition Program through an integrated online platform.

2. Is there an incumbent delivering the required deliverables and/or services?

Answer: Yes. Please refer to *Appendix C – Specifications, A. Program Background*.

3. Can the Crown provide an estimate on the number of end users - external and internal, power users (e.g., administrators) that will be expected to use the system?

Answer: CMHC has 2,200 employees.

4. Can the Crown provide an estimate of the number and scope of business processes involved?

Answer: Please refer to *Appendix C – Specifications, B. The Deliverables* for scope and business processes.

5. Can the Crown define what level of training is expected on the out-of-the-box solution for end-users versus the Crown's in-house communications / implementation team?

Answer: It is up to the proponent to propose a quality training program to ensure the out-of-the-box employee recognition program is implemented smoothly.

6. Can the Crown confirm that the selected proponent is responsible for delivering hands-on sessions for the implementation team only?

Answer: Yes.

7. Can the Crown provide an estimate of the size of the in-house implementation team?

Answer: Approximately 6 individuals in the deployment team and possibly some SME's and/or ad-hoc consultants.

8. “Data residency in Canada is not mandatory for regular business communication that does not include sensitive and/or protected or secret information (including personal information).” Can non-sensitive data be masked and sent outside of Canada?

Answer: This would be determined with shortlisted providers as outlined in *Appendix C – Specifications, Section J. Pre-conditions of Award*.

9. Is the Crown willing to reconsider the 60% weight on pricing and 40% on the proposed solution for Stage IV Presentation given that shortlisted bidders will be producing demo-able solutions at their own cost?

Answer: No. CMHC is looking for an out-of-the-box solution and is not expecting any customization for the presentation stage.

10. Is the Crown willing to consider an extension to the bid submission deadline of August 19th?

Answer: An extension is currently not possible.

11. Given that a similarly structured RFP for “Digital Wellbeing Services through an Integrated Platform” was recently launched by CMHC, is the Crown approaching the various digital projects with an enterprise-wide view of digital transformation? Is there an expectation for the integrated platforms to interact with each other?

Answer: No. RFP-000564 and RFP-000604 are independent of each other.

Clarification:

L. Stage III – Pricing and Stage IV - Presentation

Stage IV – Presentation (portal live demos)

As identified in *Section 1.4 RFP Process Time Table*, proponents must ensure to be available the day of presentations scheduled for **September 22**, in case selected. The top three (3) proponents will be notified once evaluations are complete with the exact time on that day.