

REQUEST FOR INFORMATION (RFI) AND EXPRESSION OF INTEREST (EOI)

FOR

THE PROVISION OF AN EMPLOYEE RECOGNITION PROGRAM THROUGH AN INTEGRATED PLATFORM

Request for Information (RFI) No.:	RFI-002148
Issued:	September 14, 2023
Submission Deadline:	October 25, 2023 2:00 PM Ottawa local time
RFI Contact:	Daniela Michaud, Senior Officer, Procurement
Email:	dcmichau@cmhc-schl.gc.ca



1. INTRODUCTION

Canada Mortgage and Housing Corporation (“CMHC”) is a Crown Corporation, with a Board of Directors, reporting to Parliament through the Minister of Housing, Infrastructure and Communities.

CMHC exists for a single reason: to make housing affordable for everyone in Canada. We know that housing helps people stay employed, do better in school and participate more fully in society. Housing affordability and a stable housing finance system support a stronger, safer Canada where everyone can live with dignity.

Affordable housing for all is an ambitious goal, and we cannot do it alone. We’re mobilizing the expertise and energy of governments, non-profits, lenders, developers, social entrepreneurs, and co-ops to create the future of housing. Canada’s first-ever National Housing Strategy is just one example. Together, we are removing barriers to ensure that no one is left behind.

A comprehensive company profile of CMHC can be found at www.cmhc-schl.gc.ca

2. DEFINITIONS SUMMARY

CMHC	Canada Mortgage and Housing Corporation
EOI	Expression of Interest
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	Potential suppliers and/or companies with expertise in providing employee recognition programs through an integrated platform

3. PURPOSE OF THIS RFI and EOI

The purpose of this Request for Information (RFI) and Expression of Interest (EOI) is to seek information and input from the Industry on their ability to provide to CMHC an employee recognition program delivered through a technology solution which can connect to CMHC’s systems via single-sign-on (SSO).

This RFI process represents an opportunity to learn in greater detail about the capabilities of different employee recognition solutions from the Industry available in today’s market regarding the delivery of a customizable employee recognition program. The results of this RFI process will support the development of CMHC’s requirements through a potential subsequent Request for Proposal (RFP) process.

4. BACKGROUND

CMHC is committed to providing their employees with a competitive and sustainable total compensation package that supports the Corporation's efforts in attracting, retaining and motivating a highly qualified workforce.

Current program capabilities overview

CMHC's current employee recognition program includes:

- A hosted program solution provided by O.C.Tanner which connects to CMHC's Pay and Benefits Centre through SSO;
- CMHC's Pay and Benefits Centre is available 24/7 from anywhere with an internet connection and is hosted by CMHC's provider AON to which the selected provider will be required to integrate with via SSO;
- Recognition functionality that supports peer-to-peer and manager-to-employee recognition, which includes specific system workflows for management notification and authorizations, as required;
- Support of CMHC's business directions, aligning with CMHC's values and fosters desired employee behavioural competencies through specific, categories or themes for recognition;
- A monitoring system which captures specific rewards and reports on emerging trends;
- Rewards that can be customized to suit employee needs and provides a variety of choices monetary, non-monetary awards as well as service milestones and retirement awards and certificates;
- Seamless and straight-forward redemption of recognition points through the current provider's online portal which is integrated with CMHC's platform; and
- A social functionality that includes a social wall with the option to display employee recognitions.

In more detail, the current program consists of two (2) separate components:

Component 1: Recognition; and Component 2: Services.

Component 1: Recognition includes online employee recognition options for achievements in the flow of work such as:

- a. E-cards: Non-monetary themed cards with a personalized message for quick thanks.
- b. Recognition points: Points are given at different levels which can be redeemed to select gifts from an online catalogue. Value is set according to a predetermined scale.
- c. Annual Achievement Awards: nominations throughout the year and issued once a year to employee and teams who have been nominated. Points are given and can be redeemed to select gifts from an online catalogue for outstanding achievements. The value is predetermined according to set guidelines.

Component 2: Services includes:

- a. Online Certificates: Given at 5 year intervals.
- b. Year of Service Milestones: Given at 5 year intervals for which the value varies depending on the number of years of service.
- c. Retirements: Retiring employees receive a gift from an on-line selection for which the value varies depending on the number of years of service.

5. REQUIREMENTS

With this RFI, CMHC is seeking options from Respondents to provide information on their offerings for a recognition program which, at a minimum,

- a. Should be customizable to CMHC needs as described in Section 4 above; and
- b. Is accessible through a hosted solution which can connect with CMHC's platform through SSO and includes a bilingual (English and French) web portal, Canadian data residency preferred.

As outlined in **Appendix A**, Respondent's to this RFI are encouraged to outline how they can meet CMHC's needs and also provide program alternatives based on their own specific program design/offerings for CMHC to consider.

6. ACQUISITION STRATEGY

CMHC intends to conduct a multi stage procurement process as follows:

- | | | |
|---------------------------------|---|--|
| Stage 1: Seek capable companies | → | Request for Information (RFI) and Expression of Interest (EOI) |
| Stage 2: Select company(ies) | → | Request for Proposals (RFP) |
| Stage 3: Contracting | → | Agreement(s) negotiation and ratification |

Stage 1: RFI and EOI

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

Respondents that have submitted a Response to the RFI and expressed their interest (EOI) will proceed to Stage 2: RFP and may be requested to submit full proposals. Full proposals will be evaluated in accordance with the evaluation criteria identified in the RFP. Shortlisted proponents may enter negotiations with the CMHC.

Stage 3: Contracting

The top-ranked proponent(s) from the RFP may enter 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 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 canadabuys.canada.ca to allow the 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

- A question and answer process is not available for the purpose of this RFI. CMHC intends to include a question and answer process in the RFP.

- In order for interested Respondents to be considered for the RFP stage, a Response to this RFI must be submitted to the RFI Contact Daniela Michaud **by October 25, 2023 at 2:00 pm Ottawa local time** to ebid@cmhc-schl.gc.ca
- CMHC reserves the right to request supporting details and validate any information, qualifications and capabilities provided by the Respondent(s).
- CMHC reserves the right to cancel this RFI at any point and/or refrain from issuing a RFP.
- 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:

- A signed copy of the Expression of Interest (form provided below in Appendix B);
- A description of the Respondent's capabilities delivering the services outlined in Sections 4 and 5 above, with a maximum page limit of five (5) single-sided pages;
- A statement outlining the Respondent's feedback for each item as described in **Appendix A**, with a maximum page limit of seven (7) single-sided pages; and
- The Respondent's company name, address, contact person and email address.

APPENDIX A - QUESTIONS TO INDUSTRY

It is important to note that **CMHC is open to changing elements of its current employee recognition program**. Therefore, Respondent's program offerings shall not be constraint by CMHC's current needs and requirements. To determine current market capabilities and to define CMHC's requirements for the future, CMHC requires Industry input on the following:

1. For the development of a scope of work for a competitive procurement process (such as a potential subsequent RFP process), should CMHC consider receiving proposals under the RFP either as
 - a. A turnkey solution. This means one company to provide all services through a hosted solution;
 - b. A multiple provider solution. This means, the program components would be provided by more than one provider based on Industry capabilities?; or
 - c. Other solution. If a. and b. does not apply to your firm, is there an alternative solution you would like to propose in order to fulfill some or all of the services required?

Please describe.

2. Please describe your firm's employee recognition program in detail (such as but not limited to program components, rewards mechanisms, point system or other, selection of gifts such as products or gift cards and other, distribution and shipping methods, reporting capabilities, technology solutions used and so on).
3. Based on CMHC's current employee recognition program, what changes would you suggest for CMHC to consider in order to deliver a high quality employee recognition program that also helps CMHC save on administration and program operating and shipping costs? CMHC's investment in this program over the past seven (7) years has been just below \$5 million.
4. Please describe your program solution's underlying technologies that will be used (hosted solution, online portal, call-centre etc.).
5. Please provide the following information of your underlying technologies:
 - a. In which country will the data in your solution be hosted and accessed from?
 - b. Describe the solution's capability to import and export data in a generally accepted format (examples: csv, text file, etc.).
 - c. Describe the high availability, disaster recovery, scalability and security capability of the solution.
 - d. Describe how your solution meets the Official Languages Act (English and French at equal quality).

Please itemize the above by technology if multiple technologies are used.

6. Please provide information on your system's compatibility and integration capabilities with existing systems or software that CMHC is currently using, such as: SAP SuccessFactors, Microsoft Dynamics Finance & Operations, SSO (Single Sign On) integration with Azure Active Directory.
7. Sharing of CMHC employee's personal information may be required for the delivery of the employee recognition program. How would your solution address this and safeguard personal information appropriately and facilitate CMHC's compliance with the applicable Canadian privacy and access to information legislation?
8. Please indicate how your solution complies with the Accessible Canada Act.

APPENDIX B - EXPRESSION OF INTEREST

This form is used to confirm your company's intent to respond to a subsequent Request for Proposal.

RFI No.: 002148

Dear Sir or Madam:

We hereby confirm our interest in responding to a RFP. We acknowledge and warrant that we meet the mandatory requirements stated in this notice, and possess the requisite experience and expertise, as well as the financial stability to (i) fulfill the service; or (ii) supply the good.

Please indicate language of preference for RFP documents:

- English; or
- French.

Signed:	
Name & Title: (point of contact)	
Company:	
Address:	
Telephone:	
Mobile:	
Email:	
URL:	