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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

Shared Systems Division (XL)/Division des systèmes
partagés (XL)

Terrasses de la Chaudière

4th Floor, 10 Wellington Street

4th etage, 10, rue Wellington

Gatineau

Québec

K1A 0S5

Title - Sujet SMMS Request for Information (RFI)	
Solicitation No. - N° de l'invitation W8474-218069/A	Date 2020-09-09
Client Reference No. - N° de référence du client W8474-218069	GETS Ref. No. - N° de réf. de SEAG PW-\$\$XL-111-38443
File No. - N° de dossier 111xl.W8474-218069	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-09-24	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Hansen, Cendrella	Buyer Id - Id de l'acheteur 111xl
Telephone No. - N° de téléphone (613) 558-6219 ()	FAX No. - N° de FAX (819) 956-3584
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

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

**REQUEST FOR INFORMATION REGARDING
A SEARCH AND RESCUE MISSION COORDINATION AND LOGGING SOLUTION
FOR THE DEPARTMENT OF NATIONAL DEFENCE (DND)**

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REQUEST FOR INFORMATION REGARDING A SEARCH AND RESCUE MISSION COORDINATION AND LOGGING SOLUTION FOR THE DEPARTMENT OF NATIONAL DEFENCE (DND)

1. Purpose of this Request for Information (RFI)

This RFI is a consultation initiative by which Public Services and Procurement Canada (PSPC) and the Department of National Defence (DND), hereafter referred to as Canada, are requesting Industry feedback on proven solutions (e.g., Commercial-off-the-shelf (COTS) applications already in use for similar purposes) which could support Canada in satisfying the requirements of a Search and Rescue (SAR) Mission coordination and logging solution.

The objective of this RFI is to request information from Industry regarding their ability to address Canada's needs as described herein at the lowest possible risk over short and long-term timeframes. Following this RFI, Canada may use industry feedback to advance one or more Requests for Proposals (RFPs).

1.1 Background

In Canada, the provision of aeronautical SAR and maritime SAR services is a federal government mandate. The National SAR Program is supported by the Canadian Armed Forces (CAF) and the Canadian Coast Guard (CCG) to deliver SAR service, SAR operations including detection, response and rescue, and SAR mutual training.

The legacy command and control and logging software used to coordinate the response to SAR incidents is obsolete and no longer supportable. It must be replaced with a modernized system to avoid lapses in Canada's ability to provide critical lifesaving SAR services. Recent technical issues have highlighted the need to replace the application quickly and it is currently desirable to have an initial capability to replace the legacy application by early 2021.

SAR is a complex activity. Key members of the SAR response team are SAR Mission Coordinators, who are responsible for the command and control of aerospace and maritime SAR assets and search efforts, maintaining situational awareness of new information, logging updates and outcomes of SAR cases, and providing periodic and "as required" updates to stakeholders of ongoing SAR cases. These SAR Mission Coordinators are well-trained expert users who are based in three Joint Rescue Coordination Centres (JRCCs) and two Maritime Rescue Sub-Centres (MRSCs) across Canada, and are part of an integrated SAR system which includes integration with the SAR satellite system (COSPAS/SARSAT) and SAR assets across Canada. The Canadian SAR system typically responds to over 9,000 SAR cases per year, with the highest activity occurring between May and September that could involve over 100 SAR cases per day. Peak activity periods often see SAR Mission Coordinators simultaneously working on over ten cases at a time.

1.2 Target State

Canada notionally seeks to deliver the full desired capability in two phases, as illustrated in Figure 1:

1. Interim capability. Canada seeks to quickly deliver an application that meets or exceeds the operational capabilities of the application it is replacing to conduct command, control, and logging of SAR activities, which will resolve obsolescence and technical issues with the existing application. It is envisioned that this interim replacement would be an off-the-shelf solution that

is already in operation with another nation and would not require developmental effort to be ready for use in Canada for Canadian SAR operations.

2. Full capability. In addition, it is desirable for this replacement to be further enhanced following its deployment for operations to incorporate improvements beyond the short-term replacement capability. These enhancements would ideally be done as an iterative process, yielding progressively increased capabilities that are gradually developed and deployed. This iterative approach serves two purposes: future support including evolution of the application, and, speed of delivery.

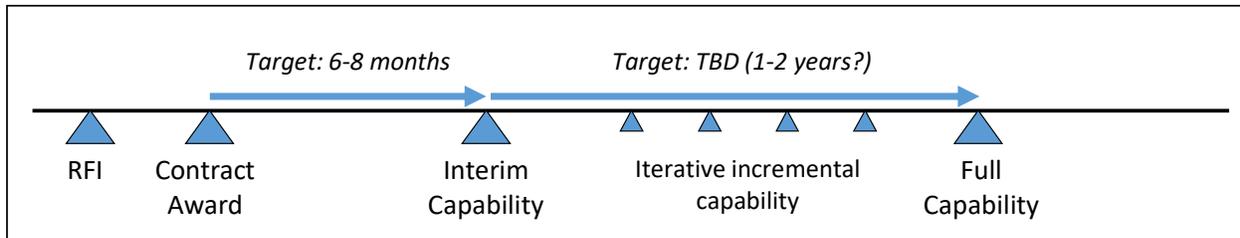


Figure 1: Notional Phased Delivery of Capability

The features targeted for each capability phase are as follows:

Interim capability (target: delivery within 6-8 months):

- Logging all aspects of SAR events, case contact information, and managing case attachments through user specific entries and automated processes. The application would allow the quick creation and access to log entries that are: editable on per user basis, have prepopulated user editable date/time group, auto-logs key SAR case events, allows the display of deleted and edited log entries.
- Acceptance and display of Search and Rescue Satellite-Aided Tracking (COSPAS-SARSAT) data from the Canadian Mission Control Centre (CMCC) and the United States Mission Control Centre (USMCC) in accordance with COSPAS-SARSAT Mission Control Centres Standard Interface Description (C/S A.002: <http://www.cospas-sarsat.int/images/stories/SystemDocs/Current/A002-MAY-2020.pdf>). The alerts should be displayed in a geographical context, be treated as persistent independent entities, be easily attached to a case or reassigned to a separate case, accessible within cases and through a central beacon manager, and have distinct alert sounds.
- Entry, display, and management of all identifiable information of Search Objects (Air, Marine, Humanitarian, Persons in distress). The application would allow for the addition of multiple search objects of varying types to a single case, for Persons in Distress to be tracked separately from Search object, and for the entry and updating of individual Persons in Distress' medical information.
- Entry, display, manipulation, and processing of visual and electronic sightings and detections.
- Entry, display, tracking, and management of primary and secondary SAR resources as well as temporarily assigned resources globally and associated with a case.
- Graphical display of all pertinent static and dynamic SAR case information as well as all relevant and necessary supporting information from regional, national, international, and user generated sources. The application would allow the easy creation, editing, management, and assignment of

search areas and patterns according to Canadian national needs and international standards (eg. International Aeronautical and Maritime Search and Rescue (IAMSAR) Manual) through direct user input or from generated routes.

- Management and display of active, inactive, and closed SAR cases, which would be filterable and sortable per rescue center, displaying minimal summary data and case summary for each selected case. The application would allow SMCs to gather SAR data as well as case-specific weather information from various sources and methods of input, have a means of producing a survivability estimate based on parameters and environmental factors, and be able to generate taskings and informational reports.
- Rapid and efficient entry, recording, interpretation, and dissemination of SAR case information. Information would be presented in a fashion such that users have clear understanding and situational awareness of individual cases and cases within a region of interest, at a glance, with clearly highlighted mandatory fields, and minimal and efficient user actions required to have effect.
- Continuous operation with no break in services, including complete and near-real-time data replication at each centre.
- Scalable and allow for integration with existing infrastructure and applications.
- All capabilities are implemented in a clear, efficient, and user-friendly way that enables SMCs to quickly prosecute cases.

Full capability (target: under review; estimated within 1-2 years):

- Geographic Information System (GIS) centricity and fully-enabled maps. As an example, the application would be expected to integrate, and allow the interaction with, various data feeds such as right-clicking on elements on a map allowing interactions, display of live and recent weather from various sources (Environment Canada, National Oceanic and Atmospheric Administration (NOAA), etc.)
- Integrated chat functionality allowing for text-based communication between users in a centre and between users of other centres. The application would have general and case specific chat function with appropriate user notification. Case specific chat discussions should be recorded as part of cases either in logs or in case specific chat log.
- Integration with the telephony system at Rescue Coordination Centres to automatically log incoming phone calls and initiate outgoing phone calls using Application Programming Interfaces (APIs) provided by Canada. The application should be able to identify the caller number and Identification (ID), process Enhanced 9-1-1 data received, and initiate single and multi-number calls as well as sending and receiving text messages. The application should record all calls and append recordings to appropriate log entries.
- Automation of data entries into cases, such as through feeds or by recognition of field inputs and comparison with national Standard Operating Procedures.
- Integration with other applications (e.g. through APIs provided by Canada) such as Canadian Search and Rescue Planning software application (CANSARP), Civil Air Search and Rescue Association (CASARA) and Canadian Coast Guard Auxiliary (CCGA), etc. to gather mission coordination information and display onto the application's viewer.
- Fine-grained access control (e.g., to specific cases, to portions of cases, etc.) based on assigned user roles.

- All capabilities are implemented in a clear, efficient, and user-friendly way that enables SMCs to quickly prosecute cases.

The capabilities for both phases should provide Search Mission Coordinators (SMC) with an effective and efficient toolset to support their operational needs and enables the SMCs to leverage an intuitive user interface that minimizes steps and time to carry out tasks.

Canada prefers cloud-based solutions that would be hosted in DND-provided cloud infrastructure; however other hosting models which provide similar levels of capability at lower risk and/or cost will be considered. Availability of the application is critical, as SAR incidents can and do occur at any time; thus, the infrastructure and application are to be implemented in a resilient fashion. Coordinators' use of the application will be unaffected by technology failures from single components to a complete data centre failure. Operational availability (e.g., redundancy) and security are key considerations for hosting models.

1.3 Concept of Operations

The following represents a general concept of operations of the SAR system in Canada as it relates to mission coordination and describes how the solution is intended to be used to support SAR operations.

Rescue Centre mission management normally commences when the centre is alerted through various means such as phone calls from a tertiary communication organisation (9-1-1, Marine Communication and Traffic Services, etc.), from a concerned citizen, a distressed craft, or through COSPAS-SARSAT message reception.

Search and Rescue Mission Coordinators (SMCs) evaluate the call and determine the need to initiate a case. The SMCs gather and record pertinent information relating to the search object and persons in distress through investigation, including phone calls, the results of which are recorded in the case specific log file.

Search missions are planned using all available information, this includes information such as on scene weather, GIS aided search area definitions, routes, live feeds, etc. The search plan evolves as Search and Rescue Units (SRUs) carrying out sorties and return with new pieces of information or reports of mission flown that are added to the case.

Once the search object is located, persons in distress rescued, or the search is reduced, SMCs proceed with case close-out ensuring that all SRU mission times are gathered, case statistics are confirmed to be complete, and final reports are sent out. The SMCs then close the case; however, it will still be available to attach post-case information, review, and if necessary, it will be reopened if new information warrants it.

Throughout the course of case prosecution, calls made are recorded and it is the intent to have every recorded call associated to its specific case.

Figure 2 illustrates the general sequence of case prosecution.

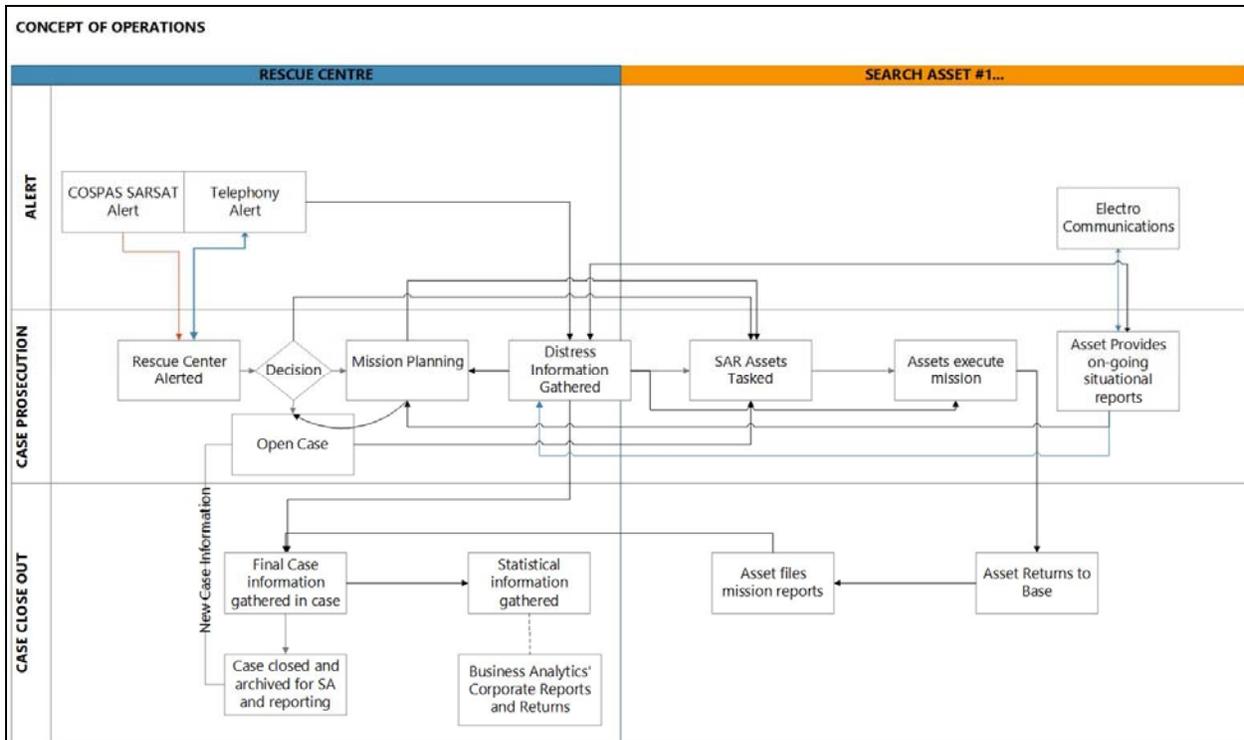


Figure 2: Broad SAR Concept of Operations

SAR cases do not occur or evolve as linear processes or in isolation. Normally each centre is working on multiple cases with multiple SMCs each adding, modifying, and otherwise interacting with each case within their own centres.

SMCs from different Canadian rescue centres will also at times lend support to other rescue centres; therefore, it is required that SMCs be able to access, modify, and interact with cases from other Canadian rescue centres.

Canada desires for the solution to allow multiple SMCs from a centre to each work on multiple cases simultaneously within their centre and access other rescue centre's cases as well. Interaction between centres is normally carried out over a common Search and Rescue Network infrastructure.

Figure 3 illustrates these interactions between centres, which is extrapolated to interactions between all five Canadian Rescue Coordination Centres and the Canadian Mission Control Centre (CMCC).

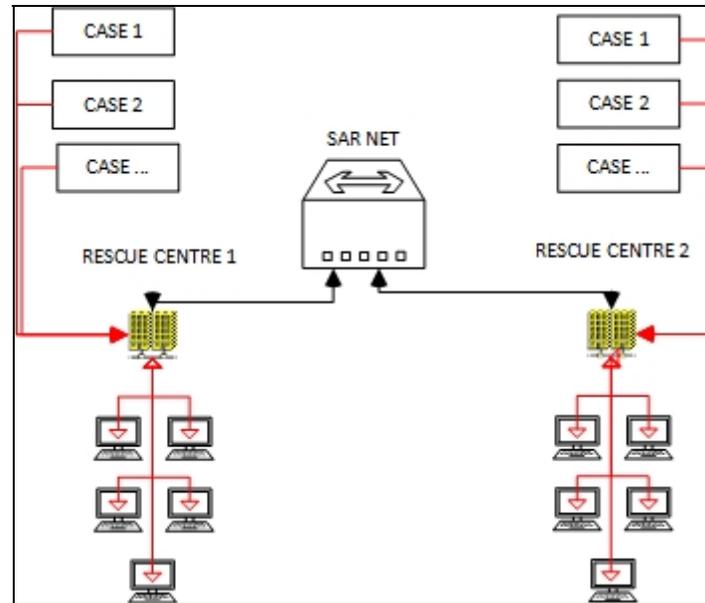


Figure 3: Interactions Between Rescue Coordination Centres

1.4 Application User Community

The users of the SAR Mission Coordination application will primarily be:

- SAR mission coordinators: Up to eight users located at each of five Rescue Coordination Centres across Canada: Trenton, ON; Victoria, BC; Halifax, NS; Quebec City, QC; and St. John's, NL. Note that these centres have alternate sites from which users could operate instead;
- SAR satellite system support: Up to five users located at the Canadian Mission Control Centre in Trenton, ON;
- Canadian Coast Guard College: Up to 25 users on a sporadic basis used to train new SMCs;
- In-Service Support and administration: Up to ten users at up to two locations (DND and Canadian Coast Guard) conducting long-term in-service support, including application administration, monitoring, and developing reports;
- Ad-hoc external stakeholders: As needed, external stakeholders outside of those listed above who may need occasional access to individual cases, for monitoring, and/or reporting purposes.

2. Nature of Request for Information

This RFI is neither a call for tender nor a Request for Proposal. No agreement or contract will be entered into directly pursuant to this RFI. The issuance of this RFI is not to be considered in any way a commitment by the Government of Canada, or 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 by Canada to issue a subsequent solicitation or award contract(s) for the work described herein.

Participation in this RFI is encouraged, but not mandatory. There will be no short-listing of potential firms for the purposes of undertaking any future work as a result of this RFI. Similarly, participation in this RFI is not a condition of prerequisite for the participation in any potential subsequent solicitations.

3. Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI or the following consultations.

4. Treatment of Responses

a) Use of responses

Responses will not be formally evaluated. However, the responses received may be used by Canada to inform, develop, or modify procurement strategies. Canada will review all responses received by the RFI closing date. Canada may, at its discretion, review responses received after the RFI closing date.

b) Review Team

A review team composed of representatives from Canada (e.g., DND, Canadian Coast Guard, and PSPC) will review the responses. Canada 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. Canada will handle the responses in accordance with the Access to Information Act.

d) Follow-up Activity

Following the closing date, Canada may, at its discretion, contact any of the respondents to follow up with additional questions or for clarification of any aspect of a response. Canada may also at its discretion invite a Supplier(s) for one-on-one discussions, and to present a demonstration of their solution in accordance with this RFI. The Contracting Authority will conduct the follow-up activity with any Supplier at its discretion.

5. Contents of this RFI

This RFI contains specific questions addressed to the industry. See Annex A.

6. Confidentiality of Supplier Responses

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 drafting future solicitation or contract documents.

Respondents are encouraged to identify, in the information they share with Canada, any information that they feel is proprietary or confidential. Canada will handle the responses in accordance with the Access to Information Act and will not disclose proprietary or commercially sensitive information concerning Respondents or third parties, except and only to the extent required by law. For more information, see: <http://laws-lois.justice.gc.ca/eng/acts/a-1/>

7. Vendor Demonstrations and One-on-One Meetings

Canada may, at its discretion, hold demonstrations and/or one-on-one meetings with Industry on this RFI. Vendors should express in writing their interest in providing to Canada a demonstration of their solution and one-on one meetings in response to this RFI. The vendors' demonstrations of their solution will be

done individually, and the content will be kept confidential. It is intended for these to occur within three weeks following the deadline for responses to this RFI. The date, time and location of the vendor demonstrations and/or any one-on-one meetings will be scheduled by the Contracting Authority and communicated in writing to interested vendors.

During a vendor demonstration, Canada intends to use scenarios to understand how the application functions. Some scenarios that could be used in the vendor demonstration are broadly described below.

Scenario 1

The first scenario demonstrates the application's ability to handle a basic marine case. It would follow the following broad lines:

- A call is received from Marine Communications and Traffic Services (MCTS) advising of a vessel in distress;
- Call is logged and case is opened;
- Basic vessel and occupant information is entered into the application as well as case classification, situation, location;
- Investigative calls are made to various agencies, calls are logged into the case;
- SAR missions are planned and assigned to assets;
- Assets are tasked to assist the distressed vessel;
- SAR Stakeholders are advised through ad hoc reports;
- Asset missions are monitored, and their feedback is collected allowing for updates to missions/plan;
- Vessel is assisted by an asset;
- Case information is reviewed for information accuracy;
- Case is closed and ad hoc report sent to update stakeholders;
- Post mission reports are added after the case is closed; and
- Mission report is generated for review.

Scenario 2

The second scenario demonstrates the application's ability to handle an aeronautical case that has inputs from multiple rescue centres concurrently. It would follow the following broad lines:

- A call is received from Air traffic Control advising of an overdue aircraft that has departed from one Search and Rescue Region (SRR) en route to a different SRR;
- Call is logged and a case is opened;
- Basic aircraft, occupant, and flight plan information is entered into the application;
- The application communicates with external registries and databases to provide information;
- Investigative calls are made to various agencies, calls are logged into the case;
- SAR missions are planned and assigned to assets;
- Assets from various organizations and SRRs are tasked to commence search;
- SAR Stakeholders are advised through ad hoc and standardized reports;
- Search plan is updated based on returns from tasked search assets and information received;
- COSPAS-SARSAT beacon information is received and associated to the case;
- Assets re-tasked to investigate beacon location;
- Aircraft wreckage is located and occupants extracted;
- Medical information on occupants' disposition is logged and tracked;

- Assets are released from tasking and final mission times are gathered;
- Case information is reviewed for information accuracy;
- Case is closed and ad hoc report sent to update stakeholders;
- Post mission reports are added after the case is closed; and
- Mission report is generated for review.

Scenario 3

The third scenario demonstrates the application's ability to handle multiple concurrent cases that have inputs from multiple users across multiple rescue centres concurrently. It will run similar sequence of events as Scenarios 1 and 2 following these broad lines:

- Multiple cases running simultaneously requiring SMCs to be able to rapidly switch over from one case to another will efficiently and accurately gathering and entering case specific information;
- Involve marine, aeronautical and humanitarian cases;
- Centre relevant information received will need to be logged externally from cases and available for SMC debrief; and
- Search and Rescue Unit status will be updated throughout requiring SMCs to be able to track asset states.

8. Format of Responses

a) In addition to providing responses to the information requested in Annex A of this RFI, respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents should explain any assumptions they make in their responses.

b) Cover Page

If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent

c) Title Page

The first page in each volume of the response, after the cover page, should be the title page, which should contain:

- i) the title of the respondent's response and volume number
- ii) the name and address of the respondent
- iii) the name, address, telephone number and email address of the respondent's contact
- iv) the date; and
- v) the RFI number

d) Numbering System

If possible, respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI – particularly Annex A. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.

e) Number of Copies

Canada requests that respondents submit one (1) softcopy of their responses via email, preferably using the Portable Document Format (PDF) file format.

9. Enquiries and Submission of Supplier Responses

All enquiries on this RFI should be directed to the Contracting Authority named below. Suppliers interested in providing a response should deliver it to the identified Contracting Authority by the time and date indicated on page 1 of this document.

Contracting Authority: Evonne Dale
Email address: Evonne.Dale@tpsgc-pwgsc.gc.ca
Phone: 819-360-3290

ANNEX A – Questions to Industry

Corporate Profile
<ol style="list-style-type: none">1. Describe your corporate qualifications in the areas of expertise in the field of Search and Rescue mission coordination and logging.2. Describe your company background in delivering SAR mission coordination applications for Government clients within Canada and internationally.3. Describe your corporate approach to continual improvement of your SAR mission coordination application.4. Describe your company approach to technical resource knowledge retention and continual competency development in the area of SAR services and support.5. Describe your company's ability to assure business continuity during a disruptive event (e.g., a situation such as COVID-19) in the providing of services and support to clients for SAR mission coordination systems.
Vendor Solution
<ol style="list-style-type: none">6. Is your solution a currently in-use Commercial-off-the-shelf (COTS) application? If so, by which Governments and agencies?7. Describe in detail if and how your solution currently fulfills the initial desired capabilities. Provide any reference material which would elaborate and/or demonstrate the current capabilities, such as user manuals or training material.8. Describe how quickly after contract award your initial capability could be deployed, the associated steps towards deployment, and dependencies/assumptions.9. If your application does not meet all the initial capabilities in its present state, describe and demonstrate if and how it will be able to do so within the next 6-8 months.10. Describe how you would plan on making further advancements to your current application to meet the enhanced follow-on capabilities, with approximate timelines.11. Describe your solution's future roadmap with expected timelines.12. Describe your company's operational expertise with Search and Rescue mission coordination (in Canada and elsewhere), which will be required to understand the application's needs, and inform its development, deployment, and support.13. Describe the languages which your application can support. In particular, does your application operate in English and French?
Experience with Other Users
<ol style="list-style-type: none">14. Canada is interested in understanding what experience suppliers have in delivering their off-the-shelf application to other users, since it will generally be considered lower risk if the solution is already in use with other nations for coordinating and capturing the response to marine and aerospace SAR incidents within their territory. Describe your experience in delivering a solution to other users (nations) for the purpose of coordinating and capturing the response to marine and/or aerospace SAR incidents15. Provide details for other customers regarding when and how quickly the application was deployed, when it entered operational use, how it is supported, and the general experience the user has had with the solution.
Business and Training Materials
<ol style="list-style-type: none">16. Do you have training materials readily available for new users of your solution? If not, what is the

anticipated lead time for the development of the training materials?

17. Canada anticipates the training required for the new solution to be delivered in the form of an online course. Based on your experience, describe the approach and practices you find most effective in training delivery.
18. Canada has a requirement for setting up a training environment to support on-going training programs for SMCs at the Coast Guard College (CGC). The training environment must be independent and mimic the solution deployed for the operational environment. Please describe how the proposed solution meets this requirement (e.g. a perpetual licence model or other approach).

Technical Compliance

19. Will the software component of your solution use International Organization for Standardization (ISO) standards, another form of standards, or will any parts/components be proprietary?
20. Will your solution meet or exceed the security profile as outlined by Annex 4A-Profile 1(Protected B/Medium Integrity/Medium Availability) to IT Security Risk Management: A Lifecycle Approach (Information Technology Security Guidance ITSG-33)? How will the solution achieve High Availability? Reference information can be found in the following links:
<https://cyber.gc.ca/en/guidance/annex-4a-profile-1-protected-b-medium-integrity-medium-availability-itg-33>; <https://cyber.gc.ca/en/guidance/suggested-security-controls-and-control-enhancements-itg-33>
21. How does your solution support identity management and role-based access control, particularly with regards to 2-factor authentication?
22. The solution must be able to accept incoming data, such as alert information, and exchange data with external systems, such as flight data and vessel information. How would your solution meet this requirement?
23. Canada needs to be able to extract data or copy its data from the solution in a non-proprietary and useable format at any time. How would your solution meet this requirement?
24. Is the solution compatible with the industry leading technology (including but not limited to: operating systems, database systems, cloud infrastructure, internet browsers)? Please provide minimum version requirements details.
25. Canada requires a capable GIS system to provide situational awareness and mission planning for SMCs. Describe the solution's GIS capabilities.
26. Describe the GIS support for standard interfaces such Web Map Service (WMS), Web Feature Service (WFS), Web Map Tile Service (WMTS) for visual presentation of geospatial data, and Geographic JavaScript Object Notation (GeoJSON) format for visual display.

Cloud Implementation

27. If applicable, does your solution comply with Cloud services, Artificial Intelligence (AI), Machine Learning (ML) capabilities and the Government of Canada Digital Architectural Standards as described in: <https://www.canada.ca/en/government/publicservice/modernizing/government-canada-digital-standards.html>; and <https://canada-ca.github.io/digital-playbook-guide-numerique/views-vues/gc-earb-ceai/en/gc-earb.html>
28. Does your company have a certification from Canadian Centre for Cyber Security (CCCS) for your hosted Software as a Service (SaaS) solution if SaaS is a component? Refer to:
<https://cyber.gc.ca/en/certified-products>
29. Canada has a requirement to ensure all data resides in data centres within the boundaries of Canadian borders. How does your solution meet this requirement?
30. Canada has a requirement for the solution to handle information designated up to Protected B level. How does your solution meet this requirement?

31. Canada has a requirement to have all data encrypted at rest (uninterrupted, and active at all times, even in the case of equipment or technology failure) and in transit. How does your solution meet this requirement?
32. Canada has a requirement for data isolation in that data does not co-mingle with other tenant data, while in use, storage or transit, and throughout all aspects of the Cloud Services. How does your solution meet this requirement?
33. Canada requires that all vendor activities be fully logged and auditable. Please explain how the solution monitors and tracks these activities.

Cost

34. Describe the anticipated costs to Canada for deploying the initial capability, and how these costs may be affected by the choice of deployment model (e.g., hosted from DND-provided cloud infrastructure versus another option).
35. Describe anticipated incremental costs to Canada for developing and deploying the enhanced follow-on capability.
36. Describe anticipated costs to Canada for support of the application on a yearly basis and/or for up to five years of support.