

**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

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

**LETTER OF INTEREST
LETTRE D'INTÉRÊT**

Comments - Commentaires

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

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

Title - Sujet RFI FOR HIGH LEVEL BUS. REQ. EX SUM	
Solicitation No. - N° de l'invitation 39903-130024/A	Date 2012-06-21
Client Reference No. - N° de référence du client 39903-130024	GETS Ref. No. - N° de réf. de SEAG PW-\$\$XL-100-24566
File No. - N° de dossier 100xl.39903-130024	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-07-24	
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: CANADIAN FOOD INSPECTION AGENCY 59 CAMELOT DRIVE ATTN: JENNY HO OTTAWA Ontario K1A0Y9 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

REQUEST FOR INFORMATION (RFI)

REGARDING

Canadian Food Inspection Agency

Inspection Modernization Initiatives

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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 Canadian Food Inspection Agency (CFIA) transformative inspection modernization initiative. The Agency will move from the delivery of eight different food inspection programs that have evolved independently to a single food inspection program.

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

39903-130024/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

100x1

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

39903-130024

File No. - N° du dossier

100x139903-130024

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
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Canadian Food Inspection Agency

ANNEX A

Request for Information

Inspection Modernization Initiatives

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NOTE

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DEFINITIONS

Business

A Business is an Individual person, an Organization which is a legally constituted body, such as a corporation, or a unit within an Organization, such as a food establishment. An Organization is always represented by at least one individual referred to as a Business representative.

Business Representatives

Business representatives are individuals who represent a Business that is subject to the CFIA oversight as defined in legislation and regulations.

Export Certificates

An export certificate is a one-time permission to export specific goods and products to one or more specific countries.

CFIA Users

CFIA Users are inside the CFIA IT environment. They are CFIA staff, consultants or certified third-parties who assist in the compliance verification process.

- **Supervisor** is a user who is responsible for an inspection unit, such as an Inspection Office, and is responsible for overseeing the work of a team of inspectors. A Supervisor plans and tracks the activities of the inspectors in his/her unit.
- **Inspector** is a user who is responsible for preparing inspections, conducting inspections and analysing results.
- **Specialist** is a user who has a specialized role. There are different types of specialists, e.g. a scientist responsible for establishing risks associated to food.
- **Enforcement** is a user responsible for enforcing CFIA legislation and regulations when other compliance actions have failed.
- **Management** is a user who needs access to verification data in order to manage the CFIA's mandate, e.g. Directors and Executive Directors
- **Finance Officer** is a user who needs to access financial information related to user fees and other funds collected by inspection activities.

Citizens

Citizens are individuals who need to interact with the CFIA to file a food-related complaint with the CFIA or wish to subscribe to food-related information streams.

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

systems is intended to reduce costs by eliminating the costs normally associated with the nonrecurring engineering (NRE) required to meet a specific and non-supported requirement, and to reduce costs associated with maintenance, support and life cycle replacement.

Government Representatives

Other government representatives are individuals who represent either another federal department or agency such as the CBSA, provincial and territorial governments or other countries government to exchange food safety information with the CFIA. Other government representatives interact with the CFIA through the G2G Portal, also known as the Government Interchange.

Interprovincial Certificates

An interprovincial certificate is a one-time permission to convey specific goods and products between Canadian provinces.

License

A license is a regulatory control instrument that authorizes a regulated party to conduct prescribed activities under certain conditions.

Payments

Allows the business representative to pay the fee on line or to record an alternate method of payment.

Permit

A permit is a temporary authorization issued by the CFIA that allows a regulated party to conduct an activity that is not otherwise permitted by legislation.

Turnkey Solution

A turnkey solution is a solution that will be turned over to the buyer in a fully operational ready-to-use condition. Provision of a turnkey solution means that everything needed to fulfill the requirements of the specification will be provided by the contractor including without limitation design, development, supply, installation, integration, acceptance testing, documentation, training, service, and warranty.

UN/CEFACT

UN/CEFACT supports activities dedicated to improving the ability of business, trade and administrative organizations, from developed, developing and transition economies, to exchange products and relevant services effectively. Its principal focus is on facilitating national and international transactions, through the simplification and harmonization of processes, procedures and information flows, and so contributing to the growth of global commerce. This is achieved by Securing coherence in the development of Standards and Recommendations by co-operating with other interested parties, including international, intergovernmental and non-governmental organizations. In particular, for UN/CEFACT Standards, this coherence is facilitated by cooperating with the International Organization for Standardization (ISO), the International Electrotechnical

Commission (IEC), the International Telecommunication Union (ITU) and selected non-governmental organizations (NGOs) especially in the context of the ISO/IEC/ITU/UNECE Memorandum of Understanding (MoU). These relationships have been established and maintained in recognition of the broad application that UN/CEFACT work has in areas beyond global commerce and the key objectives of interoperability between applications and the ability to support multilingual environments.

User-Friendly

User-friendly is the quality of a system and/or application that makes it intuitive and efficient, and requires minimal effort to use, learn, install, update, navigate, and troubleshoot.

ABBREVIATIONS & ACRONYMS

API	Application Programming Interface
B2G	Business to Government
CFIA	Canadian Food Inspection Agency
CLF	Common Look and Feel
COTS	Commercial-Off-The-Shelf
ESDP	Electronic Service Delivery Platform
FTP	File Transfer Protocol
G2G	Government to Government
GoC	Government of Canada
IFIM	Improved Food Inspection Model
MITs	Management of IT Security
OAuth	Open Standard for Authorization
REST	Representational State Transfer
RFI	Request for Information
RFP	Request for Proposal
SDK	Software Development Kit
SFTP	Secure File Transfer Protocol
SOA	Service Oriented Architecture
SOAP	Simple Object Access Protocol
SOW	Statement of Work
SSL	Secure Socket Layer

UN/CEFACT United Nations Centre for Trade Facilitation and Electronic Business

WCAG Web Content Accessibility Guidelines

XAML Extensible Application Mark-up Language

1 HIGH LEVEL REQUIREMENTS OVERVIEW

1.1 Project Descriptions

The Canadian Food Inspection Agency (CFIA) has launched a transformative inspection modernization initiative. The Agency will move from the delivery of eight different food inspection programs that have evolved independently to a single food inspection program. An estimate of \$100 million over an estimated five years will be directed to: implementing Health Canada's Listeria policy; developing an electronic delivery interface to industry to improve access to agency services and programs; delivering better training, technology and tools for CFIA inspectors; and developing a new and improved inspection delivery model. Internal engagement began in November 2011; consultation with industry will begin in mid-2012 and will last about a year. Industry members expressed an interest both in contributing to the development of the new inspector training program, and making it available to industry on a cost-shared basis when it is complete.

The Canadian Food Inspection Agency's (CFIA) operating environment has become increasingly complex, and the need to modernize is felt internally, domestically and internationally. With globalization and the overall increase in the speed and volume of trade, electronic service delivery is viewed as a natural progression from paper-based systems.

In support of this initiatives, the Agency is currently seeking Treasury Board Approval for two IT enabled business projects; The Improved Food Inspection Model (or IFIM) and the Electronic Service Delivery Platform (or ESDP).

1.1.1 Improved Food Inspection Model (IFIM)

The Improved Food Inspection Model will result in standardized business processes with clear rules for inspection that are easy to administer and provide the required food safety assurances that will satisfy both domestic and international markets. Food inspectors trained according to a common set of competencies, knowledge and skills will offer industry assurance of a highly skilled and professional workforce.

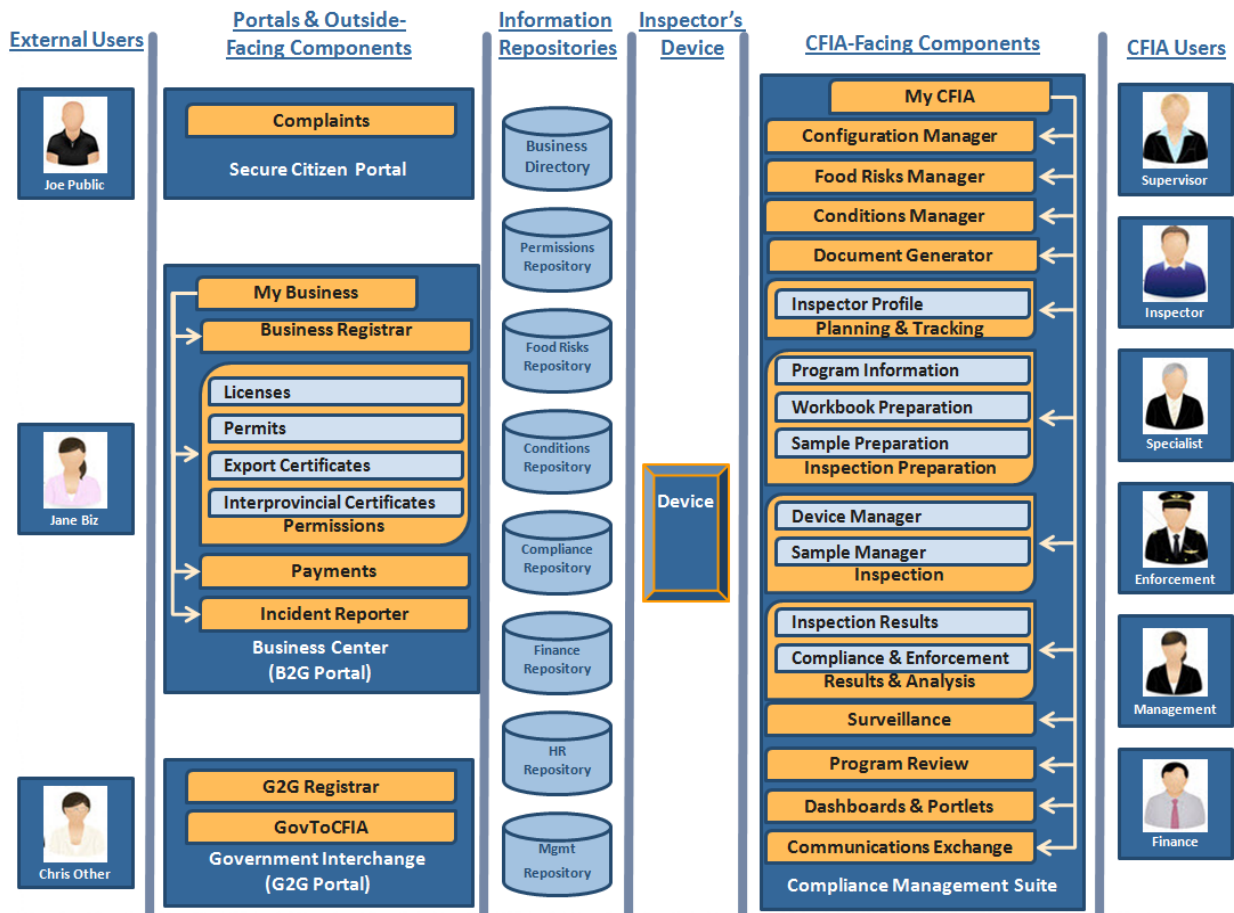


Figure 1.1.1 – IFIM Diagram

IT-enabling of the model will provide access to expanded and integrated modern business services aligning the CFIA with the expressed wishes of the business community to provide more electronic services. It will provide the following:

External users:

- The **Secure Citizen Portal** as the public interface that allows individuals to interact with the CFIA in a secure manner.
- The Business Center as the **Business-to-Government** (B2G) portal for businesses that need to exchange information with the CFIA. It allows businesses to securely access Web applications that support what they need to do within the CFIA context. In order to access the components in the Business Center, each Business representative must be authenticated (username, password) and authorized.
- The Government Interchange Portal as the external facing **Government-to-Government** (G2G) interface that allows other Canadian government departments and agencies representatives, Canadian provinces

representatives and other countries' representatives to interact with the CFIA in a secure manner.

CFIA users:

- The Compliance Management Suite as the ***CFIA-facing portal*** allowing CFIA staff to access the components they need access to in order to ensure Business' comply with the legislation, regulations and standards that will support Improved Food Inspection Model. It includes self-contained devices for inspectors; capacity to assemble documents based on the business rules; and pre-defined static and dynamic reports as well as user-defined reports.

The implementation of an Improved Food Inspection Model supported by integrated IM/IT solutions will allow the Agency to move away from an approach where an establishment may experience a number of visits by several different CFIA inspectors to that of a streamlined system where one inspector or a specialized audit team would have the ability to provide inspections across multiple food commodities. The improved model will balance visual inspection while verification of industry compliance through evaluation of records and control systems.

Improvements would also benefit the Government of Canada through opportunities to enhance overall program and service delivery by concentrating resources on the areas of greatest risk. The Government would have improved ability to respond proactively to food safety issues, enhance consumer confidence in the safety of food, and improve market access for Canadian agriculture and agri-food products. The initiative will complement other related Government priorities in the areas of paper burden reduction, support for small and medium sized enterprises, and innovation in science and technology.

1.1.2 Electronic Service Delivery Platform (ESDP)

The Electronic Service Delivery Platform (ESDP) is an electronic system that will enable Industry to more readily access CFIA programs and conduct regular business transactions with the Agency, using secure information exchange protocols. Focus is on the electronic delivery of export certificates, with implementation across the CFIA's three business lines (food, animal and plant) within specific programs planned by 2016. The system will also allow for the electronic exchange of export certification information with International Trading Partners.

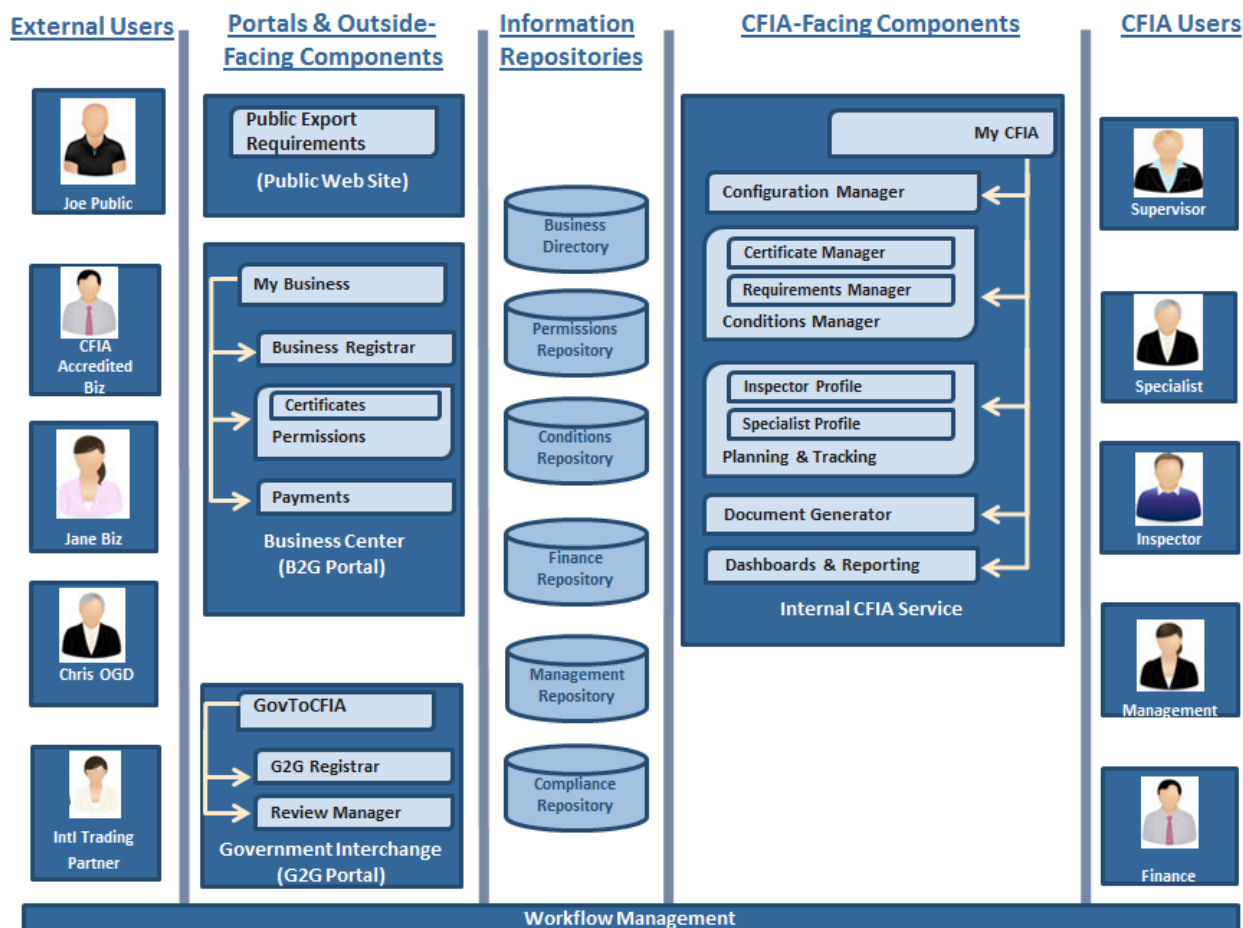


Figure 1.1.2 - ESDP Diagram

ESDP supports IFIM objectives to apply an enterprise-based approach to streamline internal processes, improve internal Agency efficiencies and provide a technology alternative to a paper-based system. ESDP will strengthen the CFIA's ability to respond to the drivers for change through a modernized approach, with the following business outcomes:

External users:

- Public users will be able to browse specific export requirement information, through the public web site.
- Business users will be able to interact with the CFIA through the Business to Government (B2G) Portal, also known as the Business Center. These users represent a Business that is subject to the CFIA oversight defined in legislation and regulations, and must meet all export requirements. They may also include individuals who do not have a business but want to request an export certificate.

- International trading partners represent users that will accept Canadian issued export certificates, or provide input in the pre-clearance of export certification. These users will interact with the CFIA through a Government to Government (G2G) Portal; Other Government Departments (OGD) will also use this portal.

CFIA users:

- CFIA staff will be able to access the components they need in order to ensure Business' comply with the legislation, regulations and standards that will support the Improved Food Inspection Model, and ensure all export conditions are met. It includes the capacity to assemble documents based on the business rules; and pre-defined static reports and dynamic pre-defined or user-defined reports.

1.2 Solution Scope

IFIM is a suite of tools that will support a new, modernized inspection model. At a high level, it will provide many of the following capabilities:

- Client Management
- Case Management
- License Management
- eCommerce
- Reporting
- Document and Forms Management
- Online Services
- Self-contained Mobile Devices

ESDP is a platform upon which import and export related services will be delivered mainly to CFIA's international partners. It will also provide some or all of the capabilities listed above.

The high level requirements in Section 2 of this RFI contemplate a number of components that together would provide these capabilities. Below is a description of how some of these capabilities relate to the components described in CFIA's requirements. It should be understood that the proposed solution is not necessarily expected to have a one-to-one mapping with the components we have defined in CFIA's high level requirements.

CFIA is primarily looking for industry solutions that address the desired capabilities and requirements, regardless of the composition of those solutions. CFIA has chosen to express its needs in terms of "components" for illustrative purposes only. These requirements are still at an early stage and subject to change.

1.2.1 Client Management

The CFIA interacts with various organizations both domestically and internationally. As part of its overall solution, it will need a way to store and manage client information. In the requirements CFIA is contemplating the use of publicly accessible “Portals” that would allow businesses and governments to Register with the CFIA. These are described as the “Business Center” (B2G Portal) and the “Government Interchange” (G2 G Portal) and include potential components called the “Business Registrar Component” and the “G2G Registrar”. Essentially all of these components represent a way for CFIA clients (Businesses and Governments) to identify themselves to CFIA and for CFIA to capture and maintain client information.

1.2.2 Case Management

CFIA’s requirements contemplate a number of “components” designed to support various business processes. Often, these components can be generalized into case management and workflow capabilities. For example, at a high level, the “Complaints Component” and “Incident Reporter” are both designed to allow for the identification, tracking and resolution of an issue. CFIA’s case management requirements include the need for flexibility in supporting multiple complex workflows based on configurable rules and conditions; this is described further in the requirements for the “Conditions Manager Component”. The CFIA also needs to provide a way for the public and industry to trigger a case management workflow (for example, file a complaint about a given food product or report an incident) and there should be some way for CFIA to keep the public and industry informed of the progress of a given “case”.

1.2.3 License Management

CFIA issues various types of “Permissions” in the form of Licenses, Permits, Certificates and other related permissions. CFIA’s requirements include the need for a method to manage the full “Permissions” lifecycle from request to issuance.

1.2.4 eCommerce

CFIA’s “Payments Component” requires eCommerce capabilities that would allow CFIA to list, charge and accept payment for various services. Often these services require complex fulfillment activities (such as inspections or verification of a number of conditions). Ideally, CFIA’s eCommerce capabilities should have the ability to integrate with CFIA’s SAP financials back-end.

1.2.5 Reporting

See Section 2.2.4 – Reporting.

1.2.6 Document Management

CFIA generates issues and stores various types of legal documents. The proposed solution should provide a way to facilitate the generation, issuance and storage of such documents. CFIA's high level requirements contemplate various "components" designed to meet these needs, including the "Document Generator" component. Inspections often require legal forms to be completed; the proposed solution should have a facility for producing and managing complex, dynamic legal forms.

1.2.7 Online Services

CFIA expects to offer more and more access and visibility to its services and process via CFIA's existing web presence. CFIA's requirements contemplate several components that may act as extensions to CFIA's current web presence.

1.2.8 Self-contained Mobile Devices

CFIA anticipates that many inspection-related tasks will be completed with the help of self-contained mobile devices. CFIA's requirements include the need for a solution that supports mobile access and can run both in online and offline modes.

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

One of the goals of this RFI is to determine if IFIM and ESDP can provision an overall or partial solution that maximises the use of Commercial Off-The-Shelf (COTS) software.

A possible solution that the CFIA is looking to evaluate and investigate must be an intuitive turnkey solution which is fully compliant to external interface requirements.

1.4 Third-Party Services for the Delivery of Export Certificates

CFIA would also like to explore a potential partnership with a third party vendor who could supply a full service solution to deliver export certificates in accordance with the outlined high level business requirements.

1.5 System Integrator Option

CFIA would also like to explore the possibility of a third party vendor developing an integrated solution in whole or in part based on the high level business requirements outlined herein.

2 HIGH LEVEL REQUIREMENTS

2.1 Overview

The basis of investigating and evaluating (RFI) a new solution in whole or in part, in support of the Improved Food Inspection Model (IFIM) and electronic service delivery platform (ESDP), is to identify an intuitive user-friendly solution and system which will support the requirements identified herein.

These requirements (along with any 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 the CFIA's needs through this RFI.

The solution that the CFIA is looking to evaluate and investigate must be an intuitive turnkey solution which is fully compliant to external interface requirements.

2.2 General and Non-Functional Requirements

This section captures general requirements of the proposed solution.

2.2.1 User-friendly

The proposed solution must be user-friendly and intuitive to use by a number of user types (e.g. general public, scientists, other users of government departments etc...)

2.2.2 Language Requirements

The proposed solution must comply with Government of Canada's language requirements: all user interfaces must be available in both English and French.

The proposed solution for ESDP must provide the ability for a registered user to enter information in the request for certificate using EU, Russian, Slavic, Arabic, Hebrew, Chinese, Korean, Japanese, Latin, etc. alphabets and language.

2.2.3 Documentation

The proposed solution must include documentation such as on-line user documentation, maintenance documentation and training materials. In addition, the proposed solution would include the following features:

- A capacity to assemble documents, e.g. License, Export Certificate, Letter of Notification, based on defined business rules.

2.2.4 Reporting

The proposed solution must provide administrative level reports (such as log and error reports) for the various application layers and system layers as applicable. Features should include:

- Predefined reports (Dashboards) as well as user-definable reports.
- Enterprise operational reporting including dynamic, canned and ad hoc reports for performance measurement, statistics, and summary reports.
- A feature to enable reports to be built or generated from all export data and related activities/information.

2.2.5 Upgradeability

The proposed solution must be available for 7 years, including all upgrades during this period.

2.2.6 Scalability

The proposed solution must accommodate the following conditions and parameters.

- Administrative: Must allow for an increasing number of organizations or users to easily share a single distributed system.
- Functional: An ability to enhance the system by adding new functionality at minimal effort.
- Geographic: Accommodate performance, usefulness, or usability regardless of expansion from concentration in a local area to a more distributed geographic pattern.
- Load scalability: Expansion and contraction to accommodate heavier or lighter loads or number of inputs.

2.2.6 Volumetrics

The CFIA currently issues by mail or courier an annual average of 310,000 export certificates. The Meat Program for meat hygiene issues over 105,000 certificates, the Plant Programs 75,000 certificates and the Animal Health Programs over 130,000 certificates.

More than 700 federally registered meat establishments, 2,000 plant exporters and 10,000 live animal and animal by-product exporters in Canada apply for export certificates.

2.2.7 Robustness

The proposed solution must be supported to ensure stability, continuity and eliminate the risk of long-term unavailability throughout its life cycle. The proposed solution must include the following features:

- In the event of a failure, the proposed solution must be recovered to the most current backup.

- In the event of an unplanned system outage, to ensure business continuity, the proposed solution must provide access for an authorized CFIA user to access documents in order to revert to a paper-based process.
- The proposed solution must incorporate a high-availability architecture.

2.2.8 Interoperability

The proposed solution must provide system application interoperability which should be achieved through adherence to interface standards and Service Oriented Architecture (SOA) wherever appropriate.

2.2.9 Fraud Prevention

The proposed solution must provide fraudulent/altered document measures in the generation of certificates, permits and other CFIA documentation such as digital signatures.

2.2.10 Mobile Access

The proposed solution should feature compatibility with a self contained device that can connect with the CFIA environment to perform data entry, access manuals, to view and manage inspection related data in an on-line and off-line mode.

2.2.11 Web Content Accessibility Guidelines (WCAG)

The proposed solution must satisfy all GoC requirements specified in the Web Content Accessibility Guidelines (WCAG) 2.0 level AA standard. These standards may be found on the TBS website at <http://www.tbs-sct.gc.ca/pol/doceng>.

2.3 Public Components

The Public component is external-facing and allows the public, business users and other government bodies to interact with CFIA.

2.3.1 Secure Citizen Portal

The Secure Citizen Portal is a proposed public interface that allows individuals to interact with the CFIA in a secure manner.

The proposed solution must ensure that the Citizen portal has the following features:

- Supports authentication.
- Support role-based authorization.
- Available 24 hours/day, 7 days/week, except when maintenance is required.

2.3.2 Complaints

The Complaints component is an external-facing application that allows individuals to file a food-related complaint with the CFIA and is accessible from the CFIA's public web site.

The complaint includes a description of the type of problem being reported, e.g. food-related illness, labelling, quality; and a description of the product, e.g. when and where purchased, brand name, size. The complaint is assigned a unique ID, time stamped and stored.

The proposed solution must ensure that the Complaints component has the following features:

- There must be an external facing component within the Citizen Portal allowing an individual to lodge a complaint about a food product.
- The component must store the complaint, including the date and time it was submitted, and assign it a unique ID.
- The component must notify the appropriate CFIA personnel of the new complaint.
- The component must reflect the results of the CFIA's investigation of the complaint and notify the complainant that the investigation is complete.
- The component must support an escalation process in case of non-response from the CFIA within a defined time frame.

2.4 Business Center – Business to Government (B2G) Portal

The Business Center will be the B2G portal for businesses that need to exchange information with the CFIA. It will allow businesses to securely access web applications that support what they need to do within the CFIA context.

The proposed solution must include a Business Center component that has the following features:

- Supports authentication.
- Support role-based authorization.
- Access to Business to provide access to its compliance history, including the state of its license and associated compliance/enforcement actions, inspections, payments and any notifications of planned events such as pending inspection and current status.
- Support the complex interrelationships between businesses, e.g. parent organization responsible for multiple establishments. Information includes business profile and export-related activity /tombstone information.
- There must be an external facing component within the B2G portal that can process all types of permissions such as License, Permit, Export Certificates, Inter-provincial Certificates.

2.4.1 Business Registrar

The Business Registrar component is the mechanism by which a Business gets included in the Business Directory and can maintain its Business Listing, including any establishments operated by the Business.

The proposed solution must include the following features:

- The component must store the Business Listing in a Business Directory.
- The business registrar would include information such as physical location, representative responsible for food safety, operational status (continuous or seasonal; if seasonal, start and end date of operations, hours of operation and other relevant data.

2.4.2 Permissions

The Permissions Component will manage the different types of permissions such as a License, Permit, Export certificate or Inter-provincial certificate.

The proposed solution must include the following features:

- The component must store permission information and retrieve it for display.
- The component must indicate the status of a permission such as pending, granted, denied, suspended, revoked, returned/inactive.

2.4.3 Certificates

The principal Business user interface for electronic services related to export certificates. A Business user will be able to request export certificates as well as view summary and details related to the Business user's export business activities.

The proposed solution must include the following features:

- There must be an external-facing component that provides a CFIA Accredited / CFIA Approved Business representative acting on behalf of one or more businesses to make requests for their clients.
 - It must provide a CFIA Accredited / Approved Business representative with the ability to view separate summaries for each of their clients
 - It must support information for complex trade practices, such as consolidated shipments and multiple destinations.

2.4.4 Payments

The Payments Component will be an external-facing component to allow businesses to manage payments for services and view historical payments.

The proposed solution must include the following features:

- An external facing component within the B2G portal that can process payments.

- It must store invoice and payment information and retrieve it for display.
- It must permit the Business representative to select a method of payment and provide payment details.
- A Business and CFIA Accredited / CFIA Approved Business user must be able to view details about payment history.

2.4.5 Incident Reporting

The Incident Reporter component will permit a Business representative to inform the CFIA of a non-compliance related to food safety, including issues around its preventative control plan and recalls. It will also allow a Business representative to inform the CFIA of a non-compliance related to another registered Business.

The proposed solution must include the following features:

- an external facing component within the B2G portal that allows a Business representative to report a food safety incident.
- The component must store the incident report

2.5 Government Interchange – G2G

The Government Interchange Portal will be the external facing interface that will allow other Canadian government departments and agencies representatives, Canadian provincial and territorial representatives and other countries' representatives the ability to interact with the CFIA in a secure manner.

The proposed solution must include the following features:

- There must be a component allowing an individual representing another Canadian department/agency/province/territory or International Trading Partner to authenticate to the G2G portal and interact with the CFIA.
- There must be support for two-way real time secured exchange of information via G2G protocols.
- The G2G portal must support electronic signatures where required
- The component must store the representative's information.

2.5.2 Review Manager

The Review Manager will provide an authorized role (e.g. representative of an International Trading Partner) the ability to securely browse export certificates and respond to the CFIA with a decision. A CFIA Government-to-Government (G2G) secured electronic link will enable ESDP to have exchange of export pre-clearance information with an International Trading Partner.

The proposed solution must include the following features:

- The component must allow the registered representatives of International Trading Partners to be able to validate the authenticity of a Canadian export certificate.
- The component must support data exchange via international standardized formats and codes (e.g. UN/CEFACT).

2.6 CFIA-Facing Components

CFIA components are internal facing components that will serve as a dashboard for CFIA roles to view all components. Depending on the user, he/she will be able to access one or more of the CFIA-facing components.

The proposed solution must include the following features:

- Permit access to CFIA staff to complete the transactions he/she needs to pursue complete his/her duties.
- The component must provide a geographical map showing establishments.
 - The component must allow the user to select the geographical area to view e.g. pan and zoom.

2.6.2 Work Flow Management

Workflow management will be the automation of the business process flow based on business rules. It will support efficiency routing and the assignment of activities between various roles in the export certification process.

The proposed solution must include the following features:

- The solution must track user and system generated activities, status, responses and timing for all certificate related activities.

2.6.3 Compliance Management

Compliance Management will be the CFIA-facing portal allowing CFIA staff to access the components they need access to in order to ensure that Businesses comply with the legislation, regulations and standards.

The proposed solution must include the following features:

- There must be a CFIA-facing portal allowing CFIA users to access components for which they are authorized.

2.6.4 Food Risks Manager

Food Risks Manager will allow authorized users (Specialist role) to define and update risks related to Food Profiles.

All food has an **inherent risk**. The inherent risk can be mitigated by applying processes to eliminate or control the inherent risk. The remaining risk, once a process has been applied, is the **residual risk**.

Initially, inherent risk, processes and residual risk will be assigned to the business food profiles based on available data about the risks associated with the product, product type and process(es) applied (inherent risk). The risk levels, (high, medium, low) will be adjusted as more data becomes available and may include additional factors.

When a Business first applies for a License, the residual risk will be used to determine if a pre-licensing inspection is required.

The proposed solution must include the following features:

- There must be a CFIA-facing component that allows an authorized user to manage the risk rating for different Food profiles.

2.6.5 Conditions Manager

Conditions Manager will allow authorized users (Specialist role) to define and update conditions associated with permissions, including the business rules needed to produce permission documents.

The proposed solution must include the following features:

- There must be a CFIA-facing component that allows an authorized user to manage the conditions associated with permissions, including export certificates.
- The component must allow an authorized user to manage the business rules, including presentation and language, of permissions document.
- The component must retrieve and store conditions.

2.6.6 Requirements Manager

Requirements Manager will administer and manage all foreign import and Canadian export requirements at the CFIA.

The proposed solution must include the following features:

- There must be a component that provides authorized CFIA users with an interface to enter and manage export requirements, complex interrelationships between requirements, and dependencies based on business rules.

2.6.7 Certificate Manager

Authorized CFIA users will be able to process certificates submitted by industry, as well as decisions made by foreign governments.

The proposed solution must include the following features:

- There must be a component that enables CFIA users to administer requests for certificates, checkpoints for CFIA approvals and decisions made by foreign government authorities.

- The component must utilize technology for fraud prevention and provide each certificate with an auto-generated unique ID.
- The component must support digital signatures from a CFIA user and a CFIA Accredited/Approved Business user
- Scanning technology must be provided for a CFIA user to digitize paper documents and enable a user to associate them to a new or existing request for certificate in the electronic system.

2.6.8 Document Generator

Document Generator will assemble documents based on defined business rules.

The proposed solution must include the following features:

- There must be a CFIA-facing component that can automatically trigger a document to be generated.
- The ESDP component must support character sets needed to generate export certificates in the target country's language.

2.6.9 Planning and Tracking

Authorized users (Supervisor role) will be able to plan inspections and investigations as well as plan and implement annual work plans which are based on reviews of inspection data, environment scanning data and surveillance data.

Assigned Inspectors will be able to confirm completion of an inspection or investigation and record the completion time. In addition, the Inspector's training and skills will be listed to indicate skills required to complete compliance verification of different food and process profiles. For example, an Inspector may require a specific skill set to complete inspection of specialized processing equipment.

Authorized users (Specialist role) will be able to plan and track planned activities.

The proposed solution must include the following features:

- There must be a CFIA-facing component that allows an authorized user to plan, schedule, and assign pending requests for certificates, track activities such as work plans, inspections and other planning activities.

2.7 Inspection

There are currently 14 inspection programs, 8 of them specific to Food (Meat and Poultry, Fish and Seafood, Dairy, Eggs (Shell and Processed), Honey, Fresh Fruit & Vegetables, Processed Products and Maple Products and Imported & Manufactured Foods).

Regulatory oversight approaches have changed internationally, placing more emphasis on industry's responsibility to establish effective hazard control

programs with government providing oversight verification through audit. As a result of these changes, the role of the inspector will require more highly specialized science and technological expertise, continuous training and modern tools.

The proposed solution must include the following features:

- There must be a CFIA-facing component that allows an authorized user to prepare all the material needed to complete a specific inspection.
- The component must allow the selection and consultation of program information such as legislation, regulations, policies, forms, trade agreements for a specific inspection.
- The component must allow the assigned Inspector to prepare an inspection workbook for a specific installation including planned date of the inspection, selection of Business Listing elements from the Business Directory, selection of elements of the preventative control plan, selection of compliance/enforcement actions and selection of past inspection information.
- There must be a CFIA-facing component that allows authorized users to view and analyze inspection results, including lab analysis of samples taken during an inspection. These results may include artefacts such as documents, images, videos and other electronic media.

2.8 Surveillance

Surveillance will allow authorized users (Specialist role) to conduct product surveillance to assess the overall compliance of food in the Canadian marketplace.

The proposed solution must include the following features:

- There must be a CFIA-facing component that allows authorized users to complete Surveillance activities.

2.9 Program Review

The Program Review component will allow authorized users (Specialist role) to conduct program reviews in order to verify program integrity. An annual work plan is prepared to identify regional, area and national program reviews.

Each review activity includes:

- Reviewing documentation for completeness and accuracy in order to identify issues such as training needs, updates to forms and clarity of instructions
- On-site review to evaluate delivery of the verification activities, with attention to the following:
 - National consistency

- Understanding of responsibilities (CFIA and industry)
- Appropriate actions taken in cases of non-compliance
- Identify issues that require correction, e.g. training, policy clarification, updates
- Direction of issues to the accountable party for response and correction

The proposed solution must include the following features:

- There must be a CFIA-facing component that allows authorized users to complete Program Review activities.
- The component must store the results of a Program Review.

2.10 Supporting Services

2.10.2 Quality Assurance

The proposed system must provide sufficient handshaking for all transactional operations for quality assurance purposes and data integrity checks with reporting such as error logs, notification to key users, and other criteria where applicable and required.

2.10.3 Configuration Management

The proposed system must provide a component to manage internal CFIA roles and the assignment of users to those roles, in order to control access privileges.

2.10.4 Standards

The proposed solution must at a minimum support the following open-standards:

- a) HTTP
- b) SSL
- c) WCAG

Ideally, the proposed solution would also support one or more of the following open-standards as well.

- a) OAUTH
- b) XAML
- c) FTP
- d) SFTP
- e) SOAP
- f) REST

2.10.5 Management of IT Security

The proposed solution must satisfy all GoC requirements specified in the standard for Management of Information Technology Security (MITS). These requirements are indicated on the Treasury Board of Canada Secretariat (TBS) website at <http://www.tbssct.gc.ca/pol/doc-eng.aspx?id=12328§ion=text>.

- Data must be protected, in storage and in transit, at the level that will be identified in Threat Risk Assessment(s), e.g. Protected B.
- Protected and classified information must follow clear sensitivity labelling, messaging rules and appropriate media use.
- Access controls to systems containing sensitive information must be implemented using a role based approach, Role Based Access Control (RBAC).

2.10.6 Operating System

The proposed solution should be capable of being hosted on a Windows Server platform.

2.10.7 Network Services

Excluding ***Section 1.4 – Third-Party Services for the Delivery of Export Certificates*** solution, the proposed solution will be hosted on-premise and should support typical high availability requirements, including load balancing, clustering, redundancy and fail-over configurations.

2.10.8 Security Services

The proposed solution must provide services for:

- Identification/authentication
- Access control
- Data integrity
- Data confidentiality
- Non-repudiation

3 RFI OUTPUTS

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

3.1 Proposed Solution Information Sessions

The CFIA intends to schedule sessions (demonstrations/presentations) of all RFI proposed solutions in order to assess their effectiveness, potentially with some degree of proposed configuration, in achieving the CFIA's long-term IFIM and ESDP infrastructure objectives and solution requirements.

The CFIA would like to interact during these sessions with a technical representative of these solutions in a question and answer exchange, in order to assess and better understand the solution degree of fit. In addition, the CFIA may invite certain key IFIM and ESDP stakeholders and/or representatives of the CFIA user community to participate during these sessions.

Demonstration/presentations scheduling arrangements will be made by PWGSC following the close of the RFI. The demonstrations/presentations should illustrate/prove as many of the high level requirements. In addition, include any white papers or concrete integration examples with success stories and lessons learned. A presentation/demonstration should illustrate the core functionality, specifications, and available features/functionality of the product set. These presentations/demonstrations should be available for distribution in electronic format. This may also include a live demo (with test data) of the product set for distribution. Interfacing issues should be clearly demonstrated.

Documentation is welcomed along with any other additional features (such as API, SDK, or other tools that will add value to the product set).

Specify which modules/packages 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 (such as performance, interfacing, interoperability, scalability, robustness, availability) for implementing a successful sustainable system.

3.2 Solution Cost Estimates

For planning and feasibility assessment purposes, it is paramount that the CFIA have a reasonable understanding of the costs associated with the solution being sought. The CFIA 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 (e.g. the

cost may be identified separately for integration of the delivered solution with the CFIA systems by populating with current database information such as metadata. In addition, any assumptions made which impact on cost should be clearly stated.

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

Canadian Food Inspection Agency

ANNEX B

Request for Information – Questions to Industry

Inspection Modernization Initiatives

QUESTIONS TO INDUSTRY

INSPECTION MODERNIZATION INITIATIVES

SOLUTION

Q-1 Ideally the proposed overall or partial solution will be completely integrated providing all required functionality within a single software product suite. Describe the COTS product suite, and the functionality offered as it relates the draft Statement of Requirements in Annex A. Please provide a list of any third party software necessary to complete the solution suite. Also provide details related to the support of those third party components: source of support, method of delivery, etc.

Q-2 Has the solution ever been used to support business processes relating to regulatory compliance, oversight, enforcement or verification? If so, please provide examples of how this was accomplished.

Q-3 Has the solution ever been used by a governmental agency? If so, which one and for what purpose?

Q-4 CFIA's model solution requires a common base configuration that can be used by multiple business units, and will require upgrading over its lifecycle. Customization is not permitted; however, each business unit must be able to configure their representation to meet their particular processes and requirements. This model also assumes that a Software Development Kit (SDK) can be used to develop interfaces to other applications and other functionality.

- 1) Describe how the product can be tailored to meet a broad range of user requirements without compromising the common base configuration.
- 2) Describe how the SDK for the proposed solution could be used to augment the capabilities while ensuring it is not impacted by future system upgrades.
- 3) Describe how the proposed solution makes use of APIs to interface with external applications such as document management, email, reporting, scheduling or portal functions.
- 4) Describe what, if any, integration options existing for aligning the solution with an SAP Financials back-end.

Q-5 Business Process Management (BPM) is considered a highly desirable feature of the proposed solution. Describe the BPM capability and its use in configuring the solution. If the solution does not include a BPM tool, what other tools are available to perform and/or support this function?

Q-6 The operating model assumes that the proposed solution will be offered to multiple divisions and groups in a hosted multi-tenant architecture. This is an architecture in which a system can support multiple clients (tenants), through the use of common hardware and software, by partitioning their data and configurations so that they can operate independent of other tenants. The multi-tenant system allows each client to configure their representation of the application without impacting the common base configuration, and in no way limits or otherwise constrains the configuration flexibility of another business unit.

(1) Describe how the solution supports a multi-tenant architecture where multiple business units are hosted.

(2) Describe the security model and its compliance with Government of Canada standards in order to protect data and to control access within the business unit implementations, and across the entire enterprise level implementation.

Q-7 Describe how the proposed solution will interface with existing CFIA applications and systems.

Q-8 The use of open standards (such as web services standards for security, messaging, interoperability, etc.) in the solution is important for ease of integration with other systems. What other standards are applicable to the Proposed Solution?

Q-9 Describe the vision of the future state of the proposed solution and how it may change with advances in technology (for example: user mobility, user devices, virtualization and hosting architectures, information intelligence, and other technical considerations. What is the roadmap?

Q-10 Describe your solution's security model; including, access control, data protection, encryption, authorization and any other relevant features.

Q-11 What languages and/or character sets are supported for input into the proposed solution and what languages is the solution's interface available in.

Q-12 What are the minimum and recommended hardware and software requirements for the proposed solution; including, but not limited to operating system, RAM, processing speed, RDBMS, prerequisites, third party components and other technical considerations.

SYSTEM INTEGRATOR SERVICES

Q-13 Please describe a proposed solution where a third-party partnership is used to operate and deliver export certificates on behalf of the Agency.

Q-14 Please describe a proposed turnkey solution where a third-party develops a fully integrated solution on CFIA's behalf.

PRODUCT LICENSING AND PRICING MODEL

Q-15 Given the various components that may be included in the proposed solution, the CFIA requires a simple license model that is easy to measure, monitor and implement operationally. What is the most appropriate unit of measure for licensing purposes i.e. User or Device based up to Entity License?

Q-16 What is the estimated cost (for example: licence structure, annual maintenance, upgrades)?

Q-17 What is the typical cost and timelines for similar builds, in whole or in part?

Q-18 If additional configuration is required, do you offer Professional Services and what is pricing model for those Services?

SUPPORT AND SERVICES

Q-19 Different clusters of users will, from time to time, require different types of training and professional services in support of the case management solution. Describe your capabilities in this area including:

- (1) What tools or capabilities can be provided to assist the transition of an organization from an existing system to the proposed case management system (for example: data migration, process mapping and system configuration and other considerations)?
- (2) The training and professional services your company can offer directly and how they are supported. Indicate the approximate number of resources, their certification levels, and availability.
- (3) Provide the approximate number of firms in the National Capital Region, that provide professional services on the proposed case management products;
- (4) Provide the approximate number of resources in the National Capital Region, providing professional services on your proposed case management products, their certification levels, and availability.

Q-20 CFIA will need to support a cluster of users and will have a Product Director, Project Manager, Business Analysts, Technical Resources, and Administrative resources to do so. Provide an estimate of the resources required to support the ongoing operation of a system, given scenarios of 5,000 users, including:

- (1) The number, position title, skill set, and certifications for a Program Centre for each scenario. Describe any additional operational assumptions in order to respond to this question. Use the GC category definitions found here <http://www.tpsgc-pwgsc.gc.ca/app-acq/sptb-tbps/categories-eng.html>
- (2) Describe the level of expertise, certifications, and training required by support teams and individual users within a business unit to effectively support and use the proposed solution suite to its full potential. Describe the approach and methodology you would apply in satisfying this need.

OTHER

Q-21 What additional features do you provide that are not identified?

Q-22 What is the standard testing approach for similar builds, in whole or in part?