

REQUEST FOR PROPOSALS

Digitizing and Automating the Timesheet Management Process
for the NFB/AQTIS Guild Scale Agreement

NFB-PCFAAQTIS-202401-002

Ce document est également disponible en français.

January 30th, 2024

Request for Proposal

The National Film Board of Canada (“NFB”) is currently looking for a solution that can digitize and automate a timesheet management process for our [NFB/AQTIS Guild Scale Agreement](#).

Further to this, we would like to issue you with this Request for Proposal (RFP). The purpose of this RFP is to allow several qualified suppliers to submit their best proposals for this solution.

Please provide comprehensive information to the attached questions by **Tuesday, March 12th, by 5pm EST** after which time further proposals will not be accepted without prior written agreement.

Should you have any questions, do not hesitate to contact me on the e-mail address provided in this document.

We appreciate the attention that you will devote to preparing your proposal and look forward to receiving your submission.

Yours sincerely,

Nora Amer
Procurement Manager
National Film Board of Canada (NFB)
Offre.bid@nfb.ca

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1. RFP Content

1.1. Tender Documentation

The tender is composed of the following documents:

1. RFP Document : This document (PDF)
2. Annex A - Q&A Template Form (MS Word)
3. Annex B - Mandatory Criteria, Proof of Output File Test (MS Word, PDF)
4. Annex C - Scope Requirements (MS Excel)
5. Annex D - NFB/AQTIS Scale Agreement Timesheet (Schedule B) and Remittance (Schedule D) Templates (MS Excel, PDF)

1.2. Response Structure

In evaluating responses, the NFB will consider in full the responses received to this tender. To address all these areas, responders are asked to address all questions under [Section 5](#) of this document. Responses received shall be clear, comprehensive, and concise. Your tender response shall be comprised of the following:

- Response to all questions in [Section 5](#) of this document, with cross-references by clearly indicating the section to which the answer relates.
- Full proposal covering full scope of the tender.
- Full financial quotation with all services and/or products accounted for matching your proposal.
- A rate card or pricing catalogue for additional services and/or goods that can complement your bid for additional scope in the future, related to the present set of requirements.

2. RFP Process, Terms, and Conditions

2.1. Enquiries

Any query necessary for the preparation of the response must be addressed in writing by e-mail to offre.bid@nfb.ca

2.2. Modification of Request for Proposal

The NFB reserves the right to amend or otherwise modify, clarify, or correct this Request for Proposal (RFP), in whole or in part, at any time following the opening date of the Request for Proposal. These amendments or modifications may include, among other things, clarifications made following a request for information from one of the suppliers involved in the process.

Suppliers will be notified of any amendment or modification by way of an addendum, which will be annexed to the Request for Proposal and form an integral part thereof.

2.3. Schedule and Deadlines

The RFP will follow the dates below:

Activity	Due Date
RFP released to Suppliers	Tuesday, 30 th January, 2024
<p>Notice of intent to respond <i>All suppliers may notify the NFB by email at offre.bid@nfb.ca of their intent to respond to the RFP. The notice of intent to respond should include the following information:</i></p> <ul style="list-style-type: none"> - <i>Intent to respond (yes or no)</i> - <i>Company name</i> - <i>Name of contact person</i> - <i>Telephone number of contact person</i> - <i>Email address of single contact person</i> 	Tuesday, 13 th February, 2024
<p>Receipt of all questions regarding the RFP <i>These must be directed by email by completing Annex A: Q&A Template Form and sent to: offre.bid@nfb.ca</i></p>	Friday, 16 th February 2024
<p>Response to Q&A Form by video conference (MS Teams). <i>Please arrange scheduling by contacting: offre.bid@nfb.ca</i></p>	Week of February 19 th 2024
Supplier's return proposal	Tuesday, March 12 th , 2024, by 5pm EST

Electronic format of all proposals must be received by **Tuesday, March 12th, 2024**, by **5pm EST**. Electronic responses not received by this time without prior written agreement will be disqualified.

These dates are a guide to the time frame expected for this RFP. Dates may change and the NFB Procurement Manager, acting as a prime contact, will advise of any changes.

2.4. Format of submission

Your response should be structured in accordance with the requirements contained in the RFP and should align with each requirement of the RFP by cross-reference to the relevant [Section 5](#) number.

Suppliers are encouraged to supply innovative solutions in responding to this RFP, however, suppliers must strictly adhere, at all times, to the requirements of this RFP.

Responses must include one electronic copy sent via e-mail to offre.bid@nfb.ca with clear indication in the subject as follows: **RFP: Digitizing and Automating Timesheet Management Process (AQTIS)**, along with a signature authorization letter indicating that the appointed representative is authorized to sign on behalf of the firm and thus to bid on its behalf.

2.5. Response deadline

Submissions are due as set in [Section 2.3](#) above, provided however that, if the deadline set for submission is extended, the NFB's Procurement Manager will also specify the new date and hour for submission which will replace the above deadline.

Any submission received by the NFB after expiry of the deadline referred above will not be considered.

2.6. Partial responses

Partial proposals not meeting the requirements specified in this RFP, does not meet the mandatory technical criteria's in [Section 2.9](#), and not responding to all the questions in [Section 5](#) will not be considered.

2.7. Clarification on RFP

The Supplier should direct any questions arising during the preparation of the response to this RFP, or requests for clarification, in writing by e-mail using the attached **Annex A: Question and Answer (Q&A) form** to offre.bid@nfb.ca. Questions received after the due date indicated on the schedule in [Section 2.3](#) may not be answered.

We may have planned for clarification calls to respond to your **Question and Answer (Q&A) form** if indicated on the schedule in [Section 2.3](#); please contact the NFB Procurement Manager to arrange timing.

Please note that the NFB may edit the question(s) or may request that the bidder do so, so that the proprietary nature of the enquiry is eliminated, and the question(s) and answer(s) can be shared with all suppliers.

2.8. Validity of Bids

The content and pricing of the submission must remain valid for a period of 120 days after the date and time of the deadline set forth for the receipt of bids.

NFB will have the right to ask for additional information to verify a bidder's information. Failure to comply and to cooperate with any request or requirement imposed by NFB will render the bid non-responsive.

2.9. Evaluation of Submission

In evaluating responses for the next stage of the process, the NFB will seek the most appropriate offer based on an evaluation of the Supplier, the fitness for purpose, the risk and the total cost having regard to the following criteria's:

1) Mandatory Technical Criteria

Your proposed solution must meet all four (4) mandatory technical evaluation criteria's as follows to be declared responsive:

Criteria - Critères	RFP Section of Supplier Response to Criteria - <i>Section de l'appel d'offres relative à la réponse du fournisseur aux critères</i>
Mandatory Technical Criteria – <i>Critères techniques obligatoires</i>	
Software must be available in French and English - <i>Le logiciel doit être disponible en français et en anglais</i>	Section 5.1 Proposal Description; Annex C - Scope Requirements - <i>Section 5.1 Description de la soumission; Annexe C - Exigences en matière de portée</i>
Passing all Quality Tests in Output Files, based on the NFB/AQTIS Guild Scale Agreement calculations (Test # 1 and #3), see Annex B - <i>Réussir tous les tests de qualité des fichiers de sortie, sur la base des calculs de l'accord de l'ONF/AQTIS Guild Scale (tests 1 et 3), voir l'annexe B.</i>	Section 5.1 Proposal Description; Annex B - Mandatory Criteria, Proof of Output File Test (MS Word) - <i>Section 5.1 Description de la soumission; Annexe B - Critères obligatoires, épreuve du fichier de sortie (MS Word)</i>
Solution must be mobile and accessible - <i>La solution doit être mobile et accessible</i>	Section 5.1 Proposal Description; Annex C - Scope Requirements - <i>Section 5.1 Description de la soumission; Annexe C - Exigences en matière de portée</i>
Proven security procedures for the protection of all personal data (in-transit and at-rest) - <i>Procédures de sécurité éprouvées pour la protection de toutes les données personnelles (en transit et au repos)</i>	Section 5.1 Proposal Description; Annex C - Scope Requirements - <i>Section 5.1 Description de la soumission; Annexe C - Exigences en matière de portée</i>

2) Point-Rated Technical Criteria

If your proposal passes all Mandatory Technical Criteria listed in (1), a point-rated technical criteria will then be applied to your solutions technical merit and price, as follows:

Criteria - Critères	RFP Section of Supplier Response to Criteria - Section de l'appel d'offres relative à la réponse du fournisseur aux critères	%
Technical Capability - Capacité technique		35
Ability to deliver in-scope requirements as per Annex C - <i>Capacité à répondre aux exigences du champ d'application conformément à l'annexe C</i>	Annex C - Scope Requirements - <i>Annexe C - Exigences en matière de portée</i>	25
Experience related to digitizing and automating timesheet management process - <i>Expérience liée à la numérisation et à l'automatisation du processus de gestion des feuilles de temps</i>	Section 5.3.1 Domain Expertise; Section 5.3.2. Specific skills and technical know-how; - <i>Section 5.3.1. Expertise sectorielle; Section 5.3.2. 5.3.2. Connaissances spécifiques et savoir-faire technique</i>	10
Business Strategy - Stratégie d'entreprise		25
Understanding of business and challenges within the audiovisual industry, Guild Agreements and/or in a Federal Government environment - <i>Compréhension des activités et des défis de l'industrie audiovisuelle, des accords de guildes et/ou de l'environnement du gouvernement fédéral</i>	Section 5.3.4. Industry Experience - <i>Section 5.3.4. Expérience sectorielle</i>	10
Project approach and methodology, including timelines - <i>Approche et méthodologie du projet, y compris le calendrier</i>	Section 5.4.8. Project Management, Approach to Section 5.4.11. Reporting - <i>Section 5.4.8. Plan de mise en œuvre à Section 5.4.11. Rapports</i>	6
Supplier profile (including indigenous supplier considerations) <i>Profil du fournisseur (y compris les considérations relatives aux fournisseurs indigènes) et idées utiles d'amélioration</i>	Section 5.2 Supplier's profile; Section 5.3.6. Indigenous Procurement - <i>Section 5.2. Profil du fournisseur; Section 5.3.6. Fournisseur autochtone</i>	5
Supplier's EDI, Accessibility and Green Policies - <i>Politiques du fournisseur en matière d'EDI, d'accessibilité et d'écologie</i>	Section 5.3.5. Equity, Diversity, Inclusion and Accessibility; Section 5.3.7. Environmental Performance - <i>Section 5.3.5. Diversité et inclusion et accessibilité; Section 5.3.7. Performance environnementale;</i>	4
Financial Proposal - Proposition financière		40
Total Fees (Setup, training fees, and monthly/annual fees) - Total des frais (frais d'installation, de formation et frais mensuels/annuels)	Section 5.5. Financial Proposal - <i>Section 5.5. Proposition financière</i>	40
Total		100

An evaluation team composed of representatives of the NFB will evaluate the bids.

Suppliers should have demonstrated a thorough understanding of the RFP and their capacity to carry out the work in accordance with all professional standards.

Submissions will be reviewed for compliance with this RFP and reviewed in relation to the pre-determined criteria listed above.

2.10. General conditions

By submitting a proposal, the Supplier is agreeing to all conditions and terms stated in this RFP, including the following:

- 2.10.1. All information related to the bid may be written in either of Canada's official languages (French and English).
- 2.10.2. All costs, charges and/or expenses, direct, and indirect, incurred and/or paid by the Supplier to participate in this RFP shall be the sole responsibility of the Supplier.
- 2.10.3. Suppliers may withdraw their bid by email at any time prior to the time and deadline set forth for the receipt of bids, provided that such withdrawal shall not affect a bidder's ability to submit a new bid within the prescribed bid period.
- 2.10.4. The NFB reserves the right to negotiate all terms and conditions to enter into a formal contract with the Supplier. This RFP document, the Supplier's response and written addenda may be included in such contract, at the NFB's sole discretion.
- 2.10.5. The NFB reserves the right to accept none of the bids received, and to cancel or reissue the RFP at any time, without justification or obligation to the other Suppliers.
- 2.10.6. Unsolicited telephone calls or visits to the NFB during the RFP process to obtain proposal status information are prohibited and may result in the Supplier being disqualified from the bidding process.
- 2.10.7. Suppliers may request a debriefing on the results of the RFP process. Suppliers should make the request to the NFB within 15 business days from receipt of the results of the RFP process.
- 2.10.8. The Office of the Procurement Ombudsman (OPO) established by the Government of Canada provides an impartial, independent venue for Canadian suppliers to raise complaints regarding the award of certain federal contracts under \$30,300 for goods and \$121,200 for services. If you have concerns regarding the award of a federal contract below these dollar amounts, you may contact OPO by e-mail at boa.opo@boa-opo.gc.ca by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca.
- 2.10.9. News releases pertaining to the award of any contract related to this RFP may not be made without the prior written permission of the NFB.
- 2.10.10. All work and materials shall comply with all applicable provincial and federal laws, regulations, ordinances, decrees, or other binding statutory instruments; applicable building leases; and directions of inspectors appointed by proper authorities having jurisdiction. Where certification of material is required by the NFB, the Supplier shall make all such certificates available for inspection.
- 2.10.11. NFB reserves the right to conduct a survey of Suppliers' facilities and/or examine their technical, managerial, and financial capabilities to determine if they are adequate to meet the requirements of the RFP. With respect to financial capabilities,

this may include, but is not limited to, certified bank letter attesting financial viability, audited cash flow, balance sheets and P&L statements, as required.

2.10.12. The Supplier is expected to follow all laws, regulations, and directives applicable to the services set out in this RFP, including regarding occupational health and safety.

If the Supplier does not agree with conditions or terms stated in this RFP, such conditions or terms must be discussed in detail with the NFB Procurement Manager before a proposal is submitted.

2.11. Disclaimer

This RFP and its attachments shall remain the sole property of the NFB and contain all information the Supplier may require preparing a proposal as requested by the NFB.

The Supplier is advised that if confirmation or clarification of the contents or any further information is required, it should contact the NFB Procurement Manager in this RFP in the first instance.

The acceptance of a submission to this RFP is not to be construed as representing or creating any binding obligation on the NFB to enter into any legal commitment whatsoever. Furthermore, in responding to this RFP, the Supplier is deemed to specifically acknowledge the following:

- Notwithstanding any representation by or on behalf of the NFB or any estimate of quantities by the NFB shown in this RFP or otherwise given to the Supplier (now or in the future), the NFB shall be under no obligation to purchase any particular quantity of products or services.
- The Supplier places no reliance on any such representation or estimates and will place no reliance upon any future representation or estimate that may be provided unless that representation or estimate is noted in the written contract.
- The NFB shall have no liability to the Supplier whether in contract, extracontractual civil liability, tort or otherwise with respect to the giving of any such representation or estimate.

2.12. Security Requirements

The successful Supplier will need to have obtained any security screening or clearance that may be requested by the NFB. Suppliers should indicate, in their bid submission, any security assessment that is readily available for the proposed resources.

2.13. Applicable Laws

This RFP process shall be subject to, and governed by, the laws of the Province of Quebec and the federal laws of Canada applicable therein.

2.14. Access to Information and Privacy

Suppliers acknowledge that the NFB is a federal agency subject to the Access to Information Act and the Privacy Act. This RFP, and any information, in any form, provided, obtained, created, or communicated by the Suppliers to the NFB, are therefore subject to the Access to Information Act and the Privacy Act. The Suppliers acknowledge that the NFB is required to handle such information in accordance with the provisions of the Access to Information Act and the Privacy Act.

Any questions, comments, concerns, or complaints regarding the administration of the Privacy Act and privacy policies may be directed to the NFB's Privacy Coordinator by e-mail at ATIP-AIPRP@NFB.ca, by calling 514 283-9338, by fax at 514-841-3500, or by writing to:

Access to Information and Privacy Coordinator
 National Film Board of Canada
 1501, Bleury Street
 Montreal QC H3A 0H3

If you are not satisfied with the NFB's response to your privacy concerns, you may wish to contact the Office of the Privacy Commissioner of Canada by e-mail at info@priv.gc.ca or by telephone at (800) 282-1376.

By submitting a response to this RFP, a Supplier is declaring to the NFB that: (i) all personal information submitted to the NFB in such response and at any time in the future is provided with the consent and knowledge of the individuals concerned; and (ii) it has read and understood the above Personal Information Collection Statement.

3. Background information

3.1. The National Film Board of Canada

3.1.1. History

Created in 1939, the NFB is a federal agency under the Department of Canadian Heritage. Its mandate is to create, produce, and distribute distinctive and original audiovisual works that reflect the diverse realities and perspectives of Canadians, and to share these works with the people of Canada and the rest of the world.

3.1.2. Today

DID YOU KNOW...

The NFB will be **85 years old** in 2024.

The NFB produces at least **one project per week**.

The NFB has won more than **7,000 awards, including 12 Oscars®**, 4 Palmes d'Or, 25 Webby Awards, over 530 Academy of Canadian Cinema & Television Awards, including 32 Canadian Screen Awards, and 27 Québec Cinéma awards.

The first Canadian feature film selected to screen in competition at the **Cannes Film Festival** was produced by the NFB: Pierre Perrault and Michel Brault's *Pour la suite du monde*.

With **76 nominations**, the NFB has more Oscar® nominations than any other organization outside of Hollywood.

"HOLLYWOOD" FACTS

- Every director selected to represent Canada at the Oscars® for Best Foreign Language Film has previously worked with the NFB.
- Canadian directors Guy Maddin, Denis Villeneuve, Atom Egoyan, Sarah Polley, Don McKellar, Suzie Sutherland, Denys Arcand, and Robert Lepage have all made a film with the NFB.
- The NFB has worked with the voice talents of actors Meryl Streep, Forest Whitaker, Christopher Plummer, Donald Sutherland, Leslie Nielsen, Richard Burton, Xavier Dolan, and Caroline Dhavernas.
- In 1967, the NFB helped pioneer technology at Expo 67 that would eventually become IMAX®.

- George Lucas was famously inspired to create "The Force" in *Star Wars* after watching Arthur Lipsett's **21-87**. There are two nods to this NFB film in the *Star Wars* series: Princess Leia's cell number in *A New Hope* and ex-Stormtrooper-turned-Rebel-hero Finn's First Order name, FN-2187.
- Raman Kroitor and Colin Law's NFB film **Universe** was a key source for Stanley Kubrick's vision of space in his masterpiece, 2001: *A Space Odyssey*.



For more detailed information on our agency, including a description of our mandate and values, and about our Strategic Plan please visit our websites: www.nfb.ca and [National Film Board - Canada.ca](http://NationalFilmBoard-Canada.ca)

3.2. Sector Owning this Activity

3.2.1. Programming and Creation and Finance and Administration Division

This is a joint-divisional initiative between two (2) divisions at the NFB: Programming & Creation (“P&C”), for those productions filmed in Quebec, and Finance & Administration for processing payments.

Name	Role of the NFB Contact
Alexandre Gonthier	Head, Financial Operations - Finance & Administration
John Christou	Director, Prod. & Operations, English Programs - PCDM
Bruno Gervasi	Director, IT - Technologies

4. Project Description and Requirements

4.1. Situation today

The NFB is a federal agency incorporated pursuant to the National Film Act that has a mandate to produce and distribute films and other audiovisual works designed to interpret Canada to Canadians and to other nations. Its headquarters are based in Montreal, Quebec.

AQTIS (“Association Québécoise des Techniciens de l’image et du Son”) represents 8,000 freelance professionals (“Technicians”) in over 200 audiovisual occupations related to design, planning, setup and post-production, based in Quebec.

The [NFB/AQTIS Scale Agreement](#) is designed to determine the minimal working conditions applicable to a Technician who is a member of the AQTIS Team and hired by the NFB (“Producer”) in conjunction with the creation and Production of an audiovisual Shooting and the procedure to be followed to ensure at all times harmonious relations between the Parties.

The scope of the activities to digitize and automate the timesheet management process for the NFB/AQTIS Scale Agreement pertains to the following:

- [Schedule B - Time Sheet](#) & [Schedule D - Remittance](#), based on:
 - [Chapter 8 - Pay period, Pay slip and Time Sheet](#)
 - [Chapter 19 - Pier diem and Accommodation](#)
 - [Chapter 22 - Minimum salary scale](#)
- N.B. The NFB has the obligation to process payment in 15 days

4.1.1. Current Process and Challenges

The payment and remittance calculation process for the [NFB/AQTIS Scale Agreement](#) is currently being managed by AQTIS on an exceptional basis. In recent negotiations with AQTIS for the renewal of the agreement, AQTIS confirmed to the NFB the responsibility to take over the payment and remittance calculation process. However, the AQTIS-led timesheet process (**Schedule B, D**), uses an unlocked Microsoft (“MS”) Excel spreadsheet with complex formulas. As such, the challenge is in transitioning responsibilities of a current process prone to manual errors and potentially exposing the NFB to extensive delays in processing payment.

The NFB processes on average 30 x Technician Timesheets per month, with peak of up to 100 Timesheets in any given month. There are on average 50-80 Productions with different timelines and collaborators (animation and documentary – long term projects) and on average up to 3 x Technicians per production. The general workflow steps are as follows:

- NFB Studio creates a contract and PO (Synchrone (see [Section 4.1.2](#)), SAP)
- AQTIS calculates pay and remittance of a Technician and sends it to the NFB respective studio (MS Excel).
- The NFB studio creates a goods receipt to the PO and attaches the documentation (Timesheet) for Finance to process payment (SAP).

- NFB Finance issues payment and acts as the intermediary between the NFB studios and AQTIS in terms of communication (SAP).

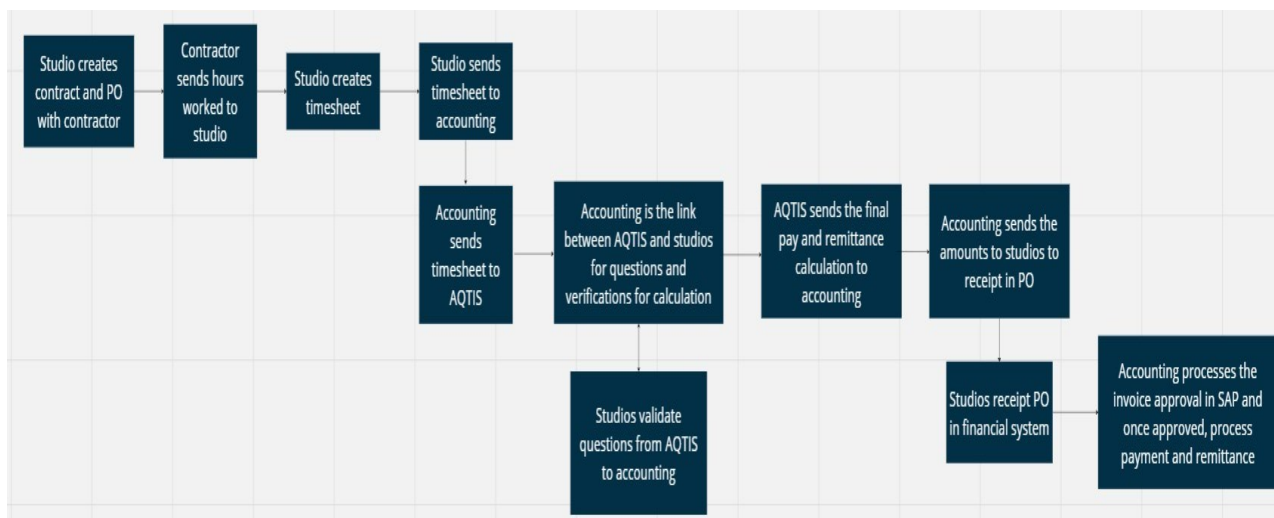


Figure 1: Current Process Workflow

4.1.2. Current IT Systems

- **Synchrone (contract database).** Most of the NFB's contracts for services are created in Synchrone. There are several types of contracts in this database: one for each of the professional associations with which the NFB has signed an agreement (i.e. NFB/AQTIS Scale Agreement). There is also a standard service contract for trades that are not governed by a professional association.
- **SAP (NFB's ERP System).** SAP is used to process the financial aspects (PO, Goods/Service Receipts, payment).
- **MS Excel.** Timesheets and calculations are currently done on an unlocked MS Excel spreadsheet by AQTIS.

4.2. Future Situation

4.2.1. Goal and Objectives

The goal of this activity is to replace the manual Excel spreadsheets described in [Section 4.1.1](#). with a digitized and automated timesheet management application system.

4.2.2. Critical Success Factors

- Digitizing and automating timesheet management process capable to be programmed to the conditions stipulated in the NFB/AQTIS Scale Agreement
- Reduce possibility of human error
- Increase administrative efficiency in the approval of workflow; NFB Studios need to validate and approve submitted hours in the system
- Mobile Technicians can easily login and submit hours via an automated system

- Speed to process payment: The payment process is time sensitive as the agreement indicates that we have 15 days to issue payment

4.2.3. Location

The NFB teams are based in the Montreal headquarters.

4.2.4. Approach and Methodology, and Scope and Service Requirements

Please refer to **Annex C** which defines the approach and methodology of the users' roles and responsibilities, as well as the scope and service requirements for the suggested solution.

4.2.5. Timeline for Implementation

- Implemented by May/June 2024
- Must be available one-month prior, May 2024, for training purposes.

4.3. Legal

4.3.1. Period of Contract

The mandate is intended to be granted for a period of one year, subject to renewal for an additional two (2) year terms.

5. Supplier's Proposal

Please provide comprehensive responses to:

- All questions in this section, with a cross-reference to each question. For example, your proposal should begin with referring to **Section 5.1 Proposal Description** as your first heading, with your response to the respective chronological section within, and so on (Section 5.2, Section 5.3, etc.,)
- Your proposal should not exceed 30 pages in length (excluding any Appendices such as Resumes, etc.,)
- All information related to the bid should be readily printable in 8.5 x 11-inch format and submitted electronically in one (1) or two (2) maximum PDF file(s)

5.1. Proposal description

Please describe in a maximum of one page your understanding of the activities and what you will be delivering to the NFB, including a clear response to our mandatory criterions listed in [Section 2.9: Bid Assessment](#) and as follows:

1. Software must be available in French and English.
2. Passing all Quality Tests in Output Files, based on the NFB/AQTIS Guild Scale Agreement calculations (Test # 1 and #3), see **Annex B**.
3. Solution must be mobile and accessible.
4. Proven security procedures for the protection of all personal data (in-transit and at-rest).

5.2. Supplier's profile

5.2.1. History

- Date and place founded.
- Short history of your company, general presentations

5.2.2. Locations

- Headquarters
- Other key locations
- Detail your presence in: Montreal.

5.2.3. Key numbers

Worldwide and at your location:

- Headcount in each office
- Sales for the last three (3) years
- Sales Growth for the last three (3) years
- Number of customers
- Other (specify)

5.2.4. Key strengths

- Specific competencies or skills
- Competitive advantage
- Formal Accreditations
- Other (specify)

5.2.5. Bankruptcy

Has the company ever filed for bankruptcy?

If yes, explain in detail the reasons why, the filing date and the current status.

5.3. Domain Expertise

- 5.3.1. Similar major Digital and Automating Timesheet Management activities
- Describe two (2) previous similar Digital and Automating Timesheet Management activities that you helped to transition, support, and deliver successfully within the last 3-5 years relative to the scope of this RFP for other customers:
- Outline the software workflow (**Figure 1**) for each of the activities.
 - Explain why they are relevant to the scope of this RFP, what is the size of the project in terms of dollars and effort.
 - Detail major issues or problems that may have occurred and how they were resolved specifically in any manual error's incidents
 - Detail when they were delivered and if they were delivered on-time and on-budget

- 5.3.2. Specific skills and technical know-how
- List here your experience relative to the scope of this RFP in:
- Project management
 - Guild Agreements

- 5.3.3. Existing customers and references
- Provide the two (2) references from relevant customers with:
- Project short description
 - Company name
 - Location
 - Contact person, position
 - Email and phone

These references should demonstrate the Supplier's ability to deliver the services in a way that resembles the NFB's requirements and scope.

Please note that references provided above may be directly contacted by the NFB during the evaluation phase of your bid.

- 5.3.4. Industry experience
- Describe your previous experience within the audiovisual industry, Guild Scale Agreements, and/or with other government agencies.

- 5.3.5. Equity, Diversity, Inclusion and Accessibility
- The NFB is committed to an industry that reflects a culture of mutual respect, dignity and inclusivity and expects that Suppliers to similarly embrace these values. Please provide information about your commitments towards equity, diversity, inclusion, and accessibility.

5.3.6. Indigenous Procurement

The NFB is committed to increasing the participation of Indigenous businesses in federal procurement with a new target to have 5% of federal contracts awarded to businesses managed and led by Indigenous Peoples. Are you a qualified indigenous-led business in that regard?

5.3.7. Environmental Performance

At the NFB, we believe that purchasing environmentally preferable goods and services achieves the best value-for-money over their life cycle and result in a more efficient use of public resources while promoting environmental stewardship and reducing the environmental impact of government operations. Please describe your service offerings in consideration of any environmental benefits for assessment (i.e. you may include the implementation of standardized environmental policies and practices within your organization, green certifications, etc.,)

5.3.8. Knowledge of the NFB

Please respond to the best of your knowledge as follows:

- Describe any previous experience with the NFB. Provide the NFB contact person(s) and location.
- Is any of the employees in your organization related, either personally or professionally, to a person currently employed by the NFB? If so, please explain.
- Was any NFB employee or Supplier previously employed or engaged by your organization?
- Please provide the names of any current or former NFB employees employed or engaged by your organization, either:
 - as a full or part time equivalent, contractor, consultant, subcontractor, etc.
 - or through a company controlled directly or indirectly by a current or former NFB employee
 - or through a company controlled directly or indirectly by a relative of a current or former NFB employee.

It is requirement that your firm, account manager and proposed resources must not be in conflict of interest with the NFB.

5.4. Scope Specific Questions

5.4.1. In-Scope Items, Deliverables

Describe the services you intend to provide to match with our requirements listed in **Annex C- Scope Requirements**.

5.4.2. Out-of-Scope Items

Describe all items or requirements of this RFP that you will not address listed in **Annex C – Scope Requirements**.

5.4.3. Locations Covered

For Montreal, specify whether you can manage the solutions described above (including on-site for workshops without charging travel expenses)

5.4.4. Subcontractors

If you are planning to subcontract part of the scope of this RFP, please enter details here. Explain reason for selection, and previous experience with subcontractor(s).

5.4.5. Service Levels

Explain the Service Level you can provide to NFB for the services you are proposing to offer to us (SLA's).

5.4.6. Training

Explain training plans you will have in place for use of the proposed services.

5.4.7. NFB Involvement, Deliverables

Describe what you need from NFB to perform successfully.

5.4.8. Project Management, Approach

Describe how you will manage this engagement and the methodology used for

- Project planning
- Project delivery
- Incident/problem management

5.4.9. Implementation Plan

Describe your implementation plan and timeline for this activity:
Detail:

- Resources including for Support Team during duration of the contract, please include resumes or online profiles (as separate Appendixes) as well as any security assessments that is readily available for the proposed resources.
- Roles and responsibilities
- Overall lead-times
- Requirements
- Governance, including escalation process, meetings.

5.4.10. Post-Implementation Account Management

For the post-implementation phase, please indicate:

- Account management plan
- Local organization model (structure)
- Governance, including escalation process, with full names required to render operational/strategic services and meetings

5.4.11. Reporting

- Detail the reports that NFB will have access to during the project. If available, provide samples.
- List any digital systems you will grant NFB access to.

5.4.12. Services description

If you disagree with any statement in this RFP and/or related Annexes, please provide your comments in this section.

5.5. Financials

5.5.1. Pricing mechanism

The proposed charging mechanism must:

- incentivise the Supplier both to reduce costs and to improve performance.
- be simple to administer and monitor.
- reduce processing costs involved.

All prices should be expressed in CAD Dollars. Recurring expenses should be shown monthly.

We are requesting you to propose in this paragraph the most suitable pricing structure matching those criteria. **The prices supplied must give NFB a full picture of all expenses or costs (including any yearly escalation in fees)** and NFB will assume that all provided costs are exhaustive and thus will not allow further costs to be introduced during contract negotiations, should you be selected.

Please note no travel expenses will be reimbursed by the NFB for this project.

The proposed solution and deliverables may be delivered in either FR or EN as we will not require translation service and costs.

5.5.2. Payment Terms

The NFB will expect any selected Supplier to provide consolidated invoices on a monthly basis to include all charges for that month.

The NFB payment terms are net 30 days from the date a correctly detailed invoice is received. Please confirm your agreement with those terms.

5.5.3. Criteria for Rates revisions

We expect the unit prices provided to be fixed for the duration of the agreement. If this will not be the case, please indicate here the criteria that will be used for rate revision.

5.6. Legal Documents

5.6.1. General terms and conditions

Describe your general terms and conditions for doing business with you or attach your typical contract and/or Statement of Work.

5.6.2. Service Level Agreement

Provide a sample contract that meets our requirements.