

# RFP: Mobility register technology solution

*Last updated: October 7, 2021*

## Bidder Questions

### **Question 1:**

How many staff user licenses will be required to have access to the Mobility Registration System? In the definition of user type there are 30 regulator admission staff with a description that they review applicant's documentation and make decisions about registration status. Do these staff need to write to the system beyond simply reviewing a file (presumably delivered via a workflow) and indicating a disposition (e.g., approved/disapproved) on the application. Are there other functions that these staff need to do within the system?

### **Answer 1:**

We anticipate having three users within Engineers Canada who manage the overall mobility registration system and communicate with applicants and engineering regulators.

Currently, the regulator admission staff are only involved at the "Regulator Confirmation Check" of the application process (see P 04 in the RFP Appendix). Engineers Canada emails the engineering regulator with a form containing the applicant's full name, date of birth, and licence number. The engineering regulator is expected to use their own database and licensing tools to determine whether the applicant is in good standing. The regulator admission staff respond to Engineers Canada by email with the remaining fields in the form completed. They provide a yes/no response about the applicant's registration status and good standing. Currently there is no other function that the regulator admission staff perform in the process.

As part of a future-state (to align with the implementation of this new solution), we anticipate having an Application Review Team comprised of regulator admission staff at the "Experience and Reference Validation" phase of the application process (see P 03 in the RFP Appendix). Presently, tasks associated with checking documentation for completeness and fulfilling eligibility in P 03 are performed solely by the Engineers Canada administrator. In future, we anticipate the Engineers Canada administrator would still assess documentation for completeness, but the Application Review Team would be involved in assessing the quality of the applicant's submission to determine whether the eligibility requirements are met. At minimum, the Application Review Team would need access to the submitted documentation and be able to leave comments and indicate a decision on eligibility.

Combining the current and future-state activities we estimate the need for approximately 30 regulator admission staff to have access to the system, but they may not all be performing the same functions. Some may only be performing the confirmation check on registration status and good standing while others may be deciding whether eligibility has been fulfilled.

**Question 2:**

What version of SharePoint are you currently using?

**Answer 2:**

We use Office 365 SharePoint.

**Question 3:**

Are you currently using single sign-on in your organization? If so what technology? (e.g AzureAD?)

**Answer 3:**

We use a hybrid model for sign-on (on premise Active directory synchronized with AzureAD).

**Question 4:**

RFP section 5.1 states that "... that includes required data either converted or migrated from the existing mobility register system." Are there any details you can share of where that data currently resides?

**Answer 4:**

Data for the existing mobility register system is stored in a SharePoint page. One library contains the applicants' information. Each applicant has their own folder where the webform application, attachments, and subsequent communications are stored. There is also a separate library for mobility register administration documents, including templates and the master Excel spreadsheet which contains the applicants' information and tracks application status and certificate details.

**Question 5:**

What is meant by the term "bonded" in the following sections: RFP Appendix A - 1.2 Mandatory Project Requirements, No. 2.c & 2.d.

**Answer 5:**

If the bidder engages third-party vendors, we expect the bidder to have or obtain bonding insurance. If third-party vendors will not have access to client data or to the infrastructure, then bonding insurance would not be necessary.

**Question 6:**

Regarding the WCAG compliance - would you consider a solution that is WCAG 2.0 compliant on the intake form but *not* the back-office component?

**Answer 6:**

The entire system must be compliant with WCAG 2.0 AA.

**Question 7:**

Can you confirm that there are no online properties, administrated by Engineers Canada that operate a login for your constituents? (i.e all 300k Engineers in Canada)? Our presumption is based on the text at this url: <https://engineerscanada.ca/user/login?destination=/members>

**Answer 7:**

That is correct. Engineers Canada does not provide a login for individual engineers or groups. The members-only login is for Engineers Canada employees, staff at the engineering regulators, and our Board Directors and committee volunteers. The members-only website contains resources to assist regulators and our committees and is not related to the mobility register.

**Question 8:**

How much budget is earmarked for this project?

**Answer 8:**

During this phase of the RFP process, we do not have any budget information to share. We would like bidders to include a true assessment of the cost of the work proposed. Specific budget parameters would be subject to negotiation in later stages of the assessment process.

**Question 9:**

How are you splitting the budget allocation between professional services & software licensing?

**Answer 9:**

The bidder may propose a budget allocation between professional services and software licensing.

**Question 10:**

What kind of licensing model are you expecting?

**Answer 10:**

There is no expected licensing model. The bidder may propose a licensing model and fee structure as part of their bid response.

**Question 11:**

Is there a disbursement schedule for the budget?

**Answer 11:**

During this phase of the RFP process a disbursement schedule has not been developed. This is something that would be subject to negotiation in later stages of the assessment process, after Engineers Canada has selected a winning bidder.