



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

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**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)
Terrasses de la Chaudière
4th Floor, 10 Wellington Street
4th étage, 10, rue Wellington
Gatineau
Québec
K1A 0S5

Title - Sujet Processing Software Solution	
Solicitation No. - N° de l'invitation 24062-180627/B	Date 2018-06-14
Client Reference No. - N° de référence du client 24062-180627	GETS Ref. No. - N° de réf. de SEAG PW-\$\$XL-142-33628
File No. - N° de dossier 142xl.24062-180627	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 03:00 PM on - le 2018-06-29	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Cairns, Shawn	Buyer Id - Id de l'acheteur 142xl
Telephone No. - N° de téléphone (613) 558-1214 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: TREASURY BOARD OF CANADA, SECRETARIAT 90 ELGIN STREET OTTAWA Ontario K1A0R5 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

REQUEST FOR INFORMATION (RFI)
Access to Information and Privacy (ATIP)
Request Processing Software Solution for the Government of Canada

TABLE OF CONTENTS

A.1	Background and Purpose of this Request for Information (RFI).....	2
A.2	Nature of Request for Information (RFI).....	3
A.3	Nature and Format of Responses Requested.....	3
A.4	Response Costs.....	3
A.5	Treatment of Responses	3
A.6	Contents of this RFI	4
A.7	Format of Responses.....	4
A.8	Enquiries	4
A.9	Submission of Responses	5

Annex A: Questions to Industry

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

The Government of Canada (GC) needs a Commercial Off The Shelf (COTS) Request Processing Software Solution (RPSS) for the delivery of its Access to Information and Privacy (ATIP) services. The solution is to address inefficiencies in service delivery and offer a solution that can deliver services affordably to smaller institutions and those with lower request volumes, while at the same time, meeting the needs of larger institutions with high request volumes.

The business purpose for this procurement is for the GC to put in place a contracting vehicle for Licensed ATIP Request Processing Software that GC institutions can leverage. Canada is not restricted from establishing other methods of supply if required.

The purpose of the RFI is to assist the GC in defining the requirements for a modernized Licensed ATIP Request Processing Software Solution and delivery model for GC institutions subject to the *Access to Information Act* (ATIA) and *Privacy Act* (PA) as set forth in Schedule 1 of the respective acts. This represents approximately 240 institutions.

The solution will be required to perform but is not limited to the following;

1. Base Functionalities:

- Request Intake and Management;
- Information Management;
- Request Tasking / Activities Management;
- Document Management (including indexing, OCR, annotation and redaction);
- Document Imaging;
- Contact Management;
- Correspondence Management (with configurable letter templates);
- Litigation and Complaints Management;
- Fee Calculations and Invoicing;
- Search, Query and Reporting;
- Web-based;
- Cloud Computing;
- Date and Time Management (with calculation);
- Auditing;
- Workflow Management (customization);
- Integration (API) with GC ATIP Online Request Service (GC central requester portal); and
- Application Security (such as logical access control, secures the content of documents and requests).

2. An internal collaborative loading dock to enable collaborative request management and document processing:

3. Enhanced Functionalities:

- Analytics Functionality - Measurement and Reporting of the GC ATIP Service Delivery Performance.

- Interoperability with the GC Interoperability Platform - Interact with other GC Systems including Email, existing Case Management Systems, Document Management Systems, and GC Enterprise Applications;
- Data Publishing to external Platforms, including the GC ATIP Online Request Service Portal, Canada.ca and Open.Canada.ca (The intent is to take information stored within the RPSS, and publish it to GC Portals such as ATIP Statistical Reports, Monthly reports on completed ATI Requests, Releasable images to the requester);
- Mobile Access (using new mobile technology);
- Dashboard Reporting;
- Business Intelligence (such as ability to automatically identify sensitive PII data and flag for potential redaction);
- Automation (Auto-generate email request acknowledgments, alters, reminders, notices relevant to workflow, workflow automation and customization);
- Alerts and Notices;
- Video Editing;
- Data Validation and Integrity (check sums); and
- Secured virtual reading room.

A.2 Nature of Request for Information

This is not a bid solicitation and will not result in the award of any contract.

Whether or not a supplier responds to this RFI, this 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 and will not result in the creation of any source list.

A.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.

A.4 Response Costs

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

A.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, at its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

A.6 Contents of this RFI

This RFI contains specific questions addressed to the industry in Annex A.

A.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 one softcopy, in PDF format, of their response.

A.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: Shawn T. Cairns
E-mail: shawn.cairns@tpsgc-pwgsc.gc.ca
Telephone: 613-558-1214

A.9 Submission of Responses

- a) Time and Place for Submission of Responses:** Respondents should send responses electronically via e-mail to the Contracting Authority's address identified herein by the date specified on the front page of the RFI.
- b) Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.

Annex A - Questions to Industry

1.0 General

Question 1	Is the ATIP Processing Software your company provides a commercially available product(s)? If yes, how many years has it been commercially available?
Question 2	Approximately how many clients are currently using the ATIP Request Processing Software that your company provides?
Question 3	Is your ATIP Request Processing Software currently being used by any Government or Public-Sector clients?
Question 4	Does your company adhere to any industry standards related to record management, to software quality audits? If yes, please describe how these standards have an effect on your product. If no, please describe how your best practices have an effect on your product.
Question 5	Describe your vision of the future of ATIP applications and how it may change with advances in technology (e.g. user mobility, user devices, virtualization and hosting architectures, integrated workflows, artificial intelligence, reductions in the use of paper documents, etc.)
Question 6	Describe your vision of the future of ATIP applications where the use of artificial intelligence can be integrated and how this could be used in the processing of ATIP requests to increase efficiencies for the requesters and GC institutions.
Question 7	Is your company the publisher or integrator of the solution?
Question 8	Please provide details explaining what is provided as part of your Software Maintenance and Support Services?

2.0 Licensing

Question 1	What type of licensing options does your company provide (for example: per user, perpetual, enterprise, etc.)?
Question 2	What is the pricing methodology/costs for your licenses?

3.0 Reporting

Question 1	Does your ATIP Request Processing Software provide business intelligence reporting features? If yes, please explain the functionality available.
Question 2	Does your ATIP Request Processing Software provide reporting features? If yes, please explain the functionality available and the different types of reports that can be prepared.

4.0 Language

Question 1	Is your ATIP Request Processing Software available in both English and French? If no, please explain how your solution would be available in both official languages (English and French).
Question 2	Is Technical Support available in both English and French? If no, please explain how Technical Support would be offered by your company in both official languages (English and French).

5.0 Security

Question 1	If you are a Canadian or Foreign Organization, does your company currently hold a valid Government of Canada Security Clearance? If yes, please provide your organizations Security File Number, the level of security your organization holds (Reliability, Secret, Top Secret) and the expiry date of your organizational clearance. If no, is your organization interested in obtaining a Government of Canada Security Clearance?
Question 2	If you are a Foreign Organization and do not have a valid of Government of Canada Security Clearance, does your organization hold a valid Government Security Clearance within your home country or any other country? If yes, please indicate what country your organization holds this valid Government Clearance and at what level of security.
Question 3	Which Industry Standards (International Organization for Standardization) does your company hold within the following areas: <ol style="list-style-type: none">1. Cloud Security2. Information Technology3. Security Techniques4. Privacy

6.0 Other

Question 1	Is the application built on an open platform so as to retrieve the data directly from the database?
Question 2	Can your company provide any additional information or functionality that would be relevant to this Request for Information?
Question 3	Does your company provide trials of the ATIP Request Processing Software or links of a demo?