

Request for Information (RFI)

Scheduling Tool

Statistics Canada is issuing this RFI to better understand the availability in the marketplace of scheduling software for employees and projects.

More specifically, Statistics Canada seeks information regarding the availability of software that will enable the simple and effective smart scheduling of employees across time zones and projects.

Statistics Canada is particularly interested in receiving information from suppliers that:

- Can support and demonstrate the ability to schedule employees by project
- Can demonstrate a flexible dynamic software capable of adapting to change

This RFI is a market consultation document issued for the purposes of obtaining information to assist Statistics Canada in its procurement planning and is not intended to result in any contract awarded. This RFI is neither a call for tender nor a request for proposal (RFP). The issuing of this RFI is not to be considered in any way as authority to potential respondents to undertake any work that could be charged to Statistics Canada. This RFI is not to be considered as a commitment to issue a subsequent solicitation or award any contracts for the work described herein.

While a response to this RFI does not constitute a bid or proposal, and a supplier is not required to respond to this RFI to be eligible to submit a bid and/or proposal in response to any subsequent solicitation process, Statistics Canada may use any information obtained for drafting subsequent solicitation documents and for budgetary purposes. In other words, participation in the RFI is encouraged but it is not mandatory.

In addition to written submissions, private-sector companies are invited, if they wish, to demonstrate their existing tools to the review team and senior subject-matter representatives involved in this project. Demonstrations can be made after the RFI closing date if interested parties wish to do so.

Demonstrations are not a mandatory component of this RFI and it is up to each private-sector company to decide if they wish to do a demonstration. After the closing date, Statistics Canada may limit the number of presentations based on the number of responses received. It would be beneficial to the review team to make available to Statistics Canada on a trial basis any COTS (commercial off-the-shelf) software being proposed.

Demonstration will be held at Statistics Canada's head office, located at Tunney's Pasture, Ottawa, Ontario and/or not offsite (i.e., at the industry respondent location). If the industry respondent is located outside of the National Capital Region and it is deemed not possible or convenient to come to Statistics Canada's head office to conduct their demonstration, a teleconference/video conferencing via "Webex" or "Teams" can be arranged. In this case, Statistics Canada would require at least two (2) weeks of notice in advance to work with their remote conferencing team to set-up. Demonstration will be for a maximum one and an half hour (1.5h) length of time. To book a demonstration a written request must be sent to the Contracting Authority via email.

Statistics Canada will escort to and from the meeting room. Respondents will not be reimbursed for any cost incurred in participation in the RFI.

Respondents to this RFI **must** be received by the email at the **destination email address** identified and by the date and time below:

Email: statcan.macs bids-smcsoumissions.statcan@statcan.gc.ca

At : 14:00 EDT

On : 2022-09-27

Any request for additional information or clarification related to this RFI in writing by email to:
statcan.macs bids-smcsoumissions.statcan@statcan.gc.ca (Attn: Shuo Chen)

Section 1: Guidelines for RFI Respondents

1. Statistics Canada would like to remind respondents that this is an RFI and not a RFP (Request for Proposal). Therefore, respondents should feel free to provide comments, concerns, and, where applicable, recommendations about how the data and services might be delivered. Statistics Canada encourages respondents to comment on the content of this RFI document and to provide information on their experience and qualification, as well as any additional information that will help Statistics Canada with procurement planning.
2. Responses received after the specified closing deadline for this RFI may or may not be considered, depending on Statistics Canada's timeline and schedule. Respondents may withdraw from responding to this RFI at any time and may do so by sending an email message to the destination email address identified by the date and time indicated on page 1 of the solicitation.
3. Wherever possible, respondents should present the information requested in this RFI in a table according to the format presented in Section 4.
4. Respondents are encouraged to send responses even if they are not able to answer all questions presented in Section 4.
5. All requirements and conditions in this RFI are for the benefit of Statistics Canada and are not to be misconstrued as undertaking or obligation on the part of Statistics Canada.
6. All responses received and presented to Statistics Canada will be kept strictly confidential and will be retained to support the further development of internal procurement planning documents and budgetary decisions.

Section 2: Statistics Canada Overview

2.1 Mandate of Statistics Canada

Under the Statistics Act, Statistics Canada is required to collect, compile, analyse, abstract and publish statistical information relating to the commercial, industrial, financial, social, economic and general activities and condition of the people of Canada.

Statistics Canada has two main objectives:

1. To provide statistical information and analysis about Canada's economic and social structure to:
 - Develop and evaluate public policies and programs
 - Improve public and private decision-making for the benefit of all Canadians.
2. To promote sound statistical standards and practices by:
 - Using common concepts and classifications to provide better quality data.
 - Working with the provinces and territories to achieve greater efficiency in data collection and less duplication.
 - Reducing the burden on respondents through greater use of data sharing agreements (sources used include annual tax records, monthly employee payroll records and customs records).
 - Improving statistical methods and systems through joint research studies and projects.

More information about Statistics Canada is available at www.statcan.gc.ca.

2.2 Objectives of the RFI

As mentioned previously, the objective of this RFI is to better understand the availability of scheduling tools for 1,000+ employees. More specifically, this RFI will help Statistics Canada in the evaluation of the feasibility of using an out of the box scheduling tool across our various surveys and regional offices. Further consultations or bid solicitations may follow, based on the information received as a result of this RFI.

Section 3: Responding to the Request for information

3.1 No Commitment or Obligation

This RFI document and any responses received do not constitute a commitment or an obligation on the part of Statistics Canada to establish a contract with one or more parties.

3.2 Confidentially of Respondents Information

Respondents should identify any information submitted that is to be considered as either CONFIDENTIAL or PROPRIETARY and, if identified as such, information will be treated accordingly by Statistics Canada.

Statistics Canada's commitment is to keep in trust the information it obtains from the Canadian public in conformity with the requirements of the *Statistics Act* and the Agency's various policies and practices that frame its data collection, analysis and dissemination activities.

3.3 Reserved Rights

In addition to any other expressed or implied rights, Statistics Canada reserves the right to:

- Cancel this RFI process at any time and issue a new RFI for the same or similar information;
- Change the structure of the RFI process;
- Vary or extend any date or time in this RFI at any time, and of such a period as Statistics Canada at its sole and absolute discretion considers appropriate;
- Make changes, including substantial changes, to this RFI provided they are issued in an addendum to this RFI;
- Request written clarification or the submission of supplementary information from any or all respondents, or provide additional information or clarification;
- Not consider any responses that contain information that Statistics Canada (in its sole and absolute discretion) believes contain misrepresentation, or any other inaccurate, or misleading information.

Section 4: Response Table for the Request for Information

To gain the greatest value from responses to this RFI and to facilitate a consistent and structured assessment of the information provided to Statistics Canada, please respond to the questions in the following table. If possible, the information provided should be complete and not require referencing other material not included unless there is no other way of providing the information. Wherever applicable, the information provided should go beyond what may already be publicly available, such as on a website. To better understand the marketplace of scheduling software and its industry, the questions in this section are designed to provide Statistics Canada with information regarding:

- A summary of your Business Profile;
- The services your business provides with regards to building and viewing schedules;
- The cost of your scheduling software/services;
- The methodology and technology used by your business for scheduling activities.

Statistics Canada seeks information on potential scheduling software/systems that will allow the project based scheduling of over 1,000 employees.

4.1	Supplier Profile The questions in this section are about your company and the service you usually provide to the private or public sector.
4.1.1	Describe your previous and current experience as scheduling software supplier.
4.1.2	Where is your head office located? Do you have a contact office in Canada?
4.1.3	How many years have you been in the scheduling software industry as a business entity (worldwide / in Canada)?
4.2	Accessibility and Services Offered The questions in this section are aimed at understanding scheduling capabilities your product has. We want to understand what is included in your services, and if necessary the best way to request a quote.
4.2.1	Please describe at a high-level what your scheduling software entails.
4.2.2	What is your current pricing structure for scheduling software? Are there additional costs for customization?
4.2.3	Are you able to offer scheduling at a project-level based on the attributes of employees? IE. John can only work Mondays, Susan can only work 20 hours per week.
4.2.4	Is your software able to store and export metrics? Where is the data stored?
4.2.5	Does your product have an interface for schedule viewers to be able to interact with the system?
4.2.6	Is your software able to copy over schedules from previous time periods or projects?
4.2.7	Does your product have an automatic scheduling ability that is based on inputted variables/attributes?
4.2.8	Is your system able to be integrated to existing systems using APIs or other methods?
4.2.9	Is your tool cloud-based?
4.2.10	Do you offer ongoing support services? If so please describe the type of support activities and cost associated.

4.3	<p>Information Security and Technology</p> <p>The questions in this section are aimed at understanding the technical, security and ethical measure taken by your organization in providing scheduling software/services.</p>
4.3.1	What security measures would your company take to protect the data that is gathered by the software?
4.3.2	Would the data used in the scheduling system be reused or sold for another purpose?
4.3.3	What is your strategy with respect to allowable downtime and recovery time in the event of a system failure?
4.4	<p>Additional Information</p> <p>The questions in this section aim at providing businesses the opportunity to provide additional information.</p>
4.5.1	Are there other considerations that Statistics Canada should be aware of that you feel is not covered in this RFI?
4.5.2	Do you have any comments to share with Statistics Canada about this RFI or scheduling at Statistics Canada?