



REQUEST FOR INFORMATION (RFI) FOR COLLEGE TRAINING MANAGEMENT SOLUTION (CTMS)



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SECTION A - OVERALL OBJECTIVES

A1.0 RFI OBJECTIVE

The purpose of the Request for Information (RFI) is to collect information on the availability and feasibility of obtaining a College Training Management Solution detailed in Annex A and in Appendix A and B.

A2.0 OVERVIEW

The Canada Border Services Agency (CBSA) College, Main and Satellite Campuses located across Canada require a Scheduling and Learning Management Solution to improve the efficiency in the delivery of CBSA training programs.



CBSA is interested in a single vendor Solution but it is open to a multiple vendor Solution. The Solution should have the capability to manage its facility usage (i.e. availability, reservations, maintenance, and scheduling of rooms and training programs), its human resources requirements (internal and external to CBSA), and the specialized equipment/resources required to administer the training programs. It also requires a Solution to manage the participant's progress (i.e. course assignment, approval, pre-requisites, tracking, monitoring, scoring and reporting) through a training program. An external facing portal will be required to manage the correspondence, reservations and contracts between the CBSA College and internal/external partners.

SECTION B - SUBMISSION OF RESPONSES

B1.0 RESPONSE PREPARATION INSTRUCTIONS

B1.1 Responders are requested to submit responses by: December 11, 2017

B1.2 Responders **must** submit enquiries and responses to this RFI using the following email address:

Louise.Traynor@cbsa-asfc.gc.ca

B1.3 The review of responses will begin after the date and time mentioned above. Responses received after that date may not be reviewed.

B1.4 In the event that a response is not sufficiently clear CBSA reserves the right to seek additional information at their sole discretion.

B2.0 AUTHORITIES

B2.1 CONTRACTING AUTHORITY

The Contracting Authority (or delegated representative) is responsible for the management of the procurement and RFI process.

Louise Traynor
CBSA Procurement Officer



SECTION C – PROCUREMENT STRATEGY

At present, the CBSA does not have any plans to solicit a RFP. This RFI is for the sole purpose of gathering information as described in Section A.

It is expected that CBSA may contact the Vendor for clarification of the information they provided and may request a demonstration of the Vendor's Solution. In such cases the Vendor will be provided advance notification of the time, date and location of the meeting.



ANNEX A – RESPONSE REQUIREMENTS

The purpose of this Request for Information (RFI) is to obtain detailed information from Vendors. The CBSA has outlined below a list of questions and are requesting Vendors to respond in detail, so that CBSA can compile information about College Training Management Solutions.

This RFI is not a commitment with respect to future purchases or contracts. In preparing their responses the Vendor community should refer to Appendix A.

The CBSA is asking the Vendor community to provide the following:

1. CORPORATE PROFILE

Each Vendor should provide the following information:

- a. Company name, address, telephone & fax numbers and e-mail address.
- b. Company contact name and telephone number.
- c. Company background information (location of parent company, contact information for company representative and or distributor in Canada if any, type of product sold and web site address. The CBSA may ask for additional contact information at any point in time.)

2. QUESTIONS

The CBSA is asking the Vendor community to respond to the questions below. If a question is not relevant to your Solution, please indicate that with an explanation regarding why the question is not relevant. A number of the questions are of a higher importance to CBSA as it moves forward with the requirement. If possible, the Vendor Community is asked to complete the questions of higher importance at a minimum.

HIGHER IMPORTANCE QUESTIONS:

Table 1 – Overview Questions

CBSA Question	Vendor Response
1. Provide an overview of the scheduling and learning management functions provided in your Solution.	
2. Identify which of the following modules are included in your Solution and provide a brief description of the functions found in the specific module: <ol style="list-style-type: none"> a. College Scheduling Module; b. Asset, Inventory, Vendor and Contract Management Module; c. Client Relationship Module; 	



CBSA Question	Vendor Response
d. Academic/ Qualification Records Management Module(s); e. Event Management Module; f. Intake Module; g. Staff Management Module; h. Exam Management Module; i. Logistics Process Module; and j. External Client Management Module.	
3. Is there other functionality provided by your Solution not identified in #2 above? If so, please describe.	
4. Identify any clients who would be currently using your Solution in a residential college, university or similar setting.	

Table 2 Architectural Questions

CBSA Question	Vendor Response
5. Describe the technical architecture of your Solution and how it would integrate with the existing CBSA architecture and infrastructure identified in Appendix B.	
6. Describe how your Solution is accessed by the User? Does your Solution provide access to certain functions through a public web interface?	
7. Can your Solution be provided as a service or only as a software product?	
8. Can it your Solution be available on the desktop, smart phone or tablet?	
9. How will your Solution integrate into and provide its complete functionality set, inclusive of the ability to enable the CBSA to monitor, control and audit access to its data across its complete environment?	
10. How does the Solution handle archiving?	

Table 3 - Functionality Questions



CBSA Question	Vendor Response
11. How does your Solution deal with data and database security?	
12. How does your Solution allow for administration of all default passwords and privileges of user, service and system accounts?	
13. Are all user screens and documentation for the Solution available in both English and French?	

Table 4 - Integration Questions

CBSA Question	Vendor Response
14. Does your Solution integrate with Microsoft Windows Active Directory identification, authentication and authorization services or protocols?	
15. Identify how your Solution would integrate or interact with third party software systems such as document management software?	
16. Describe how your Solution meets accessibility standards such as the Federal Government of Canada Web Experience Toolkit (WET) found at https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/web-experience-toolkit.html	
17. Describe how your Solution handles privacy?	

Table 5 - Support Questions

CBSA Question	Vendor Response
18. How do you provide support for your Solution, including the application of security patches and fixes, the implementation of known vulnerability remediation actions and the troubleshooting and resolution of incidents or problems?	



QUESTIONS OF LESS IMPORTANCE TO CBSA AT THIS TIME:

Table 6 – License Questions

CBSA Question	Vendor Response
19. How do you typically license your commercial off-the-shelf Software (COTS) (i.e. types of users, by servers, by CPU, enterprise-wide)?	
20. How does the Solution handle a large user base? Is there any limitation on the number of users who can use the Solution? How many concurrent users can access the Solution at the same time?	

Additional related questions:

CBSA Question	Vendor Response
21. Do you have professional services available in Canada to customize the COTS Solution? If so what is there speciality? If not how would you provide the professional services if CBSA required them for assistance in implementing the Solution?	
22. Can the Solution support On-line Training by users? In both official languages?	
21. Describe the approach to reporting and analytics associated with the Solution and describe the standard reporting templates available with the Solution and how reports can be customized.	

3. ALTERNATIVE SUGGESTIONS

Do you (the Responder) have any suggestions and or concerns with respect to the tasks and questions listed in Annex A? If so, please outline your suggestion(s), concern(s) and any recommendations to resolve them.



APPENDIX A – CBSA COLLEGE TRAINING MANAGEMENT SOLUTION

Background:

The CBSA College, Main and Satellite Campuses support the development of the CBSA workforce to achieve optimal performance and realize the Agency's mandate.

As the provider of multi-purpose training, the Main Campus provides specialized training and continues to foster partnership opportunities with other domestic and international law enforcement organizations. Services are provided based on available capacity. The Main Campus is comprised of 16 classrooms, 6 Prism theaters, a Hangar Complex (12 vehicle bays, 3 of which are Primary Inspection Lane booths), Port of Rigaud (6 lanes to simulate the Port of Entry) for scenario based training, 6 Use of Force gyms, 2 indoor firing ranges with 18 lanes each, dog kennel and all weather facility, 43 break off rooms/meeting rooms, 5 conference rooms, 185 seat auditorium, 1 full size gymnasium and weight room, pool and on-site accommodations of approximately 316 rooms. Other services include: IT and audio visual services, client services, infrastructure, cafeteria services, security services, and shuttle services from and to the Pierre Elliott Trudeau International Airport. Instructors and support staff are located onsite.

The CBSA College – Satellite Campuses consist of multiple training sites, instructors and support staff located across Canada that provide continuous training and support to its employees by coordinating and delivering various training in the Regions.

Current Environment:

The CBSA College, Main and Satellite Campuses must improve the efficiency of the delivery of its training programs and to serve its clientele. Similar to a university, the CBSA College needs to manage the facility usage (i.e. availability, reservations, maintenance, and scheduling of rooms and training programs), its human resources requirements, specialized equipment/resources required to administer the training program and manage the participant's progress (i.e. tracking, monitoring, scoring and reporting) through a training program.

CBSA is interested in a single vendor Solution but it is open to a multiple vendor Solution. It is anticipated that the overall number of internal users could reach 16,500 and external users up to 500 when the system is fully implemented.

To manage its training delivery operations, the CBSA College, Main and Satellite Campuses currently rely on Microsoft Excel, shared drives, Outlook Calendars, sources of information on paper and three (3) legacy Microsoft Access databases. The same tools and approaches are used when providing services to other government departments and agencies.

Key Information Management problems, as they pertain to the current operations of the business units/functional teams include:



1) Data Capture

With very few exceptions, data is manually captured, using Excel sheets, Word documents or paper based forms. Every business unit/functional team has created its own process and tools to manage this activity. Data duplication is widely spread. There are 50+ excel spreadsheets in use for activities such as: scheduling the OITP (22 week recruit training program), scheduling of the different components of defensive tactics training, Detector Dog Training and all other training occurring nationally. Spreadsheets are also used for the tracking, recording and reporting results of recruits and employees, tracking the availability of rooms, tracking the inventory of equipment among many others.

2) Data and Information Processing

There is no comprehensive IT Solution that supports the CBSA College, Main and Satellite Campus operations as whole. An outdated Access database (3 different versions) is used by Program Support and the Testing Team to capture, track and monitor exam results and simulation testing data. Multiple versions of testing documents are held in the database. Data for employees' results of progress is captured on excel spreadsheets, monitored and reported separately. Excel and Outlook Calendar are being used in absence of IT Tools and systems.

A COTS "Hotello" is being used by Client Services to manage residence facilities. "Questionmark Perception" is another COTS product, used to author, schedule, deliver, and report on tests and exams. These results get included in the Access database.

The Corporate Administrative System (CAS) is a learning management system used by CBSA. However, it is not tailored to meet all the current business needs of the CBSA College, Main and Satellite Campuses.

In most cases, data extraction and manipulation are done manually.

3) Access to Data, Data Integrity and Security

Role-based access to specific data sets or information is challenging and ineffective, since the data/information sources reside on a shared drive(s) and Outlook Calendars. Data integrity is impossible to manage at a satisfactory level. Inaccurate, duplicated or missing data is time consuming to trace and fix. As a result staff productivity is negatively impacted.

Losses of data or data being overwritten are risks that the CBSA College, Main and Satellite Campuses are facing on a daily basis. Security of data at rest and in transit is limited to the level of security that the intranet provides. The Access database is being maintained in its current state; without any required modifications/updates completed as the one person who programmed the database no longer works for the College and there are no longer any IT resources on site to support the database. The database is due to be sunset.



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The data is identified at the Protected B level. <http://ssi-iss.tpsgc-pwgsc.gc.ca/pdf/ns-sl-sheets-eng.pdf>

4) IT Integration and information exchange

The limited numbers of software applications available at the CBSA College, Main and Satellite Campuses operate independently. Information exchange is conducted using a shared drive(s) as a mediator or by utilizing Microsoft Outlook and CBSA's document management system to a limited extent.

5) Reporting on data sets/information and Key Performance Indicators (KPI)

The management and control of the complex business and training operations at the CBSA College, Main Campus and Satellite Campuses require sophisticated reporting capabilities. Currently, only Excel-driven forecasts and reports are available. These provide limited insights and cover a few data dimensions. Limited KPI reporting is available to a few business units/functional teams. Planning and forecasting are time-consuming and ineffective, taking into account the large number of factors that impact business operations. Ad-hoc reporting on certain data sets, if required by Management, takes days to accomplish.



APPENDIX B - EXISTING CBSA TECHNICAL ARCHITECTURE AND INFRASTRUCTURE

Background

The following sections describe the CBSA infrastructure, within which the Contractor's Solution would have to operate.

Windows "Managed" Environment

The Distributed Computing Environment (DCE) is a Client/Server based Infrastructure that consists of Microsoft Windows based servers, desktops and laptops with Windows Active Directory (AD) providing the backend directory services. There are approximately 400 sites across Canada supported by the DCE. These sites will vary in size from a handful of Users to thousands in a single building. Bandwidth at these sites also varies as indicated in a following section specific to the Network Environment. A distributed site may be comprised of one or more File and Print servers, access to local or centralized MS Exchange mail services, and a number of locally networked desktops. Many sites leverage regional hubs and/or central services.

Local or centralized AD domain controllers facilitate the directory services for the managed environment.

The DCE platform also accommodates Secure Remote Access (SRA) Users who may not be on the current network shared between CRA and CBSA (RCNet) and are connecting to the DCE via alternative access methods (e.g. Public ISPs). The SRA Platform is a subset of the DCE and is also based on the Windows Server and Windows Client operating systems.

The CBSA also leverages Citrix, which consists of central servers located in the National Capital Region hosting a variety of applications and services for a select group of Users. These applications and services include specific line-of-business applications along with base productivity applications such as MS Office, Outlook, host emulator software (Attachmate), and basic File and Print Services to name a few. In addition, SSC utilizes SoftGrid application virtualization software to enhance application access and management within the Citrix farm.

The following bullets highlight the key Windows-based software installed within the CBSA DCE.

- MS Windows 2008 Server, MS Windows 2008 R2 Server;
- VMWare ESXi (virtual server environment);
- Citrix XenApp;
- MS Windows 7 Enterprise SP1 32 bit (includes BitLocker);
- MS Windows 10 for x64 and mobile computing requirements;
- MS Office 2013;
- Adobe Reader 11;
- MS Exchange 2010;
- Entrust Security Provider 9.3 and Entrust Security Provider for Outlook 9.2 for Windows 7 (32-bit);



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- Entrust Security Provider 10.x and Entrust Security Provider for Outlook 9.2 for Windows 10 (64-bit);
- Current McAfee Anti Virus v8.8 /w Anti-Spyware, Intrusion Prevention v8.0, Policy Auditor 6.2 managed through McAfee ePO services;
- Oracle JAVA Runtime Environment (JRE) version 1.7.0_09 and version 1.8.0_121;
- OmniKey 5x21 driver for other security peripherals;
- IBM Endpoint Manager for software deployment, Inventory, and Remote Control; and
- Microsoft WSUS for platform patch currency.

The underlying hardware for the Windows environment consists of servers based on AMD and Intel architectures using multi core and multi-processor technology. VMWare ESXi is the standard hypervisor used to host all production and non-production Windows-based servers. Servers are currently running on HP BL 465C G8 hardware.

Desktops and Laptops are also based on AMD and Intel architectures using multi core processors and dual channel memory.

The platform is considered “managed” since all workstations comply with the standard suite of security tools and monthly OS patch cycles. Additionally, every device is created as an object within the AD directory. Devices are therefore subjected to the mandatory policies associated to securing the device. Policies such as login script execution, local administration, and role based access are assigned to each device registered within the domain. Customization of policies is accommodated for many of CBSA’s “niche” device requirements.

Database Environment

There are different database engines implemented for different application requirements. The current engines supported in the DCE include:

- Microsoft SQL Server versions 2008 and higher as the preferred distributed Database;
- IBM DB2 version 9.7.5 LUW;
- Sybase versions 12.5.3 and higher; and
- *Oracle versions 10g and higher.

User Provisioning and Support

THE CRA PKI Certificate Authority is a CRA operated Public Key Infrastructure running Entrust Authority v7.1. The CRA PKI supports the internal PKI requirements of THE CRA and CBSA. The CRA PKI is cross-certified with the GoC SAKMS PKI.

Internal PKI Registration System (IPRS) is the CRA application based on Entrust Authority Self-Administration Server that supports THE CRA and CBSA PKI User enrollment and maintenance.

THE CRA PKI Directory is the Nexor x.500 directory that stores the PKI certificates managed by the CRA PKI.

GoC PKI



Internal Credential Management (ICM) (also known as SAKMS and Common Services CA) is cross certified with the Canadian Federal PKI Bridge CA (CFPB) that provides interoperability with other GC PKIs.

OGD Partner

Partner Access Control represents other government departments' identity and access control systems for example, the RCMP Entrust TruePass and Entrust GetAccess systems for controlling access to the CPIC Web application.

Partner Applications represents other government departments' applications that CBSA Users must access for example, the RCMP CPIC Web system, the PWGSC Compensation web site, Marine Security Operations Centre, Treasury Board Services Applications Portal.

LINUX Platform

SSC operates and supports the Red Hat Enterprise Linux (RHEL) platform to host web based services and other applications including commercial off the shelf (COTS) software. This does not play a part in this current requirement.

UNIX Platform

SSC operates and supports the Sun/Solaris based UNIX platform to host web based services and other applications including commercial off the shelf (COTS) software. This does not play a part in this current requirement.

Mainframe Platform

SSC operates multiple IBM zSeries Enterprise Class machines (currently z196, evolving to EC12 in the next year) deployed over two (2) data centers in the National Capital Region. Within each data center, the machines are clustered in parallel sysplex configurations. The platform supports z/OS and MVS operating systems for legacy systems, and may expand into z/LINUX over the next years. This does not play a part in this current requirement.

Network Environment

The SSC Finance Portfolio (formerly Canada Revenue Agency) operates a private Wide Area Network (RCNet) that extends to approximately 400 sites across Canada. RCNet installs MPLS (Multiprotocol Label Switching) based routing infrastructure and local switches in each building to interconnect User backbone and common access segments within the buildings, and to provide connectivity to the wide area network.

The majority of the buildings are interconnected via MPLS circuits, although others are connected via site and User based IPsec VP tunnels over Internet (DSL, cable, Satellite). Minimum MPLS connection speed is 1.5 mbps with sites upgraded to traffic demand requirements. Sites with IPSEC VPN tunnel have a variety of connection speeds using various ISP offerings.

Within the office buildings, CBSA sites use Ethernet across Category 5e and Category 6 network cabling. RCNet is an IPv4 and IPv6 network environment.

