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Bid Receiving - PWGSC / Réception des
soumissions - TPSGC
Place du Portage, Phase III
Core 0A1/Noyau 0A1
11 Laurier St./11, rue Laurier
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

LETTER OF INTEREST
LETTRE D'INTÉRÊT

Comments - Commentaires

| | |
|---|--|
| Title - Sujet LAW ENFORCEMENT SOLUTION | |
| Solicitation No. - N° de l'invitation K0A71-113453/A | Date 2012-06-28 |
| Client Reference No. - N° de référence du client K0A71-113453 | GETS Ref. No. - N° de réf. de SEAG PW-\$\$XL-100-24596 |
| File No. - N° de dossier 100xl.K0A71-113453 | CCC No./N° CCC - FMS No./N° VME |
| Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-07-13 | |
| Time Zone Fuseau horaire Eastern Daylight Saving Time EDT | |
| F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/> | |
| Address Enquiries to: - Adresser toutes questions à: McHugh, Russell | Buyer Id - Id de l'acheteur 100xl |
| Telephone No. - N° de téléphone (819) 956-1248 () | FAX No. - N° de FAX (819) 953-3703 |
| Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF THE ENVIRONMENT 13TH FL. 200 SACRE-COEUR ST. ATTN: ISABELLE LECLERC GATINEAU Quebec K1A0H3 Canada | |

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

| | |
|---|--|
| Delivery Required - Livraison exigée See Herein | Delivery Offered - Livraison proposée |
| Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur | |
| Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur | |
| Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie) | |
| Signature | Date |

Issuing Office - Bureau de distribution
Shared Systems Division (XL)/Division des systèmes
partagés (XL)
4C1, Place du Portage Phase III
11 Laurier St./11, rue Laurier
Gatineau
Québec
K1A 0S5

REQUEST FOR INFORMATION (RFI)

REGARDING

LAW ENFORCEMENT SOLUTION

FOR

ENFORCEMENT BRANCH (EB) ENVIRONMENT CANADA (EC)

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1. Objectives of the Request for Information (RFI)

The objective of this RFI is to solicit information on the capability, viability, maturity and availability of the Law Enforcement Solution and to explore how EB-EC could best leverage this technology to meet their business requirements.

2. Instructions to Respondents

2.1 Nature of Request for Information

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

2.2 Nature and Format of Responses Requested

- (a) Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.
- (b) This RFI also contains specific questions addressed to the industry (refer to Section 3 below).
- (c) **Format:** Respondents are requested to submit one soft copy of their response in PDF format.
- (d) **Cover Page:** If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.
- (e) **Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:
 - (i) the title of the respondent's response and the volume number;
 - (ii) the name and address of the respondent;
 - (iii) the name, address and telephone number of the respondent's contact;
 - (iv) the date; and
 - (v) the RFI number.
- (f) **Numbering System:** Each question has its own unique number. It is a sequence number prefixed with "Q" (e.g. Q1). Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI, and to repeat the question prior to their response for reviewer convenience. All references to descriptive material, technical manuals, and any brochures included as part of the response should be clear both in the citation and on the referenced document. All should be referenced accordingly.

2.3 Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

2.4 Treatment of Responses

- (a) **Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.
- (b) **Review Team:** A review team composed of representatives of Canada will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.
- (c) **Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the *Access to Information Act*.
- (d) **Post-Submission Review Meetings:** Canada may, in its discretion, request individual Post-Submission Review Meetings with respondents to provide clarity on information provided. If required, these will be held at the most appropriate location, to be determined at a later date. The intent of these meetings will be to provide an opportunity for a face-to-face discussion with respondents. Although respondents may request a meeting, and their request will be considered, Canada will determine whether it requires additional information from any given respondent and will schedule meetings accordingly. All such requests, by respondents, should be forwarded to the Contracting Authority.

2.5 Enquiries

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to the Contracting Authority identified herein.

2.6 Submission of Responses

- a) Respondents should send responses electronically via e-mail to the Contracting Authority's address identified herein by the date specified on the front page of the RFI.
- b) All requested information is to be provided to the Contracting Authority on or before the closing date of the RFI.

Solicitation No. - N° de l'invitation

K0A71-113453/A

Amd. No. - N° de la modif.

File No. - N° du dossier

100xIK0A71-113453

Buyer ID - Id de l'acheteur

100x1

Client Ref. No. - N° de réf. du client

K0A71-113453

CCC No./N° CCC - FMS No/ N° VME

2.7 Contracting Authority

The Contracting Authority for this RFI is:

Public Works and Government Services Canada
Place du Portage, Phase III, 4C1
11 Laurier Street
Gatineau, Quebec K1A 0S5
Canada

Attention: Russell McHugh
Telephone: 819-956-1248
Facsimile: 819-953-3703
E-mail: russell.mchugh @tpsgc-pwgsc.gc.ca

ANNEX A

Request for Information

LAW ENFORCEMENT SOLUTION

EB - EC -

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DEFINITIONS

1. COTS (Commercial-Off-The-Shelf):

COTS technology is technology that exists and is available for sale, lease, or license. It is expected that any proposed COTS systems in response to this RFI may require minor configuration to the system requirements. The use of COTS system is intended to reduce costs by eliminating the costs normally associated with the non-recurring engineering (NRE) required to meet a specific and non-supported requirement, and to reduce costs associated with maintenance, support and life cycle replacement.

ABBREVIATIONS & ACRONYMS

| | |
|-------|---|
| CLF | Common Look and Feel |
| CLF | Common Look and Feel |
| COTS | Commercial-Off-The-Shelf |
| CPIC | Canadian Police Information Centre |
| EB | Enforcement Branch |
| EC | Environment Canada |
| EED | Environmental Enforcement Directorate |
| GoC | Government of Canada |
| IT | Information Technology |
| PWGSC | Public Works and Government Services Canada |
| RCMP | Royal Canadian Mounted Police |
| RFI | Request for Information |
| RFP | Request for Proposal |
| TBS | Treasury Board Secretariat |
| WCAG | Web Content Accessibility Guidelines |
| WED | Wildlife Enforcement Directorate |

1. **HIGH LEVEL REQUIREMENTS OVERVIEW**

1.1 Project Description

The mandate of Environment Canada's Enforcement Branch is to enforce Canada's environmental protection and wildlife conservation legislation in a fair, predictable and consistent manner.

The Enforcement Branch has approximately 300 field officers across the country that actively conducts inspections to verify compliance and pursue corrective when violations are found. Offices are located in every province and territory in Canada.

The Enforcement Branch has two key business areas; the enforcement of environmental protection legislation, and the enforcement of wildlife conservation legislation. Regulated entities ("Regulatees") subject to environmental protection legislation tend to be organizations such as government departments, municipalities, and companies ranging from small single owner businesses to multinational

corporations. The identity and location is generally known, and regulatees tend to be proactively inspected according to yearly plans. Environmental protection legislation also includes calendar driven requirements on the regulatees - for example - reporting requirements yearly or quarterly. There is also a significant reactive component to the enforcement of environmental protection legislation - specifically reacting to spills, overflows, and limit exceedances of regulated substances being released into the environment.

Regulatees subject to wildlife legislation tend to be individual persons or small businesses. The identity of these regulatees is not usually known in advance, and enforcement officers visit locations where regulatees may be found (i.e.: hunting areas, wildlife sanctuaries) and subsequently verify compliance with regulatees that are found at that location. As a result, although activities such as patrols may be planned in advance, wildlife enforcement processes are generally exercised on a reactive basis.

1.2 **Solution Scope**

The solution scope for this RFI includes:

- Ability to communicate with key partner's systems, within EC and other government departments
- Ability for users to use the system efficiently and have timely access to key information
- Ability to have the IT solution customized and tailored to meet the user needs

1.3 **Commercial-Off-The-Shelf (COTS) Solutions**

The goal of EB is the commissioning of a ground system design that maximizes the use of Commercial-Off-The-Shelf (COTS) solutions.

2. **HIGH LEVEL REQUIREMENTS**

The solution being sought will help Environment Canada (EC) manage the relationship between EC as the regulator and organizations and individuals as regulatees; it will also enable frequent and accurate reporting of regulatory cases and enforcement interventions carried out by EC.

The solution will allow internal collaboration between EC staff with respect to the cases and interventions. It will help EC employees manage enforcement cases from their inception to conclusion, following established workflows, business-processes, and data collection forms. Additionally, the solution will help EC employees plan and schedule future activities in relation to enforcement cases, and allowing for the collection and reporting of enforcement activities on a geospatial-location based basis.

2.1 **Overview**

The goal of these high level requirements is to investigate and evaluate (RFI) an intuitive user-friendly solution and system which will allow users to do their work.

These requirements (along with others listed in this document) may be subject to change if the project proceeds to an RFP (Request for Proposal). Hence, the following are neither binding nor limited to, during this stage of evaluation (RFI). The intent is to investigate the possibilities and to evaluate a product that will fit most of our needs through this RFI.

2.2 **General**

This section captures general requirements for the solution.

2.2.1 Support the planning of proactive inspections

The proposed solution must allow users to enter information for planned activities, such as inspections at a border, and allow for the user to add information as the activity unfolds.

2.2.2 Support real time activity tracking of field activities

The proposed solution must have the functionality to allow users to enter time spent on different activities, and must be able to extract reports providing a real-time picture of the activities conducted by the user, whether in an office, a region or nationally.

2.2.3 Support reporting to the public.

The proposed solution must allow for the capacity to send selected data to a public-facing site.

2.2.4 Support automated approval workflows

The proposed solution must allow for necessary notifications, approvals, etc. as required by an internal decision making process.

2.3 Access Functionality

The access functionality provides tools to support users in determining the existence of and searching for information, as well as allowing other users to be informed on enforcement activities. Required function includes:

- Applying controls to limit access to Protected B information

2.3.1 Support the official languages requirements

The proposed solution must satisfy all GoC requirements for official languages specified in the Directive on the Use of Official Languages in Electronic Communications, and the Policy on the Use of Official Languages for Communications with and Services to the Public. These are indicated on the TBS websites at <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12527> and <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=125276>.

2.3.2 Support the use of the system both connected and disconnected to the server,

The proposed solution must allow users to upload information and complete electronic forms while being offline, as well as allow them to work where there is no internet connection available. When a connection is available, or when users are in the office, the proposed solution must allow for the transfer of data from the portable device to the solution server.

2.3.3 Support the Common Look and Feel (CLF) requirements

The proposed solution must satisfy all GoC requirements specified in the Common Look and Feel for Internet 2.0 standard. These requirements are indicated on the Treasury Board of Canada Secretariat (TBS) website at <http://www.tbs-sct.gc.ca/clf2-isi2/>.

2.3.4 Support the Web Content Accessibility Guidelines (WCAG) requirements

The proposed solution must satisfy all GoC requirements specified in the Web Content Accessibility Guidelines (WCAG) 2.0 standard. These requirements are indicated on the TBS website at <http://tbs-sct.gc.ca/pol/doc-eng.aspx?section=text&id+23601>.

2.3.5 Support the sharing of data with key partners in EC and with other government partners as well as communication with various software applications.

The proposed solution must provide system application interoperability which should have the capacity to search multiple databases via one single point of access.

2.3.6 Support the collection of geospatial information associated with enforcement activities and the reporting of those activities in geospatial format.

The proposed solution must be able to allow users to enter information in the system in order to map inspections conducted in a specified area. This information will then be referenced by other users in map format while conducting their enforcement activities.

2.3.7 Support access to CPIC and work with the RCMP's Integrated Query Tool (IQT), in accordance with the RCMP's policies.

The proposed architecture must allow for the access to information in the CPIC. This access can be granted by RCMP after an analysis of the IT solution, and of the safeguard surrounding the solution.

2.3.8 Meet the Government of Canada's requirements for the transmission and handling of Protected B data.

The proposed solution must satisfy all GoC requirements for the transmission and handling of protected data as specified in Chapter 5 of the Industrial Security Manual. This information is indicated on the PWGSC website at <http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch5/mnpltn-hndlng-eng.html>.

2.3.9 Support the EC computer platform.

The proposed solution must run in a Windows network environment.

2.3.10 Support the interactivity with the legacy system (the law enforcement system currently used by EB).

The proposed solution must have the functionality to allow for users to transfer tomstones data from the legacy system to the proposed solution, and the system must allow users to have access through the proposed solution to the data in the legacy system.

2.4 Data Management Functionality

The data management functionality provides a set of requirements for the user to be able to create, add, modify, and attach information to a file before, during and after an enforcement activity.

Required functions include:

- Support the generation of reports for all functionality identified in this section, based on a wide variety of reporting criteria (e.g. time-period based, legislation specific, etc.)

2.4.1 Support the selection of regulatees to be inspected and scheduling of those inspections.

The proposed solution must allow the user to create a bank of regulatees, and the system must allow the user to select from this bank of regulatees to schedule proactive inspections.

2.4.2 Support internal reporting against required and planned performance targets.

The proposed solution must allow users to create reports based on officer/regional/national progress towards numeric inspection targets/predefined priorities.

2.4.3 Support reporting on the results of the various types of enforcement activities.

The proposed solution must allow users to create reports based on many criteria such as: the number of inspections conducted for this specific legislation, number of violations per regulations, number of investigation initiated versus completed, etc.

2.4.4 Support in managing the progress of information needed during inspections and investigations.

The proposed solution must allow users to attach or create supporting information during the course of an enforcement activity, such as: information regarding seized assets, evidence, samples; information on the regulated entity and sub-entities; documents such as Crown briefs, etc.

2.4.5 Support the management of information received from external sources and action taken in relation to this information.

The proposed solution must allow users to attach information received from external resources such as correspondence, legislative reports, etc.

2.4.6 Support the reporting on compliance history of entities (persons, organizations, sites, physical assets) as well as being able to view the information in different ways

The proposed solution must allow users to view compliance information by geographic location and / or industrial sectors, etc.

2.5 Administration Functionality

The administration functionality provides an overall operation of the data management solution such as access to the IT solution, the management and extraction of the data, etc. Required functions include: Administration and management of user's accounts (access privileges, account creation, user profiles, etc.)

- System logging capability
- Enforcement activity monitoring
- Real-time quality assurance
- Real-time data extraction
- Audit logs - tracking who has done/accessed what
- Tools to manage content in code tables

3. RFI OUTPUTS AND PROCEDURES

As a result of this RFI process, EB would like to receive the outputs identified below. Respondents' should clearly state any assumptions made in their responses.

The target date for receipt of Industry comments to this RFI is _____. However, comments received after that date will be given consideration if received prior the release of an RFP.

This request for comments from industry is intended only to enable the Gouvernement to consider industry concerns, early in the procurement process, prior to finalizing the procurement approach and issuing an RFP.

Responding to this RFI is not, in any way, a prerequisite to receive and RFP for the requirement.

3.1 Post Submission Review Meeting

After vendors' presentations, PWGSC and EB will make themselves available to respondents for individual Post-Submission Review Meetings to be held at a location in the National Capital Region.

The intent of these meetings will be to provide an opportunity for a face-to-face discussion between EB, the Contracting Authority and the respondent concerning the feedback, suggestions or alternative approaches set out in their response to this RFI.

The meeting will be optional and held at the request of the respondent. All such requests should be e-mailed to the Contracting Authority identified here no later than _____.

3.2 Proposed Solution Demonstration

EB may want to view demonstrations of all RFI process feedback proposed COTS solutions in order to assess their effectiveness, potentially with some degree of proposed configuration, in achieving EB's long-term infrastructure objectives and solution requirements.

EB would like to interact during these demonstrations with a technical representative of these solutions in a question and answer exchange, in order to assess and better understand the solution degree fit. In addition, EB will invite certain key stakeholders (WED, EED, PC, etc.) and/or representatives to participate during these demonstrations.

Demonstration scheduling arrangements will be made by PWGSC and EB following the close of the RFI.

The demonstration should illustrate/prove as many high level requirements as listed in this document as possible, but not limited to. Along with this, any white papers or concrete integration examples with success stories and lessons learned. A presentation should illustrate the core functionality, specifications, and available features/functionality of the product set. This presentation should be available for distribution in electronic format as well. This may include a live demo (with test data) of the product set for distribution, if possible. Interfacing issues should be clearly demonstrated.

Documentation is welcomed along with any other additional features listed.

Specify which modules/package are COTS and/or Open Source along with licensing issues and fees, maintenance fees, available customization or add-ons fees, training costs and other considerations or known issues (i.e. performance, interfacing, interoperability, scalability, robustness, availability, etc.) for implementing a successful sustainable system.

Respondents who will be providing the demonstration will be forwarded a schedule of available times and locations. Respondents will be asked to identify two scheduled times for a meeting with Canada. Canada will either confirm a requested time and location or will reply with an alternative suggested time. Demonstration times will be allocated on a first come, first served basis.

3.3 Solution Costs Estimates

For planning and feasibility assessment purposes, it is paramount that EB have a reasonable understanding of the costs associated with the solution being sought. EB is therefore soliciting input for preliminary solution cost estimates.

Preferably this cost estimate would be broken down into modular components if applicable for the architecture used, in order to highlight cost drivers. In addition, any assumptions made which impact on cost should be clearly stated.

The intent of this request is that a breakdown will permit EB to gain greater understanding of any cost drivers for the proposed solution.

ANNEX B

QUESTIONS TO INDUSTRY

This section solicits specific feedback and comments on the Law Enforcement Solution. Detailed comments and responses will be appreciated.

EB is using the RFI process to engage industry to solicit feedback. This feedback form is an important part of the RFI process and may be used for planning and feasibility assessment purposes, and/or for strategic decision-making.

EB has the following questions, and requests that RFI respondents provide answers to these in the order identified. Additionally, respondents may include any other comments, feedback, and/or information that they wish to provide and consider as relevant.

Sections of questions

Business requirements

Q1. Based on your experience, is there a COTS solution available, with or without some degree of customization, which can meet all the Business Requirements? If yes, please identify those business requirements, if any, which would require customization. What approximate percentage of the proposed solution is COTS and what percentage requires configuration?

Q2. Given the requirements identified in Annex A, how would you propose using your solution to satisfy them? Please describe in sufficient detail for the reader to understand how and to what degree these would be met.

Q3. Development of a Law Enforcement Solution will require partial data migration from a legacy system. Describe the services you provide in transition management, data migration, and software implementation.

Q4. Development of a Law Enforcement Solution will also require accessing/referencing the data that has not been migrated from a legacy system. Do you have experience developing systems with this type of functionality?

Q5. The development of a Law Enforcement Solution is scheduled for one year to bring the Solution to production and for ten (10) years of Solution support. Does bidding on a ten (10) year support contract present a problem to your organization?

Q6. The development of a Law Enforcement Solution must follow an industry standard project management methodology. Please indicate which project management methodology your company has used for at least 4 years.

Q7. The software solution will require a formal Service and Support Management plan. Please indicate your experience with Customer Support and if this clause would cause you any problems with bidding on this solution.

Q8. Are there any requirements that you do not fully understand or that you believe require more explanation? If yes, please identify and explain where the deficiencies exist.

Schedule and cost

Q9. Based on your experience, what would be the preliminary solution cost estimate to deliver and maintain a solution that meets all the business requirements listed? Please factor in any costs for

customization required. Cost estimates should be broken down as much as possible, specifically identifying cost estimates for software licensing and solution maintenance.

Q10. Is there a single requirement that on its own significantly impacts the delivery schedule of the solution to EB? What is the estimated relative magnitude of the impact to schedule from this requirement alone?

Q11. Does the solution readily lend itself to implementation in phases? If so, please identify suitable phases and their proposed order of implementation.

Solution architecture

Q12. This new system would require training to different types of users, do you have the capacity to develop and provide training/training material - if so, what kinds? (e.g. developers, users, administrators, facilitation material). Please provide examples.

Q13. How does the proposed architecture facilitate system operation & maintenance?

Q14. Is the proposed solution tied to a specific hardware? What are the considerations in this choice?

Q15. How would a user modify workflow (e.g. personalization) in the proposed solution?

Process

Q16. Are there any requirements that you believe would unfairly prevent prospective Bidders from submitting a compliant proposal?

Q17. Would you be willing to participate in a solution demonstration?

General questions

Q18. Does your solution lend itself to possible future expansion to include additional functional scope?

Q19. Does your solution lend itself to using GoC reusable components (e.g. for mapping displays, etc.)