RETURN BIDS TO:

RETOURNER LES SOUMISSIONS Á:

**Parks Canada Agency – Bids Receiving
L'Agence Parcs Canada - Réception des
soumissions
111 Water Street East | 111, rue Water Est,
Cornwall, ON K6H 6S3
Bid Fax: 866-246-6893**

REQUEST FOR INFORMATION
DEMANDE D'INFORMATIONS

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

Title-Sujet **RFI - Cultural Resource Management Information System**	
Solicitation No. - Nº de l'invitation **10140025**	**Date** **April 10, 2014**
GETS Reference No. – Nº de référence de SEAG	
Client Reference No. – Nº de référence du client	
Solicitation Closes **L'invitation prend fin –** **at – à 02:00 PM** **on – le May 15, 2014**	**Time Zone** **Fuseau horaire -** **EDT**

Address Inquiries to: - Adresser toute demande de renseignements à :

dale.rudderham@pc.gc.ca

Telephone No. - Nº de téléphone **613-938-5751**	**Fax No. – Nº de FAX:** **866-246-6893**

**Destination of Goods, Services, and Construction:
Destination des biens, services et construction:**

**Parks Canada Agency
25 Eddy St
Gatineau QC K1A 0M5**

Vendor/Firm Name and Address

Raison sociale et adresse du fournisseur/de l=entrepreneur :

**Name and title of person authorized to sign on behalf of the 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)**

Name/Nom   **Title/Titre**

Signature   **Date**

THIS IS NOT A SOLICITATION DOCUMENT

**THIS IS A REQUEST FOR INFROMATION (RFI) FROM INDUSTRY
FOR A**

**CULTURAL RESOURCE MANAGEMENT INFORMATION SYSTEM
FOR PARKS CANADA**

REQUIREMENTS

Parks Canada's is exploring the Archaeological and Collections management systems landscape in order to determine if there are vendor solutions available in the marketplace that could potentially meet the Agency's business needs. The goal is to put in place a cultural resource information solution that would provide a single point of access to consistent, integrated information, applications and tools for cultural resource management nationally across Parks Canada.

Ideally the solution would be used to consolidate the following systems:

- Archaeological site and heritage place management (Cultural resource perspective)
- Historical object management
- Archaeological artifact management
- Collections management
- Conservation management

Parks Canada Agency is looking to consolidate its disparate archaeological, collection and conservation information systems into one national solution

NOTE TO POTENTIAL RESPONDENTS

Responses

The material in this RFI package is for the solicitation of **feedback only**. Responding to this RFI is not a prerequisite to receiving any Request for Proposal for the A Cultural Resource Management Information System for Parks Canada. However, all Respondents are encouraged to indicate their level of interest by responding to this RFI with its comments in order to facilitate a better understanding of requirements and Industry perspectives.

The publication of this RFI must not be construed as a commitment on Canada's part to issue a subsequent "Request for Proposal" for Parks Canada's requirement and no contract or other form of commitment will be entered into with any Respondent based on responses to this RFI. This RFI must in no way be considered as authorization by Canada for Respondents to undertake any work, which would result in costs to Canada.

Canada will not be liable for, nor will it reimburse any Respondents for any costs, fees or expenses which any Respondent incurs in the preparation or submission of its response to this RFI. Canada will not be bound by anything stated herein. Canada reserves the right to change, at any time, any or all parts of the requirement as it renders necessary.

Respondents are advised that any information submitted to Parks Canada in response to this RFI may be used in the development of a subsequent RFP. Respondents will not be bound by any aspect of their response to this RFI. All responses to this RFI will be held by Canada on a confidential basis (subject to

applicable legislation), and remain the property of Canada once they have been received and may be used to support further development of internal planning documents and decisions, and possibly an RFP. Note that responses to the RFI will not be returned.

Participation

The RFI is inclusive and flexible and is not intended to pre-qualify Respondents for any stages of the project. An interested Respondent who does not participate in the RFI process is not precluded from participating in any subsequent RFP process.

CLOSING DATE

Responses to this RFI will be accepted until **2:00 PM Eastern Daylight Savings Time (EDT) on May 15, 2014**. Responses are to be submitted by fax or electronically to the Contracting Authority stated below. The information received after that date will be considered only to the extent reasonable, in the sole opinion of Canada, given the progress of the Work at the time of receipt of the said information.

ENQUIRIES

Any questions from Respondents concerning this RFI must be made in writing to the Contracting Authority stated below, via e-mail on or before the closing date of this RFI.

Respondents are to assume all responsibility for the successful delivery and receipt of all questions to the Contracting Authority stated below. Questions submitted to any other person but the Contracting Authority, or in any other form, will not be answered. Responses given in any other manner than that which is outlined above will not be binding upon any party.

Canada reserves the right not to respond to questions received after the closing date of this RFI, or to any question not related to this RFI. Enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the respondent do so, so that the proprietary nature of the question is eliminated, and the responses will be made publicly available through Buy & Sell web site (https://buyandsell.gc.ca/). Enquiries not submitted in a form that can be distributed to all Respondents may not be answered by Canada. If a question is determined to be proprietary, in Canada's sole discretion, Canada reserves the right to respond only to that party.

CLARIFICATION

Parks Canada may require clarification of written responses and/or comments received as a result of the responses to this RFI. If required, any clarification will be requested by the Contracting Authority after the closing date of the RFI. Requests for clarification will be submitted in writing (by email only) and a response will be requested within two (2) working days of transmission of the clarification questions. Canada will not provide any guidance on how to prepare the responses or of any acceptable response strategy.

FORMAT OF RESPONSE

Respondents should review and provide comments to the attached draft documents and respond to the set of questions of below. The following format is requested:

(a) **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.

(b) **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.

(c) **Numbering System**: Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.

RESPONSES REGARDING THIS REQUIREMENT ARE TO BE SUBMITTED TO THE FOLLOWING CONTRACTING AUTHORITY:

Dale Rudderham
Procurement & Contracting Officer
Contracting Operations
Chief Financial Officer Directorate
Parks Canada Agency
111 Water Street East, Cornwall ON K6H 6S3

dale.rudderham@pc.gc.ca
Telephone 613-938-5751
Facsimile 866-246-6893
www.parkscanada.gc.ca

QUESTIONS TO THE RFI

Please refer to the attached draft Statement of Work.

Canada is requesting the most current answers.

1	General Information
1.1	Vendor name:
1.2	Software name:
1.3	Description:
1.4	North American distributor Name (if different)
1.5	Contact name
1.6	Contact job title
1.7	Contact telephone
1.8	Contact email
1.9	Contact postal address
1.10	Company Website
1.11	Do you have experience with Government of Canada procurement processes and solution standards?
1.12	Standard Clauses and Conditions - Are the Contract terms, conditions and clauses as specified in Appendix B of the request for information acceptable to Industry? If not, please explain.
1.13	Based on your experience, what are the key issues associated with this type of project?
1.14	What additional information, if any, would be required in a bid solicitation in order for you to fully respond to our intended approach?
2	**About Parks Canada Requirements:**
2.1	Do you offer a multilingual solution (support for English and French)?
2.2	Could you offer a solution which would meet Parks Canada's requirements _without_ any customization?
2.3	Could you offer a solution which would meet Parks Canada's requirements _with_ customizations?
2.4	Could you offer a solution that can handle the amount and type of records identified above?
2.5	How would you handle any Parks Canada unique business rules that may deviate from your core solution functionality? In your response please describe how you would ensure that all future patches and versions upgrades could be applied to a potential customized solution.
2.6	Do you have any comments about the requirements themselves?
3	**About your possible solution:**

3.1	What are the minimum hardware requirements for Servers and end user workstations?
3.2	What operating systems are supported?
3.3	Database architecture: Do you use a proprietary database? Do you support the use of MS SQL or Oracle?
3.4	Does the solution have a modifiable data structure?
3.5	Does the solution support the inclusion and management of digital assets (images, word documents, PDFs, etc)?
3.6	Does the solution have support for public access?
3.7	What are the solution features?
3.8	Does the solution have built in reporting features? Will it do predefined reports as well as allow for ad hoc reporting?
3.9	Does the solution have built in advanced search features?
3.10	Are there additional features?
3.11	What is the Max. characters per field
3.12	What are the Max. Records per file
3.13	Does the solution feature an integrated DAMS solution?
3.14	Does the solution support Business Process Automation?
3.15	Does the solution provide support for Digital Rights Management?
3.16	Does the solution support integration with mobile platforms?
3.17	Does the software support integration with remote thesauri via web services?
3.18	Is the software available via SaaS (Software as a Service)/online delivery?
3.19	What are the supported image formats?
3.20	What are the supported media formats?
3.21	Does the solution offer support for user-generated content (e.g. outcomes of Revisiting Collections Methodology or similar)
3.22	What data export methods does your software support?
3.23	What data import methods does your software support?
3.24	What are the supported protocols / interfaces (available for purchase, as standard or as a free download)?
3.25	What metadata schemas are supported?
3.26	What museum / heritage standards are supported?

3.27	If the solution supports the SPECTRUM standard, which of the 21 Procedures can it support?
3.28	Support for integration with other library and archive management systems?
3.29	Can you provide a link to the main website for information about the software?
3.30	Can you provide a link to system documentation?
4	**Implementation**
4.1	What are the key steps involved in implementing your system?
4.2	How long is the implementation period?
4.3	Do you offer professional services to support implementation? If so, please describe.
5	**Costs** ***cost is for implementation only – should not include any content migration**
5.1	Cost (single user)
5.2	Cost Enterprise (100+ users)
5.3	Additional pricing notes
5.4	Do you offer training?
5.5	What would be expected training costs?
5.6	Do you offer support?
5.7	What would be expected support costs?
5.8	What are the average implementation costs?

References

Can you provide the name of any current customers that you have using your solution of similar size, breadth and complexity?   Please provide URLs of public-facing websites currently running along with a short summary of any back-end functionality that was built that the Agency is unable to view.

Customer 1	
Customer Name:	
Website URL:	
High Level Summary of Functionality utilized:	
Number of Objects managed by solution	
Customer 2	

Customer Name:	
Website URL:	
High Level Summary of Functionality utilized: by solution	
Number of Objects managed by solution	
Customer 3	
Customer Name:	
Website URL:	
High Level Summary of Functionality utilized:	
Number of objects managed by solution	

Additional Information

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.

**STATEMENT OF WORK
FOR A**

**CULTURAL RESOURCE MANAGEMENT INFORMATION
SYSTEM
FOR PARKS CANADA**

Table of Contents

REQUEST FOR INFORMATION REGARDING

THE CULTURAL RESOURCE MANAGEMENT INFORMATION SYSTEM

FOR

PARKS CANADA AGENCY

Summary

Parks Canada Agency is looking to consolidate its disparate archaeological, collection and conservation information systems into one national solution. To be clear, the project is in a pre-initiation phase, we are in the process of building a business case, a solution path has not been determined at this time. The possibilities being explored include going to tender for a commercial off the shelf solution (COTS), developing a custom solution in house or a combination of COTS and custom development.

The purpose of this Request for Information (RFI) is to help Parks Canada further understand the industry and marketplace. This information will be used to determine if there are vendor solutions available in the marketplace that could potentially meet the Agency's business needs. The goal is to put in place a cultural resource information solution that would provide a single point of access to consistent, integrated information, applications and tools for cultural resource management nationally across Parks Canada.

Ideally the solution would be used to consolidate the following systems:

- Archaeological site and heritage place management (Cultural resource perspective)

- Historical object management

- Archaeological artifact management

- Collections management

- Conservation management

Background

Parks Canada's charter and mandate clearly define the Agency's role as it pertains to the cultural resources under its jurisdiction (those coming from or contained within our heritage areas). Parks Canada's cultural resources include our national historic sites, archaeological sites, heritage wrecks, historic objects and archaeological collections.

Parks Canada administers distinct types of heritage areas. National parks, national marine conservation areas and national historic sites are all heritage areas containing cultural resources. There are over 700000 historical objects and reproductions in the 167 national historic sites administered by Parks

Canada. Parks Canada is also responsible for over 13000 archaeological sites and close to 30 million artifacts across the country.

The desired solution would allow for a single point of access to consistent, integrated information, applications and tools for cultural resource management across Parks Canada. This would allow Parks Canada to fully realize its mandate and support the Cultural Resource Management Policy that requires the evaluation, monitoring and reporting on all of Parks Canada's cultural resources. It is believed that approximately 100 specialists would use the solution to enter and manage data; it is not know at this time how many people would require read only access to the information.

User Community

Primary system use:	# of users (approximations)
Limited data access - Read only for subset of data (Partners, general public, etc.)	Unlimited
Data access/ reporting only (Management, researchers, etc.)	~20
Contributors/ Data access (Archaeologists, conservation specialists, collections specialists, etc.)	~80
Data access/some contributions (Curators, historians, etc.)	~30

Parks Canada High Level Requirements

R.01	The solution must have multilingual support, specifically for both the French and English. This support needs to include the User Interfaces, data capture and reporting.
R.02	A single point of access for cultural resource information under Parks Canada jurisdiction. The intent is to have a solution which will be used by Parks Canada Archaeologists, Conservators, Curators and Collections Specialists.
R.03	A solution to be the system of record for Parks Canada cultural resource information management. Specifically, collections, sites (historical and archaeological), historic object and archaeological artifact information.

R.04	The ability to report efficiently and effectively on all cultural resources under Parks Canada's jurisdiction. Specifically, what we have, how many, where, what condition it's in and how it has been treated.
R.05	The solution must support the CRM needs for a range of users: across various functions, locales, time zones and levels of cultural resource management specialists.
R.006	A method of managing conservation assessment which follows an acceptable standard, including tracking conservation treatment over time.
R.07	A method of managing archaeological and historic site data which follows an acceptable standard.
R.08	A method of managing object information (historic objects/archeological artifacts) throughout their life cycle which follows an acceptable standard.
R.09	The ability to standardize data entry by allowing for controlled vocabularies and drop down lists.
R.10	Built-in modules or functions specific to discipline (e.g. separate module for collections, archeology, conservation, curatorial, digital asset management).
R.11	A solution that provides the ability to link resources. Ex. Objects to collections and to sites. Collections to sites. Collections to themes etc.
R.12	A solution that provides the ability to export content for public engagement (Web component, XML feed, etc.)

Appendix A: Standard Acquisition Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and titled are set out in the *Standard Acquisition Clauses and Conditions* Manual (http://sacc.pwgsc.gc.ca/sacc/index-e.jsp) issued by Public Works and Government Services Canada.

(a)   General Conditions

    (i)   2035 (2008-12-12), General Conditions - Higher Complexity - Services

(b)   Supplemental General Conditions

    (i)   4002 (2008-12-12) Software Development or Modification Services;

    (ii)   4003 (2008-12-12) Licensed Software;

    (iii)   4004 (2008-12-12) Maintenance and Support Services for Licensed Software , and;

    (iv)   4006 (2008-12-12) Contractor to Own Intellectual Property Rights if Foreground Information