



Canada Council
for the Arts

Conseil des arts
du Canada

Technical Assessment of the CADAC Application

REQUEST FOR PROPOSAL

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THE CANADA COUNCIL FOR THE ARTS
Technical Assessment of the CADAC Application
REQUEST FOR PROPOSAL

1.0 GENERAL INFORMATION & INSTRUCTIONS

1.1 PURPOSE FOR THE RFP

This request for proposal (RFP) invites individual consultants and consulting firms, Canadian and non-Canadian (the Firm) with expertise in IT web solutions, specifically requirements in analysis and technical assessments of web-based applications in a governmental environment, to submit proposals to the Canada Council for the Arts (the Council). The selected Firm would conduct a technical analysis of the CADAC Application, to produce a final report that will include punctual and actionable recommendations, along with options and pros and cons for each.

This assessment will inform CADAC's strategy for IT investment in the short-, mid- and long-term term in regards to its web-based application.

1.2 ABOUT THE CANADA COUNCIL FOR THE ARTS

The Canada Council for the Arts is Canada's national public arts funder, with a mandate "to foster and promote the study and enjoyment of, and the production of works in, the arts."

The Council champions and invests in artistic excellence through a broad range of grants, services, prizes and payments to professional Canadian artists and arts organizations. Its work ensures that excellent, vibrant and diverse art and literature engages Canadians, enriches their communities and reaches markets around the world.

The Council also raises public awareness and appreciation of the arts through its communications, research and arts promotion activities. It is responsible for the Canadian Commission for UNESCO which promotes the values and programs of UNESCO in Canada to contribute to a more peaceful, equitable and sustainable future. The Canada Council Art Bank operates art rental programs and helps further public engagement with contemporary arts.

The Council is governed by an 11-member Board. Members of the Board and the Director/CEO are appointed by the Governor in Council. The Council works closely with federal, provincial, territorial and municipal arts and cultural agencies and departments.

A federal Crown corporation created through an Act of Parliament in 1957, the Council reports to Parliament through the Minister of Canadian Heritage and Official Languages. It receives funding from Parliament and its annual budget is supplemented by endowment income, donations and bequests.

About CADAC

The CADAC (Canadian Arts Data/Données sur les arts au Canada) is a web based application dedicated to the collection, dissemination and analysis of financial and statistical information about Canadian arts organizations.

A joint effort of arts funders across the country, which have agreed to a MoU, CADAC provides a simplified process for arts organizations applying for operating (core) grants and to the arts funders immediate access to current and consistent data for their granting process.

- Using the organization's portal, arts organizations making application to multiple funding agencies submit their financial and statistical information in a single format, to a single source. They have access to their own historical data and to reports both on their own organizations and comparisons to all similar organizations in the database.
- Using the Agency portal, the arts funders have immediate access to current and consistent data for all the arts organizations they fund but aggregate data across CADAC is also accessible, allowing for reliable and consistent analysis of the Canadian arts sector. Individually and collectively, funding agencies will be able to report on the health of the field and the impact of the arts in their communities

The CADAC is governed by 10 Steering Committee Members drawn from of all the 15 participants of a MoU. As agreed in the MoU, the Ontario Arts Council (OAC) is the owner of the system and the Canada Council for the Arts (CCA) is a participant and a host, therefore, the RFP is accomplished within the CCA's internal policies requirements and the CCA's delegation of authorities will take decisions related to the RFP based on the recommendations of the Steering Committee of CADAC. CADAC website:

<https://www.thecadac.ca/login.aspx?lang=e>

The current MoU **participants** are the following;

- The Canada Council for the arts
- The British Columbia Arts Council
- The City of Vancouver
- The Alberta Foundation for the Arts
- The Edmonton Arts Council
- The Saskatchewan Arts Board
- The City of Saskatoon
- The Manitoba Arts Council
- The Ontario Arts Council
- The Toronto Arts Council
- The City of Toronto Culture Division
- The City of Greater Sudbury
- The City of Kingston Arts Fund
- The New Brunswick, Arts Development Branch / Department of Tourism, Heritage and Culture
- The Newfoundland and Labrador Arts Council

For more information in regards to the above-mentioned, please refer to Council's following websites:

- Canada Council for the Arts: <http://canadacouncil.ca/>
- Public Lending Right Program: <http://www.plr-dpp.ca/>
- Art Bank: <http://artbank.ca/>
- CCUNESCO: <http://unesco.ca/>

1.3 BACKGROUND

The CADAC was launched in 2008, and has been in development since 2004.

In 2012, a technical audit and a cursory review of the website were performed by a consultant. The focus of the audit was to:

1. Analyze the Report Subsystem and
2. Analyze the System Performance and Resource consumption.

Based on this audit and review recommendations, changes were performed;

- Addition of 2 servers so now it is composed of 5 servers:
- Software upgrade to Microsoft SQL Server 2008 R2 Standard Edition with SP1

Since 2012, other than the recommended enhancements, the CADAC database has also been improved yearly to respond to the needs of the users.

In 2015, changes to the governance structure affected CADAC:

- Dissolution of the Not for profit organization on March 31st, 2015
- New MoU as of April 1st, 2015
- Downsizing

Also since then, some of the CADAC members have had minor or major internal changes within their arts funding programs and have also introduced new tools to their granting process. These are significant changes and might have an impact on the needs of the CADAC members.

Currently, CADAC is faced with technical challenges because of the structure of the database or design. The CADAC system is aging; it was built almost 10 years ago. Excel 97-2003 was used and cannot be updated to a more recent version and since this version of Excel is no longer supported by Microsoft, this poses a high risk on the system. In addition, Excel 97-2003 has some limits, which prevents the users to generate the reports efficiently.

1.4 ACCEPTANCE OR REJECTION OF PROPOSALS

It is the intention of the Council to consider the proposals submitted and to not be precluded from negotiating with one, or more than one, of the parties responding to this RFP to finalize technical and commercial terms. **The Council reserves the right to accept any proposal, or any part of a proposal submitted that is deemed, in the sole discretion of the Council, to be the most advantageous to it.**

The proposal having the lowest cost shall not necessarily be accepted and the Council may take into account any criteria in evaluating responses to this RFP. The Council is not obliged to provide reasons to any responding parties with respect to any use of the Council's discretion.

The Council reserves the right, in its sole discretion, to seek further information from, or clarification of, any proposal submitted in response to this RFP, and is entitled to utilize any such information or clarifications received in deciding which proposal it may accept, if at all.

1.5 RFP DATES & DEADLINES

The following schedule will be followed for this RFP:

RFP posted to MERX	April 12, 2017
Deadline for questions regarding the RFP	April 21, 2017
Deadline for submissions	April 28, 2017
Presentations or additional requests from short-listed Firm(s) if required	May 3-4, 2017
Contract negotiations	May 7-12, 2017
Start of contract	May 15- July 15, 2017

Period of Validity of the Proposal: Proposals submitted must remain open for acceptance by the Council for a period of not less than sixty (60) days from the specified closing date.

1.6 CONFIDENTIALITY AND COUNCIL'S OBLIGATION

All information, including the RFP, provided to the Firms shall remain the exclusive property of the Council. As such, all data and information shall be kept strictly confidential and shall not be disclosed to any third party without the express written consent of the Council.

The issuance of this RFP and Council's receipt of any proposal shall not, in any manner, obligate Council to perform any act, incur any liabilities, or reimburse or compensate any Firm for preparation costs or other losses incurred in the preparation of their response to this RFP. Council shall have the right to use, for any purpose, any information submitted in connection with the RFP unless it has been marked Confidential.

Confidentiality agreements or clauses are subject to the [Access to Information Act](#) s. 20(1)(b) and must meet the following four conditions to be treated confidentially.

The information must be:

1. financial, commercial, scientific or technical information;
2. "confidential" - three indicators of confidentiality:
 - the information contained in the record is not available from other sources in the public domain or obtainable by observation or independent study by a member of the public acting on his or her own;
 - the circumstances in which the information originates and is communicated give rise to a reasonable expectation that it will not be disclosed; and
 - the information, whether provided by law or supplied voluntarily, is communicated to the government within a relationship that is either fiduciary or not contrary to the public interest and that will be fostered for the public benefit by confidential communication.;
3. supplied to a government institution by a third party; and
4. treated consistently in a confidential manner by the third party.

1.7 TERMS & CONDITIONS

Successful firm(s) will be required to enter into a Contract with the Council which will embody the terms of this RFP and any subsequent negotiations or clarifications. The Council reserves the right to modify or

amend this form of agreement prior to its finalization and execution with the party submitting the successful proposal.

1.8 REQUESTS FOR INFORMATION

Please submit any questions in writing, via email, to the contact below and the Council will respond accordingly. To ensure that all firms receive equivalent information, the Council will post applicable clarification questions and responses on MERX. Deadline for submitting questions is April 21, 2017 at 12:00 pm EST (Ottawa local time).

Enquiries concerning any aspect of this RFP can be directed to:

Contact Name: Marie-Chantale Pilon

Contact Title: Team Lead, CADAC

Email: marie-chantale.pilon@thecadac.ca

1.9 INSTRUCTIONS

1.9.1 INTENTION TO REPLY TO RFP

Please reply via email (address in section 1.8) that you have reviewed this RFP and of your intention to submit a proposal by April 25, 2017 . A return email address must be shown in the proposal.

1.9.2 RECEIPT OF PROPOSAL

The completed RFP submission shall be received electronically by email on the proposal due date of April 28, 2017 prior to 12:00 pm EST (Ottawa local time). Firms are requested to keep their RFP submission size to under 20 MB. Please indicate the RFP title in the email's subject line.

All proposals must be:

- 1) signed by a duly authorized officer;
- 2) include a statement that the firm has examined and understood the RFP and all addenda (as applicable), and
- 3) state that the Firm has the technical and financial resources and personnel to provide the services as identified in this RFP, and within the timeframes specified in this proposal.

Consulting firms are responsible for ensuring that submissions are received by the Council prior to the proposal due date and time. Late submissions received after the closing date and time will be disqualified from competition and not evaluated.

1.9.3 FORMS OF PROPOSAL

To ensure that all proposals are uniformly evaluated, they must be submitted in the format prescribed in Appendix A of this RFP.

The proposal should completely address each element of the Council's requirements as outlined in [Section 2.2 \(Service Requirements\)](#). Changes or enhancements should be clearly identified and explained. The Firm may suggest alternative means beyond the scope of the stated requirements.

All the terms and conditions set forth in the RFP are accepted and incorporated in the proposal unless the proposal specifically takes exception to them.

1.9.4 **MODIFICATION OF PROPOSALS**

Firms may modify their proposals up to the specified closing date and time.

1.9.5 **AMENDMENTS OR WITHDRAWAL OF THE RFP**

Correction or clarification to the RFP will be issued in the form of a written addendum to the RFP and will be posted on MERX. No interpretation, correction, clarification or amendment to the RFP shall be binding on the Council unless it is by way of an addendum. Firms must acknowledge receipt of all addenda in their proposal.

1.9.6 **RETURN OF PROPOSALS**

Unsuccessful proposals will not be returned to the Firm.

2.0 COUNCIL'S REQUIREMENTS

2.1 OVERVIEW

The RFP would consist of the following:

Assess the functionality of the CADAC application to determine if it is sustainable in the short-, mid- and long-term.

Assess the functionality of the CADAC application in comparison to similar applications (e.g. DataArts <http://www.culturedata.org>)

Assess the efficiency and effectiveness of the technology supporting the CADAC Application

Assess the technology of the CADAC Application to determine if it is sustainability in the short-, mid- and long-term taking into consideration the requirements identified in phase above.

Identify any risks related to how the technology is integrated into the standard operations of CADAC.

Produce a report with the results from this assessment including options with pros and cons plus recommendations, suggestions of tools/software, best practices and a timeline for the implementation of the proposed enhancements. The report would also contain consideration of options for in-house application with pros and cons all within the current technical hosting agreement of the MoU.

2.2 SERVICE REQUIREMENTS

The service requirements for this project include:

Biweekly meetings with staff from CADAC and Steering Committee Working Group; thorough analysis and understanding of CADAC's application; conducting a technical assessment of the CADAC application; writing a draft report for Steering Committee Working group for review and writing a report with the results from this process, the final recommendations and a timeline for the implementation of the recommendations.

2.3 GENERAL TIMEFRAME REQUIREMENTS

Exact timelines will be defined with the successful Firm. However, the following general timeframes are planned as follows:

- Two months (approximately 60 days) from the formal start of the project to deliver a final report
- One week after the delivery of the final report, to schedule and deliver a presentation and question & answer session to the Steering Committee Working Group.

2.4 OTHER REQUIREMENTS

No other requirements.

3.0 EVALUATION OF THE PROPOSALS

3.1 SCORING

All proposals will be rated on the basis of a "points earned" matrix that will involve an analysis of the complete proposal including, but not limited to, such areas as:

- Proposal is submitted according to instructions (Pass/Fail)
- Firm's capability (70%)
 - [Section A: Executive Summary of the Proposal](#)
 - [Section B: Profile of the Firm](#)
 - [Section C: Suitability of the Firm](#)
 - [Section D: Service Requirements](#)
 - [Section E: Service Standards](#)
 - [Section F: References](#)
 - [Section G: Timeline Requirements](#)
- Firm's pricing schedule (30%)
 - [Section H: Pricing Schedule, Experience & Value Added](#)
 - [Appendix B](#)

Firms are required to demonstrate in their proposal that they are able to satisfy the above criteria. Council reserves the right in its sole discretion to request, in writing or orally, clarification of any additional information concerning proposals that are considered responsive.

3.2 SHORT-LIST

A short-list of Firms will be selected on the basis of Council's analysis. Firms on the short-list will be notified in writing and Council reserves the right to request a one-hour presentation to the Council's Selection Committee.

The Council retains complete discretion in deciding which proposals meet the requirements set out in the RFP and what evidence will be considered adequate to indicate compliance with those requirements.

3.3 AGREEMENTS WITH SUCCESSFUL FIRMS

The Council shall enter into negotiations with the successful Firm(s) with a view to finalizing a Contract for services (the contract), on terms acceptable to the Council. The contract shall be for a period of Sixty-two **(62) days** in favour of the Council. The Council reserves the right to cancel the contract at any time if the service does not meet Council's expectations and a 30-day advance notice will be sent.

If an agreement acceptable to the Council is not reached within sixty (60) days after selection of the successful Firm, the Council may disqualify that Firm and re-evaluate the remaining proposals without obligation or claim against the Council.

All proponents will be advised on the results of the RFP, including disclosure of the name of the winning proponent, once the proposals have been reviewed and the final negotiations with the winning proponent have been finalized and agreed. Notifications will be done via an email and/or telephone conversation

with all the proponents at the discretion of the Council. Within 15 days after notification of award, unsuccessful proponents may request a debriefing on their proposal to be scheduled at a later date.

4.0 WORK TERMS

4.1 TASKS

The Council will negotiate with the contractor the level of effort (number days), nature and/or scope of each task.

Work could include: biweekly meetings with staff from CADAC; reviewing CADAC's current processes and procedures and its application; conducting stakeholder interviews to understand current requirements and desired enhancements; conducting a technical assessment of the CADAC application; and writing a 10-15 page report.

4.2 CLIENT SUPPORT

The Council's Project Authority will:

- Provide overall project management authority;
- Provide the Firm with background documents for review;
- Assist the Firm with obtaining Council documents and data, when required;
- Will be the source of final approval and acceptance of all deliverables; and
- Provide feedback to the Firm on all deliverables.

4.3 DELIVERABLES AND ASSOCIATED SCHEDULE

- Description of the methodology that will be implemented for accomplishing this project
- A project work plan including a Gantt chart
- Draft report
- Final report
- Project implementation timeline (Gantt chart)
- Final presentation and question & answer session with the CADAC staff and Steering Committee.

4.4 OFFICIAL LANGUAGES

Work, including tasks and deliverables, will be primarily completed in English; however the team must be capable of providing services in both official languages. Especially for conducting meetings and performing interviews.

4.5 WORK LOCATION

The work shall be carried out through VPN access or at the offices of the Council with meetings and consultations conducted as required in the offices of CADAC or via teleconference.

4.6 TRAVEL

If traveling should occur outside the National Capital Region (NCR) the travelling cost will not be reimbursed. Travel within the NCR will not be reimbursed.

No travel-related expenses will be paid.

APPENDIX A - PROPOSAL FORMAT

To ensure that all proposals are evaluated equally, the submissions must be divided into the following sections:

SECTION A AN EXECUTIVE SUMMARY OF THE PROPOSAL

SECTION B A PROFILE OF THE FIRM

This section should include:

- company legal name and Canadian address;
- contact information for person responsible for RFP submission;
 - Name, Title, Phone, E-mail
 - Authorized Signature and Date
- website;
- professional memberships;
- number of years in business as IT Web Solutions firm in Canada;
- number of core customers;
- financial capacity;
- geographical area of operation;
- a brief description of your company, including the number of FTEs (employees versus contract personnel), average length of employment, an organizational chart and a brief resume of each senior manager.
 - Provide details that would be specific to this engagement

SECTION C SUITABILITY OF YOUR FIRM

This section should describe in two pages why you feel that the Firm is best suited to serve the CADAC's IT web solutions, specifically requirements analysis and technical assessment requirements.

Please describe what work the Firm has done in terms of IT web solutions with (a) Crown corporation(s), or (b) similar type of agencies and/or organizations. Working with organizations in the arts and culture sector would be an asset. A demonstrated knowledge and understanding of the arts and culture sector will be a bonus.

The Firm must be able to demonstrate experience in providing Requirements analysis and technical assessment services for similar corporations and agencies and should demonstrate both Canadian and Global reach.

SECTION D SERVICE REQUIREMENTS

This section should be broken into sub-sections that respond to each of the requirements identified in the [Council's Service Requirements](#) (2.2) of this RFP. The Firm must provide project summaries describing at least two (2) engagements related to each project/service/requirement completed in the past three (3) years and must show experience and qualifications with similar corporations and agencies. The Firm must demonstrate qualifications for each of the requirements and articulate what value they brought to their client through the delivery of that service. The Firm must also provide a detailed description of the methodology that will be implemented for accomplishing this project.

SECTION E SERVICE STANDARDS

This section should describe the Firm's approach, methodology and accelerators for managing and delivering on project engagements of this nature (based on the examples identified in [Section D](#)).

This section should also address the following:

- Firm's ability to provide a highly personalized, responsive and practical service, and meet established project deadlines;
- Firm's proposal for problem resolution if the proposed work is unsatisfactory;
- Firm's ability to provide a high level of service to Council in both official languages.

SECTION F REFERENCES

Please provide Five references of comparable, existing corporate clients including the names of the senior contacts, phone number and email. Summarize the work that was done for their organization and the year(s) the service was provided. At a minimum, two of these references must come from the Public Sector. Private sector references may also be provided in addition, if desired.

SECTION G TIMELINE REQUIREMENTS

This section should describe the Firm's ability to meet the timeframes indicated in [Section 2.3](#) and demonstrate availability and capacity to deliver on the Council's service requirements in the timeframe requested.

SECTION H PRICING SCHEDULE, RESOURCES & VALUE ADDED

This section should state the total value of the contract and outline the rates for services for each resource category (see [Appendix B](#) for the roles). Resumes must be provided for each of the roles to demonstrate the Firm's breadth of experience and availability of these resources to immediately start work on the proposed requirements.

Indicate whether your Firm would provide thresholds for pricing influenced by spending or if any additional incentives such as early payment terms or grouped project discounts could apply.

Describe any other value added services that your Firm could provide. Explain where there would be any additional financial advantage if your Firm was awarded work.

APPENDIX B – PRICING SCHEDULE, RESOURCES & VALUE ADDED

As a requirement to complete the Proposal, a pricing schedule must be included.

B.1 PRICING SCHEDULE

To ensure that all proposals are evaluated equally, please provide a rate for each of the roles identified below:

Fee Schedule

	\$/Hour	Daily Rate
Role		

Note: If additional roles would be required to provide the services requested by the Council, list the role, rate and provide a description of the expected need for that type of resource.

B.2 KNOWLEDGE, EXPERIENCE AND CAPABILITY

It is important to the Council to have competent resources who have been dedicated by their Firm to work with the Council. Describe the resources, including their knowledge, qualifications and experience to provide the services required by the Council. Please provide resumes for each of the roles identified above.

B.3 VALUE ADDED

Indicate whether your Firm would provide thresholds for pricing influenced by spending or if any additional incentives such as early payment terms or grouped project discounts could apply.

Describe any other value added services that your Firm could provide. Explain where there would be any additional financial advantage if your Firm was awarded work.