

REQUEST FOR INFORMATION FOR

Program Administration System

For the Department of:

TRANSPORTATION AND INFRASTRUCTURE



Request for Information:

6133

Date Issued:

July 12th, 2023

Submission Deadline:

August 11th, 2023

1. Introduction

This Request for Information ("RFI") is issued by the Province of Prince Edward Island ("the Province") for the purposes of gathering information about the marketplace in order to assist in the determination of future purchasing options or requirements. Respondents are asked to respond to the Province and provide the information requested below.

The Province, notably the Infrastructure Secretariat within the Department of Transportation and Infrastructure works to deliver and administer funding to intergovernmental departments, crown corporations, municipalities, and non-government organizations through an application-based process for the delivery of infrastructure related projects.

2. RFI Timetable

Issue Date of RFI	July 12 th , 2023
Deadline for Questions	July 28th, 2023 @ 4:00 PM Atlantic Time
Deadline for Addenda	August 4 th , 2023
Submission Deadline	August 11th, 2023 @ 2:00 PM Atlantic Time

The RFI timetable is tentative. It may be changed by the Province at any time, and the Province may choose to waive or extend the Deadline for Questions, Deadline for Addenda and/or the Submission Deadline.

3. Background

As the Government of Prince Edward Island, the Department of Transportation and Infrastructure's division of Infrastructure Secretariat is responsible for the administration of grants and other financial transfers that provide pivotal supports to eligible applicants for various infrastructure related projects. These programs are established through three main funding sources: Provincial Programs, Federal-Provincial Partnership (agreed percentages) Programs, and Federal Programs. The delivery of these funds can include different delivery factors such as: 1) eligible by compliance with program requirements, 2) eligible through application, adjudication, and approval, 3) administrative fund transfers (allocations), and 4) claim-based payments (claims are reviewed and audited). The complexity of the funding programs and how they are administered from program to program can be significantly different, however each program will typically have an application intake, application review, evaluation/scoring/ranking, approvals across multiple levels (provincial, federal), agreement signing, progress/project monitoring, payments, closeout, and final audit.

Presently, the administering and delivery of these programs is antiquated, making the current means of operating very inefficient and risky. The current means of operating for the Infrastructure Secretariat is not user-friendly for clients or program staff. Current processes and the lack of technology make the administration of funding cumbersome, while having no way to integrate into existing Government systems or share information/reporting. The information that the Infrastructure Secretariat does have is managed through internally created databases and spreadsheets, making it hard to create required reporting, consolidate client information across programs, can lead to data integrity issues, difficult to share information and is somewhat unreliable. This project is intended to identify a future information technology system that can support the

Infrastructure Secretariat by updating to industry best practices, while addressing technical and security risks to better administer funding programs.

To provide these crucial programs, the Province relies on limited technology to store, report and manage current programs. With their associated financial disbursements, limited ease of use for reporting and gathering key information. The Province is seeking a flexible replacement that can interface with internal and external systems, and thus is issuing an RFI to allow for proponents to express interest for the Department of Transportation's division of Infrastructure Secretariat to deliver programs more effectively and efficiently.

4. Information Requested

The Province is seeking information on either a cloud-based or on-premise flexible solution that can store and manage funding program information, improve client service delivery, online access and interface with various systems. The solution will also require the establishment of various roles, responsibilities, accountabilities and processes to be used by Provincial staff, including, but not limited to, Department of Transportation and Infrastructure's division of Infrastructure Secretariat, and various members of government and non-government organizations who will also have access to components of the system.

The solution may be a single system or may consist of multiple components or systems that integrate, provided that the Province will only contract with a single proponent. Customizations of the system should be avoided to the extent possible due to risks to system functionality and limitations of system upgrades. The proponent should indicate where customizations will be needed to support the functionality. It is important to note that configuration would be expected.

Functional Requirements

The Province anticipates that the system will have the following functional requirements:

Program Management: Associated with the ability to configure business rules and workflows for various aspects such as programs, assessments, projects, funding, and notes. For instance, when a project is assigned, the system can automatically send a notification to the assigned project officer or generate a task. This also includes enabling users to effectively manage active tasks or work items by allowing them to set priorities, due dates, assign or reassign tasks, and track their status.

Intake/Project Information: Associated with the project information submitted by an applicant and how that information is received, tracked, and organized within the system, including the management of project details (dates, status, assessment, and outcomes) and ability to allow users to add or modify information related to the project submission.

Financial Management: Associated with financial transactions such as claims, invoicing, deposits, account receivables, disbursement, general ledger, and reconciliation of accounts.

Notifications/Alerts: Associated with sending of alerts (notifications), for both applicants and staff, to share the status of items, receive project related automated messages, etc. and sent via text, email, or in-solution notices.

Document Management: Associated with receiving, organizing, storing, retrieving, and tracking project related documents (e.g., receipts, invoices, photos etc.) other files uploaded by the applicants and infrastructure secretariate.

Reporting: Associated with functions for generating reports and data extracts from all data contained in the system; functions related to automated (scheduled) or manual (ad hoc) report or extract generation; ability to modify both ad hoc and canned reports; reporting at various levels including Applicant, Project, Program, by geography, and provincially; reports and data extracts can be generated in multiple industry standard electronic formats depending upon their intended use.

Entity Management: Associated with managing biographical, contact and relationship information about individuals, organizations, and resources. This includes overall collection and management of information about Applicants, and key contacts within an organization and the Infrastructure Secretariat.

Records Management & Archiving: Associated with managing and archiving (retention) of records, applications, projects and other project-associated information.

User Management: Associated with user management activities related to applicants and infrastructure secretariat's staff's access to the solution, managing role-based permissions for access and actions.

Usability: Associated with features/functions and user interface design that make the solution easier for users to use. Also relates to how well the solution aligns with the existing work processes for the Infrastructure Secretariat.

Training: Associated with the vendor's provision of training services for the solution through different mediums, including in-person or live online instruction, self-paced learning, and access to a training (sandbox) environment. Also looking at whether training will be tailored to different user roles, ensuring that each role receives the appropriate level of training.

Integrations: Associated with the solution's ability to integrate with existing systems (e.g., Federal IRIS system) via API's and other standard integration methods. Possible solutions must have financial management abilities, and the ability to interface with internal financial management systems.

Technical Requirements

In addition to the functional requirements, proponents must address the following **technical requirements** in their submission:

- Describe the architecture of the proposed solution.
 - For Cloud solutions:
 - What is the Deployment Model: Public, Private, Community, On-Premise?
 - What is the Service Model: SaaS, PaaS, IaaS, XaaS?
 - For On-Premise:

- Provide Operating System software, Database Software, Physical/Virtual servers specs.
- For Cloud proposals, provide details on proposed data centers where the solution will store information.
 - Who owns the data center(s) and where are they physically located?
 - Can you guarantee that the data will remain in the same data center? If not, what circumstances would trigger the data to be moved to a different location, what notification is provided to the clients, and how much lead time is provided prior to the move?
 - Describe the physical infrastructure in place to support the data center including but not limited to backup power, cooling, and environmental monitoring.
- Provide a list of security certifications that you and any subcontractor have.
 - Data Center certification is mandatory.
 - Vendor certification is an asset.
- Can your solution integrate with Azure Active Directory?

Solution Cost Estimate

We do not require specific pricing numbers at this time; however, in order to assess budgetary requirements for this solution, respondents are requested to provide a pricing model that allows for preliminary budget planning. (ie: annual licensing/subscription cost, implementation and ongoing support cost)

5. Submission Instructions

Respondents are asked to submit their information and signed Respondent Submission Form by **August 11, 2023 @ 2:00 PM** to the following e-mail address and to the attention of the following RFI Contact:

Melanie Barlow
Procurement Officer
Department of Finance
procurementservices@gov.pe.ca

Respondents should direct any questions on this RFI process to the same RFI Contact.

Submissions should include a completed and signed Respondent Submission Form (Appendix A) that acknowledges, among other things, that this RFI and any respondent submissions shall not create a legal relationship between the respondent and the Province, or any obligation by the Province regarding the procurement of any good or service from a respondent.

APPENDIX A — RESPONDENT SUBMISSION FORM

1. Respondent Information

Please fill out the following form, naming one person to be the respondent's contact for the RFI process and for any clarifications or communication that might be necessary.	
Full Legal Name of Respondent:	
Any Other Relevant Name under which Respondent Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Fax Number:	
Company Website (if any):	
Respondent Contact Name and Title:	
Respondent Contact Phone:	
Respondent Contact Fax:	
Respondent Contact Email:	

2. Terms of Reference

In responding to this RFI, the respondent acknowledges its acceptance of the following RFI Terms of Reference:

a. Request for Information Not a Formal Competitive Bidding Process

This RFI is issued for information-gathering purposes and is not intended to be, and is not, a formal legally binding "Contract A" bidding process. Without limiting the generality of the foregoing, the respondent acknowledges that there is no assurance or commitment by the Province that this RFI will result in any subsequent negotiations, direct contract award, invitational tendering process or open tendering process, and this RFI does not constitute a commitment by the Province to procure any goods or services.

b. RFI Not to Limit the Province's Pre-existing Rights

This RFI shall not limit any of the Province's pre-existing rights. Without limiting the generality of the foregoing, the Province expressly reserves the right, at its discretion, to:

- (i) seek subsequent information or initiate discussions with any potential supplier, including potentials suppliers that did not respond to this RFI;

- (ii) initiate direct negotiations for the procurement of any good or service with any potential supplier, regardless of whether the potential supplier responded to this RFI;
- (iii) contact a limited number of potential suppliers, which may include only those that responded to this RFI or may include potential suppliers that did not respond to this RFI, for the purpose of a competitive process for the procurement of any good or service;
- (iv) elect to proceed by way of open tender call where all potential respondents, including those that did not respond to this RFI, are eligible to compete for the award of a contract for the supply of any good or service; and
- (v) elect not to procure any good or service that is the subject of this RFI.

These expressly reserved rights are in addition to any and all other rights of the Province that existed prior to the issuance of this RFI.

c. Pricing Information for General Information Purposes Only

Any pricing information provided by respondents is for general information purposes and is not intended to be binding on respondents. Any legally binding pricing or purchasing commitments will be established only where specified by the express terms of any subsequent tender call process or where established through the execution of a written agreement.

d. Information in RFI Only an Estimate

The Province makes no representation, warranty or guarantee as to the accuracy of the information contained in the RFI or issued by way of addenda. Any quantities shown or data contained in this RFI, or provided by way of addenda, are estimates provided only as general background information.

e. Respondents to Bear Their Own Costs

The respondent shall bear all costs associated with or incurred in the preparation and presentation of their information, including, if applicable, costs incurred for interviews or demonstrations.

f. Accuracy of Responses

The respondent acknowledges that the information provided in its Submission is, to the best of its knowledge, complete and accurate.

g. Submissions Will Not Be Returned

Except where set out to the contrary in this RFI, or expressly requested in the respondent's Submission, the Submission and any accompanying documentation provided by a respondent will not be returned.

h. Confidential Information of the Province

All information provided by or obtained from the Province in any form in connection with this RFI either before or after the issuance of this RFI (i) is the sole property of the Province and must be

treated as confidential; (ii) is not to be used for any purpose other than replying to this RFI; and (iii) must not be disclosed without prior written authorization from the Province.

i. Disclosure of Information

The respondent consents to the Province's collection of information as contemplated under the RFI for the uses contemplated under the RFI. Respondents should not include information in their response that is proprietary or confidential. Information provided by a respondent may be released in accordance with governing laws. To the extent that a respondent does include confidential or proprietary information, the respondent must identify any information in its submission or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the Province. The confidentiality of such information will be maintained by the Province, except where required by law, or an order by a tribunal, or court requires the Province to do otherwise. The respondent consents to the disclosure, on a confidential basis, of this submission by the Province to advisers retained by the Province for the purpose of reviewing this submission. The respondent acknowledges that the Province may make public the name of any and all respondents.

j. Governing Law

This RFI process shall be governed by and construed in accordance with the laws of the province of Prince Edward Island and the federal laws of Canada applicable therein.

Signature of Witness

Signature of Respondent Representative

Name of Witness

Name of Respondent Representative

Title of Respondent Representative

Date