REQUEST FOR PROPOSAL No. 226

Applicant Tracking System

This is a Request for Proposal ("RFP") for the provision of the implementation of a hosted Applicant Tracking System ("ATS") for the Office of the Auditor General of Canada ("OAG").

The OAG has identified a need for an ATS to further the development of state-of-the-art human resource practices across the organization.

The Human Resources ("HR") department at the OAG currently manages its processes in relation to candidate recruitment and tracking through an ATS. The OAG intends to issue a contract for these services for a three (3) year period with options to renew for two (2) additional two-year periods.

Proponents are hereby invited to submit proposals describing their proposed approach, including a financial proposal indicating all cost (acquisition, implementation, licensing and maintenance, etc.)

SECTION 1 RFP GENERAL INSTRUCTIONS AND CONDITIONS

1.1 The proposal **must** be received at the following address no later than **2:00 p.m., Ottawa time on 30 September 2014.** Proposal packages must be received at the Mail Scanning Room in the CD Howe Building and proponents should make appropriate time allowances for this process.

Office of the Auditor General of Canada
Contract & Procurement Services
240 Sparks Street – CD Howe Building
Main Scanning Room S-143; S-1 Level
Ottawa, Ontario
K1A 0G6

Contracting Authority:
Lars Norgaard
Contracting and Procurement Services
Telephone: (613) 952-0213 ext. 5006
Fax: (613) 957-9735
Email: lars.norgaard@oag-bvg.gc.ca; GX-Contracting-Contrats@oag-bvg.gc.ca

1.2 **Format of Proposal**

1.2.1 Five (5) copies of the Technical Proposal and two (2) copies of the Financial Proposal should be submitted. The medium for all original proposal data should be 8 ½" x 11" bond paper, printed double-sided. Fonts used should not be smaller than Times New Roman 11 point with margins of a minimum size of 1 inch top, bottom, left and right.

1.2.2 One (1) additional copy of the Technical Proposal and one (1) additional copy of the Financial Proposal should be submitted in electronic format. Copy should be in MS Word (2007 version preferred) or in text format on CD ROM or data stick.

1.2.3 Financial Proposals should be submitted in a **separate**, easily identifiable envelope. Both the Financial and Technical Proposals should be submitted together as one package. The outside of the package should clearly identify the name and address of the submitting firm. The package should be clearly labelled as follows:

RFP No. 226 Applicant Tracking System

1.2.4 Proponents have the sole responsibility for the timely receipt of the proposal by the OAG. Late proposals will be returned unopened. Proponents must prepare a proposal addressing all the requirements as stated within this RFP.

1.3 The Technical Proposal is limited to a maximum of 16 pages. This includes the sections related to mandatory and rated technical requirements (sections 3.3 and 3.4 in chart below) but excludes the Signature Page and Appendices. Any information provided in excess of the stipulated maximum within the core body of the Technical Proposal will not be taken into account in the evaluation of the proposal. Title pages, table of contents, and tabbed dividers are not included in this limit, and therefore must not include material intended for evaluation.

1.4 Electronic transmission of your proposal by such means as electronic mail or facsimile will **not** be accepted.

1.5 The OAG may cancel the RFP at any time without further obligation to the proponents. As well, the OAG may decide not to issue any Contract as a result of this RFP without any further obligation to the proponents.

1.6 The OAG may ask a Proponent to substantiate any claims made in a proposal.

1.7 If a Proponent feels that the requirements stipulated are unnecessarily restrictive in any way and wishes to deviate from the requirements, the Proponent may provide a detailed explanation as to why such a deviation is being proposed. The OAG is not obligated to accept any proposed deviations.

1.8 The cost of preparing the proposal will not be reimbursed by the OAG.

1.9 Any amendment by the OAG to this RFP shall be in writing and will be posted on **BuyandSell.gc.ca**.

1.10 The proposal will be evaluated according to the terms set out in section 4. The Proponent **must** comply with **all** mandatory requirements and respond to all the rated requirements. Failure to comply with **any** mandatory requirement will render the proposal non-compliant and it will receive no further consideration.

1.11 All proposals **should** indicate clearly if any of the proposed resources are to be subcontracted. In such cases, the proposal **should** provide information on the proposed sub-contractor and confirm that the Proponent has exclusive rights to the services of the sub-contractor for the purposes of this proposal.

1.12 Proposals received in response to this request shall become the property of the OAG and will not be returned.

1.13 Proponent Questions:

1. All enquiries concerning this proposal **must** be submitted in writing by electronic mail to the OAG Contracting Authority identified previously (section 1.1.)

2. Enquiries **must** be received by the OAG Contracting Authority no less than fifteen (15) working days prior to the bid closing date (in accordance to section 1.1 above) to ensure sufficient time to provide a response. The OAG will not reply to any enquiries received after that time.
3. Proponents should reference as accurately as possible the numbered item or section of the RFP to which the question applies. Care should be taken by proponents to explain each question in sufficient detail in order to enable the OAG to provide an accurate answer.
4. To ensure consistency and quality of information provided to proponents, the Contracting Authority will provide, through **BuyandSell.gc.ca**, any information with respect to significant enquiries received and the replies to such enquiries without revealing the sources of the enquiries.
5. All enquiries and other communications with OAG officials pertinent to the Request for Proposal throughout the solicitation period are to be directed ONLY to the Contracting Authority named herein (in accordance with section 1.1). Noncompliance with this condition during the bid solicitation period will for that reason alone result in disqualification of a Proponent's proposal.

1.14 Should sufficient questions be raised, a Proponent's conference may be held on OAG premises. Should a Proponent's conference be held, notification will be provided on **BuyandSell.gc.ca** of the date, time and location of the conference.

1.15 This RFP constitutes the entire understanding of the work required; in the event of any differences between the RFP and documents submitted by the Proponent, the RFP will govern.

1.16 After the successful Proponent is selected, a Contract will be awarded based on the services described in this statement of work. No work is guaranteed as a result of a contract being issued.

1.17 The Proponent declares that the Proponent has not, directly or indirectly, paid or agreed to pay, and will not, directly or indirectly, pay a contingency fee to any individual for the solicitation, negotiation or obtaining of the contract if the payment of the fee would require the individual to file a return under section 5 of the Lobbying Act; and

1.18 The Proponent declares that the Proponent has not been convicted of an offence, other than an offence for which a pardon has been granted, under section 121, 124 or 418 of the Criminal Code.

SECTION 2 STATEMENT OF WORK

2.1 Background

2.1.1 Office of the Auditor General of Canada

The Office of the Auditor General audits departments and agencies, most Crown corporations, and many other federal organizations; it is also the auditor for the governments of Nunavut, the Yukon, and the Northwest Territories.

The OAG has identified a need for the renewal of a hosted ATS to further the development of a state-of-the-art human resource practices across the organization.

2.1.2 Authorized users

The hosted ATS will mainly be used by the staffing advisors in the HR department and hiring managers.

2.1.3 Description of the project

The Human Resources (HR) department currently manages its processes in relation to candidate recruitment and tracking through a hosted ATS. The OAG has identified the requirement to acquire a new hosted ATS solution and enhance operational efficiencies. The OAG will work together with the successful proponent to implement a new ATS.

2.1.4 Informational URL's

http://www.recruitingsite.com/csbsites/oag-bvg/careers.asp?lang=en

2.2 Objectives

The objectives of acquiring and implementing a hosted ATS are to empower hiring managers in the staffing process allowing them to access competition information directly which will improve information sharing and business partnerships with HR, more specifically:

2.2.1 Streamlining the staffing process

1. Maintain overall recruitment cycle time, which is about an average of 3 months.
2. Reduce unnecessary processing time by increasing efficiencies in applicant data entry, tracking, and information retrieval.
3. Have a document source list/generator for standard applicant communications such as exam and interview invitations, regret letters and letters of offer, etc…

2.2.2 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 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 on immediate staffing requirements.
3. Have a ready source/data base of qualified candidates.

2.2.3 Talent Management

1. Ability to maintain a data base which allows for applicant profiling and placement (inventory of internal skills, queries on specific skill sets, identification of skill gaps).

2.2.4 Reporting

1. Provide easily customized, real-time reporting/analytics features to the HR staff and management.
2. Provide competition and applicant status reports and updates through the entire staffing process.

2.3 Proponent Experience

The Proponent must specialize in hosted applicant tracking systems and the Proponent's ATS should have been in production for a minimum of 5 years.

2.4 Definition

Applicant Tracking System: An applicant tracking system (ATS) is a web application that enables the electronic handling of recruitment needs. It provides an automated way to manage the entire recruiting process, from receiving applications to hiring and placing employees.

The information in the database is used for screening candidates, applicant testing, scheduling interviews, managing the selection process, checking references, and completing paperwork.

2.5 Expectation of the Proponent's working hours

Throughout the lifecycle of the project, the proponent will be available either remotely or on site at the OAG for bi-weekly status meetings. During the design and implementation of the ATS, the proponent should be available to work from Monday to Friday, 8 am to 5 pm (Eastern Standard Time).

2.6 Requirement for Support for candidates and OAG users

After implementation, the proponent must provide help desk services to users (external to OAG and internal to the OAG) in both official languages.

The proponent should provide the users with help desk services both by telephone 7 days a week from 8am to 8pm (Eastern Standard Time) and online 24 hours a day, 7 days a week. The proponent should provide HR advisors with help desk services during normal business hours from 8 am to 5 pm Monday to Friday (Eastern Standard Time) both by telephone and on-line.

2.7 Support Model

The Proponent should describe its support model, escalation process and contact information to be used in the event of problems (during Implementation and post-Implementation) or any other OAG requests.

The description of the support model must clearly identify the key elements required to provide user support.

2.8 Compatibility

The proponent should ensure compatibility with the technology within the OAG and also ensure that its resources are properly trained and equipped to work with the OAG's technology**.**

The proponents hosted solution should be able to integrate seamlessly into the OAG website. Key areas of consideration in this area are:

1. The proponent must provide the ability to publish content in both official languages simultaneously
2. The proponent's hosted ATS should be compatible with Web trends
3. The proposed hosted ATS should incorporate Adaptive Technology, which 'consists of work-related devices or equipment that allow employees with disabilities to participate as fully as possible in the workplace and include items such as magnification software and hardware, voice recognition software and augmentative communication devices'. See: http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12541&section=text
4. The proposed hosted ATS should meet the requirements established in the Standard on Web Usability for the Government of Canada see http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=24227&section=text#cha5 and http://www.tbs-sct.gc.ca/ws-nw/wc-cw/anncs/anncs6-eng.asp.

2.9 Required Deliverables

Appendix B: ***Suggested Project Schedule*** outlines the key milestones. Proponents should complete this appendix and include it in their proposal***.***

2.10 **Training**

The successful proponent delivers targeted training (materials and documentation) to all users (project team, administrators, testers and end users).

2.11 **User Accounts**

The proponent must provide at a minimum of four (4) accounts: at least two (2) Administrators and two (2) users.

2.12 **Transition**

The successful proponent shares all client information with the Project Authority to ensure a seamless transition once the solution is in production.

2.13 **Resources**

The successful Proponent must ensure that its resources are experienced and provide technical expertise on ATS to fulfill their responsibilities.

2.14 **Proponent Responsibilities**

The successful proponent may be required to:

1. work onsite occasionally;
2. meet with the HR team to discuss changes;
3. attend briefing meetings, and
4. participate in regular weekly conference calls

2.15 **Location of work**

When the successful proponent is required to meet OAG representatives, the meeting will be held at:
240, Sparks Street
Ottawa, Ontario
K1A 0G6
(613) 952-0213

The successful proponent will be required to be on location for specific milestones (e.g. project initiation meeting, demo of completed design, training sessions).

2.16 **Language of the hosted solution**

The content of the hosted solution must be delivered and maintained in both official languages: English and French. Candidate support services are required in both official languages: English and French.

2.17 Language of work

The language of work can be either English or French. A Bilingual proponent would be an asset to the project.

2.18 Data Storage Requirements

The proponent must demonstrate that the ATS application including the data will be hosted and stored in a secured facility located in Canada. Access to the facility must be controlled and administrator's security cleared.

2.19 Security Requirements

The proponent should demonstrate that their application is secure and safeguarded against internet threats. Specifically:

1. The application should use Transport Layer Security (TLS) for all sensitive pages traveling on the public Internet;
2. Users should authenticate every time they use the application and their sessions can be timed out after being idle for a set timeframe;
3. The application should have the ability to perform auditing, usage logs and reporting on such data when required;
4. The application is a role based application allowing for segregation of duties amongst the user base;
5. The proponent should ensure that the solution is fully mitigated against the current OWASP Top 10 (https://www.owasp.org/index.php/Category:OWASP_Top_Ten_Project).
6. The proponent should provide a quarterly security report on the solution. Any outstanding security issues should be reported 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 each mitigation.
7. The OAG reserves the right to perform a vulnerability and/or penetration test on the solution at their discretion. Any discovered vulnerabilities should be reported to the proponent, to which they should have a reasonable amount of time to respond with mitigation and a timeline for the implementation of said mitigation.
8. User credentials should not be stored in clear-text. Follow industry best practices for securing credentials, including password reset procedures.
9. The proponent should demonstrate their security patching methodology to ensure that threats are mitigated as quickly as possible.

2.20 Environmental Requirements

The proposed solution should provide the ability to post on internal and external sites including job boards and social media.

The proposed solution should provide Mobile Accessibility to the candidates.

2.21 References

As part of their technical proposal, proponents should provide a list of references of locations where their hosted solution is installed and has been operational for at least one year. Ideally, references should be for installations comparable in size and business scope as the OAG. Using the chart below, please provide up to date contact information for references that can be used to verify the installation of the hosted solution and attest to its performance and capabilities.

References may be contacted to help validate proponent claims and to seek feedback on the proponent and the proposed hosted solution's capabilities and shortcomings. References may be contacted during any phase of the evaluation process and the rated requirements can be revised based on related feedback.

2.22 Reference Chart

REFERENCE	
Company/Organization Name	
Address	
Installation Date (approximate)	
Contact Name & Title	
Contact Co-ordinates (telephone # and email address)	

SECTION 3 RFP REQUIREMENTS

3. Proposal Page Limits and Structure

3.1.1. The Proponents' proposals should be organized as outlined in Figure 1, following the content and numbering scheme, and should follow the maximum page limit described in section 1.3.

FIGURE 1 Suggested Structure of Proposals and Content Numbering

Proposal for an Applicant Tracking System

1. **Introduction**
   - 1.1. Brief description of Proponent/Firm
   - 1.2. Product description

2. **Response to Requirements**
   - 2.1 Response to mandatory requirements
   - 2.2 Response to rated requirements
   - 2.3 References

3. **Proposal Appendices**

   Work Schedule (Appendix B)
   Required Declarations and Certification (Appendix C)
   Mandatory Requirements (Appendix D)
   Rated Requirements (Appendix E)

5. **Financial Proposal** (under separate cover)

3.1.2 The following provides additional guidance on the required content of the different sections of the proposals.

3.2 Hosted ATS Description

3.2.1 Proponents' **must** provide a complete description of the hosted ATS they are proposing to meet the OAG's requirements. This description must provide specific version numbers, product, part and/or item numbers describing all of the hosted solution components that comprise the proposed hosted ATS. The description

should also briefly describe the capabilities and the function of the hosted ATS solution including options, potential additions, etc.

3.3 Mandatory Requirements

3.3.1 Proponents' proposals **must** meet all of the RFP mandatory requirements in order for their proposals to be considered for evaluation. Failure on the part of the proponent to meet any one (1) or more of the mandatory requirements will result in their proposal being deemed non-compliant and given no further consideration.

3.3.2 Proponents **must** complete the table in Appendix D and include it as part of the technical proposal. In the table, proponents are to indicate beside each of the requirements the relevant page number(s) from their proposal where they are addressed (Mandatory Items M-4 to M-11).

3.4 Rated Requirements

3.4.1 Technical Proposals meeting all of the Mandatory Requirements will have their technical proposal evaluated by the evaluation committee.

3.4.2 In their technical proposals, proponents must provide a brief description of how their proposed hosted solution meets each of the rated technical requirements.

3.4.3 The OAG will assess qualifying proposals through the use of a demonstration. As part of that demonstration, the OAG evaluation team will ask the proponents questions during the demonstration to determine how the proposed hosted solution delivers the required capabilities and determine how well they meet the requirements in that category.

3.4.4 The OAG evaluation team will not allocate points for requirements that cannot be demonstrated to their satisfaction during the demonstration portion of this RFP.

3.5 Financial Requirements

3.5.1 The Financial Proposal and ongoing cost fees submitted are to be based on the following financial considerations:

	Cost Summary (excluding applicable sales taxes)							
Item	Year 1	Year 2	Year 3	Optional Year 4	Optional Year 5	Optional Year 6	Optional Year 7	Total
Implementation Cost		N/A	N/A	N/A	N/A	N/A	N/A	
Hosted solution								

Licensing Cost / User Fees Monthly Cost								
Grand Total								

3.5.2 The payment schedule for the implementation is as follows: C: 33%, E: 33% and G: 33% (See Appendix B – Suggested Project Schedule). Implementation payment is also conditional upon satisfactory acceptance of the Deliverable by the Project Authority.

SECTION 4 BASIS AND METHOD OF EVALUATION

4. Evaluation process

4.1 Evaluation committee

A technical evaluation committee composed of OAG officials will evaluate the proposals. The OAG will use a step-by-step approach to selecting the successful proponent. The approach will consist of the steps described in Section 4.2 below. Only proposals that meet the requirements of a particular stage will progress to the following steps.

Failure of a proposal to provide information in sufficient detail and depth to permit evaluation against criteria may render a proposal non-responsive. Proponents are advised that only listing capabilities without providing any supporting explanation or description about the capability will not be considered to be "fully explained" for the purposes of the evaluation.

4.2 Method of selection

Step 1: The technical evaluation team will confirm compliance with all mandatory requirements identified in Section 3.3.

Step 2: Proposals deemed compliant in Step 1 will then be evaluated by the evaluation team as per the rated requirements, using the criteria and point structure described in Appendix E.

Step 3: The top 3 scoring proposals (minimum of 70% - See table 1) deemed compliant following Steps 1 and 2 will be invited to demonstrate their proposed solution for the technical evaluation team. This demonstration will be evaluated in accordance with point structure identified in Appendix E. During the demonstration, the OAG evaluation team committee may adjust points, awarded in Section 4.2 Step 2. If further to the evaluation of the demonstration none of the top 3 scoring proposals achieve 70% of the available points, the OAG may invite other proponents meeting the minimum score requirement in order of scoring.

The OAG reserves the right to invite the top 4 scoring proposals in the case where two proponents score the same. The demonstration will consist of two (2) phases:

> **Phase 1:** Proponents must prove in the demonstration that their proposed hosted ATS meets all of the Mandatory Technical Requirements as stated in their proposal (see Section 3.3).

Phase 2: Proponents must demonstrate how their proposed hosted ATS performs against the following 70 rated requirements (Section 3.4). For greater clarity, the Proponents will be asked to present their hosted ATS against the following agenda:

1. Candidate Interface (R-1.1 to R-1.17)
2. Recruiter interface (R-2.1 to R-2.24)
3. IT requirements (R-3.1 to R-3.26)
4. Reporting requirements (R-4.1 to R-4.3)

Demonstrations will be limited to 3 hours and will take place on OAG premises. Should this not be possible, special arrangements may be considered, for example the demonstration could be held via web conference.

Demonstrations are expected to take place during the two weeks following the request closing date. The OAG will provide proponents a minimum of 5 days' notice of when their demonstration will take place. The OAG will have limited flexibility with the schedule once it has been established. As part of their proposal, proponents are encouraged to indicate any limitations to their calendars.

Table 1 Rated Requirements

	Total Points Available	**Percentage**
Step 1: Total Technical Proposal Proponent's rated requirements	279 (*Minimum required points 195)	70%
Step 2: Total Financial Proposal	120	30%
TOTAL Score	**399**	**100%**

Step 4: Those technical proposals deemed compliant in Steps 1, 2 and 3 (including meeting the minimum point requirements described in Table 1 will have their financial proposals evaluated by the OAG Contracting Group.

For financial evaluation purposes, the **overall total combined cost including all optional years** will be used (3.5.1 Cost Summary). Full points (120/120) will be awarded within each service stream to the proponents with the lowest overall cost. Fewer points will be awarded to all other proponents based on the percentage differential of their total overall weighted average cost from that of the lowest overall rate. The calculation will be as follows:

<u>Lowest Combined ($)</u> x X= Points for Financial Proposal

Proponent's Combined Cost ($)

The Proponent's point score on the Financial Proposal (out of one hundred twenty (120) points) will be added to the Proponent's points score on the Technical Proposal (out of two hundred seventy-nine (279) points) to determine the Proponent's total score for its Proposal (out of three hundred ninety-nine (399) points).

The selection of the winning proposal will be made on the basis of the highest total score.

4.3 Clarifications

4.3.1 In support of the evaluation process, the OAG may at its discretion

a. hire any independent consultant to assist with the evaluation;
b. contact any or all references supplied by the Proponent to verify and validate any information or data submitted by the Proponent;
c. seek clarification or verify any or all information provided by proponents with respect to either the proponents' technical or financial proposals;
d. request, prior to award of a contract, specific information with respect to any Proponent's legal and financial status; and
e. cancel and/or reissue this RFP at any time.

4.3.2 Following the RFP closing date and time, clarification(s) of a Proponent's proposal may be required. Proponents will have three (3) working days, or such period as is specified in writing by the OAG Contracting Authority (section 1.1), in order to respond to a request for information or clarification. Failure to meet this deadline may result in the proposal being disqualified.

APPENDIX A: CONTRACT TERMS AND CONDITIONS

Any contract issued as a result of this request for proposal will incorporate the following terms and conditions.

Language

The Office of the Auditor General is under the obligation to respect the spirit and letter of the Official Languages Act.

Priority of Documents

The documents specified below form part of and are incorporated into the resulting agreement. If there is a discrepancy between the wording of one document and the wording of any other document which appears on the list, the wording of the document which first appears on the list shall prevail over the wording of any document which subsequently appears on the list:

1. The contract;
2. This Request for Proposal;
3. The Proponent's proposal.

Other Contract Considerations

1. (a) Total payments under this agreement will not exceed the contract value, exclusive of the Applicable Taxes on the supply of services. Payment by the Auditor General shall be made within thirty (30) days of the date the Contractor's invoice is received.

   (b) The Contractor will render accounts on a monthly basis during the term of this agreement showing separately, hours worked. For administrative purposes the Auditor General requires the Contractor to advise on a weekly basis hours worked.

   (c) At any time during the contract period, the parties may agree that the services to be provided or the work to be carried out have been or will be substantially or entirely performed for an amount less than the agreement limit. In such a case, the Auditor General may inform the Contractor of its intention to amend the agreement to reduce the maximum amount of the agreement limit.

   (d) The Auditor General shall provide at least 14 days' notice of its intention to reduce the maximum amount of the agreement limit and upon the expiry of the 14 day period the parties agree that the amended amount is the maximum amount of the

agreement limit. The Contractor will be entitled to claim for services provided up to the amended maximum amount of the agreement limit.

2. The Auditor General will pay to the Contractor the Applicable Taxes on the supply of services. The Contractor will remit to the Receiver General, in accordance with the provisions of the Excise Tax Act, the Applicable Taxes received in respect of the supply of services under this agreement.

3. This agreement may be terminated:

   (a) If the Contractor dies or becomes incapacitated;

   (b) by either party hereto upon 30 days' notice of termination in writing; or

   (c) forthwith by the Auditor General by notice in writing if, in its sole and unfettered discretion, determines that the services of the Contractor hereunder are not satisfactory.

4. In the event that the assigned individual(s) is unable to complete the work to the satisfaction of the Auditor General, the Contractor will provide, subject to the concurrence of the Auditor General, an alternate with the requisite expertise to complete the assignment.

5. This agreement is a contract for the performance of a service, and the Contractor is engaged under the contract as an independent Contractor for the sole purpose of providing a service. Neither the Contractor nor the Contractor's personnel, if applicable, is engaged by the contract as an employee, servant or agent of Her Majesty. The Contractor agrees to be solely responsible for any and all payments and/or deductions required to be made, including those required for Canada or Quebec Pension Plans, Employment Insurance, Workers' Compensation, or Income Tax.

6. The Contractor shall treat all information that comes to his/her attention by virtue of carrying out the work under this agreement as privileged and confidential and will not disclose it to any third party either during the course of or after termination of this agreement except as may be necessary to perform the duties hereunder.

7. The Contractor agrees that all documents, reports, papers or other matters produced by the Contractor pursuant to the services provided or to be provided hereunder shall be the sole and exclusive property of Her Majesty and shall not be disclosed for any purpose to any third party without the prior written permission of the Auditor General or delegate.

8. The Contractor agrees to abide by the laws of Canada, including laws relating to copyright and specifically agrees not to transfer or copy by any electronic or other means any software owned by or licensed to the Office of the Auditor General. The

Contractor also agrees that such software is only to be used for the purposes of work carried out on behalf of the Office of the Auditor General and for no other purpose.

9. The Contractor declares that, on or before entering into the contract, he/she has not, directly or indirectly, paid or agreed to pay and will not, directly or indirectly, pay a contingency fee to any individual for the solicitation, negotiation or to obtain the contract if the payment of the fee requires the individual to file a return under section 5 of the *Lobbyists Registration Act.*

10. The Contractor declares that, on or before entering into the contract, he/she has not been convicted of an offence, other than an offence for which a pardon has been granted, under section 121, 124 or 418 of the *Criminal Code*.

11. The Contractor consents, in the case of a contract with a value in excess of $10,000 (including taxes), to the public disclosure of basic information, other than information described in any of paragraphs 20(1) (a) to (d) of the *Access to Information Act*, relating to the contract.

12. If the Contractor consents, in the case of a contract with a value in excess of $10,000 (including taxes) to the public disclosure of basic information with respect to being a former public servant in receipt of a pension under the *Public Service Superannuation Act*, in accordance with the *Guidelines on the Proactive Disclosure of Contracts.*

13. If the Contractor makes a false declaration under *paragraph 9 or 10* or fails to comply with the terms set out in *paragraph 11 or 12*, the Contractor agrees to immediately return any advance payments and the contracting authority may terminate the contract.

14. The Contractor agrees that his/her activities in any workplace of the Auditor General shall not endanger the health and safety of employees of the Auditor General.

15. No Member of the House of Commons shall be admitted to any part of this agreement or to any benefit arising therefrom.

16. The Contractor acknowledges having received and read the “Code of Values, Ethics & Professional Conduct for the Office of the Auditor General of Canada” and agrees to be bound to its terms. In accordance with the Code, the Contractor agrees that he/she has discussed with the Office all actual and potential conflicts of interest that may affect his/her work with the Office.

17. The Contractor shall not assign the benefit or burden of this agreement to any other person, firm or company.

18. This agreement shall for all purposes be governed by and construed in accordance with the laws of the Province of Ontario.

19. In accordance with the Financial Administration Act, payment under the contract is subject to an appropriation for the particular service for the fiscal year in which any commitment hereunder would come in course of payment.

20. The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the Department of Public Works and Government Services Act will:

21. On request, and consent of the parties, participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term and condition of this contract and their consent to bear the cost of such process, provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute.

22. Review a complaint filed by the Contractor respecting administration of this contract if the requirements of Subsection 22.2(1) of the Department of Public Works and Government Services Act and Sections 15 and 16 of the Procurement Ombudsman Regulations have been met, and the interpretation and application of the terms and conditions and the scope of the work of this contract are not in dispute.

23. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa-opo@boa-opo.gc.ca.

24. The OAG reserves the right to amend the scope any time during the life of the project.

APPENDIX B —SUGGESTED PROJECT SCHEDULE

The proponent should include a project schedule with suggested milestones as follows:

Item	Description	Date
A	**Project Initiation:** The successful proponent will work jointly with the OAG Project Authority, gathering from top to bottom the OAG's business processes, technical environment, data sources, security requirements, and training. At this phase, the successful proponent will assign resources to a Project Team. Also, the successful proponent will establish project milestones, with agreement from the OAG, and resources to continue the project.	
B	**Analysis and Design:** The following tasks will be done by the successful proponent: continued analysis, documentation and sign-off of the business processes, rules, reporting, customizations, data sources, data transfer and data fields, security roles and any interface requirements (e.g. accessibility, the OAG's existing Internet site and career web site, privacy statements). Agreement of the design is completed at this phase. Project milestones are also confirmed at this point before moving to the next phase. Sign-off is critical at this stage since the successful proponent will move into building/configuring the application. Any changes identified will be handled through a change management process and agreed to by the OAG and the successful proponent - "reducing the complexity of the processes".	
C	**Application Configuration:** The proponent delivers a prototype of the OAG's application based on the business analysis completed and agreed to. The successful proponent takes this opportunity to validate the design against the requirements. This prototype will provide a tangible picture of the OAG's production. This will also provide the basis for preparing for User Acceptance Test (UAT). A sample of the OAG's data is used in the prototype in order for the OAG to see how the data will react in the application. Project Team training is completed; formal knowledge transfer to the OAG specified by the OAG Project Authority of the hosted ATS using OAG data. This phase can be summarized as "integrating business process with the proponent solution".	
D	**Testing:** At the UAT phase, the successful proponent along with the OAG ensures that the "hosted ATS is functioning optimally" to meet the OAG's requirements. Again, sign-off is critical at this juncture to keep the project on time and within scope.	

E	**Production Readiness:** Go Live phase delivers the OAG's tested production environment to its end user community. The outcome to consist of the integration of the OAG business process with the hosted ATS. Including data transfer activities, scheduling, and all training and items delivered to the end user.	
F	**Training:** The successful proponent delivers targeted training (materials and documentation) to all users (project team, administrators, testers and end users).	
G	**Transition to Customer Care:** The OAG Project Team shares all client information with the Support Team to ensure a seamless transition once the hosted ATS is in production	

APPENDIX C—REQUIRED DECLARATIONS & CERTIFICATIONS

The following declarations **must** be completed as appropriate and **must** be signed by an authorized official. This appendix must be submitted as part of the Proponent's technical proposal. The OAG **WILL** declare any proposal non compliant if it is not complete or signed.

1. Proponent's Business Information

Proponents **must** supply the following information:

Legal name of Proponent	
Proponent's business address (including street address, city, country and postal code or their equivalents).	
Proponent's telephone and fax numbers	
Point of contact for proposal and any resulting contract (name, telephone and fax numbers and email address).	
Proponent's business number (PBN) and/or GST/HST number.	

2. Proposal Validity Period

The Proponent certifies that their proposal is valid in all respects for a period of not less than 180 days from the closing date of the RFP

3. Employment Equity

The Federal Contractors Program for Employment Equity requires that some organizations bidding for federal government contracts make a formal commitment to implement the employment equity, as a pre-condition to the validation of their bids. All proponents must check the appropriate box(es) below. Failure to do so **WILL** render the proposal non-responsive.

Program requirements do not apply for the following reason(s):

- bid is less than $200,000.00;
- this organization has fewer than 100 permanent part-time and/or full-time employees;
- this organization is a federally regulated employer;

or, program requirements do apply:

- copy of signed Certificate of Commitment is enclosed, or
- Certificate number is: _____

Note: The Federal Contractors Program for Employment Equity applies to Canadian-based proponents only.

4. Certification of Education and Experience

The Proponent certifies that all statements made with regard to the education and the experience of individuals proposed for completing the subject work are accurate and factual, and we are aware that the Office of the Auditor General of Canada reserves the right to verify any information provided in this regard and that untrue statements may result in the proposal being declared non-responsive or in other action which the OAG may consider appropriate.

5. Certification of Availability and Status of Personnel

Availability of Personnel

The Proponent certifies that, should it be awarded a contract as a result of this solicitation, the Proponent's resources who are to be assigned to a given project will be available to commence performance of the work within seven (7) days, and will remain available to perform the work.

Status of Personnel

If the Proponent has proposed any person in fulfillment of this requirement who is not an employee of the Proponent, the Proponent hereby certifies that it has written permission from such person (or the employer of such person) to propose the services of such person in relation to the work to be performed in fulfillment of this requirement and to submit such person's résumé to the OAG. As well, the Proponent hereby certifies that the proposed person is aware that overtime may be required and is willing to comply.

During the bid evaluation, the Proponent **MUST,** upon the request of the OAG, provide a copy of such written permission, in relation to any or all non-employees proposed. The Proponent agrees that failure to comply with such a request may lead to disqualification of the Proponent's proposal from further consideration.

6. Certification of Former Public Servant in Receipt of a Pension

Is the Proponent a former public servant (FPS) in receipt of a pension under the Public Service Superannuation Act (PSSA)?

Yes ( ) No ( )

If so, the Proponent must provide the following information:

(a) Name of public servant
(b) Date of termination of employment or retirement from the Public Service

If the Proponent is a former public servant in receipt of a pension under the PSSA, the Proponent acknowledges and agrees that the contract with the OAG will be reported on the OAG website as part of the published proactive disclosure reports in accordance with *Contracting Policy Notice: 2012-2* and the *Guidelines on the Proactive Disclosure of Contracts.*

A former public servant under PSSA **(*)** is defined as:

(a) An individual,
(b) An individual that has incorporated,
(c) A partnership made of former public servants in receipt of PSSA pensions
(d) A sole proprietorship or entity where the affected individual has a controlling (**) or major (50% + 1) interest in the entity,

(*) It does not include pensions payable pursuant to Canadian Forces Superannuation, Defence Services Pension Continuation, royal Mounted Police Superannuation, Members of Parliament Retiring Allowances and Canada Pension Plan

(**) For this purpose, "controlling" includes everyone, but not limited to organizations, bodies corporate, societies, companies, firms, partnerships, associations of persons, where individuals or directors, directly or indirectly either controls or has the power to control the other(s).

Work Force Reduction Program

Is the Proponent a former public servant who received a lump sum payment pursuant to the terms of a work force reduction program? **Yes ( ) No ( )**

If so, the Proponent must provide the following information:

(a) Name of public servant
(b) Conditions of the lump sum payment incentive
(c) Date of termination of employment
(d) Amount of lump sum payment
(e) Rate of pay on which lump sum payment is based
(f) Period of lump sum payment including start date, end date and number of weeks
(g) Number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program

A *lump sum payment* period means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is $5,000, including the Goods and Services Tax or Harmonized Sales Tax.

7. Language of the Hosted ATS

The proposed hosted ATS must provide multi-language support. Specifically, all user interfaces (UI) must support both the French and English languages. Additionally, all user Help/Instructional material and support must be available in both French and English.
All proponents must check the appropriate box below. Failure to do so will render the bid non-responsive. As described above, the proposed hosted ATS :

[ ] is available in both Canadian French and English; or

[ ] the proposed hosted ATS will be available in both French and English within 3 months of award of a contract.

By submitting a proposal, the Proponent certifies that the information submitted in response to the above requirements is accurate and complete. Proposals must be signed in order to be evaluated.

AUTHORIZED SIGNATORY

Signature: Date:

Name of Official:

APPENDIX D: MANDATORY REQUIREMENTS

Proponents' proposals **must** meet **all** of the mandatory requirements, ***as indicated below M-1 to M-11,*** in order for their proposals to be considered for further evaluation. Failure on the part of the Proponent to meet any one (1) or more of the mandatory requirements will result in their proposal being deemed non-compliant, with the proposal being given no further consideration.

Table 6 MANDATORY REQUIREMENTS

#	MANDATORY REQUIREMENTS	Compliant		References to page #s where found in proposal
		Yes	No	
M-1	The proposal **must** be received as described in Section 1.1			Not Applicable
M-2	Appendix B – Required Declarations & Certifications **must** be completed and must be signed by an authorized official.			Not Applicable
M-3	Proponents **must** complete and include this table as part of their Technical Proposal.			Not Applicable
M-4	All proposed hosted ATS maintenance and/or support **must** be "Off-the-Shelf", meaning that the hosted ATS is commercially available and requires no further research or development and is part of an existing hosted ATS line with a field-proven operational history (that is, it has not simply been tested in a laboratory or experimental environment). If any of the proposed hosted ATS is a fully compatible extension of a field-proven hosted ATS line, it must have been publicly announced on or before the date that the proposal is submitted. By submitting a proposal, the Proponent is certifying that the solution proposed is off-the-shelf.			
M-5	The proposed hosted ATS **must** be fully functional in French and English. Specifically, all user interfaces (UI) must be available in both languages. Additionally, all user Help/Instructional materials and support must be available in both French and English. Should the hosted solution not be available in both French and English by the closing date of this RFP, the proponent certifies to			

	provide the hosted solution in French and English within three (3) months of the contract award (see certification 7 in Appendix C).			
M-6	The proponent **must** demonstrate that the ATS application including the data will be hosted and stored in a secured facility located in Canada. Access to the facility must be controlled and administrator's security cleared.			
M-7	Application software or plug-ins/add-ons, other than an Internet browser itself, **must** not be required to access the System. Applicants **must** be able to access the applications through Microsoft Internet Explorer, Firefox or Chrome. The System description shall include information regarding the minimum version required for these browsers.			
M-8	The Vendor **must** provide help desk services to users (external to the OAG and internal to the OAG) in both official languages.			
M-9	The proponent **must** have a minimum of five (5) year experience in designing and implementing applicant tracking systems.			
M-10	The proponent **must** provide at a minimum of four (4) accounts: at least two (2) Administrators and two (2) users.			
M-11	Proponents' **must** provide a complete description of the hosted ATS they are proposing to meet the OAG's requirements. This description must provide specific version numbers, product, part and/or item numbers describing all of the hosted solution components that comprise the proposed hosted ATS. The description should also briefly describe the capabilities and the function of the hosted ATS solution including options, potential additions, etc.			

APPENDIX E: RATED REQUIREMENTS

Proposals meeting **all** of the mandatory requirements will be evaluated and rated against the following rated requirements, based on the evaluation factors and point allocation specified. It is the responsibility of the Proponent to ensure the completeness and clarity of their proposal, ensuring they provide sufficiently detailed evidence to enable the OAG Evaluation Committee to evaluate the Proponent's proposal on the basis of the criteria contained therein.

The Proponent's score for their technical proposal **must** receive a minimum score of seventy (70) percent in order to be considered compliant.

** Please see separate spreadsheet attached to the Request for Proposal "RFP 226 Applicant Tracking System – Rated Requirements" **

Proponents will need to fill in the response to each and every requirement in their proposal.

The rated requirements will be scored using the evaluation criteria and scoring template. For each requirement, the evaluation team will determine if the proposed hosted ATS:

1. Does not meet the requirement. Few or no issues addressed, many deficiencies, a major problem exists.
2. Partially meets the requirements. Few issues were addressed, some major deficiencies, some problems.
3. Fully meets the requirement. Most of the major issues were addressed; no major deficiencies exist in the areas assessed.
4. Exceeds the requirement. All major issues/criteria were addressed, answers were appropriate.