



REQUEST FOR INFORMATION (RFI)

Integrated Scanning Software Solution

PURPOSE OF THE REQUEST FOR INFORMATION:

This is not a bid solicitation. This RFI will not necessarily result in any procurement action. A contract will not result from this activity.

The Canada Revenue Agency (CRA) is seeking feedback from the vendor community on the availability of an integrated scanning software solution for its Imaging Technology Centre. Vendors are requested to provide specific responses to the product questions outlined herein. Vendors are requested to provide product whitepapers if available.

The objective of this Request for Information (RFI) is to gather the most current information possible from industry on the different scanning software solutions as it relates to the CRA's business requirements.

The key objectives of the RFI include:

1. Receive responses from the vendor community about available solutions; and
2. Get a better understanding of the current and future trends; and
3. Vendors who establish via their response to the RFI how their products(s) meet the detailed solution requirements may be invited to provide an interactive demonstration and discuss in detail how their solutions meet the listed requirements.

PURPOSE OF THE SOLUTION:

The Canada Revenue Agency's (CRA) Criminal Investigations Program's (CIP) is seeking information for an integrated scanning software solution for its Imaging Technology Centre (ITC); the solution is required to have a scanning and imaging component, document indexing, data and metadata control, Optical character recognition and a workflow component.

The ITC deals with the handling of seized sensitive documents. The seized paper evidence are scanned in a high volume environment to create an electronic format of the evidence. The electronic data is then imported into an e-discovery solution which provides Investigators in the Criminal Investigations Program with the ability to search and build their case in support of prosecution.



SOLUTION REQUIREMENTS:

Respondents are requested to provide a detailed response, addressing each of the following questions:

Part A – Functional Questions

A1	<p>How does your solution support the following functions?</p> <ul style="list-style-type: none"> a. Scanning resolution, colour detection? b. Processing data (OCR engine, deduplication, language support, etc.)? c. Reviewing and organizing data d. Scanning Functions (annotating, blank page detection, endorsing, Intelligent quality control, etc.)? d. Barcode recognition? e. Production and export (file format, imported to other e-discovery software, etc.)? f. Case management (limit of case size, adding data to cases, etc.)? g. A web-enabled environment (preferred browsers, plug-ins, etc.)? h. Planned future enhancements? <p>Please list and describe all the various functions / features that comprise your solution.</p>
A2	Describe what functional modules (components) are included in the base solution and what additional functional modules (components) are available, if any.
A3	How is your solution scalable? What are the key elements that must be implemented first and what elements can be added on in priority?
A4	What, if any, customization is required to operationalize the solution? Can this be done by the customer or does it require initial vendor set-up?
A5	Does your solution have a parent-child scanning feature? If yes, explain.
A6	How does your solution support Canada’s national bilingualism standard (English/French)?
A7	What type of production and flatbed scanners are certified with your solution?
A8	Explain the solution’s function to interface with third party viewers, if your solution uses them?
A9	Out of the box, without customization; what kind of pre-programmed reports are available? (Example: Production Stats, scanning stats, etc.)
A10	What product training and user support is available pre and post installation? Do you provide training, user manual and support in both English and French?
A11	What are the activities and the type/level of expertise CRA would require in order to maintain the solution on an on-going basis?
A12	What is available through your solution to ensure access control?
A13	Explain the ability to perform audits if and when 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?
A14	Presuming the necessary IT infrastructure was already in place, how long would it take your staff to install your solution, configure and make it ready for production use? Typically, how long does it take clients to do it for themselves, with and without technical support?
A15	Does your solution include a workflow component? If yes, describe and explain.
A16	Is the solution recognized as reliable by a Court of Justice in Canada and/or in USA, and/or in other countries? Explain in details.
A17	How does your solution integrate with existing Commercial Off-the-Shelf e-discovery solutions?



Part B – Technical Questions

B1	What kind of technical documentations do you provide for your application (e.g. white paper, installation and configuration instruction, release notes, etc.)?
B2	How do you provide solution documentation to your customers? Paper, CD/DVD, Web Site?
B3	What are the computing platforms for your solution? Please specify both server and clients, if any. If you support multiple platforms, please specify your preference.
B4	How will your scanning solution be installed on a typical infrastructure?
B5	What is the minimum hardware configuration necessary, for each computing platform your solution supports, to support 50 concurrent users across the CRA network?
B6	What database do you use to store the data? If you use a relational database, please specify the supplier and version number (e.g. DB2, MS SQL Server, Oracle, etc.).
B7	How often do you issue a new release and/or version? What is your release/version strategy?
B8	How do you keep up with CRA's platform vendors' release/upgrade cycles?
B9	What programming language is being used in your application development? Is the software written in the commercially available development language which is still being enhanced and supported by the supplier?
B10	Describe how you integrate third party products in your applications, if any? If so, please specify which ones and their version number.
B11	Describe if any third party/parties services are needed for implementation and support?
B12	Describe your application security features in detail?
B13	How does your solution support Single Sign-On (SSO) within Active Directory?
B14	How do you implement 100% web-based technology in your solution? If so, does your application require any browser plug-in or add-ons?
B15	What web browsers does your solution support and what versions of those browsers are required at a minimum to use the solution?
B16	How long does it take, on average, to implement changes in the solution?
B17	Describe how data is exported from the application? Which file formats are supported?
B18	Describe how a typical solution implementation would look like and how you perform the actual implementation of the solution?
B19	As a software developer, how do you distribute and support your solutions in Canada, directly or indirectly via an authorized third party reseller?
B20	What kind of technical support model do you offer?
B21	What are the hours of operation and response times of your support group?
B22	Describe your solution's licensing model.
B23	Is your solution available in an enterprise-licence configuration? If so, please describe the conditions necessary to qualify for an enterprise licence, including any minimum investment in terms of money or other licences

INTERACTIVE PRESENTATION/DEMO SESSIONS:

CRA may at its sole discretion request meetings with interested respondents who have clearly addressed the Solution Requirements in their response to CRA to provide them with the opportunity for a follow-up to their written response and to present /discuss their capabilities in relation to this RFI.



Respondents may be contacted within six weeks of the RFI closing date to schedule the presentation/demo. An Invite Agenda will be provided to the interested respondents. Specific questions or areas of interest to be covered during the session may also be provided and will be based on responses received.

The on-site presentation/demo session will be located in the National Capital Region. The exact location and timeframe will be detailed in the Invite Agenda. However, at no time will the session exceed two hours in length. Respondents will also be asked to provide an electronic version of their presentation/demo material after the presentation/demo session.

The respondent sessions must cover specific details relevant to the key objectives stated within this RFI. As such, representatives attending the session must include Subject Matter Expert(s) in these areas in order to meaningfully respond to questions at the session.

RESPONSES AND ENQUIRIES:

Respondents are advised to clearly identify which portions of their response are proprietary. The confidentiality of each Vendor's response will be maintained. Due to the nature of an RFI activity, respondents must be aware that aspects (that have not been labelled confidential) of their responses may be used as a basis for any subsequent Request for Proposal (RFP), if and when the CRA decides to prepare for any future procurement initiative.

Information provided in response to this RFI will be divulged only to individuals authorized to participate in this RFI activity.

Responses to this RFI will not be used to pre-qualify or otherwise restrict participation in any future procurement process (e.g. an RFP). Responses will not be formally evaluated.

CRA will not reimburse any expenditure incurred in preparing responses and participating in the presentation/demo sessions related to this RFI.

The vendor must provide a contact name, email address and telephone number when submitting their response.

In the event that a response is not sufficiently clear, CRA reserves the right to seek additional information at their sole discretion.

Respondents are requested to submit responses by **March 21, 2017, 2 p.m.** Eastern Daylight Time. The review of responses will begin after the date and time mentioned above. Responses received after that date may not be reviewed.



Electronic submissions are preferred.

Vendors are requested to submit responses to this RFI using the following facsimile number, e-mail or delivery address:

Canada Revenue Agency
Contracting Division
IT Distributed Section
250 Albert, Room 8090
Ottawa, ON K1A 0L5
Attn: Chris Zaremba
Telephone No: (613) 697-0718
Facsimile No: (613) 957-6655
E-mail: Chris.Zaremba@cra-arc.gc.ca

For delivery by hand or by courier, Monday to Friday 8:30am to 3:00pm, please contact Chris Zaremba to arrange a drop off time.

Only enquiries which clarify the questions asked or feedback requested may be answered with respect to this RFI.

All enquiries must be submitted via email to the attention of Chris Zaremba at Chris.Zaremba@cra-arc.gc.ca or by phone at (613) 697-0718.