

Request for Information (RFI) for Information Services and Bibliographic Database Access at Employment and Social Development Canada (ESDC)

1. Background and Purpose of this Request for Information (RFI)

ESDC is requesting Industry feedback to assist in defining the requirement for an upcoming Request for Proposal (RFP).

The objectives of this RFI are to:

- a. Inform potential suppliers of the basic requirements of a possible procurement; and
- b. Collect information on the level of interest and capability from Canadian suppliers regarding the requirements as published in this RFI.

Research at ESDC is undertaken to provide a solid evidence base for policy, program, and service delivery development. A key requirement for researchers and analysts doing this work is access to current academic literature relevant to the issue under investigation. To support the research function, ESDC is looking for information from companies providing services that enable access to academic literature via comprehensive on-line bibliographic databases.

Given the mandate of ESDC, research is focused generally on the social sciences, such as economics, statistics, and sociology. The department, however, also has specialist groups that require access to medical, legal and information technology literature. Researchers work in both French and English and may have accessibility requirements.

The Information Services and Bibliographic Database Access contract will support researchers and analysts in all parts of the portfolio, including Service Canada and the Labour Program. As research within ESDC is distributed throughout the organization, access to bibliographic databases should be provided via a link-out from the central secure ESDC intranet.

The department is looking for potential suppliers for this service.

2. Nature of Request for Information

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result,

potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, because of any information contained in this RFI. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI.

3. Security

If ESDC proceeds with a Request for Proposal (RFP), there may be a security requirement.

4. Legislation, Trade Agreements, and Government Policies

The legislation, trade agreements and government policies that could affect any follow-on solicitation(s) will be determined at solicitation stage.

5. Enquiries

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, any questions from respondents concerning this RFI must be made in writing to the Contracting Authority stated below, **via e-mail** on or before the closing date.

Name: Patrick Blais
Title: Procurement Officer
Employment and Social Development
Canada Procurement and Contracting

Address: 140 Promenade du Portage
Gatineau, QC K1A 0J9

E-mail address: nc-solicitations-gd@hrsdc-rhdcc.gc.ca

ESDC reserves the right to not respond to questions received after the closing date or to any question not related to this RFI. Enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such, except where ESDC determines that the enquiry is not of a proprietary nature. ESDC may edit the questions or may request that the respondent do so, so that the proprietary nature of the question is eliminated, and the responses will be made publicly available through the Government Electronic Tendering Service [CanadaBuys](#).

Changes to this RFI may occur and will be advertised through an amendment on the Government Electronic Tendering System. ESDC asks Respondents to visit [CanadaBuys](#) regularly to check for changes, if any.

6. Accessibility Procurement

Considering accessibility in public procurements is now an obligation in the Treasury Board Contracting Policy and, accessibility criteria will be included in the requirements for goods and services, where appropriate.

7. Closing date for the RFI

Responses to this RFI must be submitted electronically to the Contracting Authority and will be accepted until **2:00 PM Eastern Daylight Time (EDT) on July 4, 2024**. The information received after that date may not be considered.

8. Response Costs

ESDC will not reimburse any respondent for expenses incurred in responding to this RFI.

9. Treatment of Responses

- a) **Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by ESDC to develop or modify procurement strategies or any draft documents contained in this RFI. ESDC will review all responses received by the RFI closing date. ESDC may, in its discretion, review responses received after the RFI closing date.
- b) **Review Team:** A review team composed of representatives of the client (where applicable) and ESDC will review the responses. ESDC reserves the right to hire any independent consultant or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.
- c) **Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. ESDC will handle the responses in accordance with the Access to Information Act.
- d) **Follow-up Activity:** ESDC may, at its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

10. Submission of Responses

- a) **Time and Place for Submission of Responses:** Suppliers interested in providing a response

by email nc-solicitations-gd@hrsdc-rhdcc.gc.ca to the Contracting Authority identified above by the time and date indicated as per the article 7. Closing date for the RFI of this document.

- b) Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is emailed on time to nc-solicitations-gd@hrsdc-rhdcc.gc.ca.

11. Questions for industry

1. Please give us a brief description of your company and the services you provide with respect to on-line bibliographic databases, and if you are a Canadian supplier.
2. How many years has your organization been providing access to on-line bibliographic databases?
3. To which research databases does your organization provide access? Are any of these data-bases proprietary to your organization? Please provide details.
4. Are you an authorized supplier/reseller of any proprietary on-line bibliographic databases? If so, which ones?
5. Do the on-line bibliographic databases you provide include full access to journals, or access to abstracts only?
6. ESDC requires a secure link-out to on-line bibliographic databases from our intranet. Can your organization provide this service?
7. Can your organization provide all services in English and French equally?
8. Is your user interface accessible for vision-impaired users?
9. Does your organization provide user support, including usage statistics, and training?
10. The ESDC portfolio is one of the largest departments within the Government of Canada with over 35,000 employees. While only a proportion will access bibliographic services, can your organization provide services to an organization of this size?
11. Are you currently part of a PSPC Standing Offer?
12. What are your annual rates?
13. Do you offer multi-year subscriptions?