

RETURN BIDS TO:
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LETTER OF INTEREST
LETTRE D'INTÉRÊT

Comments - Commentaires

Title - Sujet MOBILE DEVICE ACCESS DENIAL SERVICE	
Solicitation No. - N° de l'invitation 21120-133430/A	Date 2012-08-27
Client Reference No. - N° de référence du client 21120-133430	GETS Ref. No. - N° de réf. de SEAG PW-\$\$XK-104-24848
File No. - N° de dossier 104xk.21120-133430	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-09-17	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Phan, Solinda	Buyer Id - Id de l'acheteur 104xk
Telephone No. - N° de téléphone (819) 956-1363 ()	FAX No. - N° de FAX (819) 956-5165
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

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

Secure Channel Division (XK)/Division de la voie de
communication protégée (XK)
12C1, Place du Portage Phase III
11 Laurier St./11, rue Laurier
Gatineau
Québec
K1A 0S5

REQUEST FOR INFORMATION
MOBILE DEVICE ACCESS DENIAL SERVICE (MDADS)
FOR CORRECTIONAL SERVICE CANADA

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A. 1 Background

1.1 Correctional Service Canada

Correctional Service Canada (CSC) is an agency within the portfolio of Public Safety. The portfolio brings together key federal government organizations involved in public safety, including the Royal Canadian Mounted Police, the National Parole Board, the Canada Border Services Agency, the Canadian Security Intelligence Service, and three review bodies.

CSC contributes to public safety through the custody and reintegration of offenders. More specifically, CSC is responsible for administering court-imposed sentences for offenders sentenced to two years or more. This includes both the custodial and community supervision of offenders with Long Term Supervision for periods of up to 10 years. CSC is currently responsible for approximately 15,000 inmates and 7,000 offenders actively supervised in the community.

CSC has a presence from coast to coast, in large urban centres with increasingly diverse populations, to more remote Inuit communities across the North. CSC manages institutions, treatment centres, Aboriginal healing lodges, community correctional centres, and parole offices. In addition, CSC has five regional headquarters that provide management and administrative support and serve as the delivery arm of CSC's programs and services. CSC also manages an addictions research centre, a correctional management learning centre, regional staff colleges, and national headquarters.

1.2 Mobile Device Access Denial Service (MDADS) Project

Possession of mobile devices by offenders within Canadian Federal Correctional Institutions is strictly prohibited. Mobile devices in this context is a broad term encompassing cellular phones, smart phones, PDAs, tablet computers, media devices, GPS devices, and various other forms of portable electronic communication and media devices. Though this prohibition is rigidly enforced, upon occasion, mobile devices are recovered by Correctional Officers from inmates within an institution.

It is, therefore, of significant importance for CSC to develop an effective and sustainable method of preventing the use of mobile devices by inmates in support of its Public Safety Mandate. To that end, CSC seeks a solution to impede the use of contraband mobile devices within the confines of correctional institutions across Canada. The approach taken to achieve this goal has several aspects that will work in tandem as a coordinated effort. One aspect of that approach that does not deal with the physical devices themselves is to deny access of the mobile device to any source of communication or data transfer. The Mobile Device Access Denial Service (MDADS) project represents this aspect of the overall approach.

It is understood that there may be a variety of methods to effect the MDADS project and CSC is in the process of examining all options.

A. 2 Purpose of this Request for Information (RFI)

As CSC is in the investigative stage of the MDADS project, it has decided that the issuance of a Request for Information (RFI) to Industry, in order to elicit the expert opinions of Industry specializing in the provision of technology and specialist personnel, would generate a broad and relevant picture of what is possible and what current industry leaders believe is the best approach for CSC to take. It is expected that Industry will review it and provide further guidance and feedback to ensure a subsequent fair and equitable RFP solicitation.

A. 3 Nature of Request for Information

This RFI is intended to:

- Invite industry experts and potential suppliers of relevant products and services to provide input as to potential solutions and approaches to meet CSC's requirements or to re-align CSC's expectations with industry capability, experience, and direction.
- Invite industry experts and potential suppliers to share their insights on any potential improvements to the MDADS Project planned approach.
- Invite potential suppliers to express the degree of interest that they may have in participating in the MDADS Project.

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.

A. 4 Nature and Format of Responses Requested

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 should explain any assumptions they make in their responses.

There is no formal structure or format that a response to this RFI should meet. The Respondent should feel free to submit whatever information it feels would make a useful and relevant contribution to CSC's analysis of this project and the development of solicitation documents to procure a product or products to fulfill its requirements.

CSC only requests that any submissions to this RFI cite the specific questions appearing in Section A.7 to which the Respondent's information pertains. This will aid CSC personnel in the gathering and collating of submitted information addressing specific areas of the project.

A. 5 Response Costs

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

A. 6 Treatment of Responses

- (a) Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by CSC to develop or modify procurement strategies. CSC will review all responses received by the RFI closing date. CSC may, in its discretion, review responses received after the RFI closing date.
- (b) Review Team:** A review team composed of representatives of CSC will review the responses. CSC 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. CSC will handle the responses in accordance with the *Access to Information Act*.

- (d) Follow-up Activity:** CSC may, in its discretion, contact any Respondents to follow up with additional questions or for clarification of any aspect of a response. CSC may invite Respondents to present their submissions and/or perform a product demonstration for CSC. CSC is not obliged to invite Respondents for this further exploration nor are any Respondents obliged to participate.

A. 7 Questions to Industry

Respondents to the RFI are asked to respond to the questions in this section.

(a) Question 1

Is it possible that existing Commercial Mobile Radio Service (CMRS) carriers could deny access to mobile devices based on their location (i.e. within federal institutions)?

If so, how could it be assured that all of the various wireless network standards (2G, 3G and 4G; TDMA, GSM, iDEN, CDMA, UMTS, HSPA+, CDMA2000, LTE, etc.) would be completely addressed?

If not, could the MDADS Project be operated as a stand-alone initiative without the involvement of CMRS carriers?

(b) Question 2

It is likely that some sort of radio frequency (RF) technology will be involved in order to deliver MDADS. What do you feel is the probability that someone located in close proximity to but not within an institution might be impacted by MDADS (e.g. being incorrectly identified as located inside the institution)?

(c) Question 3

Would it be possible to allow 911 calls from within an institution through MDADS?

(d) Question 4

Would it be possible to enable a list of authorised mobile devices within an institution to have access to wireless networks through MDADS?

(e) Question 5

What vulnerabilities to a MDADS system can you foresee? Are there ways to by-pass or defeat the system? If so, please describe.

(f) Question 6

Do you think that MDADS could be developed in such a way that, should a mobile device be detected inside an institution, it could provide the ability to:

- a) Ring the phone?
- b) Power it off automatically?
- c) Impede it from accessing any wireless network?
- d) Modify the SIM card content?

If yes, what extra complexity would this add to the MDADS? Do you foresee any downside to this approach?

(g) Question 7

How is your organization positioned in the industry with regard to the development and implementation of a solution meeting the envisioned MDADS project?

(h) Question 8

Are there any important considerations that you feel need to be added to our understanding with regard to the MDADS project should CSC wish to proceed?

A. 8 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:

Contracting Authority: Solinda Phan
E-mail Address: solinda.phan@ssc-spc.gc.ca
Telephone: (819) 956-1363
Facsimile: (819) 956-5165

A. 9 Submission of Responses

Time and Place for Submission of Responses: Suppliers interested in providing a response should send their response to the Contracting Authority by email identified above by the time and date indicated on page 1 of this document.