REQUEST FOR INFORMATION

SECURITY THREAT MONITORING SERVICES

Issuing Office
National Energy Board
517 Tenth Avenue S.W.
Calgary, Alberta
T2R 0A8

SERVICE PROVIDER:

NAME:

ADDRESS:

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Purpose of the RFI

National Energy Board (NEB) is seeking Industry feedback regarding contracted services to provide Security and Continuity Services to assist NEB in complying with Treasure Board Secretarial (TBS) Directive on Departmental Security Management.

Background

The National Energy Board (NEB or the Board) is an independent federal regulator established in 1959 to promote safety and security, environmental protection and economic efficiency in the Canadian public interest within the mandate set by Parliament for the regulation of pipelines, energy development and trade. The Board reports to Parliament through the Minister of Natural Resources.

The NEB's corporate purpose is to promote safety and security, environmental protection and efficient energy infrastructure and markets in the Canadian public interest within the mandate set by Parliament in the regulation of pipelines, energy development and trade.

In accordance with the Treasury Board Secretariat (TBS) *Directive on Departmental Security Management*, the NEB is responsible for, in part:

- Identifying security threats, risks and vulnerabilities;
- Ensuring protective measures are in place to safeguard employees, and any other attendees at NEB public activities, from workplace violence that could arise because of their respective work duties or participation; and
- Ensuring measures are taken to ensure preparedness and timely mitigation, response or recovery from security incidents and to prevent or minimize effects and potential losses.

Objective:

The overall objective of the contracted services being sought is to provide Security & Continuity Services with third-party services to assist the NEB in meeting TBS requirements.

Solution Requirements:

1. Real-time capability to algorithmically process vast amounts of traditional media, open source and public social media data in both English and French.
2. Open source data to be analyzed by qualified team, and put into plain language briefing report. Reports to include:
    a. Background information on incident or activity;
    b. Relevant socio and geo-political context;
    c. Links to similar activities or incidents; and
    d. Considerations of trends and likelihood of similar incidents or activities.

3. Flexibility for end user to adjust geographic areas of focus which must include both Canada and the United States.
4. Flexibility for end user to define industry sectors of interest. As a minimum, sectors must include:
   a. Energy (oil, gas, electricity)
   b. Environment
   c. Government
   d. Infrastructure
5. Ability for client to peruse library of historical briefing reports, impacting the above-mentioned sectors of interest.
6. Data must be available 24/7 via desktop and mobile application. Accessible via internet browser (i.e. Safari, Explorer, etc.).
7. Capability to detect security risks, as customized by the end user, directed at the NEB, its personnel or its mandated services to Canadians.
8. At least three (3) years of historical reports of incidents and activities impacting government and energy industry.
9. Customizable notification preferences with advanced custom alert function to detect client-specific content in real-time.
10. Bespoke services on an as-required basis to analyze and interpret vast amounts of data/information for forecasting issues or events that may increase security risks to the NEB.
11. Provider must have thorough understanding of Canadian geography, levels of government, jurisdictions, and regional political differences.
12. Provider must have expertise in the areas facing the energy, environment, government and infrastructure sectors in Canada.

PLATFORM (DASHBOARD) Capability:

   i. Unlimited simultaneous user access for authorized NEB employees
   ii. English user interface
   iii. A customizable dashboard to monitor and follow themes, issues and projects using data by sector and geographical areas
   iv. Platform contains analyzed information, aggregating and filtering of open source information whenever   permissible under privacy laws, of blogs, review sites, forums, comment boards and social media platforms (at a minimum: Twitter, Facebook, YouTube and LinkedIn), through an unlimited number of key words.
   v. Information provided with pertinent time zone

SERVICE
   i. Unlimited training and support with dedicated account manager

Industry Input:

The NEB is requesting responses to a number of questions as well as a short demo session in early

July 2018. This will allow interested suppliers to provide feedback, show the capabilities of their service, ask questions and gain a better understanding of the requirement.

Interested suppliers are requested to provide their responses to the questions in Annex A and to confirm to Owuor.Okiro@neb-one.gc.ca their intent to provide a demo, by close of this RFI process period. Demos can be provided in person or online. The date and time of the demo will be arranged with confirmed participants during the first week of July, 2018

Nature of the Request for Information (RFI)

This RFI is neither a call for tender nor a Bid Solicitation. No agreement or contract will be entered into based on this RFI. The issuance of this RFI is not to be considered in any way a commitment by the Government of Canada, nor as authority to potential respondents to undertake any work that could be charged to Canada. This RFI is not to be considered as a commitment to issue a subsequent solicitation.

Although the information collected may be provided as commercial-in-confidence (and, if identified as such, will be treated accordingly by Canada), Canada may use the information to assist in refining the requirement (which is subject to change).

Submission of Responses and Questions:

Respondents may submit their responses and questions via email to:

Owuor Okiro

Procurement Technical Analyst

National Energy Board

Telephone: 403-604-6254
Owuor.Okiro@neb-one.gc.ca

Format of Responses

Respondents are requested to review the solution requirement and respond to the questions at Annex A, including providing any additional comments and concerns they may have.

Annex A is available in Microsoft Word upon request.

Respondents should submit only pertinent information in response to this request. The inclusion of general marketing or technical manuals is discouraged, unless they provide specific information that has been requested in this document. A point of contact for the Respondent should be included in the package.

Changes to this RFI may occur and will be advertised on Buy and Sell. Canada asks Respondents to visit Buyandsell.gc.ca regularly to check for changes, if any.

Closing Date:

Responses to this RFI will be accepted until 02:00 PM Mountain Standard Time (MDT) on June 29th, 2018. Canada may, at its discretion, review and consider responses received after the RFI closing date.

Participation in this RFI is encouraged, but is not mandatory. Participation in this RFI is not a condition or prerequisite for the participation in any potential subsequent solicitation. Respondents will not be reimbursed for any cost incurred by participating in this RFI.

ANNEX A

QUESTIONS

#	Question	Response
1	What analysis and vetting is available to make the data easier for the client to assess and understand the potential threats that may impact them?	
2	What types of products/reports are available for clients that allows them to assess potential threats that may impact them?	
3	How does the supplier ensure it has the expertise required to assess potential threats relevant to a client?	
4	How is the link made between historical data, recent trends and current incidents and activities impacting the Energy, Environment, Government and Infrastructure sectors in Canada?	
5	What other factors would you recommend be measured in terms of vendor capability?	
6	Do you have any other comments or recommendations?	