



# REQUEST FOR INFORMATION: IT SUPPLIER AND CONTRACT MANAGEMENT INFORMATION SYSTEM SOLUTION

Request for Information (RFI) No.: 100023572

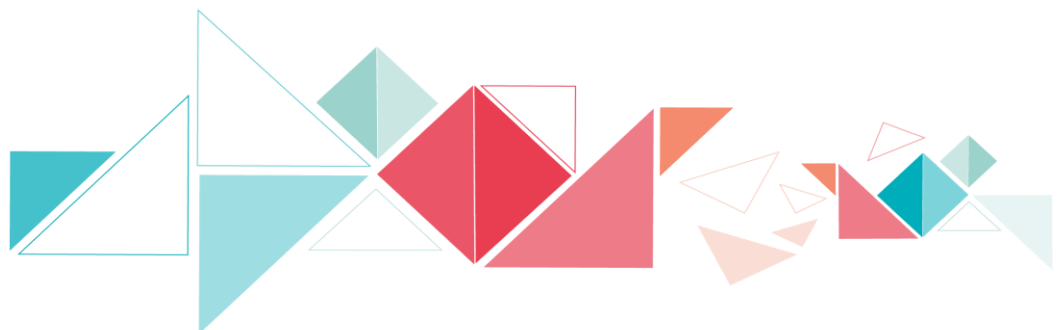
Issued: 2023-08-16

Question Deadline: 2023-09-11

Addenda (answers provided) Deadline: 2023-09-13

Submission Deadline: 2023-09-15

Address Inquiries to RFI Contact: David Priori ([nc-solicitations-gd@hrsdcc-rhdcc.gc.ca](mailto:nc-solicitations-gd@hrsdcc-rhdcc.gc.ca))





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## I. INTRODUCTION

The Innovation, Information and Technology Branch (IITB) of Employment and Social Development Canada (ESDC) is continually seeking innovative solutions to provide modern, secure, effective, and efficient information and technology services that bring the greatest value to Canadians. In the mindset of continual improvement and prescribed by ITIL (Information Technology Infrastructure Library) IITB is regularly reviewing its IT management practices and processes. ITIL Supplier Management Process is now part of IITB management practices.

To optimize value and deliver better goods and services on time for Canadians, we will implement an IT **Supplier and Contract Management Information System (SCMIS)**. It will do this by centralizing all information from all IT divisions to provide better decision-taking, ensuring suppliers data and information are complete, available, usable and accessible by all stakeholders, empowering better cooperation and collaboration between IITB stakeholders, to achieve common goals, providing standardized means to evaluate suppliers, using commodity-specific scorecards with tailored Key Performance Indicators (KPIs), eventually using past performance information as criteria in future contract awards, and fostering better relationships between ESDC and its suppliers.

## II. DEFINITIONS SUMMARY

**SCMIS:** Supplier and Contract Management Information System;

**Industry:** Companies with experience in the development of supplier management solutions and/or enterprise-wide training solutions;

**RFI:** Request for Information;

**ITQ:** Invitation to Qualify;

**RFP:** Request for Proposal;

**Respondents:** Potential vendors submitting a response to the RFI;

**Proponents:** Potential vendors submitting a proposal in response to the RFP

**IT:** Information Technology

## III. PURPOSE

ESDC is seeking feedback, innovative ideas and solutions from the industry that can best support the implementation of an IT SCMIS:

- a) An Information Technology (IT) **Supplier and Contract Management Information System (SCMIS):** Solution that can integrate all IT Suppliers information from different IT ESDC process owners involved in the product life-cycle management process and the supplier's corporate information. This solution would include, but not limited to, supplier corporate information, contracts, emails exchanged, information and technical documents, reports, scorecards, and any other relevant information about suppliers and/or similar IT products they offer.





- b) Optimize supplier management activities as prescribed in ITIL such as vendor identification, selection, onboarding process, contracts, risk performance or vendor performance.

While IITB has been conducting research on available options in the marketplace, this RFI represents an opportunity to learn in greater detail about the capabilities of different solutions available from the industry. The responses received through this RFI may support the development of the requirements through a potential subsequent public procurement process.

#### **IV. BACKGROUND/CURRENT STATE**

To successfully implement an IT SCMIS, an IT solution is required to support, administer, track, and house various functions and data elements related to IT suppliers. This solution must be easily accessible to all stakeholders and end users (i.e.ESDC internal clients, IT specialists, procurement staff and senior management).

In a further phase, a comprehensive training solution could be required to properly onboard, train, and support all stakeholders and end users in the broad-scale application of the IT SCMS.

#### **V. REQUIREMENTS**

Please refer to ANNEX A.

#### **VI. REVIEW OF THE RFI**

ESDC 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.

No payment will be made by ESDC 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.

#### **VII. NO OBLIGATION**

The issuance of this RFI does not create an obligation for ESDC to issue a subsequent competitive procurement process and does not bind ESDC 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.

#### **VIII. 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. ESDC will not reveal any designated confidential or proprietary information.

**IX. INFORMATION WILL NOT BE RETURNED**

The RFI response and any accompanying information or documentation provided by a Respondent will not be returned.

**X. INFORMATION IN RFI ONLY AN ESTIMATE**

ESDC will make 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.

**XI. LANGUAGE**

RFI responses are to be provided in one of the two official languages of Canada (English or French).

**XII. 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.

**XIII. RFI RESPONSE OBJECTIVES**

This RFI is being posted on [canadabuys.canada.ca](https://canadabuys.canada.ca) to allow for the public and private sectors to review and respond to requirements and questions detailed in annex A. The responses received will be used to assist ESDC in finalizing the requirements and in developing achievable objectives and deliverables.

**XIV. PROCUREMENT PROCESS**

ESDC reserves the right to conduct some or all the following procurement-related activities: RFI, ITQ, RFP, Contract Award, etc.

**XV. RFI RESPONSE**

ESDC requests that respondents submit their responses electronically in MS Office, PDF, or compatible formats.

Responses must be provided to the Contracting Authority: David Priori (nc-solicitations-gd@hrsdcrhdcc.gc.ca)

Respondents should provide their response no later than: 2023-09-15





### ANNEX A

ESDC has developed the following initial guidance as it relates to the scope and the technical requirements:

Scope	Anticipated requirements	Considerations
<p><b>IT Solution</b> IT Supplier and Contract Management Information System solution</p>	<p>A. The solution must be accessible through and seamlessly interface with ESDC’s financial Enterprise Resource Planning (ERP) solution; (SAP ERP financials module, S4HANA) including viewing, importing, and exporting data. Full two-way integration with the ERP solution is critical; Confirm if your solution could connect directly with the SAP backend or if there is a bridging interface available to allow integration via open standards.</p> <p>B. The solution must be integrated through and seamlessly interface with Microsoft Outlook online, Microsoft SharePoint online, Microsoft Power Platform, calendars including viewing, importing, and exporting data; full two-way use.</p> <p>C. Facilitate onboarding of Suppliers, by the GC employees or self-onboarding by vendors.</p> <p>D. Allow for the development of customizable workflow processes.</p> <p>E. Create alert generated by the customizable workflow processes. (e.g., Alert is generated if a supplier does not comply with the terms of the contract according to an identified date)</p> <p>F. Provide varying levels of access to users.</p> <p>G. Allow for the development of customizable scorecards based on a library of KPIs.</p> <p>H. Allow tracking of contract terms and conditions and dates.</p> <p>I. Allow for execution of contract performance reviews, automated calculation of suppliers’ performance ratings based on historical scores, store contract scorecards, scores, and vendor ratings.</p>	<ul style="list-style-type: none"> <li>• ESDC would prefer a cloud-based solution.</li> <li>• Customizable reporting functionality required, based on any element housed in the system (e.g., key contacts, annual spend, performance ratings, dashboard for senior management, etc.).</li> <li>• All data must remain within Canada.</li> <li>• Users of the IT Solution include GC employees (e.g., Supplier management office, contracting authorities, business owners, stakeholders, etc.).</li> <li>• The solution must be scalable to support a high volume of contracts and users.</li> <li>• The solution must meet WCAG 2.1 accessibility standards or better is an essential requirement.</li> <li>• The solution must be available in both official languages, English and</li> </ul>





	<p>J. Enable functionality to challenge contract scores and track the process.</p> <p>K. Create alert reminders for contract key milestone dates (renewals, performance reviews, etc.)</p> <p>L. Provide a customizable vendor dashboard overview detailing current and past performance history.</p> <p>M. Track Corporate Social Responsibility indicators and departmental priorities.</p> <p>N. Real-time business intelligence reporting capabilities.</p> <p>O. Search tool with filters</p> <p>P. Have a supplier corporate information section such as:</p> <ul style="list-style-type: none"><li>i Company name;</li><li>ii Presentation and expertise;</li><li>iii Supplier segmentation (operational, strategic, evaluation);</li><li>iv Website;</li><li>v Location of head office;</li><li>vi Supplier contacts;</li><li>vii Section for the IT solution offered by vendor such as;</li><li>viii Name of the solution;</li><li>ix Description of the solution;</li><li>x Categorization of the solution by the United Nations Code of Standards for Products and Services (UNSPSC);</li><li>xi Solution status at ESDC, either active, evaluating, non-compliant, risks/issues or retired;</li><li>xii Section to add notes about the provider.</li></ul> <p>Q. Have a section for internal stakeholders such as</p>	<p>French is an essential requirement.</p>
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	<ul style="list-style-type: none"> <li>i Name of stakeholders.</li> <li>ii Directorates/section name.</li> <li>iii Description of the engagement.</li> </ul> <p>R. Solution must adhere to accessibility standards WCAG 2.1 or better.</p> <p>S. The solution must be available in both official languages, French and English.</p>	
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**Question 1.** Please indicate the anticipated requirement (e.g., A, B, C, etc.) and describe which requirements you have the ability to deliver on.

**Question 2.** How are your Information Management and Information Technologies or solutions applicable to ESDC IT SCMIS solution?

**Question 3.** Has your solution been used in similar governmental projects, or projects of similar size and scope? And if so, how has it been used?

**Question 4.** Given that any data processed as a result of this work is not permitted to leave Canada, do you foresee any issues with data residency, accessing or sharing? If so, please outline your concern(s) and recommendations.

**Question 5.** What information is required to understand and evaluate if your technology would be compatible with ESDC SAP environment and Microsoft environment

**Question 6.** Are there any additional considerations (gaps, unidentified requirements, flaws, etc.) that ESDC should consider with respect to this requirement?

**Full Scope Delivery**

A single service provider with the capacity to provide an integrated solution.

**Question 7.** Please describe your experience, capacity, and capability to provide full scope delivery.

**Question 8.** Is it feasible for one prime service provider to have the ability to deliver all requirements? Please explain.

**Question 9.** Is it possible for a single service provider to deliver a complete solution within 6 months or less? If no, please indicate what you think would be the reasonable time required to deliver a complete integrated solution.







**Question 10.** Are there any additional considerations (gaps, unidentified requirements, flaws, etc.) that ESDC should consider with respect to these requirements being fulfilled through a single service provider?

**Subsequent procurement activities**

**Question 11.** In order to help ESDC to better define the SCMIS IT needs and establish achievable objectives and outcomes, are you able to provide a cost estimate or a cost order of magnitude for the acquisition of a complete integrated IT SCMIS solution as described by ESDC in this RFI? If yes, please provide details.

This information will only be used for the financial planning of this project and will not be shared with other IT providers or publicly published.

