

ADVANCE CONTRACT AWARD NOTICE

K0801 – DDS Dashboard

The Canadian Food Inspection Agency (CFIA) has a requirement for a customized reporting/dashboard utility tool for tracking the life cycle of a fax through the DDS system systems (OpenText RightFax, ABBYY Flexicapture and Xerox DocuShare)

The purpose of this Advance Contract Award Notice (ACAN) is to signal the government's intention to award a contract for these services to **Xerox, located at 333 Preston Street, 10th Floor, Ottawa, Ontario K1S 5N4**. Before awarding a contract, however, the government would like to provide other suppliers with the opportunity to demonstrate that they are capable of satisfying the requirements set out in this Notice, by submitting a statement of capabilities during the **15 calendar day posting period**.

If other potential suppliers submit a statement of capabilities during the 15 calendar day posting period that meet the requirements set out in the ACAN, the government will proceed to a full tendering process on either the government's electronic tendering service or through traditional means, in order to award the contract.

If no other supplier submits, on or before the closing date, a statement of capabilities meeting the requirements set out in the ACAN, a contract will be awarded to the pre-selected supplier.

Background

In October of 2012, an assessment/review was conducted to ensure the reliability and optimization of the infrastructure of CFIA's Digital Document System (DDS). The DDS is built up from 3 systems: OpenText RightFax, ABBYY Flexicapture and Xerox DocuShare.

The assessment/review focused on the following key elements of the DDS:

- Reliability
- System architecture; and
- High availability/redundancy.

As a result of the assessment/review, it was determined that there is there is no comprehensive view of the system to support troubleshooting points of failures or errors between the various integrated systems (OpenText RightFax, ABBYY Flexicapture and Xerox DocuShare).

In addition, CFIA end-user clients expressed difficulties in not being able to identify faxes that were lost, proof of failure for faxes that were sent to the DDS, and the length of time faxes took from being received to the final delivery in Xerox DocuShare where they were actioned by Import Specialists.

The Applications Operations branch also required reporting functionality indicating the length in time it takes for the fax to show up for profiling in the Xerox DocuShare application.

Upon review of transactions over a 2 week period, it was determined that the average time for a file to be available to be profiled by the CFIA Import Specialist falls within the range of 5 to 10 minutes. It was also determined there have been instances where the business unit claimed that a fax appeared for profiling 4 hours after having been received. It was determined that the discrepancies could be alleviated by providing a method of tracking the receipt of a fax, to the delivery of the document for profiling.

Objectives

As result of the findings of the assessment/review it was determined that a customized reporting/dashboard utility tool for tracking the life cycle of a fax through the DDS system systems (OpenText RightFax, ABBYY Flexicapture and Xerox DocuShare) was required to alleviate the issues within the DDS life cycle. The customized dashboard will identify gaps in time (lag time) at different points within the DDS process and would provide the ability to:

- Track the arrival and creation of a fax
- Track the intake of a fax by the Abbyy (OCR) system
- Track the output (documents) generated by the Abbyy (OCR) system
- Track the intake of the documents by DocuShare

By tracking the life cycle of the fax\document, the dashboard will provide the following information:

- A snapshot in time showing the number of documents processed on each system (scheduled report available);
- A snapshot in time showing the number of documents at each integration point;
- A scheduled report that shows the possible missing document(s) in the process; and
- Alerts to administrators should lag time be encountered in each system.

The proposed contract is from *contract award to March 31, 2014*.

The estimated value of the contract is **\$144,480.00** (GST/HST extra).

Minimum Essential Requirements

Any interested supplier must demonstrate by way of a statement of capabilities that it meets the following requirements:

a) Corporate Requirements

- (1) Demonstrated capability in the implementation of an integrated document management solution that incorporates fax and document distribution, document imaging and transformation, and enterprise document management;
- (2) Technical knowledge and expertise in the design, development, implementation and support of an integrated solution utilizing the three COTS software products (OpenText RightFax, ABBYY Flexicapture and Xerox DocuShare);
- (3) Corporate partnership and agreement (Xerox Certified Partner Agreement with ABBYY and OpenText Business Innovation Partner) in support of two of the three COTS software products (OpenText RightFax, ABBYY Flexicapture) which ensures due diligence in providing the requisite technical expertise; and
- (4) Comprehensive expertise in Xerox DocuShare

b) Solution Requirements

- (1) The Customized Xerox Software solution must monitor the OpenText RightFax, ABBYY Flexicapture and Xerox DocuShare applications and services;
- (2) The Customized Xerox Software solution must permit CFIA personnel to quickly trace activity in the DDS (OpenText RightFax, ABBYY Flexicapture and Xerox DocuShare applications) and assist in preventing delays of import shipments as reported by the trade community;
- (3) The Customized Xerox Software solution must provide customized, daily, monthly or yearly volume reports for the entire DDS application (OpenText RightFax, ABBYY Flexicapture and Xerox DocuShare software applications) and export results to CSV or print format;
- (4) The Customized Xerox Software solution must display any activities on the DDS system (OpenText RightFax, ABBYY Flexicapture and Xerox DocuShare software applications) including:
 - File counts exceeding threshold in the DDS (OpenText RightFax, ABBYY Flexicapture and Xerox DocuShare services) flow process resulting in not servicing documents;
 - Alerts sent by system;
 - Services started or stopped;
 - Corrupt document encountered;
 - Low Page count threshold (Abbyy license threshold); and
 - Subscription queues building up within the system.

- (5) The Customized Xerox Software solution (OpenText RightFax, ABBYY Flexicapture and Xerox DocuShare software applications and services) must send automatic alerts for the following conditions:
- File counts exceeding threshold (accumulation of files in the DDS flow is not servicing documents);
 - Services stopped;
 - Low Page count threshold (Abbyy Flexicapture license threshold);
 - Subscription queues building up within Xerox DocuShare;
 - System cleanup (retention period); and
 - Exceptions.

Justification for the Pre-Selected Supplier

XEROX customized DDS Dashboard is a solution that can meet all of the above minimum essential requirements. There is currently no off-the-shelf product that exists that can provide the above-mentioned information and reports for the integrated applications of the DDS. Therefore, a custom developed solution must be created and implemented to monitor the OpenText RightFax, ABBYY Flexicapture and Xerox DocuShare applications and services within the DDS.

Ownership of any Foreground Intellectual Property arising out of the proposed contract will vest in the Contractor.

Suppliers who consider themselves fully qualified and available to meet the specified requirements may submit a statement of capabilities in writing to the Contracting Authority identified in this Notice on or before the closing date of this Notice. The statement of capabilities must clearly demonstrate how the supplier meets the advertised requirements.

The closing date and time for accepting statements of capabilities is ***February 19, 2014 at 1:00 p.m. EDST.***

Inquiries and statements of capabilities are to be directed to:

Michel Larivière

Telephone: 613 773-7559

Facsimile: 613 773-7615

E-mail: michelr.lariviere@inspection.gc.ca

Policy Information

- a) Government Contracts Regulations (GCRs):
 - d. only one person is capable of performing*
- b) Subject to NAFTA:

1016.2(b) - where, for works of art, or for reasons connected with the protection of patents, copyrights or other exclusive rights, or proprietary information or where there is an absence of competition for technical reasons, the goods or services can be supplied only by a particular supplier and no reasonable alternative or substitute exists.

c) Subject to AIT:

506.12(b) - where there is an absence of competition for technical reasons and the goods or services can be supplied only by a particular supplier and no alternative or substitute exists.

d) Subject to CKTEA:

Protection of exclusive rights, such as patents or copyrights, or in the absence of competition for technical reasons, the products or services can be supplied only by a particular supplier and no reasonable alternative or substitute exists.