

**REQUEST FOR INFORMATION REGARDING  
AUDIO-VISUAL HYBRID COLLABORATION ENVIRONMENT SOLUTIONS  
FOR LEARNING SPACE OF THE FUTURE PROJECT  
AT THE COLLEGE  
IN EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA  
(COLLEGE@ESDC)**

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## 1. Purpose of this Request for Information (RFI)

The college at Employment and Social Development Canada (College@ESDC) is launching this Request for Information (RFI) to identify what potential sources and products are available in the marketplace that will best meet their need: *to establish a nation-wide, Accessibility-compliant\*, Hybrid\* learning and event\* hosting environment, in six locations across Canada: Gatineau, Montreal, Dartmouth, Toronto, Edmonton and Vancouver.*

\**Accessibility-compliant* mean meeting Accessible Canada Act requirement [EN 301 549 V3.2.1 \(2021-03\)](#) and/or roadmap to compliance by Jan-2025 enforcement date, as detailed in Section-4 of this document.

\**Hybrid* implies uniting in-room and remote participants in an equitably same-shared experience for all.

\**Event* implies all kinds of gatherings for learning or other purposes.

Response to this RFI will ensure your products and services are not excluded from consideration. After receiving and evaluating Vendor responses to this Request for Information (RFI), the College@ESDC intends to issue a Request for Proposals (RFP).

Selected RFI-responding Vendors will be required to supply written information, participate in a demonstration of their products, and answer questions from College@ESDC staff who will write the work plan and draft the Request for Proposals (RFP) that will follow.

## 2. Background

### 2.1 Employment and Social Development Canada (ESDC)

The mission of Employment and Social Development Canada (ESDC), including the Labour Program and Service Canada, is to build a stronger and more inclusive Canada, to support Canadians in helping them live productive and rewarding lives while improving Canadians' quality of life.

### 2.2 Mandate and role

ESDC fulfils its mission<sup>1</sup> through, but not limited to, the following activities:

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<sup>1</sup> [Employment and Social Development Canada 2020–2021 Departmental plan - Raison d'être, mandate and role: who we are and what we do - Canada.ca](#)

1. Developing policies that ensure Canadians can use their talents, skills and resources to participate in learning, work and their community
2. Delivering programs that help Canadians move through life's transitions, from school to work, from one job to another, from unemployment to employment, from the workforce to retirement
3. Providing income support to seniors, families with children and those unemployed due to job loss, illness or caregiving responsibilities
4. Helping Canadians with distinct needs such as Indigenous people, persons with disabilities, homeless people, travelers and recent immigrants
5. Ensuring labour relations stability by providing mediation services
6. Promoting a fair and healthy workplace by enforcing minimum working conditions, promoting decent work and employment equity, and fostering respect for international labour standards; and
7. Delivering programs and services on behalf of other departments and agencies.

### **2.3 College@ESDC**

The College@ESDC is responsible for delivery of all essential and development training to ESDC Employees, and acts as a venue for delivery of departmental events. The recent Covid pandemic disrupted traditional ways of working, the federal government was not immune to this change. The College@ESDC needs to continue to innovate employee engagement, in an evolving work environment.

Unlike existing static in-person, and/or static web-based video conferencing applications and delivery channels/platforms. The new solution would establish an environment interactively uniting in-room and remote participants. This would enable greater engagement, immersion and real-life experience regardless of the location or method of attendance (virtually from home or from any city/province, or in-person at any Learning Centre (LC) location), and Accessibility needs. This initiative will allow the College@ESDC to reach more of its Employees across the country, and provide Employees with anyone of the six on-site Learning Centre (LC) locations across Canada from which to join College hosted events, in person.

### **3. Objectives of Request for Information**

The objective of this industry-wide 'Request for Information' (RFI) is for a technology solution to establish an accessible, hybrid, learning environment for delivery of simultaneous training & events in several sites across Canada, for the College@ESDC.

\***Accessibility-compliant** means: Accessible Canada Act requirement [EN 301 549 V3.2.1 \(2021-03\)](#) and/or roadmap to compliance by Jan-2025 enforcement date, as detailed in Section-4 of this document.

\***Hybrid** implies uniting in-room and remote participants in an equitably same-shared experience for all.

\***Event** implies all kinds of gatherings for learning or other purposes.

This request for information's objective is to satisfy the requirement of ESDC (the "Client") for the provision of a fully configured 'hybrid' environment that transforms delivery of learning events. The required solution must deliver an interactive experience for all participants regardless of their adaptive needs, where they are located, or how they are attending the event.

The purpose of the resulting project will be to implement a solution that will meet ESDC's existing and emergent requirements described in this document's section 10. *Scope of Work* for the end-to-end delivery of \*hybrid learning \*event environments. The solution's operation and use will require the Vendor to provide complete documentation and training as required by ESDC.

It is the intent of the Client that the solution will include: equipment delivery, installation, configuration, and testing; as well as hardware warranties, and a description of options offered by Vendors in regards to: licensing (usage/costing) models, service support (help desk) models, and product-upgrades for their solution.

There is also a security requirement associated with this solution as described in section 10.1 (12), (13), and (14) of this document. For additional information, Contractors should refer to *the Contract Security Program of Public Works and Government Services Canada (PWGSC) website* [\[http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html\]](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html).

The solution must support Soft codec and BYOD (bring your own device), ensuring continued functionality of commonly available adaptive technologies that may be used by participants installed on their devices (example: hearing aids, noise-cancelling devices, optical character screen readers, etc.)

The solution must be flexible by design to respond to industry changes; 'closed systems' must be avoided in the final Solution design.

The solution must support compatibility with other event-delivery components deployed in the event space, such as mobile booths for live real-time translation, voice-to-text transcription, and simultaneous sign-language interpretation, and webcasting.

Usage, licensing, and available (3-5 year) support packages must be clearly described, for comparative cost-analysis of implementation, and long-term maintenance of the proposed solution.

#### **4. Nature of Request for Information**

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 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.

#### **5. Format of Responses Requested**

The following sections lay out a standardized response structure for this Request for Information (RFI). Respondents should include these sections, and their detailed responses per section, in each response to this RFI. Employment and Social Development Canada (ESDC) believes this standardized structure will speed the process of reviewing responses from all relevant respondents.

Respondents should provide:

- a) Respondent details (company name, headquarters' address, website, primary point of contact name, title, email address, phone number and office location).
- b) Solution(s) recommended to best meet the Employment and Social Development Canada (ESDC) need as defined in this RFI. This section should contain the name of the solution(s) and a description of the solution's functionality, as well as how the solution or solution components work together to best meet the stated need.
- c) Answers to the questions listed in the above section, Questions to Industry.
- d) All assumptions made as part of this response. Respondents are strongly recommended to provide questions to the RFI contact specified on page 1 to resolve as many assumptions as possible. All respondent questions and responses from Employment and Social Development Canada (ESDC) will be

made available on Buy and Sell (<https://buyandsell.gc.ca>). Please note that any information received in response to this RFI that is marked Confidential will be handled accordingly.

- e) Any comments and/or assessments of the objectives identified in this RFI, and identify any recommended alternatives (e.g., clarifications, gaps, etc.)
- f) Any additional information believed to be relevant to the response that is not already been covered in the sections above.

## 6. Response Costs

Canada will not reimburse any respondents for expenses incurred in responding to this RFI.

## 7. Treatment of Responses

### 7.1 Use of Responses:

Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or **modify procurement strategies** or any draft documents contained in this Request for Information (RFI). Canada will review all responses received by the RFI closing date.

Employment and Social Development Canada (ESDC) may, in its discretion, review responses received after the RFI closing date.

- a) **Review Team:** A review team composed of representative of ESDC 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. Any such independent consultant or Government resources will be subject to a Non-disclosure Agreement. Not all members of the review team will necessarily review all responses.
- b) **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.
- c) ESDC may, in its discretion, contact any respondents to follow up with **additional questions** or for clarification of any aspect of a response.

## 8. Enquiries

Because **this is not a bid solicitation**, Employment and Social Development Canada will not necessarily respond to enquiries in writing or by circulation answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority: David Priori

E-mail: [NC-SOLICITATIONS-GD@hrsdc-rhdcc.gc.ca](mailto:NC-SOLICITATIONS-GD@hrsdc-rhdcc.gc.ca)

## **9. Submission of Responses**

### **9.1 Time and Place for Submission of Responses:**

Suppliers interested in providing a response should deliver it to the Contracting Authority identified above by the time and date indicated on the Cover page of this document.

Please note that questions received after the deadline, questions on specific organizational circumstances, or questions regards to specific expressions of interest, will **not** be addressed/responded to.

### **9.2 Responsibility for Timely Delivery:**

Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.

### **9.3 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.

## **10. Scope of Work - Solution Features**

The advanced features supporting this new Hybrid learning event environment would include, but are not limited to the following:

- (a) Cameras that track each Speaker; providing real-time visual eye contact for all participants. In-room camera tracking (visual feed) would include ability for zoom-in, to focus view on a participant asking a question and allow other participants to witness the interaction - as if they too were in the same room.
- (b) In-room directional speakers and microphones that deliver greater audio range including the ability to adjust the audio-focus to capture sound from anywhere in the space combined with high-quality directional audio focusing on whomever is speaking, to re-enforce engagement. This would ensure remote participants are



clearly able to hear all Speakers, and those participating virtually equally hear in-room attendees.

- (c) The Solution must include sufficient screens in each LC site to create an immersive environment for all participants. The in-room screens should allow the presenter and participants to see and interact with each other virtually, and in-person. The Solution must allow individual Participants – whether in person or virtual, to share (broadcast/display) their contributions with the Presenter and/or with other participants.
- (d) The Solution must work with (be compatible/accommodate) event-supporting hardware, such as mobile translation booths, where translators can hear and at the same time transmit the translated audio.
- (e) The solution must support adaptive technologies installed on Participant's devices, such as screen readers, hearing enhancement aids, contrast or font adjustment, etc.
- (f) The solution must be compatible with existing virtual engagement technology/channels such as: WebEx, MS-Teams.
- (g) The Solution must be highly available, scalable, modern, and reliable to meet ESDC size, scale, and diversity with a service level agreement (SLA) that minimizes downtime and ensures that all upgrades are made in a timely fashion without downtime.
- (h) Appropriate network services to support appropriate bandwidth, security, and external connections for Hybrid Learning Environment connections. The solution must be able to provide concurrent in-person and remote event delivery. Remote event delivery must be web-based and allow for bi-directional communication, with in-screen availability for adaptive technology and real-time on-screen translation from one Official Language to the other.

### **10.1 Tasks – Solution Requirements**

The College@ESDC seeks a solution that includes, but is not limited to the following:

- (1) A solution that provides adequate access-controls to allow segregation of users by their role in the context of the event.
- (2) A solution that is certified in accordance with IT security requirements for the Government of Canada Security Control profile PBMM. The Vendor should be eligible to obtain GC certification for this level of data-sensitivity if their solution is in the Cloud.

- (3) A solution that complies with Canada Accessibility Act requirements. A solution that complies with The Accessible Canada Act requirement [EN 301 549 V3.2.1 \(2021-03\)](#) [[https://www.etsi.org/deliver/etsi\\_en/301500\\_301599/301549/03.02.01\\_60/en\\_301549v030201p.pdf](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf)]. If the successful Bidder does not presently meet ESDC accessibility requirements [EN 301 549 V3.2.1 \(2021-03\)](#), then the Bidder must provide a remediation plan (roadmap) for compliance by 2025.
- (4) A solution whereby its equipment meets Energy-Star compliance: [Office equipment \(nrcan.gc.ca\)](#) [<https://www.nrcan.gc.ca/energy-efficiency/products/product-information/office-equipment/13743>]
- (5) A solution that includes all upgrades, including regulatory updates; provided at no additional cost.
- (6) A solution that supports engagement in both official languages (English / French); all Users must be able to toggle/switch between official languages
- (7) A solution that allows Users to attend an event via web browsers, in-person and/or remotely.
- (8) A solution that provides the ability to host a single event over multiple College@ESDC Learning Centre locations across Canada. An integrated technology solution that supports a wide variety of delivery methods: in-person, virtual/online and \*hybrid participation.
- (9) A solution that includes the flexibility to allow the six learning centers to each hold a different and distinct event simultaneously involving in-person, virtual and hybrid participation.
- (10) A solution that has the capacity to host an event involving (a) in-person audiences in the six learning centers across Canada, (b) audiences participating remotely, and (c) external participants such as presenters.
- (11) A solution that allows ESDC (the College) to configure and maintain it, as required.
- (12) A solution that, if cloud-based, implements the baseline security controls as described in [Government of Canada Security Control Profile for Cloud-based GC Services](#) [<https://www.canada.ca/en/government/system/digital-government/digital-government-innovations/cloud-services/government-canada-security-control-profile-cloud-based-it-services.html>]
- (13) A solution that seamlessly leverages Single Sign-On and 2-factor authentication.

- (14) A solution that follows all applicable Government of Canada Security Architecture, frameworks and guidance in Application Security, Cloud Security, Audit & Monitoring, Data/Privacy Loss Prevention, Identification & Authentication, Security Incident Management, etc.
- (15) A solution that allows external vendors/speakers to connect directly or easily to participate in or facilitate in-person, virtual and hybrid events.

## **10.2 Constraints**

The following constraints apply to the work performed:

Execution of a contract between the successful contractor and ESDC will be required to take place from Monday to Friday during business hours: between 7am and 6pm E.S.T/E.D.T.

The successful contractor will be required to execute installation, deliver training and training materials to College@ESDC (super-user) resources in all six Learning Centre locations across Canada, and provide user-manuals in English and French (if available) for all equipment.

## **10.3 Protection of Personal Information**

The Successful Contractor must agree that personal information that is managed, accessed, collected, used, disclosed, retained, received, created, or disposed of in order to fulfil the requirements of the Contract shall be treated in accordance with:

- i.* The Privacy Act R.S. 1985;
- ii.* Personal Information Protection and Electronic Documents Act, 2000; and
- iii.* Treasury Board Secretariat (TBS) privacy policies.

## **10.4 Language of Work**

The selected Contractor must be able to communicate and support College@ESDC staff in English and/or French.

## **10.5 Meetings**

Any meetings between the Contractor and relevant ESDC staff will be in person, or through technologies such as MS Teams, telephone, email, or live WebEx videoconferencing, The Project Authority will determine the medium to use for each meeting.

## **10.6 Client Support**

ESDC will provide the Contractor with access to the relevant ESDC personnel in a timely manner.

## **10.7 Deliverables**

The Contractor must deliver the following items to the Client Technical Authority for review and acceptance:

- (1) An Accessible hybrid solution with ability to support 15,000 up to 50,000 remote and in-person Users in both official languages, across Canada.
- (2) Hardware documentation, related software documentation (if any), hardware warranties.
- (3) Comprehensive project plan which must include:
  - A Project Implementation Plan including details of stages, tasks and subtasks including start and completion dates, responsibility, and predecessors. Tasks to include all implementation activity, deadlines, milestones, draft deliverables, review periods, final deliverables and sign-offs;
  - A Communication Plan covering the process for ESDC and Vendor interaction, points of contact, and methodologies;
  - A Risk Management and Mitigation Plan covering how risks and issues will be identified and tracked;
  - On-going Communication, Coordination, and Project Status Reports.
  - A Technical Infrastructure Design and Implementation Plan which must include: design for hosted environments proposed by the Contractor, containing at a minimum detailed information on methodology, tools, procedures, activities, and services for:
    - a) Security infrastructure,
    - b) Network and connectivity
- (4) Performance characteristics for the solution, and any other available metrics
- (5) If the successful Bidder does not presently meet the latest Canada Accessibility Act requirements ([Euro AA standard EN 301 549 v3.2.1](#)), then the Bidder must provide a remediation plan (roadmap). This plan will detail how they will fully meet the requirements by January 2025 compliance enforcement date, including:
  - a) timelines to remediate accessibility issues
  - b) plans to internally audit and remediate accessibility issues
- (6) System Configuration control documents that record both business process decisions, and system configuration decisions made during implementation, including a description of the issue or enhancement,

- (7) A Test plan, Quality Assurance (QA) scripts, and User Acceptance Testing (UAT) scripts for user acceptances of solution,
- (8) User acceptance testing results, and
- (9) Training documentation and training delivery plan (for College@ESDC 'super-user' resources, in all six Learning Centre sites across Canada).

## 10.8 Work Location

All Contractor staff will work **on site** to install the solution, in all six LC locations across Canada (Gatineau, Montreal, Dartmouth, Toronto, Edmonton, and Vancouver). The project authority will make the necessary arrangements for on-site access per location, at that time.

## 11. Questions for Industry

**NOTE:** In the table of questions below, statements "*As per Section...*" are references to specific sections of this RFI, providing context for that question.

Please provide as much detail as possible in the spaces below each question.	
Q1	Is your company based in Canada? Do you have representatives in all six relevant locations across Canada: Gatineau, Montreal, Dartmouth, Toronto, Edmonton and Vancouver?
R1	
Q2	Are you prepared and willing to travel within Canada, to meet with individuals on-sites, for solution delivery?
R2	
Q3	Are your products and product-support services currently available in an existing procurement vehicle (i.e., supply arrangement, standing offer, etc.) with the Federal Government? Does your company currently have a procurement business number (PBN)? If so, please provide your PBN and identify the procurement vehicles available.
R3	
Q4	Have you successfully delivered on similar projects, in terms of scale, and accessibility requirements? Please provide specific examples.
R4	
Q5	Has your company successfully implemented your solution in a Government of Canada environment? Provide specific examples describing your experience providing products and product-support to the federal Government of Canada.
R5	
Q6	As per section 3 'Objective': It is the intent of the Client that the solution will include: equipment delivery, installation, configuration, and testing; as well as hardware warranties, and a description of options offered by Vendors in regards to: licensing (usage/costing) models, service support (help desk) models, and product-upgrades for their solution.

	<p>As per Section 10.1 'Tasks - Solution Requirements' (5): A solution that includes all upgrades, including regulatory updates provided at no additional cost.</p> <p>As per Section 10.7 'Deliverables' (5): If the successful Bidder does not presently meet the latest Canada Accessibility Act requirements (<a href="#">Euro AA standard EN 301 549 v3.2.1</a>), then the Bidder must provide a remediation plan (roadmap). This plan will detail how they will fully meet the requirements by January-2025 compliance enforcement date, including: (a) timelines to remediate accessibility issues, and (b) plans to internally audit and remediate accessibility issues.</p> <p>How do you structure your product costs (i.e., per user, per license, etc.)?</p> <p>Does your cost structure vary depending on the type of procurement (i.e., contract, versus standing offer)?</p>
R6	
Q7	<p>As per section 3 'Objective': Usage, licensing, and available (3-5 year) support packages must be clearly described for comparative cost-analysis of implementation and long-term maintenance of the proposed solution.</p> <p>Please describe your product-support cost structures.</p>
R7	
Q8	<p>As per Section 10 'Scope of Work - Solution Features' (g): The Solution must be highly available, scalable, modern, and reliable to meet ESDC size, scale, and diversity with a service level agreement (SLA) that minimizes downtime and ensures that all upgrades are made in a timely fashion without downtime.</p> <p>As per Section 10.7 'Deliverables' (1): A solution with ability to support 15,000 up to 50,000 remote and in-person Users.</p> <p>To what extent is your solution scalable?</p> <p>Please describe and include details of additional costs (if any) for scalability of products and support.</p>
R8	
Q9	<p>As per Section 10 'Scope of Work - Solution Features' (d): The Solution must work with (be compatible/accommodate) event-supporting hardware, such as mobile translation booths, where translators can hear and at the same time transmit the translated audio.</p>

	<p>As per Section 10 'Scope of Work - Solution Features' (h): Appropriate network services to support appropriate bandwidth, security, and external connections for Hybrid Learning Environment connections. The solution must be able to provide concurrent in-person and remote event delivery. Remote event delivery must be web-based and allow for bi-directional communication, with in-screen availability for adaptive technology and real-time on-screen translation from one Official Language to the other.</p> <p>As per Section 10.1 'Solution Requirements' (6): A solution that supports engagement in both official languages (English / French), all Users must be able to toggle/switch between official languages.</p> <p>As per Section 10.4 'Language of Work': The selected Contractor must be able to communicate and support College@ESDC staff in English and/or French.</p> <p>As per Section 10.7 'Deliverables' (1): An Accessible hybrid solution with ability to support 15,000 up to 50,000 remote and in-person Users in both official languages, across Canada.</p> <p>To what extent does your Solution meet our official languages needs?</p> <p>If needed, would you be able to take corrective measures? If needed, how long would take to implement corrective measures?</p>
R9	
Q10	<p>As per Section 10 'Scope of Work - Solution Features' (h): Appropriate network services to support appropriate bandwidth, security, and external connections for Hybrid Learning Environment connections. The solution must be able to provide concurrent in-person and remote event delivery. Remote event delivery must be web-based and allow for bi-directional communication, with in-screen availability for adaptive technology and real-time on-screen translation from one Official Language to the other.</p> <p>As per Section 10.1 'Solution Requirements' (7): A solution that allows Users to attend an event via web browsers, in-person and/or remotely.</p> <p>As per Section 10.1 'Solution Requirements' (8): A solution that provides the ability to host a single event over multiple College@ESDC Learning Centre locations across Canada. An integrated technology solution that supports a wide variety of delivery methods: in-person, virtual/online and *hybrid participation.</p> <p>As per Section 10.1 'Solution Requirements' (9): A solution that includes the flexibility to allow the six learning centers to each hold a different and</p>

	<p>distinct event simultaneously involving in-person, virtual and hybrid participation.</p> <p>As per Section 10.1 'Solution Requirements' (10) A solution that has the capacity to host an event involving (a) in-person audiences in the six learning centers across Canada, (b) audiences participating remotely, and (c) external participants such as presenters.</p> <p>As per Section 10.1 'Solution Requirements' (15): A solution that allows external vendors/speakers to connect directly or easily to participate in or facilitate in-person, virtual and hybrid events.</p> <p>Please demonstrate how, and to what extent, your Solution would meet each of these six requirements.</p> <p>Do you have any additional feature recommendations or improvement ideas?</p>
R10	
Q11	<p>As per Section 10.1 'Solution Requirements' (3): A solution that complies with Canada Accessibility Act requirements. A solution that complies with The Accessible Canada Act requirement <a href="#">EN 301 549 V3.2.1 (2021-03)</a> If the successful Bidder does not presently meet ESDC accessibility requirements <a href="#">EN 301 549 V3.2.1 (2021-03)</a>, then the Bidder must provide a remediation plan (roadmap) for compliance by 2025.</p> <p>As per Section 10.7 'Deliverables' (5): If the successful Bidder does not presently meet the latest Canada Accessibility Act requirements (<a href="#">Euro AA standard EN 301 549 v3.2.1</a>), then the Bidder must provide a remediation plan (roadmap). This plan will detail how they will fully meet the requirements by January-2025 compliance enforcement date, including: (a) timelines to remediate accessibility issues, and (b) plans to internally audit and remediate accessibility issues.</p> <p>How is your product configured to meet &amp; how do you assess that your product/solution meets: <a href="#">EN 301 549 V3.2.1 (2021-03)</a> and <a href="#">WCAG 2.1</a>?</p> <p>Please describe how you assess your products for accessibility compliance; list any assessment tools used and the types of accessibility needs assessed.</p>
R11	
Q12	<p>As per Section 10.1 'Solution Requirements' (3): A solution that complies with Canada Accessibility Act requirements. A solution that complies with The Accessible Canada Act requirement <a href="#">EN 301 549 V3.2.1 (2021-03)</a> If the successful Bidder does not presently meet ESDC accessibility</p>



	<p>requirements <a href="#">EN 301 549 V3.2.1 (2021-03)</a> then the Bidder must provide a remediation plan (roadmap) for compliance by 2025.</p> <p>As per Section 10.7 'Deliverables' (5): If the successful Bidder does not presently meet the latest Canada Accessibility Act requirements (<a href="#">Euro AA standard EN 301 549 v3.2.1</a>), then the Bidder must provide a remediation plan (roadmap). This plan will detail how they will fully meet the requirements by January-2025 compliance enforcement date, including: (a) timelines to remediate accessibility issues, and (b) plans to internally audit and remediate accessibility issues.</p> <p>If currently unable to meet the Accessibility requirements, do you have a compliance roadmap?</p> <p>If so, how and when do you expect to meet compliance?</p>
R12	
Q13	<p>As per Section 3 'Objectives': The solution must support Soft codec and BYOD (bring your own device), ensuring continued functionality of commonly available adaptive technologies that may be used by participants installed on their devices (example: hearing aids, noise-cancelling devices, optical character screen readers, etc.).</p> <p>As per Section 10 'Scope of Work - Solution Features' (e): The solution must support adaptive technologies installed on Participant's devices, such as screen readers, hearing enhancement aids, contrast or font adjustment, etc.</p> <p>As per Section 10.1 'Solution Requirements' (3): A solution that complies with Canada Accessibility Act requirements. A solution that complies with The Accessible Canada Act requirement <a href="#">EN 301 549 V3.2.1 (2021-03)</a>. If the successful Bidder does not presently meet ESDC accessibility requirements <a href="#">EN 301 549 V3.2.1 (2021-03)</a>, then the Bidder must provide a remediation plan (roadmap) for compliance by 2025.</p> <p>As per Section 10.7 'Deliverables' (5): If the successful Bidder does not presently meet the latest Canada Accessibility Act requirements (<a href="#">Euro AA standard EN 301 549 v3.2.1</a>), then the Bidder must provide a remediation plan (roadmap). This plan will detail how they will fully meet the requirements by January-2025 compliance enforcement date, including: (a) timelines to remediate accessibility issues, and (b) plans to internally audit and remediate accessibility issues.</p> <p>How does your solution support access by individuals with visual, physical and cognitive disabilities who may be using screen readers, screen magnifiers, speech input and switch-based tools on their devices?</p>

R13	
Q14	<p>As per Section 10 'Scope of Work - Solution Features' (d): The Solution must work with (be compatible/accommodate) event-supporting hardware, such as mobile translation booths, where translators can hear and at the same time transmit the translated audio.</p> <p>As per Section 10.1 'Solution Requirements' (6): A solution that supports engagement in both official languages (English / French); all Users must be able to toggle/switch between official languages.</p> <p>How does your product/solution support compatibility with other event-delivery components deployed in the event space such as mobile booths for live real-time translation, voice-to-text transcription, simultaneous sign-language interpretation, and webcasting?</p>
R14	
Q15	<p>As per Section 3 'Objectives': The solution must be flexible by design to respond to industry changes.</p> <p>As per Section 10.1 'Solution Requirements' (5): A solution that includes all upgrades, including regulatory updates provided at no additional cost.</p> <p>As per Section 10.1 'Solution Requirements' (11): A solution that allows ESDC (the College) to configure and maintain it, as required.</p> <p>What configuration changes (if any) will ESDC (the College) be able to execute?</p> <p>What configuration changes (if any) would be possible in the future?</p> <p>What (solution / product) upgrades are available / offered (if any), as part of product-support?</p>
R15	
Q16	<p>As per Section 10.1 'Solution Requirements' (1): A solution that provides adequate access-controls to allow segregation of users by their role in the context of the event.</p> <p>As per Section 10.1 'Solution Requirements' (12): A solution that, if cloud-based, implements the baseline security controls as described in <a href="#">Government of Canada Security Control Profile for Cloud-based GC Services</a></p> <p>As per Section 10.1 'Solution Requirements' (13): A solution that seamlessly leverages Single Sign-On and 2-factor authentication.</p>

	<p>As per Section 10.1 'Solution Requirements' (14): A solution that follows all applicable Government of Canada Security Architecture, frameworks and guidance in Application Security, Cloud Security, Audit &amp; Monitoring, Data/Privacy Loss Prevention, Identification &amp; Authentication, Security Incident Management, etc.</p> <p>As per Section 10.3 'Protection of Personal Information': The Successful Contractor must agree that personal information that is managed, accessed, collected, used, disclosed, retained, received, created, or disposed of in order to fulfil the requirements of the Contract shall be treated in accordance with: (i) The Privacy Act R.S. 1985; (ii) Personal Information Protection and Electronic Documents Act, 2000; and (iii) Treasury Board Secretariat (TBS) privacy policies.</p> <p>Please describe and/or demonstrate how your product / solution allows for controlled access and meets the Government of Canada`s security requirements compliance.</p>
R16	
Q17	<p>Please describe how your Solution would meet College@ESDC's needs. Do you have any recommendations or ideas for improvement?</p>
R17	
Q18	<p>As per Section 10 'Scope of Work - Solution Features' (f): The solution must be compatible with existing virtual engagement technology/channels such as: WebEx, MS-Teams.</p> <p>Please confirm and describe how your Solution is compatible with existing virtual engagement technology/channels such as: WebEx and MS-Teams.</p>
R18	
Q19	<p>As per Section 10.1 'Solution Requirements' (12): A solution that, if cloud-based, implements the baseline security controls as described in <a href="#">Government of Canada Security Control Profile for Cloud-based GC Services</a>.</p> <p>As per Section 10.1 'Solution Requirements' (14): A solution that follows all applicable Government of Canada Security Architecture, frameworks and guidance in Application Security, Cloud Security, Audit &amp; Monitoring, Data/Privacy Loss Prevention, Identification &amp; Authentication, Security Incident Management, etc.</p> <p>Do you use cloud services as part of your product solution?</p>

	<p>If the solution is cloud-based, are data centers located within Canada?</p> <p>Is the solution portable; can it be installed and hosted inside Government of Canada (GC) Network, on GC cloud, or GC data centres?</p>
R19	
Q20	<p>Does your Solution offer any additional technology features that are not part of the Request for Information - Statement of Work?</p> <p>Please explain how these technology features would be advantageous to ESDC.</p>
R20	
Q21	<p>As per Section 10.1 'Solution Requirements' (1): A solution that provides adequate access-controls to allow segregation of users by their role in the context of the event.</p> <p>As per Section 10.1 'Solution Requirements' (12): A solution that, if cloud-based, implements the baseline security controls as described in <a href="#">Government of Canada Security Control Profile for Cloud-based GC Services</a>.</p> <p>As per Section 10.1 'Solution Requirements' (14): A solution that follows all applicable Government of Canada Security Architecture, frameworks and guidance in Application Security, Cloud Security, Audit &amp; Monitoring, Data/Privacy Loss Prevention, Identification &amp; Authentication, Security Incident Management, etc.</p> <p>Please provide your Government of Canada Security Control profile PBMM eligibility and/or vendor certification information.</p>
R21	
Q22	<p>As per Section 10.1 'Solution Requirements' (4): A solution whereby the hardware / equipment meets Energy-Star compliance: <a href="#">Office equipment (nrcan.gc.ca)</a>.</p> <p>Please confirm and describe how your product hardware / equipment complies with Energy-Star compliance <a href="#">standards Office equipment (nrcan.gc.ca)</a>.</p>
R22	
Q23	<p>As per Section 10 'Scope of Work - Solution Features' (a): Cameras that track each Speaker, providing real-time visual eye contact for all participants. In-room camera tracking (visual feed) would include ability for zoom-in, to focus view on a participant asking a question and allow other</p>

	<p>participants to witness the interaction - as if they too were in the same room.</p> <p>As per Section 10 'Scope of Work - Solution Features' (b): In-room directional speakers and microphones that deliver greater audio range including the ability to adjust the audio-focus to capture sound from anywhere in the space combined with high-quality directional audio focusing on whomever is speaking, to re-enforce engagement. This would ensure remote participants are clearly able to hear all Speakers, and those participating virtually equally hear in-room attendees.</p> <p>As per Section 10 'Scope of Work - Solution Features' (c): The Solution must include sufficient screens in each LC site to create an immersive environment for all participants. The in-room screens should allow the presenter and participants to see and interact with each other virtually, and in-person. The Solution must allow individual Participants – whether in person or virtual, to share (broadcast/display) their contributions with the Presenter and/or with other participants.</p> <p>As per Section 10 'Scope of Work - Solution Features' (d): The Solution must work with (be compatible/accommodate) event-supporting hardware, such as mobile translation booths, where translators can hear and at the same time transmit the translated audio.</p> <p>Please describe how and to what extent, your Solution would meet these four (4) requirements.</p> <p>Do you have any recommendations or ideas for improvement?</p>
R23	
Q24	<p>Given current global supply chain issues, do you expect delays in delivering your solution?</p> <p>Would you be able to deliver all the equipment for your solution within 12 months of a possible contract award? If this were not possible, how much additional time would you need to deliver the equipment for your solution?</p>
R24	

## 12. Other Information

Employment and Social Development Canada (ESDC) reserves the right at any time to

- request written clarification or the submission of additional written information in relation to a submitted RFI;
- verify any information set out in an RFI with the Entity;

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- cancel, amend or re-issue the RFI request; or
- reject any or all RFIs.