



Conseil des arts  
du Canada

Canada Council  
for the Arts

## Request for Expressions of Interest for a New Customer and Grants Management Solution

Submitted questions:

QUESTION	ANSWER
<p>In Section B.2 Suppliers are requested to share ballpark pricing estimates. At this early stage, it is difficult to provide ballpark estimates that include software licensing without user stories and license volume metrics. Would Canada Council of the Arts agree to exclude license estimation from Stage 1?</p>	<p>We require licensing estimation. Approximate licensing breakdown</p> <ul style="list-style-type: none"> <li>a. 300 staff licenses (Approximately 160 staff will access the system more than 40 hours per month.)</li> <li>b. 250 concurrent licenses, (i.e. assessors)</li> <li>c. public/applicant licenses</li> </ul> <p>We will be providing user stories at stage 2 of the procurement process.</p>
<p>Will Canada Council of the Arts consider using Shared Services of Canada Cloud Brokering Service for the technology procurement?</p>	<p>No, The Council will not consider using Shared Services of Canada Cloud Brokering Service for the technology procurement.</p>
<p>You reference a need to be built on an 'iBPM platform'. Although the term 'BPM platform' is commonly and clearly understood in the market, the modified term 'iBPM' is an informal marketing term coined by Gartner and therefore it can have different meanings. Please clearly define your definition of 'iBPM' so we can ensure our eligibility. Further, if you are limiting the eligible iBPM platforms you will consider please also clarify that.</p>	<p><b>Clarification</b> - As indicated in the EOI, suppliers "can provide a solution in the form of:</p> <ul style="list-style-type: none"> <li>- CRM <b>or</b> iBPM application platform integration.</li> <li>- Grants Management Solution (GMS) built on CRM or iBPM Platform</li> <li>- Platform integration partners with the capacity to leverage CRM, iBPM and GMS capabilities"</li> </ul> <p><b>Definition of iBPM</b> - A business process management platform that supports the integration of new technologies such as RPA, (Robotic Process Automation) to leverage automation.</p>
<p>How many internal staff users will access the system? Of them, how many will access the system more than 40 hours per month and how many will access less than 40 hours per month?</p>	<p>Approximately 300 internal staff users will have access to the system (all staff).</p> <p>Of these, approximately 160 internal staff will access the system for more than 40 hours per month. The remaining 140 internal staff users will access the system for less than 40 hours per month.</p>

How many external users (applicants/registrants/reviewers) will access the system per month?	Approximately, Applicants/Registrants: 4,500 monthly external users Reviewers/Assessors: 250 monthly external users
Would external users access the system year round or only during specific times in the year? Please specify for each group of external users (e.g. applicants, reviewers)	Yes, the external users will access the system year-round. Approximately, Applicants/Registrants : 4,500 monthly external users Reviewers/Assessors : 250 monthly external users
Please specify your planned hosting option (Public Hosting vs Private Hosting)?	We would prefer to host the solution on our own Azure tenant to ensure: a. integration b. data residency c. security d. uptime e. performance
What technology does ATS use? It is mentioned in the Application Architecture section (page 12) that 'custom-built applications were developed in-house using Microsoft Visual Studio hosted on Microsoft IIS' - is this the ATS technology that is currently being used?	ATS is a Windows Desktop application used internally by staff. The ATS application uses Centura and MS SQL Server.
For your data migration requirement, what format will the data be in to migrate to the new system?	The data is currently hosted on MS SQL Server.
Are the systems currently connected to ATS need to be integrated with the new CGMS system or are those also being replaced by the new CGMS system (such as customer-facing application portal, results package tool, site for assessors to access applications)?	Initially, the priority will be the replacement of the public application portal and ATS, but ultimately we seek an end-to-end granting solution that replaces the other systems.
For integration, the products listed under Application Architecture (page 12) are currently being used by the Council. Do any of them need to be integrated with the new CGMS system? If so, what is the level of integration required	Initially, some of the systems will need integration, as they will not be replaced at once. The level of integration could be through an API.
In terms of GMS requirement 09.04 Manage Payments, is the disbursement being handled by a separate accounting/financial product? If so, do you need the new CGMS system to integrate with that system and at what level (real-time vs batch)?	Yes, the disbursement will be handled by a separate accounting/financial product, and the required integration is in both batch and real-time through an API and middleware.
Columns B:G in the GMS sheet of the "CGMS_Requirements_Evaluation_Supplier.xlsx" spreadsheet are hidden. Is there an expectation for the vendor to complete these columns? If so, further guidance is requested.	Yes, columns B:G in the GMS sheet are meant to be hidden. Suppliers are not expected to complete those columns.
On page 13, you asked to provide certain information about the organization's capacity and maturity. Can you clarify what you define "Organization Effectiveness" and "Financial Capacity" to be?	By Organization Effectiveness we would like to gauge how successful you have been in reaching your strategic and project-based goals and objectives.

	<p>By Financial Capacity we would like to understand the organization's capacity to execute new projects. Do you have adequate financial and human resources to undertake this project along with other active contracts? We are looking for suppliers to demonstrate that they have sufficient resources to dedicate to this project.</p>
<p>On page 14, you asked for ballpark estimate pricing for the scope of work. To provide better estimates, could you please provide an overview of the number and types (i.e. separated by roles) of users that will be using the solution?</p>	<p>Approximate monthly access:  300 staff users will access the system:  -Of these, approximately 160 staff will access the system more than 40 hours per month.  -The remaining 140 staff will access the system less than 40 hours per month.</p> <p>Applicants/Registrants: 4,500  Reviewers/Assessors: 250</p>
<p>On page 14, you asked for ballpark estimate pricing for the scope of work. Are there any estimates on how many clients are expected to use the self-service portal on a monthly basis? How many users would be expected to be registered within the first 3-5 years?</p>	<p>Approximate monthly access:  Applicants/Registrants: 4,500  Reviewers/Assessors: 250</p> <p>in the first 3-5 years, we expect approximately 5,400 new user registrations annually.</p>