Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions - TPSGC
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
11 Laurier St.,/11, rue Laurier
Gatineau
Québec
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	
DISABILITY CASE MANAGEMENT SYSTEM	
Solicitation No. - N° de l'invitation	**Date**
M7594-164700/A	2016-08-24
Client Reference No. - N° de référence du client	**GETS Ref. No. - N° de réf. de SEAG**
M7594-164700	PW-$$XL-129-30420
File No. - N° de dossier	**CCC No./N° CCC - FMS No./N° VME**
129xl.M7594-164700	

Solicitation Closes - L'invitation prend fin	Time Zone
at - à 02:00 PM	**Fuseau horaire**
on - le 2016-09-19	Eastern Daylight Saving Time EDT

F.O.B. - F.A.B.

Plant-Usine: ☐   Destination: ☐   Other-Autre: ☐

Address Enquiries to: - Adresser toutes questions à:	Buyer Id - Id de l'acheteur
Riopel, Andrea	129xl
Telephone No. - N° de téléphone	**FAX No. - N° de FAX**
(873) 469-3984 ( )	(819) 953-3703

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

ROYAL CANADIAN MOUNTED POLICE
M5-3-401-183
73 LEIKIN DR., MAILSTOP #40
OTTAWA
Ontario
K1A0R2
Canada

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
See Herein	

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**

Canadä

REQUEST FOR INFORMATION REGARDING
DISABILITY CASE MANAGEMENT SOLUTION
(DCM SOLUTION)
FOR
ROYAL CANADIAN MOUNTED POLICE

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REQUEST FOR INFORMATION REGARDING
DISABILITY CASE MANAGEMENT SOLUTION
(DCM SOLUTION)
FOR
ROYAL CANADIAN MOUNTED POLICE

1)   Background and Purpose of this Request for Information (RFI)

1.   Requirement

The Royal Canadian Mounted Police (RCMP) is seeking to procure a <u>vendor-hosted</u> <u>turnkey</u> Disability Case Management Solution (DCM Solution), that is web-based and specifically designed in accordance with disability management best practices and workflows. The DCM Solution will be used by the RCMP's approximately 100 disability management and accommodation practitioners to effectively support members who have been ill or injured and facilitate a successful and safe return to work. Members who are ill/injured and require case management services along with their supervisors will have access to information pertinent to them via web employee and web portals.

2.   Objectives

Practitioners within the Disability Management and Accommodation Program will use the DCM Solution to:

a) Capture and access employees' personal, injury/illness and medical information, including limitations, restrictions and functional abilities; as well as details regarding return to work and accommodation activities;

b) Support effective and efficient coordination of activities among internal stakeholders ensuring the necessary expertise is involved in supporting early intervention and the return to work and accommodation process;

c) Promote consistency and best practices across the RCMP as well as minimize the administrative burden through the auto-generation of pre-defined Disability Case Management tasks and associated service level standards; auto-generation of case notes; access to pre-designed template letters and forms; and direct access to MD guidelines;

d) Support and demonstrate the RCMP's efforts in its obligations to meet its duty to accommodate;

e) Safeguard member medical information so that only those users with a medical designation are authorized to access this information;

f) Easily identify trends that highlight potential issues and gaps and to inform changes to disability management and accommodation policies and strategies; and

g) Monitor and evaluate the performance of the disability management program through management dashboards and the generation of pre-defined and custom reports right from the user's desktop.

3.   Background

The RCMP is modernizing its disability management program. The RCMP Disability Management and Accommodation Program serves to actively case manage an employee's work related or non-work-related injury or illness with a goal to facilitate the employee's recovery and safe return to work.

Disability Case Management Services are delivered through the RCMP's Health Services offices, which are located in ten (10) locations across Canada, specifically St. John's, Newfoundland; Bedford, Nova Scotia; Fredericton, New Brunswick; Westmount, Quebec; Ottawa, Ontario; Newmarket, Ontario; Winnipeg, Manitoba; Regina, Saskatchewan; Edmonton, Alberta; and Vancouver, British Columbia. The Health Services offices are staffed with disability management advisors, physicians, psychologists, nurses, administrative support and other practitioners, all of whom have a role to play in supporting an employee's safe return to work.

The Disability Management and Accommodation Program policy centre is located in Ottawa and is responsible for providing policy direction and oversight. The policy centre also develops and provides frameworks, tools and guidance that promote a consistent approach to disability management within the RCMP.

The RCMP has approximately 18,000 police officers (regular members) and 10,000 civilians (civilian members and public service employees) providing police and support services across Canada, including all provinces and territories as well as in over 150 municipalities. At any given time, there are approximately 600 to 700 members that are absent for 30 days or more as a result of occupational or non-occupational related illness or injury. The RCMP disability plan for regular and civilian members is self-funded. All members' occupational and non-occupational cases of absence due to illness or injury, both short-term and long-term, are managed internally. The RCMP is striving to more effectively manage these absences through proactive case management, early intervention activities, and effective support services.

The implementation of a DCM Solution is essential to meeting the objectives of a modernized and integrated Disability Management and Accommodation Program.

4.   User Communities

The DCM Solution will provide a common and configurable tool to support the activities of a variety of RCMP user communities, including but not limited to:

a) Disability Management Advisors are the central point of contact working with members, supervisors, the RCMP Occupational Health Team and other stakeholders to direct and record case management activities and coordinate support for early intervention, return to work and accommodation.

b) <u>Occupational Health Team (OHT)</u> include the RCMP's physicians, psychologists and nurses. The OHT's primary role in the disability management and accommodation process is to assess and document medical and functional abilities information; verifying a member is in receipt of appropriate and timely medical treatment.

c) <u>Employment Management Relations Officers (EMRO)</u> ensure that workplace accommodations are applied in a consistent manner across the RCMP and when a member cannot reasonably be accommodated, will determine whether the RCMP has met its duty to accommodate.

d) <u>Supervisors</u> have an active role in supporting ill or injured members under their supervision and participating in the return to work and accommodation planning for these members. Supervisors trigger the disability management and accommodation process and need to have access to the necessary resources and information to effectively support their members.

e) <u>Members</u> advise their supervisors of a personal injury or illness and provide the necessary information and documentation to support their absence. They also comply with their medical evaluation and treatment program and participate in their return to work and accommodation planning.

f) <u>Disability Management and Accommodation Program</u> ensures that all policies, procedures, best practices and service level standards related to the Disability Case Management workplace return to work and accommodation are well structured, understood, aligned, and applied consistently across the RCMP.

g) <u>Senior Management</u> oversees the administration of the disability management and accommodation program and provides evidence-based policy direction.

Approximately 100 users, which include the Disability Management Advisors, the OHT, EMROs and the Disability Management and Accommodation Program will be using the full extent of the DCM Solution; approximately 600-700 members who are off sick at any given time and their respective supervisors will have access to information pertaining to them via an Employee portal and Supervisor portal respectively; and approximately 10 senior management representatives responsible for providing Program oversight will have access to a management dashboard and regular reporting on the disability management and accommodation program trends and metrics.

2) 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.

3) 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 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.

4) Response Costs

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

5) 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 the client (where applicable) and PWGSC 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) **Follow-up Activity**: Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

6) Contents of this RFI

a) This document remains a work in progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that is ultimately published by Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft document are welcome. If respondents feel a question or key area has been missed, we welcome comments or information to this fact in their response.

b) This RFI also contains specific questions addressed to the industry.

7) Format of Responses

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.

d) **Number of Copies**: Canada requests that respondents submit 1 copy of their responses.

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:	Andrea Riopel
E-mail Address:	andrea.riopel@pwgsc.gc.ca
Telephone:	873-469-3984

9) Submission of Responses

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

b) **Responsibility for Timely Delivery**: Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.

c) **Identification of Response**: Each respondent should ensure that its name and return address, the solicitation number and the closing date appear legibly on the outside of the response.

Annex A

SEE ATTACHED

General

1. What certifications/criteria would you recommend be included in the Statement of Work to ensure that vendors are providing a **turnkey** solution for Disability Case Management (i.e. not a generic case management solution)?

2. The RCMP proposes three contract phases: implementation phase; subscription phase and contract close-out phase. During the contract close-out phase, the Contractor will undertake activities to ensure transition of the solution to a new arrangement for the RCMP without interruption of service to users. What is the vendor's capability to ensure a smooth, efficient and complete transition?

3. Please provide a sample Service Level Agreement (SLA) for the solution that would be proposed for this type of requirement.

Security

4. Will the vendor at any time, during the contract phase, require access to the RCMP's protected data? Please provide the estimated number of and titles of personnel who may require access to protected data and for what purposes access will be required.

5. Describe how medical information such as medical diagnosis is protected so that only authorized users (medical staff) have access to this information. Other information including limitations and restrictions and functional abilities should be available to all users involved in helping employees return to work. How will the Role Based Access Controls be implemented both for regular users and Admin users?

6. The RCMP requires all user activities are evaluated for insider threat and that events are created should a risk be detected. What types of possible insider threats has the vendor identified so far? What does the vendor currently do to detect, identify and handle these threats? How completely does the solution watch for insider threats and how would it notify the RCMP? How does it protect from other clients possible threats?

7. The RCMP has a requirement for transparency of all security violations that impact RCMP services or data. Describe what security violations the vendor is aware of in the industry and provide information on which security violations the vendor has safeguards to. What does the vendor currently do to detect, identify and handle security violations? How quickly and completely does the vendor report these violations to its clients?

8. The RCMP has a requirement to ensure all data resides within Canadian Data Centres and within the boundaries of Canadian Borders. How does your solution meet these requirements?

9. The RCMP requires all vendor activity, which involves RCMP data, is fully logged and auditable. It is further required that the vendor have written approval from the RCMP before access. How completely does the solution audit vendor activities?

10. The RCMP requires a high degree of confidence in the users' identity by using a strong 2-factor authentication method. How does your solution provide 2-factor authentication? Please describe the process as well as the type & brand (if applicable) of 2 factor authentication used in the system. This requirement is for both regular users and Admin users. Does the strong 2-factor follow industry standards such as FIPS-140-2, CSE, NIST, etc?

11. The RCMP has a requirement to have all data encrypted at rest and in transit. How does your solution meet these requirements? What type/level of encryption does the vendor use? What standards are followed for encryption?

12. The RCMP may want to use a Key Management Service for the storage and management of encryption keys. How would you meet this requirement? How would the vendor process requests if the keys are not located at the same site as your software?

13. The RCMP has a requirement for data integrity. Is there a solution in place to ensure data integrity during upload/download of data?

14. The RCMP has a requirement for availability. Is there redundancy and/or backup/restore solution in place?

Strategy Technology:

How Would the Proposed Solution Meet the Following Requirements?

15. The RCMP may want to use an Identity as a Service (IDaaS) provider to provide a consistent external identity service.

16. The RCMP requires that the solution is an Open Platform enabling the RCMP to, extend the solution by adding components, integrate RCMP solutions, and automating tasks within the solution.

17. The RCMP requires a means to manage information retention with various retention periods and disposition.

18. The RCMP requires a means to automate, through a system interface or scripts, exports, searches and core support/administrative tasks.

19. The RCMP requires that core business functions be available through integration. For example, would the DCM Solution be able to update its employee information from an internal RCMP HR System (PeopleSoft).

20. The RCMP may require a multiplatform solution to support key business functions in a mobile setting. The mobile setting may have no connectivity, or intermittent connectivity.

21. The RCMP requires that all data can be extracted from the solution in a non-proprietary and useable format at any time.

22. The RCMP requires that the web-based solution not require a Java Runtime Environment (JRE).

23. The RCMP has a requirement to evaluate the performance, availability and security of its solutions at any time using internal processes and tools and/or 3rd party tools.

24. The RCMP will require online reporting (e.g., solution performance, availability, service interruption) of the services provided. What types of reports are available and how quickly can the reports be generated online?

25. The RCMP may require the need for a multi-tenant/managed environment.

Standards

26. The RCMP has a requirement for Web Applications to be accessible based on the WCAG 2.0 Level AA standard. How compliant with WCAG 2.0 is your solution?

27. The RCMP has a requirement to comply with CSE ITSG 33 standards. How compliant with ITSG 33 is your solution?

License Information

28. Please describe your license type (ie User-based, by CPU, by server, by enterprise, etc).

29. Please describe the term of your license (ie. Perpetual or subscription based).

30. Is the proposed Solution, in its entirety, available in English and French (Canadian)? If not, list the components that are available in both languages.