Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

Bid Receiving Public Works and Government Services Canada/Réception des soumissions Travaux publics et Services gouvernementaux Canada
800 Burrard Street, Room 219
800, rue Burrard, pièce 219
Vancouver, BC V6Z 0B9
Bid Fax: (604) 775-7526

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
Public Works and Government Services Canada - Pacific Region
219 - 800 Burrard Street
800, rue Burrard, pièce 219
Vancouver, BC V6Z 0B9

Title - Sujet eDigital Evidence Collection & M.S.	

Solicitation No. - N° de l'invitation M2989-190834/A	**Date** 2018-06-26
Client Reference No. - N° de référence du client M2989-190834	**GETS Ref. No. - N° de réf. de SEAG** PW-$VAN-590-8377
File No. - N° de dossier VAN-8-41052 (590)	**CCC No./N° CCC - FMS No./N° VME**

Solicitation Closes - L'invitation prend fin
at - à   02:00 PM
on - le 2018-07-19

Time Zone
Fuseau horaire
Pacific Daylight Saving Time PDT

F.O.B. - F.A.B.

Plant-Usine: ☐   **Destination:** ☐   **Other-Autre:** ☐

Address Enquiries to: - Adresser toutes questions à: Sezginalp, Kipp	**Buyer Id - Id de l'acheteur** van590
Telephone No. - N° de téléphone (604) 367-5341 ( )	**FAX No. - N° de FAX** (604) 775-7526

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:

RCMP, Info Mgmt & Tech Branch
MAILSTOP #1505, RCMP EHQ
14200 GREEN TIMBERS WAY
SURREY
British Columbia
V3T 6P3
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**

Canadä

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THIS IS NOT A SOLICITATION DOCUMENT

THIS IS A REQUEST FOR INFORMATION (RFI) FROM INDUSTRY

The intent of this RFI by Public Services and Procurement Canada (PSPC), on behalf of the Royal Canadian Mounted Police (RCMP), is to solicit feedback on all aspects detailed herein so as to enable the RCMP to consider industry perspectives and to provide industry with reasonable planning lead time to prepare for a potential resulting Request for Proposal (RFP).

Note to Potential Respondents

Responding to this RFI is not a prerequisite to receiving any resulting bid solicitation(s) for this requirement. This consultation process is not a bid solicitation nor will it be used to pre-qualify or otherwise restrict participation in a future bid solicitation. There will be no short listing of suppliers for purposes of undertaking any future work as a result of this RFI. All potential respondents are encouraged to indicate their level of interest by responding to this consultation process.

The issuance of this RFI does not create an obligation for the RCMP to issue a subsequent bid solicitation and does not bind the RCMP legally or otherwise, to enter into any agreement or to accept any suggestions from industry. The RCMP reserves the right to accept or reject any or all comments received.

Potential respondents are advised that any information submitted to the RCMP with regard to this consultation process may be used by the RCMP in the development of a subsequent competitive bid solicitation. The RCMP, however is not bound to accept any expression of interest or to consider it further in any associated documents such as a bid solicitation. This RFI must in no way be considered as authorization by the RCMP for respondents to undertake any work, which would result in costs to the RCMP. The RCMP will not be liable for, nor will it reimburse respondents for any costs, fees or expenses, incurred in the preparation or submission of responses to this RFI. The RCMP will not be bound by anything stated herein. The RCMP reserves the right to change, at any time, any or all parts of the requirement, as necessary.

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1. SUBMISSION OF RESPONSES

Responses may be submitted either electronically (MS Word Format) through e-mail, fax or in hard copies directly to the RFI Authority noted on the cover page of this RFI.

2. INDUSTRY RESPONSES

Response Format

There is no page limit on the information to be provided. Respondents are requested to respond to all questions posted in Annex A. Please label your answers to the questions provided in Annex A with the corresponding question number.

Respondent's name, return address, RFI number and closing date should be clearly visible on the response. Responses to this RFI will not be returned.

Confidentiality

Respondents are requested to clearly identify those portions of their response that are confidential or proprietary in nature. The confidentiality of each respondent's response will be respected and maintained.
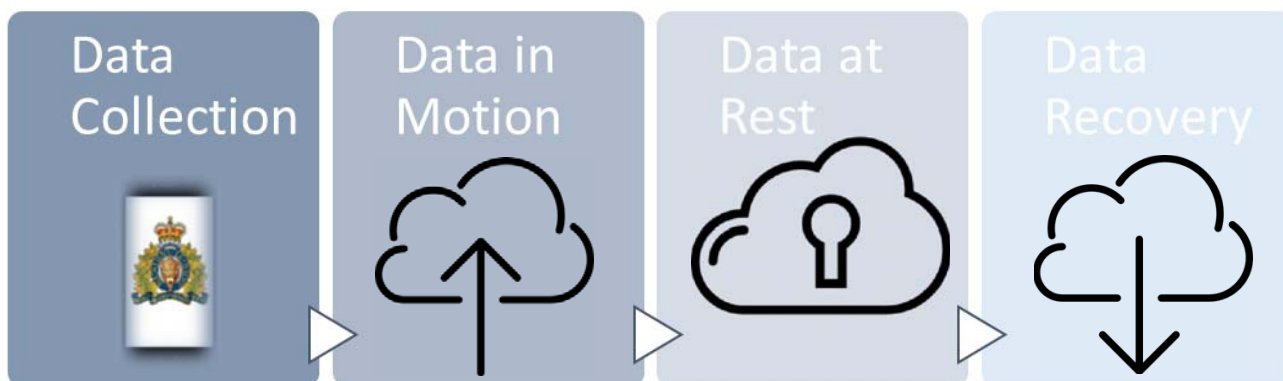
3. INQUIRIES

All enquiries and other communications related to this RFI must be sent by email to the RFI Authority indicated above. Canada may edit the enquiry or may request that the respondent do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all interested parties.

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ANNEX A

Statement of Work

Request for Information:
Cloud-based Digital Evidence Collection & Management Solution

Project: e-DEMS

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1. Introduction

1.1. The RCMP currently captures a rapidly evolving quantity of evidence in a wide variety of digital formats such as photos, videos, and audio, and relies on multiple hardware, software, and procedural solutions to store this evidence. It is challenging to manage evidence consistently and efficiently, and hardware storage and life cycle limitations require significant levels of support.

1.2. Aligned with the Government of Canada's Cloud Adoption Strategy, the RCMP has a requirement for a software based solution to support the collection, storage, organization, protection, dissemination, and disposal of digital evidence using a cloud-based Software as a Service (SaaS) solution.

1.3. The information provided by Respondents to this RFI may be used to refine the current requirement, the procurement strategy and / or the project cost envelope. The information gathered through the RFI may also be used to assist in the development of a Proof of Concept (PoC) trial and / or a competitive RFP.

2. Warranty, Customer Service and Cost Model

2.1. This RFI seeks to determine the availability and maturity of a SaaS solution that meets the current needs of the RCMP and will continue to evolve with the current practices and operational needs of policing in Canada.

2.1.1. Please describe the size and scope (number of agencies) using your evidence capture application and SaaS Digital Evidence Management Solution (DEMS) in Canada and globally, and for how many years. Please describe how long your firm has operated in this industry.

2.1.2. Describe the training options available for users, administrators, and any speciality options, from within Canada.

2.1.3. Describe the warranty and maintenance options for all solution components.

2.1.4. Is 24/7 customer support available? Describe all support options, service levels, and tools available including any bilingual support (English and French) availability.

2.2. The RCMP will need to understand the cost model for collection application use, SaaS application use and storage, and other related and / or additional costs. Please describe any cost models for the use of this solution in addition to any specific cost drivers requested below:

2.2.1. Describe the costs to conduct a six month Proof of Concept trial at RCMP Detachment(s), with up to 200 users, in the Lower-Mainland of BC starting in Summer 2018.

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2.3. Describe the tools available to track use and performance of the system and any client Key Performance Indicator (KPI) reporting options.

2.4. Describe how the solution aligns with the Canadian Community Safety Information Management Strategy (CCSIMS) and any other Canadian Police Information Management standards such as Uniform Crime Reporting (UCR) Statistics.

3. Data Collection

3.1. The RCMP currently captures digital evidence in the field using a number of different devices such as cameras, recorders, and computers and is seeking to leverage a standardized application that can easily capture multiple digital evidence formats in a secure and efficient manner.

3.2. The RCMP would like the mobile collection application to be available to a number of different hardware platforms including Windows devices and Android smart-phones:

3.2.1. Describe which devices platforms your evidence collection application supports, and any related dependencies, conditions, or specifications necessary.

3.3. Describe how application sign-on and authentication is secured including any Two-Factor Authentication (2FA) capabilities or requirements including, but not limited to, Active Directory (AD) or Mobile Device Management (MDM) integration.

3.4. The RCMP requires the collection of still photos, video, and audio from the mobile capture application:

3.4.1. Describe how this evidence is kept secure and authenticated on the device prior to transmission to the cloud SaaS solution.

3.4.2. Describe what meta-data is collected both automatically and / or manually by the user and / or the collection application software.

3.4.3. Describe how this data is removed from the device after it is successfully transferred to the cloud SaaS solution.

3.5. The RCMP would like the ability to collect third-party evidence with the collection application:

3.5.1. Describe how the solution works to allow members of the public to be invited to submit still photo, video, and / or audio evidence securely to the system via the Internet along with any related security (including virus scanning), review, and / or cost implications.

3.6. Does the solution have the ability for mass-submissions from the public? Please describe how this functionality works along with any related security, review, storage, and / or cost implications.

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3.7. In addition to the collection application, describe any other file formats and size limitations that the solution can import, store, manage, and / or play either from a mobile client, web client, or thick client.

4. Data In Motion

4.1. As the RCMP currently captures digital evidence in the field using a number of different devices such as cameras, recorders, and computers, the transportation of this information to back-end storage and processes can be inconsistent and requires dedicated care and manual handling. The RCMP is seeking a solution that allows this evidence to be securely transmitted to the storage solution.

4.2. For the mobile collection application connection to the cloud SaaS solution, the RCMP requires transmission security over the Internet for Protected 'B' information as per the Government of Canada's ITPIN 2017-02 "All Protected B, Protected C and classified GC electronic data in transit must be encrypted when in transit outside of GC controlled Operations and Security Zones within Canada or internationally":

   4.2.1. Describe how your solution meets or exceeds ITPIN 2017-02.

   4.2.2. Describe how your solution meets or exceeds the requirements of Communication Security Establishment CSE ITSP.40.111 *Cryptographic Algorithms for Unclassified, Protected A, and Protected B Information.*

   4.2.3. Describe any network security components that the RCMP would be expected to provide.

4.3. Describe any specific bandwidth, transmission, or scalability considerations (for simultaneous access and storage) for both the evidence collection application, the SaaS application access, and any other client software provided / required.

4.4. Describe any data upload / download costs related to the solution, not including wireless device bandwidth.

5. Data At Rest

5.1. The RCMP currently stores digital evidence in a number of different systems and using a number of different processes including DVD storage. For consistency, security, and efficiency purposes, it is desirable that this digital evidence be centrally stored and managed by the solution.

5.2. The RCMP requires all data storage, back-up, and processing to reside in Canada as per the Government of Canada's ITPIN 2017-02 "All Protected B, Protected C and classified GC electronic data must have continuous positive control in a GC-approved computing facility located within the geographic boundaries of Canada or within the premises of a GC department located abroad, such as a diplomatic or consular mission":

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5.2.1. Describe how your solution meets or exceeds ITPIN 2017-02 Data Residency requirements.

5.2.2. Describe how the data at rest can be encrypted, and if / how this could leverage agency keys.

5.2.3. Describe how your solution aligns to the Government of Canada Security Control Profile for Cloud-based GC IT Services.

5.2.4. Describe how your solution aligns to the Government of Canada's Security Policy Implementation Notice SPIN 2017-01 *Direction on the Secure Use of Commercial Cloud Services.*

5.2.5. Describe your cloud SaaS server location, back-up, and any other storage locations:

5.2.5.1. Are these geo-redundant Canadian services?

5.2.5.2. Please advise which cloud service vendor is used, datacenter locations including any underlying Platform (PaaS) or Infrastructure (IaaS) providers, availability service level, and data back-up provisions.

5.2.5.3. Describe how the system prevents access from outside Canada and / or data removal from Canada.

5.2.5.4. Describe how vendor support access to data is managed and minimized. The RCMP will required RCMP security clearances for any vendor staff and / or cloud service provider that could have data access.

5.3. For your evidence management solution, please describe what security assessment strategies are followed and any in-place certifications including, but not limited to, ISO/IEC 27001, 27017, 27018, or other relevant standards, and:

5.3.1. Describe what related monitoring and assurance processes are in place and how they are managed.

5.3.2. Is the cloud solution and SaaS application monitored 24 hours a day, 7 days a week, for event management, security and application performance metrics?

5.3.3. Describe how these standards are assessed and audited, on what interval, and by whom.

5.4. Describe the options the system has for file alerts, diary dates, and other supervisory functions:

5.4.1. Describe what workflow customizations are available, and how these be configured for multiple locations / jurisdictions?

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    5.4.2. Describe what ability the system has to restrict file access, re-allocate files, and provide a role-based security access model.

5.5. Describe how the solution accommodates sharing evidence both to internal users and external partners such as the Crown, and:

    5.5.1. Describe how security is managed when sharing with external partners and how this is integrated into audit trail and authentication processes.

5.6. Describe any storage space, retention, and / or scalability considerations and costs. Can the solution instantly scale to meet operational needs?

5.7. Describe how the cloud solution sign-on and authentication is secured including any Two-Factor Authentication (2FA) capabilities that leverage agency certificates including, but not limited to, Active Directory (AD) or Single Sign-On (SSO) integration.

5.8. Describe the audit trail options available to track who viewed, exported, or manipulated any evidence or records for both internal users, external partners, and back-end administrators.

5.9. Describe how the solution manages retention of evidence and files. Can the retention periods be customized and linked to agency UCR scoring codes and / or retention set within an agency Records Management System (RMS)?

    5.9.1. Describe how retention periods can be suspended temporarily to address moratoriums on destruction.

5.10.   Describe how the solution will allow files and evidence to be sequestered to meet the requirements of the Youth Criminal Justice Act, the Criminal Records Act, and / or any other Absolute Discharge requirements.

    5.10.1. Describe how role based access controls can be customized to accommodate changes to file privacy.

6. Data Recovery

6.1. At the conclusion of any proof of concept, pilot project, or contract there may be a requirement for the RCMP to recover some or all data:

    6.1.1. Describe what solutions are provided to recover data within the cloud from the vendor SaaS site to a RCMP controlled Platform as a Service (PaaS) site.

    6.1.2. Describe what solutions and format options are provided to recover data from the cloud SaaS to a RCMP on premise storage solution.

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7. Other Related Services

7.1. Describe any other value-added tools your SaaS solution can provide and advise if these solutions are provided as part of the base solution, are a for-cost option, or future planned development (and note the year / quarter planned). Such value-added tools could include but are not limited to:

   7.1.1. Describe any redaction tools available for video and / or audio redaction. Are / can any of these tools be automated?

   7.1.1.1.   Do these tools preserve the original file and metadata?

   7.1.1.2.   Are these tools included in the audit trail capture logs?

   7.1.2. Describe any automated transcription tools available for audio and / or video transcription to text.

   7.1.3. Describe any Application Program Interface (API) capabilities of the system including any existing Records Management System (RMS) and / or Major Case Management (MCM) system interface capabilities.

   7.1.4. Describe any Canadian Association of Chiefs of Police (CACP) Law Enforcement Information Data Standards (LEIDS) standards capabilities based on the National Information Exchange Model (NIEM).

   7.1.5. Describe any use or plans for the use of blockchain based security within the solution.

7.2. Describe any security management facilities that provides unified security management and threat protection of the network, compute resources, storage & data, and applications.

7.3. Describe any options and integration available in support of Body Worn Video (BWV) systems.

7.4. Describe any options and integration available in support of In Car Video Systems (ICVS).

7.5. Describe any options and integration available in support of Interview Room recording solutions.

7.6. Describe any options and integration available in support of Closed Circuit TV (CCTV) security camera solutions.

7.7. Describe any options and integration available in support of Conducted Energy Weapon (CEW) event logs and health monitoring.

7.8. Describe any options and integration available for electronic Disclosure to Crown.

7.9. Describe any options and integration available for Business Intelligence analytics.

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7.10.   Describe any other options or Integrations available.