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1. **Advance Contract Award Notice (ACAN)** #20230052

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. **Background**

PCO is an information-based organization that generates a significant amount of high value, classified and sensitive information. In its capacity of handling many of the day-to-day requirements of the Prime Minister's Office (PMO) and Cabinet, the PCO is a highly operational organization, providing 24/7 support to address all requests and emergencies. The scope of PCO's functions is changing and growing and the department needs to ensure that it can effectively fulfil these increased responsibilities.

The CGI Njoyn Applicant Tracking System is mainly be used by administrators, reviewers, staffers and managers within the Senior Personnel Secretariat for recruitment and appointments of Senators and Governor-In-Council candidates.

The CGI *Njoyn Applicant Tracking System* is a web application that enables the electronic handling of recruitment needs. It provides an automated way to manage the entire recruitment process, from receiving applications to selecting, screening and recommending candidates for appointments.

The information in the database is used for screening candidates, ranking, and applicant testing, scheduling and conducting interviews, managing the selection process, checking references, enabling the performance of various background checks, completing paperwork, and analyzing trends and tendencies.

3. **Scope of Work**

PCO requires an Applicant Tracking System (ATS), integrated with existing and new appointment systems for the Senior Personnel Secretariat. The solution provides a long term stable and scalable system to support applicant tracking as well as screening and selection of qualified candidates for recommendation to Governor-in-Council [GIC] appointments as well as appointments of Senators.

4. **Objectives**

   The objectives of the ATS solution are to empower PCO managers in the recruitment and selection process allowing them to efficiently process a large number of applicants.

   Operational Integration with Existing PCO Senior Personnel systems (legacy and new) will be completed by August 31, 2023.

   Maturity of Solution

   The Applicant Tracking System (ATS) must be one that has a proven track record and acceptance in the public and or private domains for at least five years. The vendor must specialize in the support and development of the ATS and have sufficient dedicated staff to meet demands of clients.

   Streamlining the staffing intake process

   1. Improve the overall recruitment cycle time, using campaign style periods of recruitment;
   2. Reduce processing time by increasing efficiencies in applicant data entry, tracking, and information retrieval; and
   3. Have a document source list/generator for standard applicant communications such as exam and interview invitations, regret letters, letters of offer, follow-up requests, etc.

   Pre-Screening capabilities

   1. Improve the format of the information and data received from applicants to allow for valid and effective evaluations of an applicant's education, experience and competencies, where required, by providing a mechanism for applicants to answer job specific questions regarding qualifications and to objectively score that information;
   2. Build a talent pool by maintaining a data base of applicants with historical data which can be accessed and queried based upon immediate staffing requirements; and
   3. Have a ready source/data base of qualified candidates.

   Interview Management

   1. Reduce the complexity of the interview cycle by streamlining and automating the process;
   2. Improve the scheduling of interviews for multiple positions;
   3. Ability to schedule an applicant for multiple interviews;
   4. Build a pool of interview questions and create lists for each stage of a campaign;

   Reporting
   1. Provide localized, real-time reporting/analytics features to the Secretariat, their staff and management; and

2. Provide applicant status reports and updates through the entire staffing process.

5. 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:

1. The content of the hosted solution must be delivered and maintained in both official languages: English and French.

2. Job Management Functionality
   Should include the following:
   a. Position activity tracking (e.g. open, closed, pending);
   b. Position search by Recruiter;
   c. Position search by job title;
   d. Position search by location;
   e. Position search by level;
   f. Position search by dates

3. Applicant Management Functionality
   Should include the following:
   a. Sharing of applicants with other reviewers;
   b. Corresponding with applicants;
   c. Managing simultaneous applications to multiple job positions;
   d. Managing applicant screening;
   e. Managing applicant scheduling for interviews;
   f. Managing applicant ranking and filtering;
   g. Managing of applicant status; (e.g. screening, interview, reference, offer);
   h. Managing of applicant profiles, including employment equity and diversity information;
   i. Managing a talent pool of applicants with historical data which can be accessed and queried based upon immediate staffing requirements.

4. Applicant Functionality
   Should include the following:
   a. Add and update a profile (e.g. name, address, telephone numbers, email, etc.);
   b. Manage their applications (submit, modify, withdraw);
   c. Obtain a status on their application(s);
   d. Perform simultaneous applications to multiple job positions;
   e. Re-Submit an application to the same or another position;
   f. Ability to sign-up for job alerts.

5. Administrator Functionality
   Should include the following:
   a. Search by key words;

       b. Search by applicant source;

       c. Search by first name or last name;

       d. Search by email;

       e. Search by date to and from;

       f. Filtering capabilities of the solution;

       g. Copy capabilities of the solution;

       h. Import/Export capabilities of the solution;

       i. Add/change steps in the workflow process (for example, adding an additional approval step);

       j. Ability to update the solution branding, skin, or look-and-feel.

6. User Management Functionality

    Should include the following:

      a. Add and update a new user;

      b. Assign one or many roles to a user;

      c. Search a user;

      d. Inactivate a user

7. Create a single reference number for both the French and English job ad versions or to link both versions

8. The following can be created or edited using copy/paste text from Microsoft Word

      Job ads

      Screening questions

      Applicant correspondence

9. Ability to view reports based on candidate responses either as percentages or a roll up count.

10. Ability to rank candidates based on their responses to weighted questions.

11. Ability for a site administrator to identify applicants as having either one or more applications in one or more recruitment streams.

12. Ability to have the system randomly select a configurable number of qualified candidates to move to the next stages of recruitment.

13. Ability of the system to automatically send a report to a selected group of email addresses on a pre-determined frequency.

14. Ability of the solution to manage an e-mail list which may contain in excess of fifteen thousand (15,000) email addresses.

15. Ability of the solution to be scalable to accommodate the future needs of the PCO

16. Ability to integrate and be operational with SPS Governor-In-Council systems, existing PCO business processes and architecture for the Senate recruitment and appointments by August 2023 which includes MS D365 CS technology.

Security Related

17. The applicant tracking system solution including all the data will be hosted and stored in a secured facility located in Canada. Access to the facility must be controlled and all administrators must be security cleared. Additionally, all backups should be performed and stored in Canada.

18. The application must be secure and safeguarded against internet threats. Specifically:
    a. The solution must use Transport Layer Security (TLS) for all sensitive pages traveling on the public Internet;
    b. Users must authenticate every time they use the application and their sessions must time out after being idle for a set timeframe, for example 20 minutes, but the timeframe is to be mutually agreed-upon during solution configuration;
    c. The solution must have the ability to perform auditing, usage logs and reporting on such data when required;
    d. The solution is role-based allowing for segregation of duties among the user base;
    e. The solution must be able to collect, store, and manage a large amount of applicants' personal information, much of which is sensitive, up to PROTECTED B, in accordance with the Canadian Government Privacy Act;
    f. The contractor must provide a quarterly security report on the solution. Any outstanding security issues should be reported immediately with a corresponding mitigation, as well as a timeline for the implementation of said mitigation. A follow-up security report should be required after the implementation of the risk mitigation.
    g. The contractor must agree to a vulnerability assessment and/or penetration test on the solution at PCO's discretion. Any discovered vulnerabilities should be reported to the contractor, to which they will have a reasonable amount of time to respond with mitigation and a timeline for the implementation of said mitigation.
    h. User passwords must follow industry practices for encryption procedures.
    i. The vendor must demonstrate their security patching methodology to ensure that threats are mitigated as quickly as possible.

Environmental
    a. The contractor must provide the ability to post position summary and links to positions on internal and external sites including job boards and social media.

    b. The proposed solution must provide Mobile Accessibility to the candidates.

Training
The contractor must deliver targeted training (materials and documentation) to PCO internal users (administrators, staffers, end users, and testers) as requested by PCO.

The contractor will provide a training plan using a train-the-trainer approach at the request of PCO for the required number of attendees. The PCO is flexible in the delivery of the training and will entertain various delivery vehicles such as in-person, web-based instructor led, or other suitable means providing the training covers all the features and functions of the solution.

User Accounts
The contractor will provide the requested number of role-based accounts for the Senate and Governor-in-Council applicant tracking systems.

Service Standard and Support Model
This application is of high visibility to the Government of Canada. Any technical issues need to be resolved as quickly as possible once reported to the contractor.

The contractor will have a Service Level Agreement with PCO to ensure that reports issues or concerns are acknowledged and resolved as soon as possible. The contractor shall acknowledge all reported non urgent issues within 3 hours with a phone call to PCO identified point of contact to discuss the issue.

The contractor must provide PCO internal users with help desk services during normal business hours from 8 am to 5 pm Monday to Friday (Eastern Standard Time) either by telephone or on-line.

Handling of Issues identified as Urgent by the client
PCO will be provided a point of contact to identify all urgent issue. PCO identified urgent issue require resolution as soon as possible. The contractor shall contact PCO by phone within 2 hours to discuss the issue if the initial issue report was not discussed with PCO. The contractor shall either resolve the issue within one working day of the reported issue or provide an estimate of time of resolution within 1 working day of the client reporting the issue. The contractor must provide daily updates if the issue persists for more than one day. The contractor must provide a means of escalation within its management chain to raise PCO concerns.

Future Enhancement Requests
This application is key to the selection of senior personnel for the Government of Canada. As such it is important to be able for the client to request features or feature enhancements to align with PCO business processes.

The CGI Njoyn and PCO will agree on a process to raise and discuss feature requests as part of this contract. The features selected to be implemented will be agreed to by CGI Njoyn and PCO based on PCO priority and CGI Njoyn forecasted cost and capacity. CGI Njoyn shall provide the ability to up to 15% of the value of the contract for feature requests for each year that the contract is in place. All agreed features need to be implemented within the life of the contract and within a time frame agreed to by PCO and CGI Njoyn.

End of Contract Transition
The contractor will provide its Transition Management Plan before the end of the contract. The transition plan should describe but not be limited to the following:

1. Scope of transition:
   a. Duration of transition period
   b. Responsibility and ownership of support during transition phase
2. Transition Out deliverables
   a. Plan, schedule, status reporting and transition milestones
   b. User and system documentation
   c. Vendor responsibilities and resource allocation during transition
   d. Outstanding licensing and maintenance agreements
3. Assumptions and Risks
   a. Vendor and client responsibilities
   b. Completion by agreed-upon date
   c. Transition risk mitigation
   d. Vendor support during transition
   e. Provision of transition plan to new service provider

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

This procurement is subject to the following trade agreement(s)

- Canadian Free Trade Agreement (CFTA)
- Revised World Trade Organization - Agreement on Government Procurement (WTO-AGP)
- Canada-European Union Comprehensive Economic and Trade Agreement (CETA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)
- 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)
- Canada-United Kingdom Trade Continuity Agreement (Canada-UK TCA)
- Canada-Ukraine Free Trade Agreement (CUFTA)

7. Justification for the Pre-Identified Supplier

The Privy Council Office (PCO) has pre-selected CGI Njoyn to provide the Applicant Tracking System. The vendor's product, CGI Njoyn, is currently integrated within the PCO IT architecture, including integration with the new Senior Personnel Appointment Central Environment (SPACE). It is also used to support the Independent Advisory Board for Senate Appointments (IABSA),

whose role is to recommend the names of Canadians who have the required qualities and capabilities to fill available Senate vacancies for recruitment to the Senate.

PCO is seeking to ensure continued ability for applicant tracking to support the Government of Canada Senior Personnel Appointment and Senate Appointment processes. This procurement is a Stop-Gap measure to ensure continued services, PCO plan is to compete the future requirement to replace Njoyn.

The Senior Personnel Secretariat at PCO supports the GIC appointments process for some 3,000 Governor in Council appointed positions on behalf of the Prime Minister and his Office. These selection processes reflect the fundamental roles that Canadians play in our democracy as they serve on commissions, boards, Crown corporations, agencies, and administrative tribunals across the country. An integrated applicant tracking system is vital to efficiently administer the process. There is no other alternative or back-up solution in place to ensure the ability to conserve candidate applications and track their progress through assessment in an efficient manner. A competitive process will be performed to find an alternative and solution during the duration of this stop-gap measure.

It would not be in the publics best interest to solicit bids because any disruption to this tracking system would impede these appointment processes and affect Government operations as manual processing would be required, which would require more financial and human resources than available. Business operations would be significantly delayed, causing a cascade of impacts on the ability of Government organizations to function. The consequences of any service disruption would be significant, risking continued operations of crown corporations, effective functioning of administrative tribunals and potentially failure to meet statutory obligations. Moreover, it would not bring value to the government and Canada to effectively "go backward" on digital service offerings. The Government of Canada is accountable to all Canadians and is committed to serving them as effectively and efficiently as possible in pursuit of the public interest. As such, it is critical that there is no disruption to the operations.

The use of the existing CGI Njoyn is an interim step to allow PCO time to identify a new product to meet its recruitment needs and ensure its integration with SPACE. The procurement and contract renewal process for IT systems can take years, and it would take time to transition to a new vendor. As there are no near-term viable back-ups or alternate solutions in place of CGI-Njoyn, PCO needs to put in place a longer-term solution to avoid service disruptions and ensure the continuity of business until such time that PCO can identify and set up a solution that is fully integrated with the Microsoft Dynamics platform (SPACE). The proposed vendor, CGI Njoyn, has 20 years of experience with Canadian organizations to optimize their recruitment and tracking processes. CGI Njoyn is used in 40 countries and the company has 70,000 professionals worldwide to implement the product. The company provides a Canadian Government approved Protected B Cloud environment to host PCO's instance of the CGI Njoyn product. CGI was the only vendor that met all PCO's requirements on the 2017 RFP, even after prolonging the submission period.

Njoyn has proven capacity to deliver on the requirements of this contract, as demonstrated in its past services supporting PCO.

8. **Government Contracts Regulations Exception(s)**

The following exception to the Government Contracts Regulations is invoked for the procurement under subsection Section 6, (c) it is not in the publics best interest to solicit bids, of the Government Contracts Regulations set aside the requirement to solicit bids.

9. **Ownership of Intellectual Property**

Ownership of any Foreground Intellectual Property arising out of the proposed contract will vest in the Contractor.

10. **Period of the proposed contract or delivery date**

The contract period shall be from date of award of Contract to August 31, 2024. Plus, two (2) option periods up to August 31, 2026.

11. **Cost estimate of the proposed contract**

The estimated value of the contract, including options, is $525,000.00 (GST/HST extra).

12. **Name and address of the pre-identified supplier**

Conseillers en gestion et information CGI Inc.
1350 Rene-Levesque Blvd. W.
15th Floor
Montreal (QC) H3G 1T4

13. **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.

14. **Closing date for a submission of a statement of capabilities**

The closing date and time for accepting statements of capabilities is June 22, 2023 at 14:00 Eastern Standard Time.

15. **Inquiries and submission of statements of capabilities**

Inquiries and statements of capabilities are to be directed to:

Sharon Ruiter
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Privy Council Office
Email: Sharon.Ruiter@pco-bcp.gc.ca