



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des
soumissions - TPSGC

e-post Connect / Connexion postal

Refer to Section 11 in the RFI

Consulter la sect. 11 dans la DDR

**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

Special Projects Division (SPD)/Division de Projets
Spéciaux (DPS)

Terrasses de la Chaudière 4th Floo

Terrasses de la Chaudière 4e étage

10 Wellington Street,

10 Wellington Street,

Gatineau

Québec

K1A 0S5

Title - Sujet RFI for DEMS/Body Worn Cameras	
Solicitation No. - N° de l'invitation M7594-212120/A	Date 2020-10-19
Client Reference No. - N° de référence du client M7594-212120	GETS Ref. No. - N° de réf. de SEAG PW-\$\$XU-005-38547
File No. - N° de dossier 005xu.M7594-212120	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-11-20	
Time Zone Fuseau horaire Eastern Standard Time EST	
F.O.B. - F.A.B.	
Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Mulligan, Kate	Buyer Id - Id de l'acheteur 005xu
Telephone No. - N° de téléphone (873) 353-9579 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: The Royal Canadian Mounted Police 1200 Vanier Parkway Ottawa, ON K1A 0R2	

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

FOR

A NATIONAL DIGITAL EVIDENCE MANAGEMENT SYSTEM

AND

BODY WORN CAMERAS

FOR

THE ROYAL CANADIAN MOUNTED POLICE

**Request for Information for
A National Digital Evidence Management System and
Body Worn Cameras for
The Royal Canadian Mounted Police**

TABLE OF CONTENTS

1. BACKGROUND AND PURPOSE.....	2
2. RCMP MANDATE	3
3. NATURE OF THIS REQUEST FOR INFORMATION.....	3
4. PROCUREMENT ACTIVITIES AND CONSIDERATIONS.....	3
5. ADDITIONAL INFORMATION – LIMITED DEPLOYMENT OF BWC TO NUNAVUT.....	4
6. RESPONSE COSTS.....	4
7. TREATMENT OF RESPONSES.....	4
8. CONFIDENTIALITY OF SUPPLIER RESPONSES.....	5
9. OPPORTUNITY FOR AN INFORMATION SESSION	5
10. FORMAT OF RESPONSES.....	6
11. ENQUIRIES AND SUBMISSION OF RFI RESPONSES	6
12. FAIRNESS MONITOR	7
13. POTENTIAL REQUIREMENTS AND SPECIFICATIONS	7
14. QUESTIONS TO INDUSTRY.....	11
15. VENDOR DEMONSTRATIONS	20
APPENDIX A	22

Request for Information
A National Digital Evidence Management System and
Body Worn Cameras

1. BACKGROUND AND PURPOSE

Public Works and Government Services Canada (PWGSC) has issued this Request for Information (RFI), on behalf of the Royal Canadian Mounted Police (RCMP). The purpose of this RFI is to solicit feedback from Industry about a National Digital Evidence Management System (DEMS) and Body Worn Cameras (BWC). The RCMP is seeking additional feedback on other evidence collection devices from vendors who currently offer these important products, systems and services.

The RCMP is committed to ensuring that Canadians feel protected by, and have trust in their National Police Force. With this in mind, the RCMP is working toward the goal of rolling out more than 10,000 BWC's to be worn by its front-line police officers. The RCMP is also working toward finding an effective and secure National solution to assist with the proper collection, storage and disclosure of its digital evidence. This solution will support body worn cameras and other important digital evidence collection tools.

This initiative is of critical importance to the RCMP and it intends to move quickly to achieve results. The RCMP knows that this work cannot be done without the collaboration of many important stakeholders including, but not limited to the Office of the Privacy Commissioner, its federal, provincial, territorial and municipal contract partners, industry and the community at large.

The RCMP has sought feedback from industry in the past in respect to both Digital Evidence Management and Body Worn Cameras.

In November 2015, PWGSC issued a Letter of Interest (LOI) on behalf of the RCMP to request industry feedback as part of an evidence gathering initiative on the sustainability of Body Worn Video (BWV) for the RCMP and to help inform a plan for its possible implementation. The solicitation number for this procurement activity is M7594-162680/A and a link to the Tender Notice on the Government's electronic tendering service (BuyandSell.gc.ca) can be found here:

<https://buyandsell.gc.ca/procurement-data/tender-notice/PW-HN-329-68459>

In June 2018, PWGSC issued a Letter of Interest (LOI) on behalf of the RCMP to request industry feedback on a software based solution that would support the collection, storage, organization, protection and disposal of digital evidence using a cloud-based Software as a Service (SaaS) solution. The solicitation number for this procurement activity is M2989-190834/A and a link to the Tender Notice on the Government's electronic tendering service (BuyandSell.gc.ca) can be found here:

<https://buyandsell.gc.ca/procurement-data/tender-notice/PW-VAN-590-8377>

In May 2019, PWGSC issued a Letter of Interest (LOI) on behalf of the RCMP to request industry feedback on a Field Evidence Extraction application that can be deployed on a mobile device, taking into account the various types of digital evidence that the RCMP is required to capture in the field. The solicitation number for this procurement activity is M7594-192290/A and a link to the Tender Notice on

the Government's electronic tendering service (BuyandSell.gc.ca) can be found here:
<https://buyandsell.gc.ca/procurement-data/tender-notice/PW-EEM-035-35725>

Industry should note that this current RFI process supersedes the aforementioned processes.

2. RCMP MANDATE

The RCMP provides federal, provincial, territorial and municipal policing services to Canadians across 10 Provinces, 3 Territories, 150 municipalities, over 600 Indigenous Communities which includes providing both Federal Police Services and Specialized Police Services in support of hundreds of other police and public safety agencies across Canada.

3. NATURE OF THIS REQUEST FOR INFORMATION

This RFI is a consultative initiative, led by PWGSC, on behalf of the RCMP, hereafter referred to as Canada. Industry feedback is being requested on proven business and technical solutions, including lessons learned and best practices that will support Canada in satisfying its requirements for a National DEMS and BWC.

This RFI is neither a call for tender nor a Request for Proposal (RFP). 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 Canada, nor 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 RFP or award contract(s) for the work described herein.

Participation in this RFI is encouraged, but is 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 or prerequisite for the participation in any potential subsequent RFP, or other type of solicitation.

4. PROCUREMENT ACTIVITIES AND CONSIDERATIONS

Canada is intending to use the feedback it gathers from industry to advance a procurement process(es) to acquire a National DEMS and BWC. This procurement process(es) may be iterative or agile.

Given the critical importance of this initiative, Canada plans to follow an aggressive schedule to advance any ensuing procurement activities. Key procurement milestone activities and dates are estimated as follows and are subject to change at Canada's sole discretion:

Table 1: TIMELINE

ACTIVITY	DATE
Issuance of RFI	October, 2020
Review Industry Responses to RFI	November, 2020
Industry Engagement Sessions	December, 2020

Release Draft RFP for Industry Feedback	February, 2021
Release Final RFP	March, 2021
Contract Award	May, 2021
Phased National Roll-out of DEMS and BWC Begins	July, 2021

Canada may award a resulting contract(s) with an initial firm period of six (6) years, followed by six (6) one (1) year irrevocable options, for a potential total contract period of twelve (12) years.

Any resulting contract(s) may be available for use by other Canadian Federal Government departments and agencies, Canadian Provincial and Territorial Government departments and agencies as well as by other Canadian provincial and municipal police forces.

The procurement process for this initiative may be subject to International Trade Agreements and Comprehensive Land Claim Agreements, including the Nunavut Agreement.

PWGSC's goal is to ensure that the goods and services the Government of Canada (GC) buys are inclusive by design and accessible by default. Considering accessibility in public procurements is now an obligation in the *Treasury Board Contracting Policy* and, accessibility criteria must be included in the requirements for goods and services, where appropriate.

5. ADDITIONAL INFORMATION – LIMITED DEPLOYMENT OF BWC TO NUNAVUT

At National Headquarters the RCMP has a supply of 75 cameras to support limited and small-scale rapid deployment of body-worn cameras as requested by divisional operations. These cameras are not used for regular patrols.

When requested by divisional operations, they are used for addressing public order or planned enforcement events. This is to ensure a video record of police actions is captured and available as evidence, and for any review or complaint relating to police conduct.

The RCMP is currently planning a limited deployment of body-worn cameras in Nunavut. This will be done in consultation with the community to ensure the effectiveness of both training, as well as operational policies and procedures related to privacy and the handling of video evidence. This deployment will help inform the broader roll-out across the country.

6. RESPONSE COSTS

Canada will not reimburse any respondent for any expenses incurred in responding to this RFI.

7. TREATMENT OF RESPONSES

- 7.1** Use of Responses: Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any

draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.

- 7.2** A review team composed of representatives of the RCMP and PWGSC 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.
- 7.3** Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.
- 7.4** Responses and feedback received will be summarized in a Summary of Feedback and Outcomes Report and published on BuyandSell.gc.ca upon the completion of the RFI consultation activities.
- 7.5** Early responses will be considered and are encouraged.
- 7.6** Each respondent is solely responsible for ensuring its response is delivered on time, to the correct location.
- 7.7** Each respondent should ensure that its name, return address, the solicitation number and the closing date appear legibly on the outside of the response.
- 7.8** Responses to this RFI will not be returned.

8. 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, third-party or personal. Please note that Canada may be obligated by law (e.g. in response to a request under the *Access of Information and Privacy Acts*) to disclose proprietary or commercially-sensitive information concerning a respondent.

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*.

9. OPPORTUNITY FOR AN INFORMATION SESSION

Canada may, at its discretion, hold an information session with Industry on this RFI. The date, time and location of the information session, if required, will be published on BuyandSell.gc.ca at a later date. The information session if required, will provide interested vendors with an opportunity to seek clarifications on the objective and content of this RFI.

10. FORMAT OF RESPONSES

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 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 they make in their responses.

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.

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

- the title of the respondent's response and the volume number;
- the name and address of the respondent;
- the name, address and telephone number of the respondent's contact;
- the date; and
- the RFI number.

Numbering System: Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.

11. ENQUIRIES AND SUBMISSION OF RFI RESPONSES

All enquires on this RFI must be directed to the PWGSC Contracting Authority.

Interested suppliers must note that all communication pertaining to the subject matter of this RFI shall exclusively be directed to the PWGSC Contracting Authority. Interested suppliers must refrain from communicating directly with RCMP stakeholders or with other Government of Canada representatives, regarding any aspect of this procurement process, including the subject matter described herein.

PWGSC Contracting Authority:

Name: Kate Mulligan
Title: Manager, Major Projects Procurement Directorate
Public Works and Government Services Canada
Email: kate.mulligan@tpsgc-pwgsc.gc.ca

Time and Place for Submission of Responses: Suppliers interested in providing a response must deliver it using ePost Connect, by the time and date indicated on the information cover page of this RFI.

RFI Submission: You must send an email to the PWGSC-TPSGC Bid Receiving Unit (BRU)

TPSGC.DGAreceptiondessoumissions-ABBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca

Your email must state that you intend to submit a response using ePost Connect. This does not mean that the response must be ready to send; the email will rather allow BRU to initiate an ePost Connect “conversation” with you, so that you will be setup and ready to go when your response is ready to be sent.

12. FAIRNESS MONITOR

Canada intends to engage a Fairness Monitor (FM) for this procurement. The Fairness Monitor will, for example, observe the procurement process to ensure that PWGSC has acted in a fair and consistent manner during the entire process. The Fairness Monitor is under obligations pursuant to its contract with Canada to maintain the confidentiality of all information received as a result of its participation in this procurement process. For the purpose of carrying out its FM-related obligations, the FM will be granted access to documentation generated and received by Canada pursuant to this RFI and any subsequent procurement activities undertaken during the procurement process.

13. POTENTIAL REQUIREMENTS AND SPECIFICATIONS

13.1 A number of capabilities and business considerations are required across all aspects of the Digital Evidence Management Solution, including but not limited to:

- 13.1.1 The RCMP is a multi-jurisdiction Police Service. It provides policing at all levels of law enforcement including Federal, Provincial and Municipal to ensure compliance with the Criminal Code of Canada, as well as with the legislative requirements of eight contract provinces. The RCMP must be able to retrieve digital evidence from the solution, stored anywhere in the Country, from any RCMP detachment.
- 13.1.2 The DEMS must be focused on ingesting and storing operational information that is generally considered unstructured data. This includes video, audio, photos, emails, and other operational and investigative data some of which may have different or even proprietary file formats. The DEMS is not being considered to store or manage administrative, unstructured data for which the RCMP uses separate systems.
- 13.1.3 The DEMS will not be used exclusively in support of BWC and must have the ability to ingest and store digital assets from multiple sources. This includes in-car video, body-worn video, cellblock video, video, photos or audio from smartphone devices deployed to front-line police officers and similar files provided by citizens through investigations or online crime reporting.
- 13.1.4 The DEMS must use open, standards based data formats for all digital assets, where possible. This includes codecs, hashes, metadata for information management, security and geocoding purposes. The DEMS must operate with mapping display applications (i.e. Geospatial Information Systems). Proprietary formatting must be stored in original format with the ability to transcode to more common formats.

- 13.1.5** Given the organizational structure of the RCMP and the diverse geographical boundaries and infrastructure challenges, including bandwidth limitations in remote locations, the solution must allow for both a highly distributed storage of digital assets and the ability to completely centralize storage, if required.
- 13.1.6** The solution must permit multiple tools and other RCMP systems and applications the ability to access and link operational files, to digital assets. For example, video player, video editor, audio editor, operational records management system (RMS), major case management system, mapping applications, etc. As part of the disclosure process to fulfill court requirements, the files must be accessible for audit trails and redaction as required.
- 13.1.7** Full audit trail options are required to track who viewed, exported, or manipulated any evidence or records for both internal users, external partners, or back-end administrators.
- 13.1.8** The solution must provide full Information Management (IM) capability. At a minimum, this ability includes the capacity to capture, index, search, manage, cross-reference and link through metadata, sequester, extract, delete and transfer information according to legislation and policy. Archival and deletion functions must also be supported.
- 13.1.9** The user experience and user interface must be straightforward, easy to learn and easy to operate, in both of Canada's official languages.
- 13.1.10** Data stored in the DEMS must be up to Protected B confidentiality, Medium integrity, Medium availability. The data must be tagged with the appropriate metadata that will enable proper information management, security and governance.
- 13.1.11** Aligning to the Government of Canada's direction, the RCMP is seeking a cloud-first approach to deliver these capabilities.
- 13.2 A number of capabilities, business, functional and non-functional considerations are required across all aspects of the Body Worn Cameras including, but not limited to:**
- 13.2.1** The user must be able to position and wear the BWC on various parts of the body. The BWC must have a dark, matte finish to blend into the user's uniform.
- 13.2.2** The BWC must have a storage capacity that will meet or exceed the following parameters: Allow for recording over a twelve hour shift, at 720p, 5Mbs, H.264, while capturing a minimum of thirty frames per second.
- 13.2.3** The BWC must be built to operate without issue within a wide temperature range; for example, from -40 degrees Celsius to +40 degrees Celsius.
- 13.2.4** The user must be able to mute and unmute audio during recordings, to allow for the capturing of video with or without sound.
- 13.2.5** The user must be able to easily activate the BWC while wearing gloves and without having to look at the device.

- 13.2.6** The BWC must include indicators that will inform the user of the battery status, storage space status, recording status and uploading status.
 - 13.2.7** The BWC must come with a visual indicator showing that the BWC is recording.
 - 13.2.8** The BWC must come equipped with a feature that will allow the user to disable all audio and visual indicators.
 - 13.2.9** The BWC must come with a dock station that does not require a workstation.
 - 13.2.10** The BWC must come with a feature that will allow the user to bookmark a video, in order to refer back to a specific point of time that is of interest.
 - 13.2.11** The BWC's recording settings must be configurable for things such as, framerate, bitrate, resolution, by the system administrator.
 - 13.2.12** The BWC must include a safeguarding feature so that the information stored to it is protected in the event of authorized access if lost or stolen.
 - 13.2.13** The BWC must be manufactured to ensure that its memory card cannot be removed.
 - 13.2.14** The BWC must have a feature to enable the user to record a video-only of a minimum thirty-second pre-record buffer.
 - 13.2.15** The BWC's contents must be in standard non-proprietary formats. Examples of non-proprietary formats may include but are not limited to: A video format of MP4 container with H264/265 encoding and/or an audio format that might be MP3, WAV or AAV.
 - 13.2.16** Different configurations of the BWC and its equipment should be available for specialized duties.
 - 13.2.17** A two-piece BWC should be available that can be mounted to a helmet or other operational head gear.
 - 13.2.18** The BWC should be equipped with a feature that will allow it to link to other systems that automatically trigger the camera through various user-defined parameters.
- 13.3 The following potential requirements and specifications outline various software functionalities that must be considered for the National DEMS, specifically in support of Body Worn Cameras. This includes, but is not limited to, the following:**
- 13.3.1** The BWC's require software functionality that will ensure the following metadata is captured for any video that is recorded: Officer name and badge number, Camera ID, Video creation date, start and end times for video and classification/category.

- 13.3.2** Software functionality must allow for the configuration of the meta-data, by a system administrator, as required.
- 13.3.3** The BWC's requires software functionality that will allow for upload of video from the BWC, through the dock, without requiring any intervention from the user.
- 13.3.4** Software functionality must allow the user to identify and flag a file with access restrictions or other specific types of information.
- 13.3.5** Software functionality must allow for the storage of other types of data, beyond just video from the BWC. Examples might include, but are not limited to: PDF's, documents created using word processing software, picture data, etc.
- 13.3.6** Software functionality must come with API's to allow access to the software application.
- 13.3.7** Software functionality must allow for interfacing with the RCMP's existing Operational Records Management System(s).
- 13.3.8** Global Positioning System (GPS) functionality should be included so that the geographic coordinates of an incident recorded using BWC can be easily identified.
- 13.3.9** Software functionality should allow for the option of facial recognition to assist the user with redactions.
- 13.3.10** Software functionality must allow for the creation of a defined set of user access permissions and must allow for role-based permission management.
- 13.3.11** Software functionality must allow for the creation of an agency-wide identifier for each evidence asset.
- 13.3.12** Software functionality must include the ability to capture, identify, extract, sort and search metadata, in all available data fields.
- 13.3.13** Software functionality must allow for all user history to be logged and maintained, including the tracking of any unauthorized attempts to access the system or a piece of specific data. The tracking of a user's history must include, but may not be limited to, queries performed and date and time that records were viewed, exported, modified or printed.
- 13.3.14** Software functionality must include the ability to track and log that the user validated the transcription.
- 13.3.15** Software functionality must include the ability to electronically disclose video and audio recordings to the courts and to other external agencies, as and when required. Functionality must allow the ability to flag specific information to be included for disclosure.

- 13.3.16** Software functionality must enable video editing and redaction, without modifying the original file.
- 13.3.17** Software functionality must automate the conversion of speech to text from audio and visual media, with an 80-90% accuracy transcription rate. The solution must allow for conversion of speech to text in both of Canada's official languages, English and French.
- 13.3.18** Software functionality must allow for purging or archiving investigative information upon reaching an assigned retention date, and after the value of the information has been assessed by an authorized user.
- 13.3.19** Software functionality must enable data retention policies as defined by asset metadata. This functionality should allow for a method of automation for retention dates, as set in each Records Management System file.
- 13.3.20** There must be a mobile device app to access the required functionalities. In addition, the app must be capable of capturing video, audio, photo and third-party evidence in the field. The RCMP has an Android mobile device ecosystem.
- 13.3.21** Software functionality must operate efficiently in high and low bandwidth environments, as well as off-line. Functionality must also include store-and-forward capabilities for situations where the user is out of coverage.
- 13.3.22** Any changes or upgrades to the software functionality must not impact the integrity of any data or record.
- 13.3.23** The BWC's require software functionality that must allow for all Protected B video to be encrypted at source (on the BWC), in-transit (when the recording is removed from the BWC) and at rest, (when stored in the solution).
- 13.3.24** Software functionality must incorporate redundancy into its video system to safeguard against power outages and malicious attacks.

14. QUESTIONS TO INDUSTRY

This RFI contains specific questions addressed to industry. Respondents are requested to answer the questions directly, and in a concise manner.

CORPORATE PROFILE	
1.	Briefly introduce your company.

2.	Does your company have experience building and deploying a purpose-built Police DEMS for a large geographically dispersed Police Service? Please give examples and a short description of the engagement.
3.	<p>Does your company offer a full range of products and services including a fully featured DEMS as well as various evidence collection devices, including but not limited to: Body Worn Cameras (BWC), In Car Video, Interview Room Video, Integration Services to other vendors' equipment and to Records Management Systems?</p> <p>a) If your company offers collection devices, what devices are offered and how do they all integrate with your DEMS?</p> <p>b) If your company offers a fully featured DEMS or BWC's, but not both, would your company be willing to form a joint partnership in order to provide a fulsome offering of both DEMS and BWC's to Canada?</p> <p>c) Do you have existing clients in Canada operating your DEMS and can you briefly describe who they are and what was deployed? Please provide Canada contact information for your client's primary point of contact</p> <p>d) Should Canada initiate a procurement process to acquire a DEMS and BWC's in one single offering?</p> <ul style="list-style-type: none">• Alternatively, should Canada consider decoupling the DEMS acquisition from BWC's?• What would your company consider to be the pros and cons of each of these approaches?• If Canada were to initiate a procurement process for the DEMS and BWC's together, how would your company address other vendors' equipment, data, and metadata that would need to be managed by the DEMS, including from an Intellectual Property (IP) perspective?• Should Canada consider including the requirement to provide, or an option to provide other collection devices besides BWC's? If so, what would you recommend? <p>e) Does your company provide a customer portal for ordering, billing and performance reporting?</p> <ul style="list-style-type: none">• How are these functions achieved? <p>f) The RCMP has the need for detailed financial information to support its contract policing relationships. What flexibility exists in your billing system?</p> <ul style="list-style-type: none">• For example, could your company invoice by division, roll-up reporting nationally and break-down reporting to detachment/municipality level?• Alternatively, could you invoice at the national level and then break-down to division, and detachment/municipality? Or, could you invoice at individual detachment level?

	<p>g) Can you describe your Service Level Agreement (SLA) standards for the DEMS in regard to things such as service availability, time to respond, time to repair and application response time to standard queries and any other standards?</p> <p>h) What is your company's preferred pricing structure for its DEMS?</p> <ul style="list-style-type: none"> • For example, do you prefer to bill by user, by simultaneous user, by data stored or by cloud access and download request? • Is there a difference in pricing between readily available data storage versus long term data storage? • Would there be a financial advantage for the RCMP to bundle the DEMS with collector devices as a service, rather than a separate purchase of equipment? • Could your company provide an idea of current rates for its DEMS as well as its current rates to bundle a DEMS with a collection device, such as a BWC? <p>i) Does your company have the capacity to provide Canada with a DEMS and collection devices packaged as a managed service, whereby your company would also manage the digital evidence that is collected and stored in the DEMS, including for disclosure purposes?</p> <ul style="list-style-type: none"> • If your company has this capacity, describe what it can do with the digital evidence? For example, blur out faces, distort vocals to protect an identity, etc. <p>j) Does your company have measures in place to ensure that diverse community groups benefit from opportunities through your products and services? Please highlight some of your corporate programs or initiatives that promote diversity at all levels within society.</p> <p>k) If your company were awarded a contract to provide Canada with a National DEMS and BWC, describe how your company would leverage this opportunity to create jobs or economic growth in your community?</p> <p>l) Please describe how accessibility standards (e.g. WCAG A, AA, AAA) are addressed in your DEMS and/or BWC technology solution(s).</p>
--	---

IMPLEMENTATION / INTEGRATION

<p>4.</p>	<p>a) Does your company foresee any challenges associated with integrating BWC with a DEMS into a policing operational records management system? The RCMP uses PROS (Police Reporting and Occurrence System)-[Niche], BC PRIME (British Columbia Police Records Information Management Environment)-[Versaterm] RCMP Halifax and Halifax Regional Police (Versaterm), eMCM (Electronic Major Case Management)-[Xanalysis]) and mapping-(Esri).</p> <p>b) How would you recommend that legacy digital evidence records be managed?</p> <ul style="list-style-type: none"> • Should they be left where they are, migrated to the new DEMS, or do you propose other methods? • If migrated to the new DEMS, how would this work be completed?
------------------	---

	<p>c) Would your company provide its own integration services, or would this service be subcontracted out?</p> <ul style="list-style-type: none"> • How would your company integrate future data collection devices and their data into a DEMS? • Does your company have any existing partnerships in place for integration services? <p>d) The RCMP is a decentralized policing organization with fifteen (15) Divisions across ten (10) provinces, three (3) territories, National Division in Ottawa (1) and its Training Depot in Regina (1). The RCMP has over seven hundred (700) detachments across Canada. How do you see the roll-out of a National DEMS?</p> <ul style="list-style-type: none"> • Should RCMP consider a multi-tenant environment, connection to records systems and collector devices? • How would you see administration and evidence sharing occurring in such an environment? <p>e) The RCMP is currently using Esri for its mapping requirements. Does your solution include an EGIS (Electronic Geographic Information System [mapping])? Or, are there Application Programming Interfaces (API's) or other methods for integrating with a mapping system?</p> <p>f) Does your system have fields, or could fields be added, for security sensitivity markings such as confidentiality (Unclassified, Protected A, Protected B, Protected A LES [Law Enforcement Sensitive], Protected B LES), release conditions (RCMP only, Canadian Law Enforcement only, defined users).</p> <p>g) Please describe how your information system provides other contextual metadata that would enable improved decision making, such as, but not limited to: metadata enabling attribute based access control, geotagging, situational awareness metadata, etc.</p>
--	---

ARCHITECTURE

<p>5.</p>	<p>a) The RCMP's Digital Policing Strategy calls for a cohesive Connected Officer ecosystem of loosely coupled / decoupled components that support front-line officer business capabilities. Describe at a high level how your information system will integrate with various components (e.g. CAD, RMS, DEMS, eDisclosure, etc.).</p> <p>b) The Connected Officer strategy aspires to provide a "single window" experience to the front line officer, for instance, reducing the burden of having multiple applications for multiple functions (e.g. one app for DEMS, one app for BWC, one app for RMS, etc.). Describe how your information system would align with this strategic intent?</p> <p>c) Please describe how your information system could decouple the application from the data. For example, having the data readily accessible by other information systems, integrating the data with an Enterprise Data Lake, etc.</p>
------------------	---

	<p>d) The current Government of Canada direction is to provide services in-cloud if possible. Canada has a data sovereignty requirement that all data and meta data must always be stored on servers physically located in Canada. Would this present any challenges for your company?</p> <ul style="list-style-type: none"> • Is it best to provide the solution on premise, in-cloud, or a hybrid solution? <p>e) The RCMP has many detachments in remote areas that face challenges due to low bandwidth, lack of Wi-Fi, difficulty in obtaining on-site technical support, and telecommunications satellite service. Many sites have network access bandwidth of 1.5 Mbps (T1), telecommunications satellite sites may have fractional T1 bandwidth and latency of ¼ second up and ¼ second down. How would your company handle the challenges of digital evidence collection and storage in remote locations?</p> <p>f) In Part 13.1.5 of the Potential Requirements and Specifications in this RFI, it was indicated that the solution must allow for both a highly distributed storage of digital assets and the ability to completely centralize storage, if required.</p> <ul style="list-style-type: none"> • Discuss any measures that your company would take to ensure the availability of back-up storage and describe what this would look like. <p>g) How does your solution support mobile smartphones and tablet computers and on what platforms, operating systems and hardware?</p> <p>h) For a cloud solution, how does your solution ensure the confidentiality and integrity of the data stored in the cloud?</p> <p>Refer to the following: https://www.canada.ca/en/government/system/digital-government/digital-government-innovations/cloud-services/government-canada-security-control-profile-cloud-based-it-services.html and https://cyber.gc.ca/sites/default/files/publications/itsg33-ann4a-1-eng.pdf</p> <p>i) Should Canada award a contract to your company for a cloud-based solution, at the end of the contract, how could Canada retain its data and place it with another provider or on-premises, at no cost to Canada, in a standard format that is readily consumable using commodity applications?</p> <p>j) How would your company facilitate the transfer of large scale amounts of data in non-proprietary format?</p>
SECURITY	
<p>6.</p>	<p>a) The DEMS will need to be able to handle information at a Government of Canada level of confidentiality of Protected B, and be evaluated using security controls found in Communications Security Establishment, Information Technology Security Guideline ITSG-33 before being given an Authority to Operate (ATO). Would this pose any challenges for you?</p> <ul style="list-style-type: none"> • Do you have a Security compliance team within your company that would work with Canada to achieve security accreditation and an ATO?

	<p>b) What IT Security compliance frameworks is your solution compliant with? Examples include: Canadian ITSG-33, ISO 27000 related to Cloud, FedRAMP Moderate, NIST SP 800-53, CJIS, SOC 2.</p> <p>c) Does your company outsource or off-shore any of its development, maintenance, manufacturing, operations, or customer support?</p> <ul style="list-style-type: none"> • If so, what business functions are outsourced and which information do these stakeholders have access to? • In addition, to which partners/entities do you outsource and in which countries are they located? Describe the steps your company would take to ensure security integrity of the supply chain. <p>d) The RCMP requires a high degree of confidence in its users' identities by employing a strong 2-factor authentication method. Describe how application sign-on and authentication is secured including any Two-Factor Authentication (2FA) capabilities. Describe any Active Directory (AD), and Mobile Device Management (MDM) integration capabilities. Describe any Role Based Access Controls (RBAC), or Attribute Based Access Controls (ABAC).</p> <p>e) How does your information system integrate with a centralized Identity and Access Management broker, using what standards (e.g. OAuth, OIDC, SAML).</p>
--	--

FUNCTIONALITY

<p>7.</p>	<p>a) Can your solution stream videos and audio, in addition to being able to download them?</p> <p>b) Does your solution offer any form of visual or audio pattern recognition (e.g. facial recognition, visual threat recognition, audio threat recognition, for example, gunshot detection)?</p> <p>c) Briefly describe how your solution is able to disclose information to a third party, such as the courts.</p> <p>d) Describe your solution's abilities to search information nationally and disclose information for the purposes of responses to Access to Information and Privacy requests (ATIP) and litigation holds. Litigation holds may be longer than the prescribed retention period.</p> <p>e) Does your solution include video editing and redacting capabilities?</p> <ul style="list-style-type: none"> • Are or can any of these capabilities be automated? • Are these capabilities non-destructive and do they preserve the original file and metadata? • Are these capabilities included in the audit trail capture logs? <p>f) Does your solution operate in both of Canada's official languages (Canadian English, Canadian French)?</p>
-----------	---

	<p>g) Describe your company's technical support model and the specific types of support that you offer to users.</p> <ul style="list-style-type: none">• How do you deliver technical support?• Do you offer user and technical support in both Canadian English and Canadian French?• What are your hours of operation?• Do you offer 24/7 support? If not, would your company be willing to adjust and provide this service offering to Canada, if required? <p>h) Is your Solution enabled to do Canadian English and Canadian French audio to text conversion, translation and optical character recognition?</p> <p>i) Can you describe any data analytics or data science capabilities that your solution has to analyze and show results on a national, divisional, or municipal level using graphs and maps?</p> <p>j) How is information transferred from a collection device to the DEMS?</p> <ul style="list-style-type: none">• What means are available to facilitate this?
--	---

BEST PRACTICES

<p>8.</p>	<p>a) Your comments on the proposed sequential internal roadmap are requested.</p> <p><u>Roadmap:</u></p> <ol style="list-style-type: none">1. BWC and Complete DEMS and RMS (PROS (Police Reporting and Occurrence System)-[Niche], BC PRIME (British Columbia Police Records Information Management Environment)-[Versaterm], RCMP Halifax and Halifax Regional Police (Versaterm),eMCM (Electronic Major Case Management)-[Xanalysis]) and mapping-(Esri).2. At the Call for service: In Car Video System (ICVS) (Motorola WatchGuard, Panasonic Arbitrator), RCMP Samsung Galaxy Android Smartphone (video, photo, audio), bystander video (smartphones and other handheld imagery, dashcams), all inclusive of metadata, geodata, and additional RCMP metadata.3. At the detachment: building safety video, cell block video and audio, interview room video.4. RPAS (Remotely Piloted Aircraft System [drone]) video.5. CCTV (Closed Circuit Television) from store incidents.6. Doorbell cameras.7. Mass event video. <p>b) What additional human resources should the RCMP consider adding to its staff for both project and in-service states? Please provide resource categories and from</p>
-----------	---

	<p>your perspective, the number of resources in each category that should be considered.</p> <p>c) Please describe your company's approach to notifying your customers of new releases and patches and how they may impact end users. Of concern is the impact to operational end users who may need to be informed beforehand in the event of significant changes, or whom may need training or time to adapt.</p> <p>d) Based on your experience, describe best approaches and practices related to training delivery for users and administrators. Can you provide details on the training support your company can provide for DEMS and BWC? These details may include but are not limited to: format provided; virtual or in person or both; how many learning hours; the syllabus; class size; language of delivery.</p> <ul style="list-style-type: none">• Is training all inclusive provided by your company, or is it a train the trainer style? <p>e) Describe how your company would help facilitate Canada's transition to a new vendor's DEMS and BWC at the end of the contract term, taking into account other collection devices and or systems that may be integrated within.</p> <ul style="list-style-type: none">• In particular, how would your company facilitate data transition to ensure a seamless transfer of business, and little to no impact to the RCMP in support of its legacy systems?• Would your company commit to a transition or "wind-down" period at the end of the contract, at no additional cost to Canada, to ensure business continuity?
BODY WORN CAMERAS	
9.	<p>a) Briefly describe your BWC offerings indicating the different models you offer and what makes each unique.</p> <ul style="list-style-type: none">• What is the continuous recording time available from the battery?• What is the operating temperature range they are tested to?• What is the IP rating and the process that is required to activate, record, deactivate and tag a video, resolution, and field of view?• Name any standards that your equipment is compliant with. <p>b) If your company was providing BWC's with a DEMS, can you describe how a typical physical installation would look like at a 5-member; a 25-member; and a 75-member detachment?</p> <p>c) Describe the standard warranty that is offered on your company's BWC hardware and batteries.</p> <ul style="list-style-type: none">• Does your company offer an extended warranty?• Would a contingency of spare cameras be provided in case of damage?

	<ul style="list-style-type: none">• What would this service and response time look like? <p>d) What is the anticipated lifecycle of your company's BWC's? Describe your company's approach to evergreening its technology and how this would work for the RCMP, when it came time to update its existing hardware.</p> <p>e) The RCMP is interested in a leasing or rental agreement for BWC's, as opposed to purchasing BWC's as an asset. Would your company support this approach to doing business for this technology?</p> <ul style="list-style-type: none">• Describe the in-service support that your company would offer the RCMP in this scenario, including details about how damaged BWC's would be replaced or disposed of.• In as much detail as possible, describe your company's costing model for a leasing or rental agreement for BWC's. How might this differ from how you would charge Canada if it were purchasing the cameras as an asset? <p>f) Does the BWC have the ability to live-stream video on demand or based on an event?</p> <ul style="list-style-type: none">• How is this enabled?• Does the camera have Global Positioning Capability, and can it record it and/or transmit it during live streaming?• Is the live streaming encrypted and if so, using what standards? <p>g) Do your company's BWC offerings record continuous GPS (Global Positioning System) coordinates?</p>
--	---

PROCUREMENT STRATEGY AND ROLL-OUT

10.	<p>a) In Table 1 at Part 4 of this RFI, Canada has outlined an aggressive procurement schedule for the acquisition of a National DEMS and BWC's. Please provide your thoughts on the feasibility of the procurement schedule that Canada is proposing.</p> <p>b) Canada has indicated that it's goal is to roll-out more than 10,000 BWC's, upon award of contract. Canada will also require the roll-out of the National DEMS. What is your company's capacity to provide the quantities of BWC's that Canada requires, within the time lines proposed in Table 1?</p> <ul style="list-style-type: none">• Would your company also be prepared to roll out a National DEMS within the same time frame?• Describe <i>how</i> your company would facilitate a National roll-out of BWC's and DEMS for the RCMP. For example, would your company suggest this be done in phases, what sort of testing or proof of concept, if any, should be done in advance? Will users require advanced training, etc.?
-----	--

	<ul style="list-style-type: none">• If your company cannot meet the proposed time lines and/or quantities that Canada is proposing, in as much detail as possible, please describe the most aggressive schedule that your company would be willing to commit to. <p>c) Does your company agree that an initial contract period of six (6) firm years, with six (6) one (1) year irrevocable options is a reasonable length of time for a contract of this nature?</p> <ul style="list-style-type: none">• Would you company be willing to commit to a longer contract term?• What option period structure would best incentivize strong performance and continued investment in the contracted services?• How will the length of the contract impact the overall cost of the DEMS and BWC? <p>d) Canada has identified a number of potential requirements and specifications for its National DEMS and BWC in Part 13. of this RFI. These may form some of the mandatory and point rated evaluation criteria that Canada will use in its subsequent procurement activities. Canada would welcome any industry questions or feedback in respect to these potential requirements and specifications.</p> <ul style="list-style-type: none">• What type of evaluation criteria should Canada consider using to qualify suppliers as part of an RFP process? Using as much detail as possible, please provide examples and rationale? <p>e) Please provide any additional comments not previous addressed.</p>
--	--

15. VENDOR DEMONSTRATIONS

15.1 Canada may at its discretion hold one-on-one demonstrations with Industry, following this RFI.

- 15.1.1** Vendors should express in writing to the Contracting Authority their interest in providing to Canada a demonstration of their solution in response to this RFI. Vendors should also identify their preferred language of the demonstration (i.e. English or French).
- 15.1.2** The vendors' demonstration of their solution will be done individually and the content will be kept confidential.
- 15.1.3** To align with Canada's proposed schedule in Part 4 of this RFI, Canada is intending to hold vendor demonstrations in **early December 2020**, subject to change at Canada's discretion.
- 15.1.4** Following a review of the RFI responses, the Contracting Authority will reach out to all vendors who have expressed an interest in providing a demonstration of their solution, and will provide any applicable details in writing, in regard to next steps. Canada will commit to providing vendors with as much time as possible to

prepare a demonstration, however given time constraints, vendors should be prepared to have no more than (1) or (2) weeks of preparation time.

15.1.5 The date, time and format of the vendor demonstrations will be provided by the Contracting Authority and will be communicated in writing to the interested parties. Due to the Covid-19 pandemic, vendors should be prepared to provide a virtual demonstration to Canada.

15.2 Two scenarios that must be used in the vendor demonstration are described in the sections below. The objective is for vendors participating in the demonstration to demonstrate how their solution meets the business requirements as stated in these scenarios.

Scenario 1: At the Scene

Police receive a call for service to a fight between two adult males in a commercial area, with two police cars and two police officers attending. Show the collection and analysis of the digital evidence from BWC, In Car Video Systems (ICVS), Police Samsung Galaxy Android smartphone video and photos and bystander photos and videos from an Apple iPhone-smartphone.

Scenario 2: At the Detachment

Demonstrate the processing of a prisoner in a detachment highlighting digital evidence management as the car rolls into the garage bay, taking into account the building security video, the booking area, cell block audio/video and interview room video. Afterwards, demonstrate how the digital evidence will be prepared and released for disclosure, and prepared for an ATIP (Access to Information and Privacy) request including redaction. In both cases demonstrate how the chain of custody is preserved and can be audited.

APPENDIX A

List of Acronyms

2FA	Two-Factor Authentication
AAV	Advanced Audio Visual
ABAC	Attribute Based Access Controls
AD	Active Directory
API	Application Programming Interface
ATIP	Access to Information and Privacy Requests
ATO	Authority to Operate
BC PRIME	British Columbia Police Records Information Management Environment
BRU	Bid Receiving Unit
BWC('s)	Body Worn Cameras
BWV	Body Worn Video
CAD	Computer Aided Dispatch
CCTV	Closed Circuit Television
DEMS	Digital Evidence Management System
EGIS	Electronic Geographic Information System
eMCM	Electronic Major Case Management
FM	Fairness Monitor
GC	Government of Canada
GPS	Global Positioning System
ICVS	In Car Video System
ID	Identification
IM	Information Management
IP	Intellectual Property
IT	Information Technology
LES	Law Enforcement Sensitive
LOI	Letter of Interest
MDM	Mobile Device Management
MP3	MPEG Audio Layer-3
OAuth	Open Authorization
OIDC	Open ID Connect
PDF	Portable Document Format
PROS	Police Reporting and Occurrence System
PWGSC	Public Works Government Services Canada
RBAC	Role Based Access Controls
RCMP	Royal Canadian Mounted Police
RFI	Request for Information
RFP	Request for Proposal

Solicitation No. - N° de l'offre
M7594-212120/A
N° de réf. du client - Client Ref. No.
M7594-212120

N° de la modif - Amd. No.
File No. - N° du dossier
005XU.M7594-212120

Id de l'acheteur - Buyer ID
005XU
N° CCC / CCC No. / N° VME - FMS

RMS	Records Management System
RPAS	Remotely Piloted Aircraft System
SaaS	Software as a Service
SAML	Security Assertion Markup Language
SLA	Service Level Agreement
WAV	Waveform Audio File Format