



**RFQ-2026-2-5130 - Digital Forms Platforms and
Partner Services**

PREVIEW

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This section addresses the Respondent's ability to provide services across defined capability categories within the Government of Yukon's digital forms and workflow ecosystem.

Services may include licensing, implementation and configuration, enhancements and integrations, support and maintenance, and advisory or training services, as described in Part G: Specifications of the RFQ.

1. Responses must be provided to **Respondent background and qualifications, Northern Knowledge and Experience and Yukon First Nation Participation.**
2. Responses must achieve a minimum score of 50% in **Respondent background and qualifications** to be considered for inclusion on the Prequalification List.
3. Responses must be provided to **at least one** of the following capability categories:
 1. Capability: **Licensing Services**
 2. Capability: **Adobe products (Adobe Experience Manager Forms as a Cloud Service (AEMaaCS) , Adobe Acrobat Sign), Implementation & Support Services**
 3. Capability: **OnPhase platform, Implementation & Support Services**
 4. Capability: **Atlassian Cloud products (Guard, Jira, Confluence, and Jira Service Management with Service Collection), Implementation & Support Services**
 5. Capability: **Other Form development platforms**
4. It is not required to respond to all categories.
5. Respondents must achieve a minimum score of 50% in at least one capability category to be considered for inclusion on the Prequalification List.
6. Responses including pricing will be rejected.

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Respondent background and qualifications

This section addresses the status, experience, and capabilities of the organization and its ability to support YG's digital forms platforms.

Responses **must** be provided for this "Respondent background and qualifications" section.

Higher scores are given to proponents demonstrating forward-thinking approach to technology adoption.

Specification item	Description	Maximum points	Response *
Company Overview	Provide a brief overview of your organization, including years in operation, size, areas of specialization, and experience relevant to the requested services.	50	
Relevant Experience in delivering digital forms related solutions	Describe your experience delivering licensing, implementation, and support services for similar online forms and workflow platforms (e.g., AEMaaCS, Adobe Acrobat Sign, OnPhase, Atlassian, Microsoft Power Platform).	50	
Emerging Technologies (AI, Automation)	Describe your experience evaluating and implementing emerging technologies (e.g., AI, automation tools, intelligent document processing) within or alongside the platforms you support.	50	
Team Qualifications	Describe the proposed team, including roles, relevant experience, and certifications (e.g., Adobe, Microsoft, Atlassian).	50	
Capacity & Availability	Describe your organization's capacity to deliver services, including availability of resources and ability to scale based on demand. Responses including pricing will be rejected.	50	
Public Sector Experience (if applicable)	Describe your experience working with government or public sector organizations, including understanding of compliance, accessibility, and security requirements.	50	
Partnerships & Certifications	List any relevant vendor partnerships, accreditations, or certifications (e.g., Adobe Partner, Microsoft Partner, Atlassian Solutions Partner) relevant to the platform(s).	50	
Client References	Provide at least 2 client references for similar work, including contact information.	50	

Licensing Services

This section addresses the Respondent's ability to provide licensing services for digital forms and workflow platforms. This includes the provision and management of software licenses (e.g., AEM Forms, Adobe Acrobat Sign, OnPhase, Atlassian products, and other relevant platforms), license renewals, usage monitoring, compliance management, and advisory services related to licensing models and cost optimization.

Respondents should demonstrate their experience and capability in managing enterprise software licensing in a public sector or similar environment.

If you are submitting for Licensing Services, your responses must achieve 50% to be considered for inclusion on the Prequalification List.

We will not be submitting for Licensing Services

Specification item	Description	Scoring guidance	Maximum points	Response *
Licensed Reseller	Is your company an authorized reseller of any of the following products? 1. Adobe Products: Adobe Experience Manager (AEM) Forms as a Cloud Service and Adobe Acrobat Sign, 2. OnPhase 3. Atlassian Cloud products (Guard, Jira, Confluence, and Jira Service Management with Service Collection) Please specifically mention all that apply.		300	
Data hosting location	Identify the data center locations where services and data will be hosted, and explain how you ensure compliance with data residency, privacy, and security requirements. Note: We prefer Canada or Europe for data hosting locations.		100	
Licensing Support	Describe the licensing support services you provide, including: (a) assistance with license agreements, renewals, and contract amendments, (b) license entitlement tracking, compliance monitoring, and usage optimization recommendations, (c) proactive renewal notifications and timeline management, (d) escalation paths and liaison services with software vendors (Adobe, Atlassian, OnPhase) for licensing issues or audits, (e) technical support for license provisioning, activation, and user/seat management, and (f) advisory services on licensing models, cost efficiencies, and right-sizing based on actual usage.		100	

AEMaaCS and Adobe Acrobat Sign Implementation & Support Services

This section addresses the Respondent's ability to provide implementation, configuration, and ongoing support services for Adobe Experience Manager Forms as a Cloud Service (AEMaaCS) and Adobe Acrobat Sign.

This includes forms development, workflow configuration, system integration, enhancements, and operational support, as well as advisory services related to Adobe-based digital service delivery.

Respondents should demonstrate their experience delivering and supporting Adobe-based forms and workflow solutions in enterprise environments.

If you are submitting for AEMaaCS and Adobe Acrobat Sign, your responses must achieve 50% to be considered for inclusion on the Prequalification List.

We will not be submitting for AEMaaCS and Adobe Acrobat Sign Implementation & Support Services

Category	Specification item	Description	Maximum points	Response *
Implementation & Configuration	Platform implementation, deployment and support	Describe your experience in implementation, deployment and support services for the Adobe Experience Manager (AEM) Forms as a cloud service platform and Adobe Acrobat Sign solutions, preferably in a public sector of similar size and scale. Provide 2 relevant real world project examples, including scope, timelines, and outcomes.	300	
Implementation & Configuration	Form Development and Support	Describe 2 relevant projects where you have successfully developed and launched online forms and workflows on Adobe Experience Manager (AEM) Forms as a cloud service platform, in alignment with the required digital standards (accessibility, bilingual, security), preferably in a public sector of similar size and scale. Include scope, timelines, and outcomes. Mention the complexity level of the form, functionalities used, backend/ data storage options, integrations and capabilities.	300	
Enhancements & Integrations	MyYukon, Yukon's single sign-on for government services.	Describe your experience integrating Adobe Acrobat Sign and/or AEM Forms to an identity management program for (a) single sign-on and (b) pre-populating form fields with identity attributes. Describe how you have utilized industry-standard authentication protocols, such as SAML, OAuth and/or OIDC.	100	
Enhancements & Integrations	Adobe Acrobat Sign Integration	Describe your experience integrating Adobe Acrobat Sign with AEM Forms, including: (a) configuration and management of multiple technical accounts for different environments or use cases, (b) workflows supporting multiple signers (sequential, parallel, or hybrid signing orders), and (c) handling of signature routing, notifications, and completion tracking.	100	
Enhancements & Integrations	API & Integration Capabilities	Describe your experience with API development and integration capabilities for AEM Forms and Adobe Acrobat Sign, including: (a) REST API implementations and custom API development, (b) webhook configurations for real-time event handling, (c) connector configurations (SharePoint, databases, file stores), and (d) attachment routing and data exchange solutions. Support your response with relevant example projects you have completed.	200	
Support & Maintenance	Ongoing Support	Describe your ongoing support and maintenance offerings, including incident management, issue resolution, performance monitoring and optimization, patching and upgrades, maintenance windows, and response time SLAs. Reminder: Responses including pricing will be rejected.	200	
Training, Advisory & Consulting Services	Training	Describe your approach to training, knowledge transfer, and development of operational documentation and runbooks for AEM and Adobe Acrobat Sign.	100	

Training, Advisory & Consulting Services	Advisory and Consulting	Explain your experience providing strategic advisory services, including platform roadmap input, architecture guidance, and recommendations for continuous improvement or emerging technologies (e.g., automation, AI). Support your response with relevant real world examples.	100	
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Atlassian Cloud products Implementation & Support Services

This section addresses the Respondent's ability to provide implementation and support services for Atlassian Cloud products, including Jira, Confluence, Jira Service Management, and Guard.

This includes configuration, workflow development, service management setup, integrations, enhancements, and ongoing operational support.

Respondents should demonstrate their experience delivering and supporting Atlassian-based platforms in enterprise environments.

If you are submitting for Atlassian Cloud products, your responses must achieve 50% to be considered for inclusion on the Prequalification List.

We will not be submitting for Atlassian Cloud products Implementation & Support Services

Category	Specification item	Description	Maximum points	Response *
Implementation & Configuration	Platform implementation, deployment and support	Describe your experience in implementation, deployment and support services for Atlassian Cloud products including Jira (project management), Confluence (knowledge management), Jira Service Management (JSM) with Service Collection (citizen intake forms), and Atlassian Guard (security & SSO), preferably in a public sector of similar size and scale. Provide 2 relevant real-world project examples, including scope, timelines, and outcomes.	300	
Implementation & Configuration	JSM Intake Forms & Project Configuration	Describe 2 relevant projects where you have successfully configured Jira Service Management (JSM) intake forms and request types, Jira project workflows, and Confluence spaces, in alignment with digital standards (accessibility, bilingual, security), preferably in a public sector of similar size and scale. Include scope, timelines, and outcomes. Mention form complexity, request types, SLAs, automation rules, Confluence templates, and integration capabilities.	300	
Enhancements & Integrations	MyYukon, Yukon's single-sign-on for government services.	Describe your experience integrating Jira Service Management (JSM) customer portal with external identity providers for (a) single sign-on for citizen access and (b) pre-populating request fields with identity attributes. Describe how you have utilized industry-standard authentication protocols, such as SAML, OAuth and/or OIDC.	100	
Enhancements & Integrations	Active Directory / Azure AD Integration	Describe your experience integrating Atlassian Cloud products with Active Directory or Azure AD (Entra ID) via Atlassian Guard, including: (a) configuration of SAML or OIDC-based single sign-on for internal staff, (b) automated user provisioning and group synchronization (SCIM), (c) security policies, session management, and audit logging, and (d) managing multiple identity providers for different user populations (staff vs. citizens).	100	

Enhancements & Integrations	API & Integration Capabilities	Describe your experience with API development and integration capabilities for Atlassian Cloud products (Jira, Confluence, and JSM), including: (a) REST API implementations and custom API development, (b) webhook configurations for real-time event handling, (c) connector configurations (SharePoint, databases, file stores), and (d) Atlassian Forge or Connect app development. Support your response with relevant example projects you have completed.	200	
Support & Maintenance	Ongoing Support	Describe your ongoing support and maintenance offerings for Atlassian Cloud products, including incident management, issue resolution, performance monitoring, Atlassian Cloud updates and change management, Marketplace app maintenance, and response time SLAs. Reminder: Responses including pricing will be rejected.	200	
Training, Advisory & Consulting Services	Training	Describe your approach to training, knowledge transfer, and development of operational documentation and runbooks for Atlassian Cloud products (Guard, Jira, Confluence, and JSM).	100	
Training, Advisory & Consulting Services	Advisory and Consulting	Explain your experience providing strategic advisory services for Atlassian platforms, including platform roadmap input, architecture guidance (project schemes, workflows, permission models), Atlassian best practices, and recommendations for continuous improvement or emerging technologies (e.g., Atlassian Intelligence, automation). Support your response with relevant real-world examples.	100	

OnPhase Implementation & Support Services

This section addresses the Respondent's ability to provide implementation and support services for the OnPhase platform.

This includes system configuration, workflow development, integrations, enhancements, and ongoing support and maintenance of OnPhase solutions.

Respondents should demonstrate their experience delivering and supporting OnPhase-based workflow and document management solutions.

If you are submitting for the OnPhase platform, your responses must achieve 50% to be considered for inclusion on the Prequalification List.

We will not be submitting for OnPhase Implementation & Support Services

Category	Specification item	Description	Maximum points	Response *
Implementation & Configuration	Platform implementation, deployment and support	Describe your experience in implementation, deployment and support services for the OnPhase platform, preferably in a public sector of similar size and scale. Provide 2 relevant real world project examples, including scope, timelines, and outcomes.	300	
Implementation & Configuration	Form Development and Support	Describe 2 relevant projects where you have successfully developed and launched online forms and workflows on OnPhase, in alignment with the required digital standards (accessibility, bilingual, security), preferably in a public sector of	300	

		similar size and scale. Include scope, timelines, and outcomes. Mention the complexity level of the form, functionalities used, backend/ data storage options, integrations and capabilities.		
Enhancements & Integrations	MyYukon, Yukon's single-sign-on for government services.	Describe your experience integrating OnPhase to an identity management program for (a) single sign-on and (b) pre-populating form fields with identity attributes. Describe how you have utilized industry-standard authentication protocols, such as SAML, OAuth and/or OIDC.	100	
Enhancements & Integrations	Workflow & E-Signature Capabilities	Describe your experience with workflow and e-signature capabilities for OnPhase, including: (a) OnPhase native workflow configuration, approval routing, and built-in e-signature functionality, (b) integration with Adobe Acrobat Sign (if applicable), including configuration of multiple technical accounts for different environments or use cases, (c) workflows supporting multiple signers (sequential, parallel, or hybrid signing orders), and (d) handling of signature routing, notifications, and completion tracking.	100	
Enhancements & Integrations	API & Integration Capabilities	Describe your experience with API development and integration capabilities for OnPhase, including: (a) REST API implementations and custom API development, (b) webhook configurations for real-time event handling, (c) connector configurations (SharePoint, databases, file stores), and (d) attachment routing and data exchange solutions. Support your response with relevant example projects you have completed.	200	
Support & Maintenance	Ongoing Support	Describe your ongoing support and maintenance offerings, including incident management, issue resolution, performance monitoring and optimization, patching and upgrades, maintenance windows, and response time SLAs. Reminder: Responses including pricing will be rejected.	200	
Training, Advisory & Consulting Services	Training	Describe your approach to training, knowledge transfer, and development of operational documentation and runbooks for OnPhase.	100	
Training, Advisory & Consulting Services	Advisory and Consulting	Explain your experience providing strategic advisory services, including platform roadmap input, architecture guidance, and recommendations for continuous improvement or emerging technologies (e.g., automation, AI). Support your response with relevant real world examples.	100	

Other Form Development Platforms Licensing, Implementation & Support Services

This section addresses the Respondent's ability to provide licensing, implementation, and support services for other digital forms and workflow platforms.

This may include forms authoring tools, workflow engines, data capture platforms, and emerging technologies supporting digital service delivery.

Respondents should demonstrate their experience working with alternative platforms and their ability to design, implement, and support scalable and secure solutions.

If you are submitting for other digital forms and workflow platforms, your responses must achieve 50% to be considered for inclusion on the Prequalification List.

We will not be submitting for Other Form Development Platforms Licensing, Implementation & Support Services

Category	Specification item	Description	Maximum points	Response *
Licensing Services	Licensed Reseller	Is your company a licensed reseller of Forms development platform that includes workflow and potential integration options?	100	
Licensing Services	Data hosting location	Identify the data centre locations where services and data will be hosted, and explain how you ensure compliance with data residency, privacy, and security requirements. We prefer Canada or Europe for data hosting locations.	100	
Professional Services	Certifications and Compliance	<p>Yukon government's online services are governed within a legal and policy framework similar to what exist in other jurisdictions This includes laws such as Yukon's Access to Information and Protection of Privacy Act (ATIPP) and Health Information Privacy and Management Act (HIPMA) as well as other acts and regulations. Show that the implementation or solution is compliant with relevant legal and policy requirements. Demonstrate which standards and certifications are met by the implementation. These could be:</p> <ul style="list-style-type: none"> • ISO/IEC 27018:2019 Code of practice for protection of personally identifiable information (PII) in public clouds acting as PII processors • ISO/IEC 27001 • HIPPA • SOC2 Report • ITAF • PCI DSS • Or other relevant standard or certification <p>This may be demonstrated via supplemental document attachment. It is not necessary to provide copies of certification or compliance documents</p>	100	
Implementation & Configuration	Cloud Deployment	Describe the offered support for Forms development platform software installation for cloud-hosted deployment.	100	
Implementation & Configuration	Discovery & Planning	Describe the Discovery phase and development of a detailed project plan, timeline, and outcomes.	100	
Implementation & Configuration	Form Development	Describe your experience in forms development, launch and support services on your proposed solution in alignment with the required digital standards (accessibility, bilingual, security), preferably in a public sector of similar size and scale. Support your response with 1 relevant real-world example project you have completed. Include scope, timelines, and outcomes. Mention the complexity level of the form, functionalities used, backend/ data storage options, integrations and capabilities.	100	
Implementation & Configuration	Implementation Support	Describe the offered guidance and support for implementation of forms of varied complexity on your offered solution.	100	

Implementation & Configuration	Data Disposition	Does the solution enable full removal, purging and destruction of all YG data?	50	
Enhancements & Integrations	Workflow Configuration	Describe your experience with workflow configuration, including designing and implementing automated workflows, business process automation, and form-to-workflow integrations. Support your response with 1 relevant real-world example project you have completed.	100	
Enhancements & Integrations	Adobe Acrobat Sign Integration	Describe your experience integrating Adobe Acrobat Sign with your offered solution, including: (a) configuration and management of multiple technical accounts for different environments or use cases, (b) workflows supporting multiple signers (sequential, parallel, or hybrid signing orders), and (c) handling of signature routing, notifications, and completion tracking.	50	
Enhancements & Integrations	API & Integration Capabilities	Describe your experience with API development and integration capabilities of your offered solution, including: (a) REST API implementations and custom API development, (b) webhook configurations for real-time event handling, (c) connector configurations (SharePoint, databases, file stores), and (d) attachment routing and data exchange solutions.	100	
MyYukon Integration	Authentication	Describe how integration will be completed for the Government of Yukon's identity management program for (a) single sign-on and (b) pre-populating form fields with identity attributes. Describe how the offered solution can utilize industry-standard authentication protocols available through MyYukon, such as SAML, OAuth and/or OIDC.	50	
Support & Maintenance	Ongoing Support	Describe your ongoing support and maintenance offerings, including incident management, issue resolution, performance monitoring and optimization, patching and upgrades, maintenance windows, and response time SLAs. Reminder: Responses including pricing will be rejected.	50	
Training, Advisory & Consulting Services	Training	Describe your approach to training, knowledge transfer, and development of operational documentation and runbooks for your offered solution.	50	
Training, Advisory & Consulting Services	Advisory and Consulting	Explain your experience providing strategic advisory services, including platform roadmap input, architecture guidance, and recommendations for continuous improvement or emerging technologies (e.g., automation, AI). Support your response with relevant real world examples.	50	

Northern Knowledge and Experience

The Proponent should demonstrate their experience working in the North by providing information related to the following:

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#	Description	Response	Maximum Points	
1	The Proponent's knowledge of specific challenges and opportunities that might be encountered during completion of the work and which are present because of the project's northern context. Provide information regarding how you would address such challenges and opportunities in completing the proposed work or services; and		175	*
2	The Proponent's experience working in remote, northern communities or sites similar to the work or service areas included in this RFP. Provide information regarding specific similarities between the Proponent's experience and the work required on this project.		175	

Yukon First Nation Participation

Provide details regarding initiatives, activities and actions the Respondent has taken on any previous projects or contracts to involve or increase the participation of Yukon First Nation in the work being performed. Examples of such actions are those that increase capacity, education and training, employment, or sub-contracting opportunities for Yukon First Nations.

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#	Response	Maximum Points	
1		350	*

Documents

It is your responsibility to make sure the uploaded file(s) is/are not defective or corrupted and are able to be opened and viewed by the Owner. If the attached file(s) cannot be opened or viewed, your Bid Call Document may be rejected.

Supplemental documents may be uploaded.

These should augment responses to Specifications items, and will only be viewed when referenced specifically from a Specifications item (i.e., by filename, a specific page or section number).

Any other Supplemental document contents may not be viewed, and will not contribute towards scoring on Specifications items.

Reminder: Responses including pricing will be rejected.

- Relevant Project Reference Screenshots 1 (Optional) (optional)
- Relevant Project Reference Screenshots 2 (Optional) (optional)
- Relevant Project Reference Screenshots 3 (Optional) (optional)
- Relevant Project Reference Screenshots 4 (Optional) (optional)
- Relevant Project Reference Screenshots 5 (Optional) (optional)
- Additional Document (optional)

Addenda, Terms and Conditions

1. I/We have thoroughly reviewed the terms of the RFQ and all addenda, and understand the terms of the RFQ, and acknowledge and agree to the terms of the RFQ.
2. I/We have carefully examined and thoroughly reviewed Part G: Scope of Work. I/We am/are prepared and satisfied as to the practicality of executing the Work if required and our ability to perform the Work, and will exercise due diligence to investigate all facts and conditions in any Subsequent Procurement Process.
3. I/We have checked for, reviewed, and received all addenda issued under this RFQ, and acknowledge and agree to the terms of all addenda issued under this RFQ.
4. I/we represent and warrant that the Respondent has full power and authority to enter into and agree to terms of the RFQ, and that the person signing this form on behalf of the Respondent is properly authorized to do so. I/we agree that the statements and representations made in this Response are true and accurate.

I/WE agree to be bound by the terms and conditions and have authority to bind the Corporation and submit this Bid on behalf of the Bidder.

The bidder shall declare any potential or actual conflict of interest that could arise from Bidding on this Bid. Do you have a conflict of interest? **Yes** **No**

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document

Please check the box in the column "I have reviewed this addendum" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
There have not been any addenda issued for this bid.		

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