REQUEST FOR INFORMATION (RFI)

SECURE DROP ZONE SOLUTION

PURPOSE OF THE REQUEST FOR INFORMATION

This is not a bid solicitation. This RFI will not necessarily result in any procurement action. A contract will not result from this activity.

The Canada Revenue Agency (CRA) is seeking feedback from the vendor community on the availability of a Secure Drop Zone solution that provides a secure method for individuals to transfer files to the CRA. In support of policies and governance processes related to the reception of files from the public, the CRA is interested in a solution that would permit one-off and ad hoc receipt of files from external parties.
Vendors are requested to provide specific responses to the product questions outlined herein. Vendors are requested to provide product whitepapers, if available.

The objective of this Request for Information (RFI) is to gather the most current information possible from industry on the different Secure Drop Zone solutions as it relates to the CRA's business requirements.

The key objectives of the RFI include:

1. Receive responses from the vendor community about available solutions
2. Get a better understanding of the current and future trends
3. Vendors who establish, via their response to the RFI, how their products(s) meet the detailed solution requirements may be invited to provide an interactive demonstration and discuss in detail how their solutions meet the listed requirements.

PURPOSE OF THE SOLUTION

The solution's services and capabilities must include:

o   A public web portal accessible to external parties, with one-time-use credential capabilities for login/authentication
o   A clear and customizable public GUI
o   Rapid, multiple file upload capabilities
o   An administrator portal for CRA employees to generate one-time use keys or credentials, to be provided to external parties for secure portal/upload access

o Back-end, secure CRA access for retrieving delivered files, or file delivery to CRA
o Monitoring, auditing and logging of uploaded files that will enable the Agency to track the delivery of data, its origin and any related metadata
o Reporting, both operational and administrative, to generate reports on user activity, system utilization, delivery monitoring, real-time notifications and routing
o Security technologies that provide end-to-end encryption
o Content filtering to enable the blocking and/or reporting of unsolicited content

The solution must satisfy the following functional requirements:

o The ability to securely receive files from external sources
o The ability to manage, deliver and/or store received files from external sources
o The ability to create and distribute one-time-use credentials for external upload access
o The ability to host a public portal for external upload access
o The ability to manage alerts and notifications relating to file delivery
o The ability to manage transmission metadata
o The ability to provide transmission related reporting
o The ability to create/maintain transmission history and audit trail information
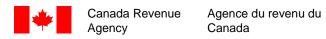
SOLUTION REQUIREMENTS:

Respondents are requested to provide a detailed response, addressing each of the following questions:

PART A – GENERAL QUESTIONS

A1	Describe how your solution meets the Government of Canada standard under the Official Languages Act (accessible via the following hyperlink http://laws-lois.justice.gc.ca/eng/acts/o-3.01/).
	Specifically, describe in what capacity your solution provides user interfaces functionality and documentation in English and French.
A2	Describe how your solution meets the Government of Canada standard under the Privacy Act (accessible via the following hyperlink http://laws-lois.justice.gc.ca/eng/acts/p-21/).
A3	Provide two examples where your solution was implemented. Include implementation time, common success factors, and obstacles in standardizing this solution.
Licensing Question	
A4	What are the available licensing models

Training, Documentation and Support Questions	
A5	What type of technical documentations do you provide for your application (e.g. white paper, installation and configuration instruction, release notes, etc.)?
A6	Describe the different types of training you provide for this type of solution.
A7	Do you offer standard and customized training courses?
Deployment and Technical Support Questions	
A8	Describe how a typical solution implementation would look like and how you perform the actual implementation of the solution?
A9	Describe your release horizon including updates, major and minor enhancements of your solution. How often do you release software updates?
A10	How long does it take, on average, to implement changes in the solution?
A11	Describe if any third party/parties services are needed for implementation and support?
A12	Do you separate security, bug-fix and Feature updates? Explain.
A13	Describe the activities and the type/level of expertise required in order to maintain the solution on an on-going basis.
A14	In general, how much time would it take for a user to become self-sufficient with the solution?
A15	Describe your maintenance and support offerings (i.e., pre-deployment, post-deployment, consulting after-hours support, 7/24 on-call support, etc.) and how you would provide them.
Functional Questions	
A16	Describe what functional modules (components) are included in the base solution and what additional functional modules (components) are available, if any.
A17	What are the key elements of the solution that must be implemented first and what elements can be added on in priority?
A18	What, if any, customization is required to operationalize the solution? Can this be done by the customer or does it require initial vendor set-up?
A19	What are the activities and the type/level of expertise that is required in order to maintain the solution on an on-going basis?
A20	Explain the ability to perform audits as and where required in real-time (or near real time); describe any audit capabilities, for example: is a log file maintained of user actions including privileged users?
A21	Presuming the necessary IT infrastructure was already in place, how long would it take to install your solution, configure and make it ready for production use?

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Request for Information (RFI) for a

Secure Drop Zone Solution

PART B – TECHNICAL QUESTIONS

	General Technical Questions
B1	Describe the architecture of your solution including description of solution platform, storage, database management system, high availability, and redundancy features.
B2	Describe the safeguards your solution has in place to protect the integrity of captured data (necessary to ensure nonrepudiation when legal action is required).
B3	What are the computing platforms for your solution? Please specify both server and clients, if any. If you support multiple platforms, please specify your preference.
B4	How do you keep up with platform vendors' release/upgrade cycles?
B5	What programming language is being used in your application development? Is the software written in the commercially available development language which is still being enhanced and supported by the supplier?
B6	Describe how you integrate third party products in your applications, if any? If so, please specify which ones and their version number.
B7	Is your solution cloud-enabled, explain?
	Drop Zone Questions
B8	Describe your solution's method of securely transferring/receiving files.
B9	Describe your solution's public User Interface that would allow an individual to upload a file.
B10	Are there restrictions in your solution relating to the maximum size of files that can be transferred?
B11	Does your solution support file delivery assurance and contain checkpoint restart functionality?
B12	Describe your solution's administrator User Interface that would allow a CRA employee to generate one-time credentials for public access.
B13	Does your solution provide alert/notification features? If so, describe.
B14	Is your solution scalable in relation to number of file transfers that can be sent/received?
B15	Does your solution provide content filtering? If so, at what level?
	Integration Questions
B16	Which DBMS(s) and on which platform and O/S(s)) can the software solution be deployed to?
B17	What type of application program interfaces (APIs) are available in your solution? Please specify.
B18	How does the solution integrate with anti-virus/malware software
B19	How does the solution integrate with email

| B20 | How does the solution integrate with authentication solutions |

Security Questions

B21	Does your solution allow the recording of actions of each specific user to be saved in a log?
B22	How does your solution implement roles and access control? e.g. for clerks, supervisors, administrators, etc.
B23	Describe the safeguards your solution has in place to protect the integrity of captured data (necessary to ensure non-repudiation).
B24	How is data protected as it travels through the solution?
B25	Describe your application security features in detail
B26	How does the solution protect certificates, keys and other credentials?
B27	What privacy and security regulatory compliance standards does the solution meet?
B28	What NIST and/or FIPS standards does the solution include?

Performance and Network Questions

B29	What is your query response time?
B30	What is the maximum concurrent user access to the solution?
B31	List and describe any limitations of the software solution. (E.g. total volume capacity, output queues size/format of documents)
B32	Provide the system requirements of your solution. E.g.: CPU/cores, RAM, HDD capacity, O/S version(s), network.
B33	Ability to operate across multiple locations in a distributed enterprise environment over public and private (Government of Canada) networks.
B34	What are minimum system requirements for your solution?

Query, report and audit capabilities Questions

B35	Describe the options provided by the solution to report on the details of files sent or received.
B36	Describe the options provided by the solution for reporting on user activity.
B37	How are audit records secured from tampering?
B38	What de/compression algorithms are supported by the solution?
B39	What de/encryption algorithms are supported by the solution?
B40	What features are provided by the solution for digital signatures?
B41	What features are available for analysis (to gather information about the content) of the files prior to encryption?
B42	What features are provided to perform the data transformation required between file types or between file formats?
B43	Does your solution include a digital certificate management component, explain?
B44	What types of digital certificates are supported by the solution?

| B45 | What user interface options are provided by the solution? |
| B46 | Describe how the UI can be used to define workflows that allow a user to intervene at different stages of the file transfer process? |

INTERACTIVE PRESENTATION/DEMO SESSIONS

CRA may, at its sole discretion, request meetings with interested respondents who have clearly addressed the solution requirements set out above in their response to CRA. The intent is to provide them with the opportunity for a follow-up to their written response and to present /discuss their capabilities in relation to this RFI.

Respondents may be contacted within six weeks of the RFI closing date to schedule the presentation/demo. An Invite Agenda will be provided to the interested respondents. Specific questions or areas of interest to be covered during the session may also be provided and will be based on responses received.

The on-site presentation/demo session will be located in the National Capital Region. The exact location and timeframe will be detailed in the Invite Agenda. However, at no time will the session exceed two hours in length. Respondents will also be asked to provide an electronic version of their presentation/demo material after the presentation/demo session.

The respondent sessions must cover specific details relevant to the key objectives stated within this RFI. As such, representatives attending the session must include Subject Matter Expert(s) in these areas in order to meaningfully respond to questions at the session.

RESPONSES AND ENQUIRIES:

Respondents are advised to clearly identify which portions of their response are proprietary. The confidentiality of each Vendor's response will be maintained. Due to the nature of an RFI activity, respondents must be aware that aspects (that have not been labelled confidential) of their responses may be used as a basis for any subsequent Request for Proposal (RFP), if and when the CRA decides to prepare for any future procurement initiative.

Information provided in response to this RFI will be divulged only to individuals authorized to participate in this RFI activity.

Responses to this RFI will not be used to pre-qualify or otherwise restrict participation in any future procurement process (e.g. an RFP). Responses will not be formally evaluated.

CRA will not reimburse any expenditure incurred in preparing responses and participating in the presentation/demo sessions related to this RFI.

The vendor must provide a contact name, email address and telephone number when submitting their response.

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

Respondents are requested to submit responses by **April 24, 2019**, **2 p.m. Eastern Daylight Time**. The review of responses will begin after the date and time mentioned above. Responses received after that date may not be reviewed.

Electronic submissions are preferred.
Vendors are requested to submit responses to this RFI using the following facsimile number, e-mail or delivery address:

Canada Revenue Agency
Contracting Division
IT Contracting Section
250 Albert, Room 8091
Ottawa, ON K1A 0L5
Attn: Laurence Nyirabigirimana
Telephone No: (613) 957-9266
Facsimile No: (613) 957-6655
E-mail: laurence.nyirabigirimana@cra-arc.gc.ca

For delivery by hand or by courier, Monday to Friday 8:00am to 2:30pm, please contact Laurence Nyirabigirimana to arrange a drop off time.

Only enquiries which clarify the questions asked or feedback requested may be answered with respect to this RFI.

All enquiries must be submitted via email to the attention of Laurence Nyirabigirimana at laurence.nyirabigirimana@cra-arc.gc.ca or by phone at (613) 957-9266.