



RETURN RESPONSES TO: RETOURNEZ VOS RÉPONSES À Response Receiving - Environment Canada / Réponse recevant – Environnement Canada Heidi Noble heidi.noble@canada.ca REQUEST FOR INFORMATION DEMANDE D'INFORMATION	Title – Titre Request for Information Regarding an External Service for Staff Safety Monitoring and Emergency Response	
	EC Request for Information No. /SAP No. – N° de la demande d'information EC / N° SAP 5000038554	
	Date of Request for Information (YYYY-MM-DD) – Date de la demande d'information (AAAA-MM-JJ) 2018-06-27	
	Request for Information Closes (YEAR-MM-DD) - La demande d'information prend fin (AAAA- MM-JJ) at – à 2:00 P.M. 2018-07-25	Time Zone – Fuseau horaire Eastern Daylight Time
	Address Enquiries to - Adresser toutes questions à Heidi Noble heidi.noble@canada.ca	
	Telephone No. – N° de téléphone 905-319-6982	Fax No. – N° de Fax
	Destination - of Services / Destination des services Canada-wide	
	Security / Sécurité There is a security requirement associated with this requirement.	
	Vendor/Firm Name and Address - Raison sociale et adresse du fournisseur/de l'entrepreneur	
	Telephone No. – N° de téléphone	Fax No. – N° de Fax
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 Regarding an External Service for Staff Safety Monitoring
and Emergency Response**

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1. Background and Purpose

1.1 Introduction

Environment and Climate Change Canada (ECCC) includes several operational programs where staff work alone or in remote locations (including, but not limited to, field work), which constitute a risk to staff safety. Some of the operational factors that ECCC staff face include hostile human situations, remoteness, long duration in the field, technical requirements, working alone, hazardous tasks, and environmental hazards (water, ice, wildlife, wind, etc.). The extensive operations at ECCC mean that operational needs for staff safety and monitoring across the Department are quite varied.

To ensure the safety of all staff, ECCC has policies and procedures in place requiring regular “check ins” by staff working alone or in remote locations. Should an employee miss a scheduled check-in, or call directly for help, the Department also has emergency response procedures in place, which currently vary between programs, but generally require supervisors of monitored employees to be on standby after hours to respond to emergencies. The Department is currently testing and investigating a variety of options to improve the emergency response system and to implement a Department-wide solution to ensure the safety of all staff.

1.2 Request for Information (RFI) Purpose

The purpose of this RFI is to gather information from respondents regarding their ability to respond to all, or part, of the safety monitoring requirements for ECCC. Responses will help determine if services are available to provide an external “end-to-end” safety monitoring system for ECCC staff working alone or in remote locations. Benefits of a new system may include a reduction in the need for program staff to be involved in monitoring and emergency response (especially after regular work hours), provision of extra support when staff are responding to emergencies, and better coordination between systems and procedures in the safety monitoring system.

The proposed solution could include managing satellite communication device accounts, supporting the creation and maintenance of field trip itineraries / sail plans, monitoring regular staff check-ins, and providing emergency response services. A single vendor/supplier to manage all aspects of an integrated, end-to-end monitoring system would be preferred, to ensure the movement of data and information through the various steps is properly supported.

In addition to responding to the specifications listed in this document, the Department is interested in receiving input and suggestions as to the best way to support an integrated staff safety monitoring service for staff across the country.

1.3 RFI Scope

The proposed solution for a safety monitoring service for ECCC staff should be able to operate 24 hours per day, 365 days per year, in English and French, and in all regions of Canada including Northern and remote locations. The service should allow for monitoring of up to 1350 individuals across Canada at all times of year. Not all staff would require monitoring on any given day, but they would all require accounts to allow monitoring at any time throughout the year. Confidentiality and government security clearance will be required when dealing with personal employee information.

Flexibility to adjust monitoring and check-in requirements between programs at ECCC will be an asset to the proposed solution(s). Up to 10 separate programs at ECCC will need to be individually configured within the chosen solution. Some ECCC programs include year-round field work and multi-day trips, while others have only a small amount of single-day field work at certain times of year. Staff working alone in warehouses or who undertake hazardous tasks may also use this safety monitoring service.

1.4 Background – Current Field Safety Check-In Service at ECCC

Currently, many programs at ECCC require staff working alone or in remote locations to “check-in” every 4 hours (or less), and at the end of the day, to communicate that they are safe. The check-ins are tracked by a centralized “Itinerary Monitor” software, and can be sent using a telephone, satellite phone, internet browser, smart phone application, or personal satellite communication device.

If a monitored staff member does not check-in on time, the Itinerary Monitor sends them an automatic reminder, and then, after a pre-determined grace period (usually 10 minutes), the individual enters an “Unconfirmed Emergency.” Staff can also signal a “Confirmed Emergency” through the system, if they need help. When a confirmed or unconfirmed emergency is triggered, the “ECCC Contact” (a supervisor or manager, or an internal call centre) is automatically notified by the Itinerary Monitor software. The “ECCC Contact” is then required to take action to locate the staff or send emergency help, up to and including initiating a search and rescue with local emergency services (e.g. RCMP). **Figure 1** demonstrates the inter-connectedness of various software, devices, procedures and people used for field safety and emergency response, many of which are currently managed separately within each program. Currently the system of monitoring varies between programs at ECCC, but it often requires an individual’s supervisor to be on “standby” after hours until all staff have checked-in at the end of the day, or through the night if staff are engaged in nighttime activities. One of the advantages expected of an external end-to-end system is that the need for Departmental staff to be on standby after hours could be reduced.

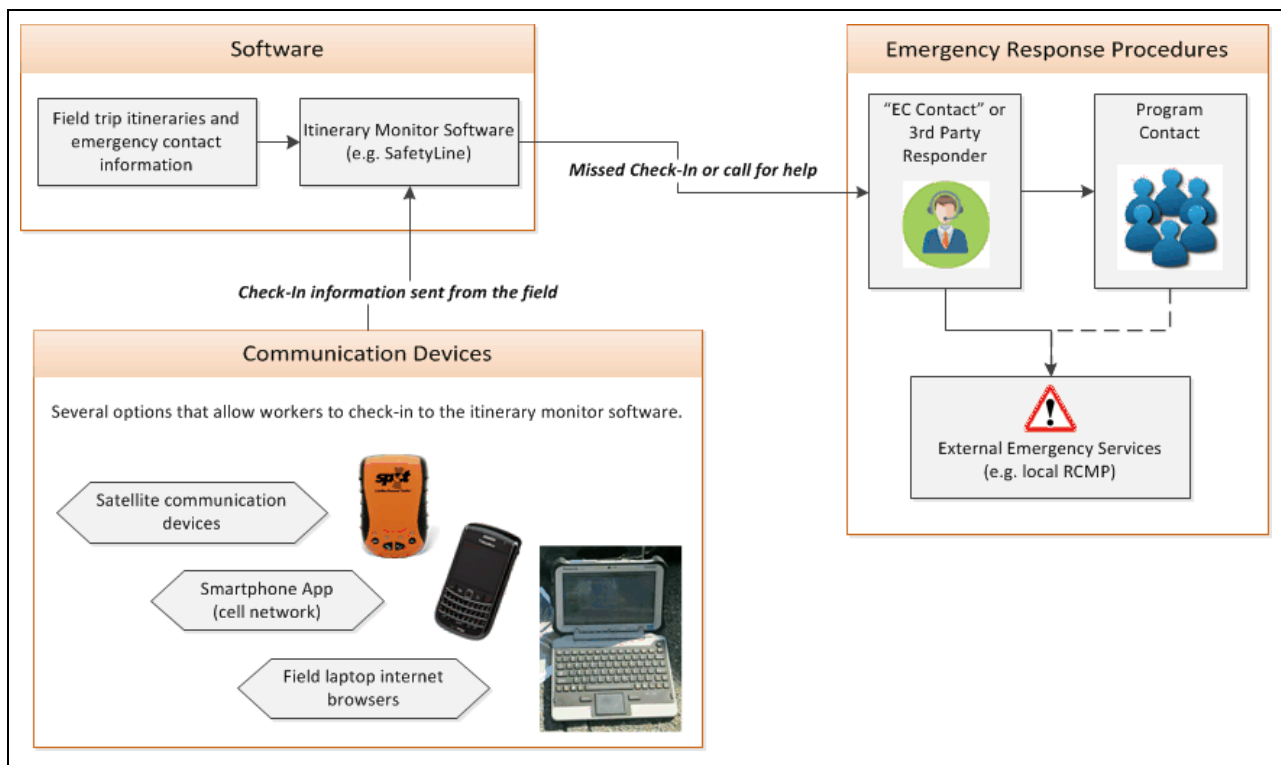


Figure 1: Interconnected portions of the current Safety Check-In Monitoring system.

2. Response Information

2.1 Objectives of this RFI

A RFI is used when detailed information and feedback are required from respondents. This request outlines a potential requirement, and requests respondents to describe their ability to satisfy all or a portion of the requirements and to provide ideas and suggestions on how a solicitation might be structured. Responses will be used to assist ECCC to finalize its plan for the requirement and to develop achievable objectives and deliverables.

The main objectives of the RFI are to:

- a) Inform the Department on potential options for external services that meet the needs of the requirement;
- b) Offer suggestions regarding potential alternative solutions that would meet requirements, such as solution with a lower environmental impact;
- c) Provide information to assist the Department to determine whether to proceed with requirements/strategy as planned, and if so, further developing internal planning, approval and solicitation documents that may potentially lead to a solicitation;
- d) Refine the procurement strategy, project structure, cost estimate, timelines, requirements definition, and other aspects of the requirement;
- e) Become a more "informed buyer" with an enhanced understanding of industry goods and service offerings in the areas of interest; and
- f) Assess potential alternative solution concepts that would meet its requirement, such as environmentally preferable solutions.

2.2 Nature of RFI

This RFI will not necessarily result in any procurement action. This RFI is for informational purposes only and does not constitute a commitment by the Government of Canada. Responses to this RFI will not constitute a commitment from the industry provider. Potential suppliers of any goods or services described in this RFI should not allocate resources or incur undue costs as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement.

This RFI contains draft requirements that may be used in future procurement action. This document remains a work in progress and respondents should not assume that requirements will not be added, changed or removed from any bid solicitation that is ultimately published by ECCC. Comments regarding any aspect of the requirements are welcome.

2.3 Confidentiality

All information obtained with this RFI will be treated as confidential.

- a) Although ECCC is seeking detailed responses from respondents to this RFI, it is understood that respondents may not be willing or able to address all of the information sought by ECCC.

- b) Nevertheless, and in an effort to encourage respondents to be as forthcoming as possible, it is understood and agreed that ECCC shall, during and after the period of the RFI, treat as confidential and not divulge, unless authorized in writing by respondents, any information obtained from respondents that has been identified by respondents as “confidential” or “proprietary”, within their written response to this RFI.
- c) Although one of the primary purposes of this RFI is to obtain information and recommendations directly from industry knowledge leaders that will be used to support ECCC’s preparation in project planning, ECCC will in no way make any direct attribution of any information obtained from respondents that has been identified by respondents as “confidential” or “proprietary” within their responses.
- d) ECCC will also not impose any future obligations or commitments on respondents with respect to claims or cost information contained within their responses to this RFI.

2.4 Response Costs

ECCC will not reimburse any respondent for expenses incurred in the preparation of responses to this RFI. This RFI will not result in the award of any contract. Potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI.

2.5 Process to Submit Responses and Closing Date

1. Responses are to be submitted electronically to the Contracting Authority.
2. It is requested that responses are not submitted by facsimile (fax) or physical mail, but rather only in softcopy format, submitted to the electronic mailing address above.
3. Any response submitted will become the sole property of the Government of Canada and will not be returned to the Respondent. The response will be used to assist Environment and Climate Change Canada in further analysing the presented requirement and, as such, may be used in the development of a future solicitation process to be posted on Buy and Sell.
4. 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: Heidi Noble
Email Address: heidi.noble@canada.ca
Telephone: 905-319-6982

5. Responses are required by the closing date: July 25, 2018 at 2:00 p.m. (Eastern Daylight Time).

2.6 Response Structure

- a) **Cover Page:** Respondents are requested to indicate on the front cover page the RFI number and the full legal name of the Respondent, as well as the title of the response.
- b) **Title Page:** The first page after the cover page, should be the title page should contain:
 - (i) the title of the Respondent’s response;
 - (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) Response Template:** In order to facilitate a consistent and structured assessment of the information provided to the Department within the responses, respondents are asked to structure their responses to match the order in which questions are asked in the "Response Template" in Section 3 and Annex A of this RFI package.

Respondents are requested to provide 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 made in their responses.

Any functionality identified by respondents must be based upon the most recent release of a product that is currently commercially available.

- d) Documentation and Number of Copies:** Respondents are requested to provide one (1) softcopy of their response and one (1) softcopy of any product datasheets, user, system and/or other manuals that describe the functionality and technical specifications of the Respondent's product / solution. The documentation should be in one of the following file formats – PDF, MS Word or HTML.
- e) Additional Capabilities:** Respondents may also provide explanations of additional functionality (e.g. functionality not mentioned in Section 3 that the supplier believes may be relevant to the Department's business requirements) or extended capabilities (e.g. functionality that exceeds the requirements set out in Section 3). Respondents wishing to provide such information are asked to clearly identify where their response deviates from the RFI template, and may include with their submission a separate attachment that clearly itemizes additional functionality elements and extended capabilities, providing a brief description and including page references where more complete descriptions can be found in their documentation.
- f) Numbering System:** Respondents are requested to prepare their response using a numbering system corresponding to the one in the Response Template in Section 3 of this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.
- g) Complete Responses:** Respondents are requested to address all concepts outlined in the Response Template in Section 3 of this RFI package where possible, however responses will still be accepted if the proposed solution only meets part of the requirements. It is preferable that respondents clarify up front which aspects can be met, and why others are out of scope.
- h) Product brochures and other vendor documentation provided *without* an RFI response will not be evaluated. ECCC reserves the right to determine which RFI response will be evaluated based on the quality and completeness of the responses received.**

2.7 Treatment of Responses

- a) **Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by ECCC to develop or modify procurement strategies or any draft documents contained in this RFI. ECCC will review all responses that are received by the RFI closing date.
- b) **Review Team:** A review team composed of representatives of ECCC will review the responses. ECCC 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*. ECCC will handle the responses in accordance with the *Access to Information Act*.

Although one of the primary purposes of this RFI is to obtain information directly from industry that will be used by ECCC to develop or modify procurement strategies or any draft documents contained in this RFI, ECCC will in no way make any direct attribution of any information obtained from respondents that has been identified by respondents as “confidential” or “proprietary” within their Responses.

- d) **Follow-up Activity:** Should respondents include information which is of particular relevance and interest to ECCC, and should ECCC (at its exclusive option) determine that follow-on clarification meeting(s) with one or more respondents would be of potential benefit to ECCC, then ECCC may (at its exclusive option) invite selected respondents to participate in one-on-one “clarification meeting(s)” to provide clarification on their response(s), demonstrate their technologies or make a presentation to ECCC Representatives, in order for ECCC to learn more about the capabilities and features of their Response.

In the event of such an occurrence, any requested clarification meetings may take place at ECCC’s facilities, location to be determined, or may take place via teleconference or other mutually convenient means, as agreed to between ECCC and the selected respondents.

ECCC will not reimburse any respondent for expenses incurred in responding to this RFI. Respondents will be responsible for all costs associated with the preparation and submission of any response to this RFI, including any costs associated with accepting ECCC’s invitation(s) to participate in any clarification meeting(s).

2.8 Reserved Rights

In addition to any other expressed or implied rights, ECCC reserves the right to:

- a) Cancel this RFI process at any time;
- b) Issue a new RFI for the same or similar information;
- c) Change the structure of the RFI process;
- d) Vary or extend any date or time in this RFI at any time, and for such period as ECCC, in its absolute discretion, considers appropriate;
- e) Make changes, including substantial changes to the requirements as described in this RFI. Substantial changes will be communicated to all potential respondents;
- f) Request written clarification or the submission of supplementary information from any or all respondents, or provide additional information or clarification;

- g) Contact any customer or reference provided within a respondent's response, as part of its assessment process (contacting references); and
- h) Not consider any response which contains information which ECCC (in its exclusive opinion) believes to contain misrepresentations or any other inaccurate, suspicious or misleading information.

3. Response Template – Requirements

In order to gain the greatest value from responses to this RFI and to facilitate a consistent and structured assessment of the information provided to ECCC, respondents are asked to structure their responses in accordance with the following sections and the Technical Requirements outlined in Annex A.

3.1 Corporate Profile

Please provide basic information on the company providing the Response, including:

- a) number of years in business;
- b) countries in which the Respondent does business;
- c) identity, including a brief description and location, any partners in Canada;
- d) revenues (most recently completed fiscal year);
- e) number and location of Canadian offices;
- f) number of staff currently employed, and any sub-contracting relationships;
- g) other related business lines/products;
- h) recent corporate highlights (e.g. accomplishments, awards, etc.); and
- i) level of government security clearance, if available.

3.2 Product Profile

Please provide information on any products recommended as part of the staff safety monitoring solution, including:

- a) year in which product(s) was first released;
- b) number or frequency of new releases since first released;
- c) number of current installations;
- d) major clients and an indication of the extent of use of the product by the clients (also, where possible, provide a named individual agreeable to being contacted as a client reference);
- e) links to recent articles, reviews, press releases concerning the product(s); and
- f) testimonials or case studies describing customer successes.

4. Reference Documents

The current safety monitoring procedures at ECCC are outlined in the following documents. These documents may be modified in the future if a new service is put in place.

- 1) [EC Safety Check In Directive \(revised December 19, 2014\) / Directive sur les appels de sécurité](#)
- 2) [EC Working Alone Directive \(revised December 19, 2014\) / Le travail seul, directive](#)
- 3) [ECCC Critical Response Guide / Incident critique, guide d'intervention](#)
- 4) [Water Survey of Canada Safety Check-In Procedures \(Version 4A, revised September 15, 2015\) / Procédures concernant les appels de surveillance](#)

Annex A

Technical Requirements

Requirement

An integrated end-to-end field staff safety monitoring service should be able to address all of the below requirements. Some sub-sections are posed as questions, while others provide further details about what specifications the system should include. Comments are encouraged under every sub-section, including a NIL response. Submissions that propose solutions that meet only part of the requirements will also be accepted. The proposed solution(s) must be able to operate 24 hours per day, 365 days per year in English and French, in all regions of Canada including Northern and remote locations.

Check-In Monitoring Service

- a) Overall: Describe how the proposed solution would monitor and track regularly scheduled “check-ins”, and ad-hoc SOS calls for help, by staff working alone or in remote locations. How would start and end of day notifications be handled, in addition to the monitoring of timed check-in intervals?
- b) Number of Accounts: The proposed solution should allow for monitoring of up to 1350 individuals. Not all staff would require monitoring on any given day, but all of them would require accounts set up to allow monitoring at any time throughout the year. How would the cost of the solution vary based on the number of user accounts?
- c) Customization: Flexibility to adjust monitoring and check-in requirements between programs at ECCC would be a great asset to the proposed solution(s). Up to ten (10) separate operational programs may need to be configured and operated separately within the safety monitoring service. Some ECCC programs include year-round field work and multi-day trips, while others have only a small amount of single-day field work at certain times of year. Staff working alone in warehouses or who undertake hazardous tasks may also use safety monitoring services.
- d) Location Information: Describe how the system will track and display the movement and location of a monitored staff member, when the appropriate devices are carried by staff. Access to the last known location and the “breadcrumb” trace of staff is essential to a successful emergency response. **Privacy and confidentiality** concerns on behalf of the staff being tracked should also be considered; personal information must be protected according to Government of Canada security standards.
- e) Tracking Dashboard: The provision of a password-protected “dashboard” to show the status of all monitored staff, split by operational group, is an asset to the system. Depending on the level of interaction ECCC staff will have in the emergency response procedures proposed, they will require the ability to track actions and enter comments as an emergency progresses.
- f) Report Extraction: The ability to customize and export reports from the software to analyse timelines and other information relevant to staff monitoring and emergency response is required.

Communication Device Management

In some cases, staff who are working in remote locations do not have regular access to reliable internet, telephone, or cell service but do have satellite-enabled location and telephone devices. For others working closer to urban centres, the option to use a cell or internet-enabled devices, which have greater functionality and ease of use, is an asset.

- a) Overall: Describe how the proposed solution will ensure that communication devices used by technologists are properly integrated into the monitoring system, and any relevant accounts are managed on an ongoing basis.
- b) Types of Devices: Describe which types of communication devices can be integrated into the proposed solution. Currently, most ECCC programs ensure that staff have two or more types of communication devices available while in field work status, including:
 - Cell phones (including smart phones)
 - Satellite phones
 - Personal satellite communication and tracking devices, such as SPOT or inReach units (generation 3 and earlier currently in use) that operate on the Globalstar or Iridium constellation of satellites and allow for one or two way communication
 - Distress radio beacons such as PLBs, ELTs and EPIRBs are used by ECCC field staff when needed.
 - Radio communication, including VHF, marine bands and long range frequencies used in the North.
- c) Two-way communication: Describe how the proposed solution will notify staff that their check-ins have been received by the monitor and therefore confirm that the check-in timer has been reset. In cases where staff do not have access to reliable telephone, internet or cell signal/connections, satellite communication devices with two-way communication ability are preferred by the Department as a way to check-in, as well as to confirm the check-in has been received.

Trip Itinerary Management

ECCC staff who travel to do field work for a variety of operational programs are required to put together itineraries of their travel, including work site locations, contact information for overnight accommodations and any additional transportation arrangements (e.g. charter flights), and contact information for local emergency services (e.g. RCMP, Sureté du Quebec).

- a) Overall: Describe how the proposed solution would handle the creation, internal approval, upload and updates to field trip itineraries. This may range from the simple upload of text itineraries, to an interactive journey management tool.
- b) Itinerary changes: A particular challenge to ECCC is making changes to trip itineraries when the staff member does not have internet or cell access and their supervisor has gone home for the day. Describe how the proposed solution would advise that itineraries be updated dynamically, which may or may not include having program staff on standby after hours.

Emergency Response

ECCC is seeking advice on how to approach the response to both “confirmed” emergencies (when a staff member calls for help) and “unconfirmed” emergencies (when a staff member misses a scheduled check-in and cannot be reached).

- a) Overall: What software or service would be used to provide notification that a confirmed or unconfirmed emergency has been triggered?

- b) Acknowledgement of emergency lead: Who would be notified initially of a new emergency, and what actions would they take? How would they notify others that they have taken responsibility for the situation?
- c) Call Centre: Describe if and how an external call centre would be included in emergency response for monitored staff missing a check-in or calling for help.
- d) After hours response: How would the proposed solution vary between working hours (approximately Monday-Friday, 8am-5pm in local time), compared to after hours? Would ECCC staff members remain on standby after hours to be notified of emergencies and would they be required to respond directly?
- e) Risk Assessment: Describe the procedures for deciding if a search and rescue party needs to be sent out to locate a staff member who cannot be reached. Would the external service or the Department become the liaison with emergency services? If the Department is responsible, what kind of support can the external service provide?

Training and Support

- a) Training: Please describe the method for ECCC to inform staff how to use the software and hardware to be used in the proposed solution to safety monitoring. What specific training tools would be available to program managers and/or to staff to assist in setting up the system.
- b) Support: What ongoing customer support would be available from the company should ECCC implement the proposed solution? What kind of interaction with the company could the program managers have, and describe any specific tools or resources that would be available