



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

TPSGC.PACCSGPN-APBWCDOMS.PWGSC@tps

Please refer to Section 8
in the RFI

**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 Floor
Terrasses de la Chaudière 4e étage
10 Wellington Street,
10 Wellington Street,
Gatineau
Québec
K1A 0S5

Title - Sujet RFI#2 for DEMS/Body Worn Cameras	
Solicitation No. - N° de l'invitation M7594-212120/B	Date 2021-02-22
Client Reference No. - N° de référence du client M7594-212120	GETS Ref. No. - N° de réf. de SEAG PW-\$\$XU-005-39080
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 Eastern Standard Time EST on - le 2021-03-09 Heure Normale du l'Est HNE	
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 – Voir ci-inclus	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 No. 002

FOR

A NATIONAL DIGITAL EVIDENCE MANAGEMENT SYSTEM

AND

BODY WORN CAMERAS

FOR

THE ROYAL CANADIAN MOUNTED POLICE

M7594-212120/B

Solicitation No. - N° de l'offre
M7594-212120/B
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

**Request for Information No. 002 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	2
3. NATURE OF THIS REQUEST FOR INFORMATION	2
4. RESPONSE COSTS.....	3
5. TREATMENT OF RESPONSES	3
6. CONFIDENTIALITY OF SUPPLIER RESPONSES	3
7. FORMAT OF RESPONSES	3
8. ENQUIRIES AND SUBMISSION OF RFI RESPONSES	4
9. FAIRNESS MONITOR.....	4
10. QUESTIONS TO INDUSTRY	5
APPENDIX A.....	11

Request for Information No. 002
A National Digital Evidence Management System and
Body Worn Cameras

1. BACKGROUND AND PURPOSE

Public Works and Government Services Canada (PWGSC) has issued this second 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 a managed service approach for BWC and DEMS, costing methodologies and Basis of Payment structure, provision of services from Indigenous businesses, security considerations, accessibility requirements and other relevant questions.

On October 20, 2020, PWGSC issued RFI #M7594-212120/A on behalf of the RCMP seeking industry feedback on a National Digital Evidence Management System and Body Worn Cameras. The RCMP also sought feedback on other evidence-gathering arrangements from vendors who currently offer these important products, systems and services. As part of this RFI process, Canada held an Industry Engagement Information Session as well as one-on-one vendor demonstrations with industry. Responses and feedback received in response to the RFI will be summarized in a Summary of Feedback and Outcomes Report and published on BuyandSell.gc.ca at a later date.

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 a managed service approach for BWC and DEMS, costing methodologies and Basis of Payment structure, provision of services from Indigenous businesses, security considerations, accessibility requirements and other relevant questions.

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. RESPONSE COSTS

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

5. TREATMENT OF RESPONSES

- a) 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.
- b) 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.
- c) Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.
- d) 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.
- e) Early responses will be considered and are encouraged.
- f) Each respondent is solely responsible for ensuring its response is delivered on time, to the correct location.
- g) Each respondent should ensure that its name, return address, the solicitation number and the closing date appear legibly on the outside of the response.
- h) Responses to this RFI will not be returned.

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, 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*.

7. FORMAT OF RESPONSES

Solicitation No. - N° de l'offre
M7594-212120/B
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

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.

8. 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:

Kate Mulligan
Major Projects Procurement Directorate
Public Works and Government Services Canada
Email: TPSGC.PACCSGPN-APBWCEMS.PWGSC@tpsgc-pwgsc.gc.ca

Time and Place for Submission of Responses: Suppliers interested in providing a response must deliver it by email to the PWGSC Contracting Authority email address identified above, by the time and date indicated on the information cover page of this RFI.

9. FAIRNESS MONITOR

The Government of Canada has engaged RFP Solutions Inc. as 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 the Government of 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.

10. QUESTIONS TO INDUSTRY

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

10.1. Questions Posed during the One-on-One Sessions

The following questions were additional questions raised during different one-on-one sessions while the suppliers were presenting their solutions. The questions are being posted in this RFI so that each supplier has a chance to provide its inputs.

- 10.1.1 When sharing data with other parties, is the metadata of the file available and prompted to the user, so they can confirm they are sharing the correct file and have the correct destination?
- 10.1.2 Can the system handle saving of continuous feeds (e.g. cell block video, building security footage) and how does it accomplish this?
- 10.1.3 Where is the repair/technical support done if a camera is damaged or is not functioning properly, how is this handled? E.g. Is it done in Canada?
- 10.1.4 What is the speed of transfer from the camera to the docking station for 1GB of video?
- 10.1.5 Is there any distance limitations on docking stations with respect to how far away the ethernet switch can be?
- 10.1.6 What safeguards does your DEMS have with respect to Data Loss Prevention (DLP) or accidental release?
- 10.1.7 Is there a standalone solution that can be used in low-bandwidth areas?
- 10.1.8 What are the BWC's field of vision, frame rate and resolution capabilities?
- 10.1.9 To what standards are the BWC units ruggedized?
- 10.1.10 Is there an ability to turn off facial recognition capabilities in the solution?

10.1.11 Regarding redaction functionality, is there capability to e.g. edit sound? Distort voices?
Remove wind noise?

10.1.12 Do you have any recommendations regarding a retention policy for data stored in the solution?

10.1.13 Does the solution provide the capability to download and centrally manage audit logs?

10.2. Managed Service for BWC and DEMS

Canada would like to acquire BWC and DEMS and any associated services as a managed service, that is:

- 1) Canada will not purchase and own the BWC, but rather will use the cameras as a service;
- 2) The contractor will be responsible for the entire life cycle management of the BWC hardware, including supply, maintenance, replacement and disposal;
- 3) Canada will subscribe to a DEMS that is offered as a Software as a Service (SaaS);
- 4) Canada will require the contractor to provide data storage in the cloud;
- 5) Canada will require the contractor to manage and provide resources for the following services— including installation, configuration, integration, deployment, testing, training, data migration, data redaction and other professional services throughout the project life-cycle; and
- 6) Canada will require support services for BWC and DEMS including camera replacement (warranty replacement and hardware refresh), battery changes, DEMS support and maintenance and other trouble shooting services.

10.2.1 What is your company's capacity to deliver BWCs, DEMS and any associated services as a managed service described above? How would this approach impact your capacity to bid on the requirement?

10.2.2 What are the advantages and disadvantages of the proposed managed service approach?

10.2.3 What type of supplier(s) do you recommend that Canada awards the contract(s) to as a prime contractor (e.g. System Integrator)? Please provide rationale supporting the recommendation.

10.2.4 In consideration of the proposed approach, do you plan to sub-contract any of the work? If yes, please describe what aspects you are planning to sub-contract and where these subcontractors are located (i.e. city and country).

10.2.5 Are there any areas of the proposed approach that you believe may unduly restrict competition or prohibit you from proposing a solution that would meet Canada's needs? If so, please explain.

10.3 Basis of Payment

- 10.3.1 Please provide your proposed basis of payment structure for a managed service approach, including the elements that you would include as a part of your service. Describe which elements you would bundle and how you would charge Canada for them? How would you charge for elements not included in the bundled fee?
- 10.3.2 What are your key cost drivers?
- 10.3.3 Could BWC, DEMS and any associated services be charged independently from one another?
- 10.3.4 Are you able to charge a monthly subscription fee for BWCs? If no, would you be able to accommodate this? If yes, what would be the basis for this fee (e.g. per device). Do you provide tiered pricing under this model (e.g. price for 1-10 users and price for 11-20 users and so on)?
- 10.3.5 Are you able to charge a monthly subscription fee for DEMS? If no, would you be able to accommodate this? If yes, what would be the basis for this fee (e.g. per user, per site, enterprise wide). Do you provide tiered pricing or volume discount under this model?
- 10.3.6 How would you charge for spare BWCs to be used in a case where BWCs are damaged or need repair? How would you address this in remote locations?
- 10.3.7 Would you be willing to accept the subscription fee to be paid monthly in arrears?
- 10.3.8 Canada has users required to use the DEMS only. How do you propose charging for additional BWCs and/or DEMS access to be requested throughout the contract period, including when required on an "as and when requested" basis or to allow other departments or agencies to use this contract?
- 10.3.9 Do you charge for data storage separately? If yes, how do you charge for it?
- 10.3.10 What are the resource categories that you would suggest to perform the tasks described above, especially under 5) described in 10.2? What are the main tasks you would foresee for each resource category?
- 10.3.11 What volumetric data do you need from Canada to develop your pricing methodology?

10.4. Security

- 10.4.1 Please identify the country/countries where your support services which would pertain to this contract, reside. Support services would include, but are not limited to, Security Operations Center, Network Operations Center, Help Desk, and any other resources who will have cause to interact with RCMP personnel or require access to RCMP data or equipment..
- 10.4.2 What type of encryption is used on any data transferred over LTE?
- 10.4.3 As a part of any subsequent procurement process, Canada will assess Supply Chain Integrity for both the proposed DEMS solution and BWC hardware to ensure the protection of its National Security interests. It is anticipated that any successful bidder will have to successfully satisfy a

Supply Chain Integrity Assessment as a condition precedent to contract award. Please advise Canada of any concerns you may have with the inclusion of this requirement.

10.5. Accessibility

Accessibility Strategy for the Public Service of Canada

(<https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/diversity-inclusion-public-service/accessibility-public-service/accessibility-strategy-public-service-toc.html>) - The Strategy outlines how the vision of the GC being the most accessible and inclusive public service in the world and how the guiding principles of Nothing without us, collaboration, sustainability, and transparency are to be implemented.

Accessible Canada Act (<https://www.parl.ca/DocumentViewer/en/42-1/bill/C-81/royal-assent>) – The Accessible Canada Act was enacted into law in order to enhance the full and equal participation of all persons, especially persons with disabilities, in society. This is to be achieved through the realization, within the purview of matters coming within the legislative authority of Parliament, of a Canada without barriers, particularly by the identification, removal and prevention of barriers.

10.5.1 What is the industry accessibility standard(s) for BWC and DEMS? What are the designs or functionalities that should be considered to meet the accessibility standard(s)?

10.5.2 Would it be feasible for Canada to include mandatory evaluation criteria related to industry accessibility standard(s)? If not, please elaborate.

10.5.3 How can you demonstrate compliance with the accessibility standard(s)?

10.5.4 Would it be possible for Canada to include accessibility user-testing criteria in the solicitation process? If not, please explain.

10.5.5 What criteria would you recommend including for accessibility user-testing?

10.6. Body Worn Cameras

10.6.1 Please explain how the BWC device displays the current battery capacity and describe any features that may alert the user to a low battery?

10.6.2 Does your BWC come with a charging cable that can be used in vehicle/residence? If a charging cable is available, is it proprietary or universal (such as a USB)?

10.7 Socio-Economic Benefits

10.7.1 Please provide your recommendations on how the Government of Canada can leverage this procurement to provide socio economic benefits to Canadians, beyond improving the effectiveness and efficiency of the public service workforce. This could include services

performed by aboriginals, ethnic minorities, and women and if so, how that might be accomplished.

10.8. Nunavut Settlement Area (NSA)

The obligations of the Nunavut Agreement and the Directive apply in the NSA which falls both north and south of the 60th parallel and includes districts of: Franklin (central Nunavut), Keewatin (south-central Nunavut, northwest coast of Hudson's Bay area), Baffin Island (southeast portion of Nunavut) and Ellesmere Island (northern portion of Nunavut). Includes (but is not limited to) Arctic Bay, Arviat, Baker Lake, Bathurst Inlet, Cambridge Bay, Canadian Forces Station (CFS) Alert, Cape Dorset, Chesterfield Inlet, Clyde River, Eureka, Gjoa Haven, Grise Fiord, Hall Beach, Igloodik, Iqaluit, Kimmirut, Kugluktuk, Nanisivik, Pangnirtung, Pelly Bay, Pond Inlet, Qikiqtarjuaq, Rankin Inlet, Repulse Bay, Resolute, Sanikiluaq, Taloyoak, Umingmaktok and Whale Cove.

- 10.8.1 Is your company, or are any of your subcontractors, defined as an Inuit Firm, as described in the Inuit Firm Registry website: <https://inuitfirm.tunngavik.com/>? If yes, where in the NSA is your head office, administrative office(s) and/or other facilities located?
- 10.8.2 Is there capacity within the Inuit business community to provide a solution to fulfil the requirements of the BWC and DEMS in full or in part?
- 10.8.3 Does your company have experience working with Inuit businesses and communities? Please elaborate and provide details, including objectives, human resource strategies, and outreach activities.
- 10.8.4 Where does your company see an opportunity to include local Inuit participation within the potential activities described under section 10.2 above under this procurement?

10.9 Indigenous Business

- 10.9.1 Is your company, or are any of your subcontractors, considered an Aboriginal business under the Procurement Strategy for Aboriginal Business (PSAB)? For more information on PSAB, visit: <https://www.aadnc-aandc.gc.ca/eng/1100100032802/1100100032803>
- 10.9.2 Is there capacity within the Indigenous business community to provide a solution to fulfil the requirements of the BWC and DEMS in full or in part?
- 10.9.3 Does your company have experience working with Indigenous businesses and communities? Please elaborate and provide details, including objectives, human resource strategies, and outreach activities.
- 10.9.4 Where does your company see an opportunity to include local Indigenous participation within the potential activities described under section 10.2 above under this procurement?

10.10 Contract Off-Ramps

- 10.10.1 Canada may award a contract for a pilot phase/limited deployment and implementation of BWC and DEMS, with an irrevocable option for the full deployment/implementation of BWC/DEMS. The option would only be exercised upon the successful completion of the pilot phase. In this scenario, you would have to provide your pricing for the full deployment/implementation of BWC/DEMS as option pricing. Would you be comfortable with this approach? If no, please elaborate.
- 10.10.2 If Canada awards a contract that includes a pilot phase/limited deployment and implementation of BWC and DEMS, the Contractor's performance and success of the pilot will be measured prior to proceeding with a full National deployment/implementation. Canada is considering the development of Key Performance Indicators to assess performance during this phase. What are some key performance indicators that Canada should consider?
- 10.10.3 What Key Decision Points do you recommend that Canada considers to determine if the Work being performed under the contract will move onto a subsequent phase or not? Please provide rationale.
- 10.10.4 What high level criteria do you recommend for each recommended Key Decision Point? Please provide rationale.
- 10.10.5 What strategies could Canada implement to mitigate the risk of the Contractor not meeting the performance criteria of the pilot phase/limited deployment of the contract? Please elaborate and provide rationale.

10.11 Other Questions

- 10.11.1 If Canada invokes the National Security Exception to remove the procurement from the International Trade Agreements then the Canadian Content Policy would be applicable (<https://buyandsell.gc.ca/policy-and-guidelines/supply-manual/section/3/130>). Are you able to meet the requirements to be considered a Canadian Service?
- 10.11.2 Are you the Intellectual Property (IP) owner of the BWC and/or DEMS?
- 10.11.3 Given the principles and other considerations shared in this and the previous RFI, can you share other observations and key success factors that Canada can use to guide the approach and planning project?
- 10.11.4 Please provide additional comments not previously addressed regarding the RCMP Body Worn Camera and Digital Evidence Management System program and procurement process.

Solicitation No. - N° de l'offre
M7594-212120/B
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

APPENDIX A

List of Acronyms

BWC('s)	Body Worn Cameras
CFS	Canadian Forces Station
DEMS	Digital Evidence Management System
DLP	Data Loss Prevention
FM	Fairness Monitor
GC	Government of Canada
IP	Intellectual Property
LTE	Long Term Evolution
NSA	Nunavut Settlement Area
PSAB	Procurement Strategy for Aboriginal Business
PWGSC	Public Works Government Services Canada
RCMP	Royal Canadian Mounted Police
RFI	Request for Information
RFP	Request for Proposal
SaaS	Software as a Service
USB	Universal Serial Bus