

Request for Information

No. 1000333393

Electronic Fax (eFax) Initiative

Prepared by the
Electronic Exchange of information



Canada Revenue
Agency

Agence du revenu
du Canada

Canada

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Background Information

The Canada Revenue Agency (CRA) is currently in the process of modernizing its information exchange with taxpayers and external partners. The main focus is to transfer most communication to digital channels, streamlining the information exchange process while improving security, interface standardization and scalability.

Requirements

The CRA is considering the purchase of an electronic Fax (eFax) solution. The system is intended to replace standalone machines that are currently deployed in tax centres and tax service offices across Canada.

The new centralized solution is expected to eliminate service and maintenance costs associated with standalone machines, reduce fax processing time and provide opportunity to share related workload on a national level.

Initially the solution is only intended for one CRA branch, but will potentially be rolled out across the agency.

Objective of the Request for Information

The objective of this Request for Information (RFI) is to gather information on vendors who can provide a solution that is being sought by CRA.

Appendix A – General Questions

A.1 - General Information	
A.1.1	Describe how your solution meets the Government of Canada standard under the Official Languages Act (accessible via the following hyperlink http://laws-lois.justice.gc.ca/eng/acts/o-3.01/). Specifically, describe in what capacity your solution provides user interface functionality and documentation in English and French.
A.1.2	Describe how your solution meets the Government of Canada standard under the Privacy Act (accessible via the following hyperlink http://laws-lois.justice.gc.ca/eng/acts/p-21/).
A.1.3	Provide 3 examples where your solution was implemented with at least 100 supported fax lines. Include implementation time, common success factors, and obstacles in standardizing this solution.
A.2 -Licensing Questions	
A.2.1	What are the available licensing models and maintenance and support models?
A.3 – Training and Documentation and Support	
A.3.1	What type of technical documentations do you provide for your application (e.g. white paper, installation and configuration instruction, release notes, etc.)?
A.3.2	Describe the different types of training you provide for this type of solution.
A.3.3	Do you offer standard and customized training courses?
A.4 – Deployment and Technical Support	
A.4.1	Describe a typical implementation of your solution.
A.4.2	Describe your release schedule, including major and minor enhancements of your system. How often do you release software updates?
A.4.3	Describe any third party/parties services required for implementation and support.
A.4.4	Describe the activities and the type/level of expertise required to maintain the solution on an on-going basis.
A.4.5	Describe your maintenance and support offerings (i.e., pre-deployment, post-deployment, consulting after-hours support, 7/24 on-call support, etc.).
A.5 – Functional questions	
A.5.1	Describe what functional modules (components) are included in the base solution and what additional functional modules (components) are available.
A.5.2	Is there any customization required before the system is operational? Can this be done by the customer or does it require initial vendor setup?
A.5.3	Explain the ability to perform audits as and where required in real-time (or near real time); describe any audit capabilities, for example: is a log file maintained of user actions including privileged users?
A.5.4	Presuming the necessary IT infrastructure was already in place, how long would it take to install your solution, configure and make it ready for production use?

Appendix B – Technical Questions

B. 1 – General Technical Questions	
B.1.1	Describe the architecture of your solution including description of solution platform, storage, database management system, high availability and scalability features.
B.1.2	List all third party products and open source components in your system. Include a version number where applicable.
B.1.3	Is your solution cloud-enabled? If so, do you have a reference installation?
B.2 – eFax Questions	
B.2.1	Describe your solution's method of securely receiving and storing data.
B.2.2	Describe transmission file meta data (e.g. receiving fax number)
B.2.3	Does your solution support file delivery assurance?
B.2.4	Describe the solutions ability to separate received files (e.g. by receiving fax number)

B.2.5	Does your solution provide alert features? If so, describe the interface to backend systems.
B.2.6	Does your solution provide the ability to view received faxes?
B.2.7	Does your system maintain reception history data, including transmission failures and error recording (e.g. error in external interfaces)?
B.2.8	Can your system be configured without service interruption? Are there any limitations?
B.3 –Integration Questions	
B.3.1	How does your solution pass received files to other applications?
B.3.2	How does the solution integrate with e.g. ECM, email and authentication/authorization systems?
B.3.3	What type of application program interfaces (APIs) are available in your solution? Please list all functional areas that are covered by APIs.
B. 4 – Security Questions	
B.4.1	How does you system limit access to authorized administration users?
B.4.2	Does your solution allow the recording of actions of each specific user to be saved in a log? If so, is there an interface that allows the implementation of customized notifications to external systems?
B.4.3	Does your solution provide ability to block specific numbers and attacks (e.g. DoS, spam, etc)
B.4.4	Does your solution integrate with existing authentication/authorization systems? If so, please explain
B.4.5	How is data protected as it travels through the solution?
B.4.6	Describe your application security features in detail
B.4.7	What privacy and security regulatory compliance standards does the solution meet?
B. 5 – Performance and network questions	
B.5.1	What Is the maximum number of fax numbers that can be configured?
B.5.2	Are there restrictions in your solution relating to the maximum number of pages that can be received?
B.5.3	What is the maximum number of lines that can concurrently receive files?
B.5.4	What are minimum system requirements for your solution?
B. 6 - Query, report and audit capabilities	
B.6.1	Describe the options provided by the solution for reporting on user activity.
B.6.2	How are audit records secured from tampering?

Glossary of Terms and Acronyms

Term or acronym	Description
API	Application Programming Interface
CRA	Canada Revenue Agency
DBMS	Database Management System
DOS	Denial of Service
ECM	Enterprise Content Management
XML	Extensible Markup Language