

ADVANCE CONTRACT AWARD NOTICE (ACAN)

CANADA SERVICE CORPS (CSC) CONNECT DIGITAL SERVICE PROTOTYPE



1. Advance Contract Award Notice (ACAN)

An ACAN is a public notice indicating to the supplier community that a department or agency intends to award a contract for goods, services, or construction to a pre-identified supplier, thereby allowing other suppliers to signal their interest in bidding, by submitting a statement of capabilities. If no supplier submits a statement of capabilities that meets the requirements set out in the ACAN, on or before the closing date stated in the ACAN, the contracting officer may then proceed with the award to the pre-identified supplier.

2. Definition of the requirement

The Department of Employment and Social Development Canada (ESDC) has a requirement to develop a digital service prototype, using a Software as a Service (SaaS) cloud solution, to support a new youth-focused initiative.

The objective of this requirement is to seek a vendor that will produce a high-fidelity prototype, or proof of concept, that will allow ESDC to test concepts for a digital service solution with users (primary users are youth and youth-serving organizations). User testing of the prototype will provide ESDC with evidence as to whether a digital service solution is the most effective approach to support the youth initiative going forward and will provide insight that will assess the value of proposed features for a digital service solution.

The digital service prototype will require a client relationship management component to enhance direct engagement with key stakeholders, will be able to facilitate connections among users via a secure chat or messaging function, will be mobile-friendly to meet digital expectations of youth, will have the same look and feel as the current Canada.ca website, and will be a low-code solution that allows ESDC to do some basic modifications as required.

3. Criteria for assessment of the Statement of Capabilities (Minimum Essential Requirements)

Any interested supplier must demonstrate by way of a statement of capabilities that it meets the following requirements:

- The Contractor must be a valid supply arrangement holder under the Software as a Services Supply Arrangement for up to Protected B information under Public Services and Procurement Canada (PSPC).
- The Contractor must provide both required licenses and offer configuration support necessary to stand-up the prototype together as a package, and it must be able to deliver the prototype by September 30, 2024.
- The Contractor must provide hands on training, in the form of integrated support and continuous feedback between the developers and ESDC, throughout the development cycle of the project.
- The Contractor must provide a dedicated license-based commercial-off-the-shelf client solution offering the following:



- A dedicated client relationship management system.
- A dedicated content management front-end that can be configured to match the look and feel of the existing program website.
- Ability to configure the solution by leveraging low code approach.
- The ability to support interactive learning modules in various formats (e.g., audio, video, and static content) that can be quickly added and adapted as needed.
- The ability to support advanced data visualization capabilities.
- The ability to facilitate data collection, analysis, and management.
- Bilingual functionality in English and French, compliant with Official Languages Act (OLA) regulations.
- Compliance with Web Content Accessibility Guidelines (WCAG) 2.0 AAA standards.
- Seamless integration with the existing Canada.ca website
- Development employing mobile-friendly and responsive design principles.
- The Intellectual Property relating to the prototype will reside with ESDC during the contract period, and after the contract expires.

These business requirements will support the following features and experiences among three types of users: youth – youth-serving organizations – ESDC.

- Account-based space where **youth** users can:
 - Create a secure account and corresponding profile that is linked to the client relationship management system.
 - Access self-paced, interactive curriculum (learning modules in various formats from podcasts and videos to static documents, with quizzes and other prompts to validate learning and completion).
 - Apply to opportunities.
 - Connect with youth-serving organizations that offer opportunities to youth.
 - Track hours of volunteer service completed in pursuit of micro-credentials.
 - Track skills gained through volunteer service.
- Account-based space where **youth-serving organizations** users can:
 - Create a secure account and corresponding profile that is linked to the client relationship management system.
 - Access onboarding training material provided by ESDC in the form of podcasts, videos, and static content.
 - Post volunteer service opportunities
 - Connect with youth who have expressed interest in posted opportunities.
 - Connect with other organization users through a chat function.
- Administrative space that **ESDC employee** users can:
 - Manage accounts
 - View key metrics and generate reports

- Carry out targeted engagements with users (youth and youth-serving organizations) by leveraging the client relationship management function

4. Applicability of the trade agreement(s) to the procurement

This procurement is subject to the following trade agreements:

- Canadian Free Trade Agreement (CFTA)
- Canada-Chile Free Trade Agreement (CCFTA)
- Canada-Colombia Free Trade Agreement
- Canada-Honduras Free Trade Agreement
- Canada-Korea Free Trade Agreement
- Canada-Panama Free Trade Agreement
- Canada-Peru Free Trade Agreement (CPFTA)

5. Justification for the Pre-Identified Supplier

There are no alternative sources of supply for the same or equivalent material/support, within PSPC's Software as a Service (SaaS) supply arrangement. Salesforce is the only vendor that packages licenses and configuration services for a scalable solution capable of delivering all the business requirements identified below:

- A dedicated client relationship management (CRM) system
- A dedicated content management front-end that can be easily configured to match the look and feel of the existing Canada Service Corps website.
- The ability to support interactive learning modules that can be quickly added and adapted as needed.
- The ability to support advanced data visualization capabilities.
- The ability to facilitate data collection and management.
- Bilingual functionality in English and French, compliant with Official Languages Act (OLA) regulations.
- Compliance with Web Content Accessibility Guidelines (WCAG) 2.0 AAA standards.
- Adherence to the Canada Service Corps style guide.
- Seamless integration with the Canada Service Corps website on Canada.ca.
- Development employing mobile-friendly and responsive design principles.

ESDC has selected a contractor from the Government of Canada Cloud SaaS Method of Supply to meet its business requirements for a cloud-based digital service prototype. ESDC will leverage Carahsoft Canada Inc, the contractor that administers Salesforce on the Supply Arrangement, to provide the required licenses and professional services to configure the commercial-of-the-shelf solution and deliver the cloud-based digital service prototype using Salesforce Cloud Services. The contractor will also ensure that knowledge transfer is conducted that ensures ESDC can continue to maintain the prototype internally and perform additional configurations where required.

6. Government Contracts Regulations Exception

The following exception to the Government Contracts Regulations is invoked for this procurement under subsection 6(d) - "only one person is capable of performing the work.

7. Exclusions and/or Limited Tendering Reasons

The following exclusion(s) and/or limited tendering reasons are invoked under the (section of the trade agreement(s) specified):

Canadian Free Trade Agreement (CFTA) – Article(s) I.B (71)

Canada-Chile Free Trade Agreement (CCFTA) – Article(s) I.B (71)

Canada-Colombia Free Trade Agreement – Article(s) I.B (71)

Canada-Honduras Free Trade Agreement – Article(s) I.B (71)

Canada-Korea Free Trade Agreement – Article(s) I.B (71)

Canada-Panama Free Trade Agreement – Article(s) I.B (71)

Canada-Peru Free Trade Agreement (CPFTA) – Article(s) I.B (71)

8. Ownership of Intellectual Property

Canada intends to retain ownership of any Foreground Intellectual Property arising out of the proposed contract on the basis that the main purpose of the contract is to generate knowledge and information for public dissemination (pursuant to Section 4.1 of the ARCHIVED - Policy on Title to Intellectual Property Arising under Crown Procurement Contracts.) Further, pursuant to Section 3.0 of the Policy referenced above, the Contractor will be required to declares in writing that he/she is not interested in owning the Foreground IP.

9. Period of the proposed contract or delivery date

The proposed contract is for a period of 12 months, from the date of contract award.

10. Cost estimate of the proposed contract

The estimated value of the contract is \$ 194,530.68 (GST/HST extra).

11. Name and address of the pre-identified supplier

Carahsoft Canada Inc.
7 Bayview Station Road,
Ottawa, Ontario, K1Y 2C5



12. Suppliers' right to submit a statement of capabilities

Suppliers who consider themselves fully qualified and available to provide the goods, services or construction services described in the ACAN may submit a statement of capabilities in writing to the contact person identified in this notice on or before the closing date of this notice. The statement of capabilities must clearly demonstrate how the supplier meets the advertised requirements.

13. Closing date for a submission of a statement of capabilities

The closing date and time for accepting statements of capabilities is June 7, 2024 at 2:00 p.m. EST.

14. Inquiries and submission of statements of capabilities

Inquiries and statements of capabilities are to be directed to:

Melissa Proulx
Acting/Senior Procurement Specialist
140 promenade du Portage,
Gatineau, QC, K1A 0J9
Email: NC-SOLICITATIONS-GD@hrsdc-rhdcc.gc.ca