



REQUEST FOR INFORMATION

MS PROJECT ONLINE SERVICES AND SUPPORT FOR CANADA MORTGAGE AND HOUSING CORPORATION

Solicitation File No. RFx000726

Date Issued: July 29, 2021

Date Closes: August 30, 2021

@ 2:00 PM ET

Address Inquiries to:

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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, the Honourable Ahmed Hussen.

CMHC has 2,200 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 (<i>optional</i>)
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
Industry/Market or Service Providers	Potential suppliers of the requested Solution
Solution	The goods and/or services being sought by CMHC

3. PURPOSE

The purpose of this Request for Information (RFI) is to canvas the Market for potential Canadian based Microsoft partners or Service Providers who are able to support CMHC in updating its project and portfolio management systems and methodologies by implementing Microsoft Project Online.

This RFI will also be used for budgetary purposes to estimate costs to carry out this project.

4. BACKGROUND

CMHC is making strategic changes to how projects and portfolios will be managed in future.

Currently, many of CMHC's project management processes are done manually using tools such as MS Project/Project Server, MS Excel or Powerpoint. Data is pulled from multiple data sources housed in various Sharepoint sites and is manipulated by multiple users which also make governance a major pain point. The results can be inconsistent, time consuming and prone to error.



In order to improve the effectiveness of its project management processes, CMHC will be implementing MS Project Online where 100% of projects will be housed within one system providing easy access and consistent and accurate reporting.

5. REQUIREMENTS

CMHC is looking for Respondents who specialize in Microsoft's (MS) Project Online platform; have experience and expertise in moving clients to modern technologies and business processes using Project Online and Project Power App; and have experience and knowledge of effective portfolio management, project management and decision-making services and support.

The Respondents should describe how they would provide the necessary support to CMHC in order that CMHC may achieve its goal of an updated project management system.

A. Respondents should describe their experience and expertise in the following areas:

- (i) Enterprise configuration of Project Online and Project Power App;
- (ii) Deploying enterprise scale Project Online and Project Power App;
- (iii) Deploying of Project Online and Project Power App to Canadian federal government clients;
- (iv) Deploying the Microsoft Power Platform to Canadian federal government clients;
- (v) Building a 1-3 year roadmap for staffing, skills and technical rollout;
- (vi) Enterprise administration strategy for Project Online and Project Power App;
- (vii) Enterprise strategy for maximizing features and functionality from Portfolio and Project Managers to project contributors and sponsors;
- (viii) Connecting Project Online and Project Power App to PowerBI;
- (ix) Building enterprise training plans for and Project Power App;
- (x) Contributing to enterprise change management plans for Project Online and Project Power App;
- (xi) Building runbooks that document configuration and deployment technical details.

B. Respondents should also provide detailed information on the following:



- (i) Willingness to participant in an environment where some operational support duties could be delegated to other IT outsourced partners;
- (ii) Suggested implementation strategies;
- (iii) Training options;
- (iv) Estimated timeframe to implement the Solution;
- (v) Describe company history;
- (vi) Estimated costs including implementation, training and ongoing support.

C. Out of Scope of Work:

Software licenses are not required.

6. ACQUISITION STRATEGY

CMHC will consider a three stage procurement process depending on the outcome of this RFI. The process would be as follows:

Stage 1	Seek information and feedback from industry	→	Request for Information (RFI)
Stage 2	Evaluate Responses make decision on whether to move forward	→	Request for Proposals (RFP)
Stage 3	Issue contract to winning vendor	→	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 4 above.

The main purpose of this RFI is to obtain feedback from Respondents regarding requirements, solutions, technologies and trends etc. as outlined in Section 5 above.

Stage 2: RFP

A public tender is posted on Buy and Sell, the Government of Canada’s electronic tendering website.

Stage 3: Contracting



The winning proponent from the RFP enters 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 makes 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.com to allow industry to review the RFI requirements and provide feedback. The responses received will be used to assist CMHC in finalizing its requirements and to develop achievable objectives and deliverables for obtaining the goods and/or services required through a future RFP process. CMHC is not committed in any way to issuing a future RFP.

15. TERMS OF REFERENCE

If there are any questions relating to the requirements as provided, Respondents should direct their inquiries to the following e-mail addresses:

ccbrown@cmhc-schl.gc.ca; ebid@cmhc-schl.gc.ca;

ProcurementSourcing_Sourcesd'approvisionnement@cmhc-schl.gc.ca

Answers to questions will be posted seven (7) business days before the closing date 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:

- (i) ebid@cmhc-schl.gc.ca
- (ii) The subject line of the transmission must state:
- (iii) Please also indicate the number of emails submitted e.g. 1/1 or 1/3, 2/3 and 3/3 as applicable.
- (iv) RFI responses sent to any other e-mail address will not be considered.
- (v) Your RFI response must be **received** at the exact location specified above, on or before the submission deadline set as:
- (vi) **August 30, 2021 @ 2:00 pm ET**
- (vii) RFI responses arriving late will be automatically rejected, and the sender will be so notified by email.



- (viii) CMHC reserves the right to request supporting details and validate any information, qualifications and capabilities provided by the Respondent(s);
- (ix) CMHC reserves the right to cancel this RFI at any point and/or refrain from issuing a NPP and/or RFP;
- (x) 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:

- (i) A statement outlining the Respondent's feedback for each item as described in Section 5 above, with a maximum page limit of twenty (20) single-sided pages; and
- (ii) The Respondent's company name, address, contact person and email address.