PROCUREMENT AND CONTRACT MANAGEMENT
155 Queen street, Suite 400
OTTAWA ON K1A 0B8

Parliamentary Protective Service
Service de protection parlementaire
Canada

GESTION DE L'APPROVISIONNEMENT ET DES CONTRATS
155 rue Queen, Pièce 400
OTTAWA ON K1A 0B8

☒ Request for Information

☐ Request for Proposal

☐ Request for Supply Arrangement

☐ Request for Standing Offer

☐ Request for Quotation

DIRECT ENQUIRIES TO:

Rizwan Shah
Senior Contracting Officer

E-MAIL: rizwan.shah@pps-spp.parl.gc.ca

DATE: **August 8th, 2019**

RETURN YOUR RESPONSE BEFORE:

2:00:00 p.m. Eastern Time on September 9th, 2019

PURPOSE:

The Parliamentary Protective Service is issuing this Request for Information (RFI) as a mean of gathering information on systems that meet the Parliamentary Protective Service's essential requirements for **Protective Service Dispatch and Reporting**, as defined herein.

This RFI is not a bid solicitation and does not constitute a commitment with respect to future purchases or contracts. 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.

The PPS reserves the right to create a source list resulting from this RFI, inviting respondents to the RFI to an invitational RFP process.

CONTENT:

Preface: Information for Respondents
Section A: Statement of Requirements

AUTHORISED Respondent's SIGNATURE _____ TEL.: _____

NAME (PLEASE PRINT): _____ DATE: _____

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CONTINUATION
PREFACE - INFORMATION FOR RESPONDENTS

1.   OBJECTIVES OF THE REQUEST FOR INFORMATION

The purpose of this Request for Information (RFI) is to gather information on Protective Service Dispatch and Reporting Systems that meet the requirements described in Section A, Statement of Requirements.

2.   NATURE OF THE REQUEST FOR INFORMATION

This RFI is not a bid solicitation. This RFI may, however, result in a competitive process for the goods and/or services described.

3.   NATURE AND FORMAT OF RESPONSES REQUESTED

3.1   Respondents should explain any assumptions made in their responses to this RFI.

3.2   On the cover page of their response, Respondents are requested to provide their company name, address, telephone number, name and Email of a primary point of contact.

3.3   Respondents are asked to respond to the requirements described herein in the same order as they appear in the RFI in order to facilitate a review of the information provided.

3.4   Respondents are requested to submit one soft copy of their response, in PDF format, referencing the RFI number, as per the delivery instructions in clause 9, Receipt of Response, below.

4.   CONFIDENTIALITY OF RESPONDENT INFORMATION

4.1   Parliamentary Protective Service is seeking information from Respondents in response to this RFI.

4.2   It is understood and agreed that Parliamentary Protective Service will, during and following the period of this RFI, treat as confidential and not divulge, unless specifically authorized in writing by the Respondent, any information that has been identified by Respondents as "confidential" or "proprietary", within their written response to this RFI.

4.3   Parliamentary Protective Service 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.

5.   TREATMENT OF RESPONSES

5.1   **Use of Responses:** Responses will not be formally evaluated. However, the Parliamentary Protective Service will review all responses received by the RFI closing date. Parliamentary Protective Service may, at its discretion, review responses received after the RFI closing date.

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PREFACE - INFORMATION FOR RESPONDENTS

5.2 **Review Team:** A review team composed of representatives of Parliamentary Protective Service will review the responses received. Parliamentary Protective Service reserves the right to hire any independent consultant, or use any resources that it considers necessary to review any response, in part or in its entirety. Not all members of the review team will necessarily review all responses.

5.3 **Post-Submission Review Questions:** Parliamentary Protective Service may, at its exclusive discretion, request additional information from Respondents to provide clarity on any aspect of the information provided.

6. RESPONSE COSTS

Parliamentary Protective Service will not be responsible for any costs incurred by Respondents associated with the preparation and submission of responses to this RFI.

7. RESERVED RIGHTS

In addition to any other expressed or implied rights, Parliamentary Protective Service reserves the right to:

7.1 Cancel this RFI process at any time;

7.2 Cancel this RFI process at any time and issue a new RFI for the same or similar information;

7.3 Make amendments to the timing and/or structure of this RFI process, including the closing date of the RFI, at its exclusive discretion;

7.4 Request additional supporting information or clarification from any or all Respondents, and/or provide to Respondents additional clarification and information pertinent to this RFI;

7.5 Contact any customer or reference provided within a Respondent's submission; and

7.6 Not consider any response, in its entirety, containing information which the Parliamentary Protective Service, in its exclusive opinion, believes to contain misrepresentations or any other inaccurate, suspicious or misleading information.

8. CONFLICT OF INTEREST

The Respondent must not extend entertainment, gifts, gratuities, loyalty points, rewards or other incentives, discounts, or special services regardless of value to employees of Parliamentary Protective Service or their families. The Respondent has the responsibility to report to the Parliamentary Protective Service any attempts by employees of Parliamentary Protective Service or their families to obtain such favors.

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PREFACE - INFORMATION FOR RESPONDENTS

9. **RECEIPT OF RESPONSE**

9.1   Responses should be electronically submitted to the Parliamentary Protective Service in accordance with the date and time indicated on the RFI.

Respondents are solely responsible for the delivery of their responses in the manner and time prescribed.

9.2   Responses should be received no later than 2:00 p.m. Eastern time, on **September 9th, 2019.**

Responses received after the closing date and time of this RFI may not be considered by Parliamentary Protective Service.

10. **ENQUIRIES**

10.1   Questions regarding this RFI should be submitted electronically to the Contracting Authority no later than **14:00:00 Eastern time on August 14th, 2019**.

10.2   Parliamentary Protective Service may provide written answers to questions received on or before this date by means of RFI addenda or Questions and Answers posted on Buy and Sell.

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SECTION A – STATEMENT OF REQUIREMENTS

1. **BACKGROUND**

On June 23, 2015, the Parliamentary Protective Service was created by law under the Parliament of Canada Act. The Speaker of the Senate and the Speaker of the House of Commons are, as the custodians of the powers, privileges, rights and immunities of their respective Houses and of the members of those Houses, responsible for the Service. The newly created parliamentary entity amalgamated the former Senate Protective Service, House of Commons Security Services, and detection specialists, into a single unified security service to serve the Parliament of Canada. While the Director of the Service must be a member of the Royal Canadian Mounted Police (RCMP) by law, he or she has control and management of the daily operations of the organization.

The Director executes his or her mandate under the joint general policy direction of the Speaker of the Senate and the Speaker of the House of Commons. The Speakers of both Houses, being responsible for the Service, and the Minister of Public Safety and Emergency Preparedness have entered into an arrangement to have the RCMP lead the physical security operations of the Service.

2. **OBJECTIVE**

The PPS requires a Protective Service Dispatch and Reporting System to effectively manage key business processes including: event creation and dispatching, real time workforce tracking, patrol duties, live GIS mapping of assets, analytics (calls and response), call routing queues, interfacing with video and alarm softwares, CPIC interface, and GPS tracking of vehicles as well as a Motorola radio interface. PPS would also like to see a mobile or portable version of this software suite and the ability to possibly connect with regional emergency partners.

We would like to explore a suite of software that is ideally modular and can be adapted to the needs of PPS and that could be implementend and expanded incrementally.

3. **BUSINESS DRIVERS**

Since its creation, PPS has been using a legacy software to track incidents that has no dispatch capabilities. With the amalgamation of the security forces, the PPS has an immediate need to implement a software solution to meet the requirements of an active dispatch center.

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SECTION A – STATEMENT OF REQUIREMENTS

4. SUMMARIES OF MAJOR PROCESSES

4.1 Current state of business processes

PPS is currently reviewing its front line resource allocation process. Without a proper piece of software to ensure that the right information goes to the right person, this PPS model would be inefficient. We are looking at a scalable solution to enhance the concept of operations and asset tracking. Since PPS currently is on a legacy system and is also dependant on other pieces of software to accomplish daily tasks, the solution should be a unique adaptable and scalable software suite.

5. SCOPE OF REQUIREMENT

5.1 In-scope

5.1.1   Implementation and commissioning of software meeting the requirements of this document including project management, installation, configuration and mapping data for up to 10 desks with an expansion to 20 desks.

5.1.2   Training for 15 employees on all elements of the solution.

5.1.3   Ongoing technical support including onsite support during the go-live period.

5.1.4   Costing for annual maintenance and upgrades and / or subscription pricing model.

6. SUMMARIES OF MAJOR PROCESSES

6.1 Future state of business processes

PPS would like to imbed connectivity to various software suites in order to simplify its command and control operations.

- Interfacing with alarm monitoring software
- Interfacing with Motoroal P25 system (Push to Talk and Duress)
- Secure CPIC interface (2FA)
- Connectivity with another CAD software from a municipal partner
- Dispatching of vehicular and pedestrian assets though a mobile solution

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SECTION A – STATEMENT OF REQUIREMENTS

2. **REQUIREMENTS**

Respondents should indicate how the proposed solution will meet the following requirements. Respondents are encouraged to present available alternatives in cases where their solution does not meet one of the following requirements, and to include any assumptions made in their response. Please use the tables below to respond:

Item	Requirement	Yes	No	How requirement is Met or Alternative
General Requirements - Mandatory				
G1	The application(s) and the entire proposed solution must be proven to be fully capable of processing and rendering content in English and French, including support and documentation			
Planned and Preventive event management - Mandatory				
P1	Create, view and update live events both at dispatch and from the end user.			
P2	Storage and access to a Restricted / Tresspassed persons index / list.			
P3	Plan and capture scheduled patrols of personnel			
P4	Ability to recommend or assign personnel based on rank or employee specialization			
P5	Analytical capability fo call types and locations / audit capability			
Operations requirements				
A6	Incident reporting from a dispatch center of self engaged by an officer in the field.			
A7	Ability to dispatch personnel and vehicles			
A8	Mobile version of the software for field officers and ability to update and add comments to calls via mobile solution			
A9	Map locations of personnel and vehicles (via mobile or GPS)			
A10	Possible Interface with authrorized vehicle and persons list (expected visitors).			
A11	Map viewer and ability to create an incident from the mapping software.			
A12	Possibility to route incidents to different workgroups (intelligence, planning and events)			
A13	Potential need for printing trespass notices (mobile ticketing)			

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A14	Access to SOP's, BOLO's, special notices, hazards for dispatch and front line officers and have pop up notes for call entry.			
A15	CPIC interface			
A16	Possibility to interface with alarm monitoring dashboard (force call on alarm trigger)			
A17	Possibility to attach images to an incident (both from dispatch and front line mobile equipped officers)			
Communications and Reporting				
C18	Generate daily occurrence log (data mine daily events)			
C19	Configurable software/dashboard by user			
C20	If not part of the software, ability to integrate a centralized reporting database.			
C21	Ability to interface with another CAD/dispatch software used by municipal police.			
C22	Ability for software to report via email when a certain treshold is achieved i.e. an arrest.			
C23	Report approval process through workflow queues			

3.   PRICING

Respondents are asked to provide pricing estimates to support their solution. Pricing information will not be evaluated. The pricing estimates will be utilized for budget and planning purposes for future projects. For this reason, the following table is recommended.

	Ballpark number of persondays	Typical rate	By module or by named user or concurrent user or device or Other	Comments
Professional services		*Add rows per type of resource*		
Software cost				
Hardware cost				
Recurring cost				
Cost of upgrades				

4.   POTENTIAL PHASING AND TIMELINES

4.1 Respondents are asked to propose a method to organize the project in terms of phases and outcomes, along with typical timelines experienced by other clients.

4.2 In order to ensure a successful project outcome, please describe the type of resources recommended for the PPS to assign to the project, with a time percentage or ballpark # of days.

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SECTION A – STATEMENT OF REQUIREMENTS

5.   POTENTIAL MODULARIZATION

Respondents are asked to describe in text format or using a diagram:
- which components of the above-mentioned requirements, they offer in their proposed solution
- which components may be offered by a partner solution
- which items are not part of their product suite.

This information will only be used for the purpose of planning the architectural view and projects scoping for the PPS.

6.   CLIENT BASE

PPS would like to have a good understanding of how the proposed solution is actually used in business environments today. Respondents are asked to provide the following information:
5.1.   In which country(ies) has this solution been implemented
5.2.   How many organizations have implemented this solution
5.3.   How many employees are using the solution - desktop
5.4.   How many employees are using the solution – mobile device
5.5.   What types of organizations (which industry) are using this solution
5.6.   If possible, please name some of the organizations where this solution has ben implemented
5.7.   Comparables industry-wise to what PPS is seeking within this RFI

7.   TECHNOLOGY

Please describe the technology for this solution, including the following:
7.1   Cloud-based, on-premise or hybrid
7.2   Web-based or client/server
7.3   Mobile, if applicable – Android or Apple
7.4   Approximate number of items which are client-configurable, with examples
7.5   Out-of-the-box potential interfaces
7.6   Typical frequency of major and minor upgrades

8.   SECURITY

In the event that the proposed solution is cloud-based now or in the foreseeable future, respondents are asked to provide the following information:
8.1.   Architecture diagram showing: end users, network, data centre, solution software, any required interfaces
8.2.   Options and experience with Cloud Access Security Brokers
8.3.   Proposed location of data – i.e. Canada or another country
8.4.   Controls in place to protect the data which is inherent to this solution
8.5.   Relevant industry certifications held by the respondent – e.g. ISO, SOC, FedRAMP, etc.
8.6.   How the solution supports federated identity integration with PPS identity management, and what authentication mechanisms are available.

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SECTION A – STATEMENT OF REQUIREMENTS

8.7.   How the solution is compliant with Privacy policies, eg. ISO/IEC 27018:2014, Canadian Federal laws and Provincial laws for Ontario and Quebec.
8.8.   Whether the respondent has ever experienced a cyber security breach associated with the proposed solution
8.9.   Process description for responding to an information spillage or data breach

9.   SUPPORT MODEL

Describe the typical support model for this solution, including the following information:
9.1.   Hours and time zone for vendor support
9.2.   Roles and responsibilities
9.3.   Severity levels with typical response