



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC  
11 Laurier St. / 11, rue Laurier  
Place du Portage, Phase III  
Core 0B2 / Noyau 0B2  
Gatineau  
Quebec  
K1A 0S5  
Bid Fax: (819) 997-9776

**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  
Middleware division / Division Intergiciels  
Terrasses de la Chaudière  
4th Floor, 10 Wellington Street  
4th étage, 10, rue Wellington  
Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> RCMP RFI - GRC DDR Computer Aided Dispatch Next Generation (CAD NG)	
<b>Solicitation No. - N° de l'invitation</b> M7594-203850/B	<b>Date</b> 2022-08-31
<b>Client Reference No. - N° de référence du client</b> M7594-203850	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$EEM-044-41092
<b>File No. - N° de dossier</b> 044eem.M7594-203850	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Eastern Daylight Saving Time EDT <b>on - le 2022-09-22</b> Heure Avancée de l'Est HAE	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Pilon, Daniel	<b>Buyer Id - Id de l'acheteur</b> 044eem
<b>Telephone No. - N° de téléphone</b> (873) 455-4875 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>  Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b> See Herein – Voir ci-inclus	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur ( taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>



Destination Code - Code destinataire	Destination Address - Adresse de la destination	Invoice Code - Code bur.-comptable	Invoice Address - Adresse de facturation
D - 1	Wahid Siddiqi CPIC Bldg, MS 187, 1200 Vanier Parkway, Ottawa, Ontario, K1A 0R2	I - 1	Sonia Colterman CPIC Bldg, MS 187, 1200 Vanier Parkway, Ottawa, Ontario, K1A 0R2 Sonia.colterman@rcmp-grc.gc.ca



Item Article	Description	Dest. Code Dest.	Inv. Code Fact.	Qty Qté	U. of I. U. de D.	Unit Price/Prix unitaire FOB/FAM Destination Plant/Usine		Delivery Req. Livraison Req.	Del. Offered Liv. offerte
1	CIIDS CAD Replacement RFI	D - 1	I - 1	1	Each	\$	\$	See Herein – Voir ci-inclus	

**Request for Information (RFI) regarding a  
Computer Aided Dispatch (CAD) Solution**

**Royal Canadian Mounted Police (RCMP)**

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## **1. Background and Purpose**

Public Services and Procurement Canada (PSPC) 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 Computer Aided Dispatch (CAD) system to replace the current RCMP-owned custom-designed CAD system (CIIDS – Computerized Integrated Information and Dispatch System), which has been in production use for over 30 years.

While there are very valuable features and implementations in this system, including alignment with functional capabilities, existing procedures, and external interfaces; the CIIDS system architecture was designed before many cloud-computing, centralization, and integration technologies were readily available. The RCMP wants to take advantage of modern architectures and innovations, and feels it is best to look at industry solutions as examples that provide streamlined dispatching operations and increased information and appropriate data available to users, while retaining the important features that currently work effectively.

## **2. RCMP Mandate**

The RCMP provides federal, provincial, territorial and municipal policing services to Canadians across 10 Provinces, 3 Territories, 150 municipalities, and 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 Request for Information**

This RFI is a consultation initiative by which the RCMP, hereafter referred to as Canada, is requesting Industry feedback on proven business and technical solutions, including lessons learned and best practices that will support Canada in satisfying the requirements for a new CAD solution. Following this RFI, Canada may use industry feedbacks to advance one or a series of Request for Proposals (RFPs) with the focus on industry's ability to deliver the solution.

The objective of this RFI is to request information from Industry that addresses the concise problem statement presented here, in a challenge format.

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 the Government of 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 solicitation or award contract(s) for the work described herein.

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.

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 solicitations.

#### 4. Response Costs

Respondents will not be reimbursed for any costs incurred by participating in 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 before or by the RFI closing date. Canada also reserves the right to review responses received after the RFI closing date.
- b. **Review Team:** A review team composed of representatives of the client (where applicable) 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 guidelines provided by the Government of Canada Access to Information Act.
- d. **Follow-up Activity:** Following the closing date, Canada may, in its discretion, contact any 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) 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.

## 6. Questions for Industry

Corporate Profile
<ol style="list-style-type: none"><li>1. Describe your corporate qualifications and expertise in the field of Computer-Aided-Dispatch and Incident Handling systems.</li><li>2. Are your current business offerings aligned with the Government of Canada digital strategy providing Cloud services, Artificial Intelligence capabilities, etc.?</li><li>3. Has your company worked with other vendors towards an integrated enterprise solution in the past three years? If so, briefly describe the circumstances and results.</li><li>4. Describe your company's achievements with respect to data analytics in the past five years.</li><li>5. Describe your company background and experience in building structures, processes and environments that foster information sharing and collaboration.</li><li>6. Is your company able to obtain a Government of Canada company clearance (Designated Organization Screening, Document Security Clearance or Facility Security Clearance) commensurate with the level of information on the requirement?</li><li>7. Are your personnel able to obtain the applicable Government of Canada clearances (e.g. PSPC, RCMP) commensurate with the level of sensitivity of the requirement?</li></ol>
Vendor Solution
<ol style="list-style-type: none"><li>8. Is your solution a Commercial-off-the-Shelf (COTS) application?</li><li>9. Have you implemented your solution within a federal, provincial, municipal, or other public or private agency?</li><li>10. Does your solution operate in both of Canada's official languages (English, French)?</li><li>11. Describe how your solution allows users to collaborate and share information effectively, during dynamic incidents that are evolving in real-time.</li><li>12. Describe how your solution allows users to share and access files and multimedia in various formats, including but not limited to large files, documents, and photos.</li><li>13. How does your solution support multi-tasking and the ability for users to quickly transition between activities on the system?</li><li>14. Canada has vast public safety responsibilities, across multiple jurisdictions, agencies, and territories. Describe how your solution has the capability to effectively handle hundreds of users and responders/units, who are all creating and updating incidents?</li><li>15. Explain how your solution makes use of mapping systems to increase efficiency and accuracy of information, and provide situational awareness.</li><li>16. What format(s) of map data can your solution integrate, and what is the frequency and method of updating this data? Does your solution support integration with separate or external-hosted map systems (e.g. ESRI ArcGIS Enterprise)?</li><li>17. Describe the mobile solution/component of your system, and expand on how it manages and</li></ol>

distributes critical incident information from multiple sources, keeping responders informed and up-to-date.

18. How does the mobile component of your solution handle operations in rural or remote locations where connectivity may be inconsistent?
19. Describe how the solution interoperates and integrates with real-time information sources, including but not limited to: Officer/unit location and status tracking, Situational awareness and GPS location information.
20. Describe your corporate background and experience in integrating external interfaces to the CAD system; including but not limited to: P25 Radio systems, Canadian criminal record and informational systems (CPIC, PSP), and other provincial/jurisdictional interfaces.
21. Describe your experience in sending/feeding data to Records Management Systems (RMS), such as NicheRMS. Does your solution use XML output with a Schema Document (XSD)?
22. Does your solution have the ability to communicate with other CAD solutions? What information can be shared?
23. Describe how your solution works with current E9-1-1 providers, and will be ready to integrate with compliant NG9-1-1 systems to provide call information, and whether it takes advantage of any advanced features.
24. Describe the support model(s) available for your solution. How does it support the operation of a 365/24/7 system, and how would it compliment and co-exist with existing Helpdesk (non-CAD application) support?
25. Does your solution currently have an Artificial Intelligence/Machine Language (AI/ML) functionality? If yes, explain how this functionality is integrated.
26. Describe any data analytics or data science capabilities that your solution has to analyze various metrics and show results on a national, divisional, or municipal level.
27. Describe the solution's future roadmap with expected release timelines.
28. How would the solution adapt to future technological and business requirements changes? What options does the vendor propose to address ongoing and evolving changes to business requirements?
29. Are there any additional features or functions of your solution you would like to highlight, that have not been addressed in any of the above questions?

#### Business and Training Materials

30. Describe your experience providing a variety of user and administrator training options, such as in-class/virtual learning, videos, tutorials, and reference documents.
31. Are all business or training related documents, such as manuals, handbooks, and reports, available in both of Canada's official languages (English and French)?
32. Based on your experience, describe best approach and practices related to CAD incident handling, emergency call-taking, and dispatch-related training delivery.
33. Describe your solution's ability to set up training environments to emulate the full end-to-end

environment, including; incident/dispatch simulation, systems integration, and the mobile component?

#### Technical Compliance

34. Will the hardware and software component of your solution use ISO standards, another form of standards, or will any parts/components be proprietary?
35. Describe the maintenance and update cycle for your solution, including how updates are distributed to both mobile/responder and desktop/dispatcher client machines. How much downtime is required for clients? For servers?
36. Describe your experience providing a fault-tolerant solution, which minimizes unplanned outages and interruptions.
37. Describe how the system self-monitors, reports, and recovers from outages or degradations.
38. Canada requires a high degree of confidence in the users' identity by employing a strong 2-factor authentication method. How does your solution provide 2-factor authentication? 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).
39. Describe how your solution provides different levels of access and information to different users; and how it implements the security concept of 'Least Privilege'.
40. Canada must be able to remove its 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? Does the solution have a REST API or customizable integrations with external systems for secure, compartmentalized data-sharing or statistics?
41. Is the software compatible with the industry leading technology (including but not limited to: operating systems, database systems, mobile devices, internet browsers)? Please provide minimum version requirement details.
42. How does your solution perform in low-bandwidth, or high-latency network environments? Does the solution recover from connectivity interruptions quickly and reliably?
43. How readily can your solution be deployed in a Cloud environment?
44. How and when have you deployed in a public Cloud environment? Which Cloud vendor's platform has your solution been deployed on?
45. Is the solution designed following enterprise architecture standard or any other industry's leading architecture framework?
46. The solution 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). Do you have a Security compliance team within your company that would work with Canada to achieve security accreditation and an ATO?
47. 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. Has a security compliance framework been used to assess your solution? How was the security control profile identified?

48. Does your company outsource or off-shore any of its development, maintenance, manufacturing, operations, or customer support? If so, what business functions are outsourced and which information do these stakeholders have access to?

#### Questions for Cloud Implementation

49. Does the vendor's 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/lgc-earb-cea/en/lgc-earb.html>
50. Canada has a requirement to retain full ownership of all its business data. How would the vendor or solution meet this requirement?
51. Canada has a requirement for its business data to be isolated from that of other customers. How would the vendor or solution meet this requirement?
52. Canada has a requirement to evaluate the performance, availability and security of its solutions using internal processes and tools and/or 3<sup>rd</sup> party tools. How would the vendor or solution meet this requirement?
53. Canada has a requirement for transparency of all security and privacy violations that affect services or data. How quickly and completely does the vendor report these violations?
54. Canada has a requirement to ensure all data resides within Canada data centres within the boundaries of Canadian Borders. How does your solution meet these requirements?
55. Canada requires that all vendor activity, involving protected data, be fully logged and auditable. It is further required that the vendor obtains written approval from Canada before accessing the data. Please explain how the solution monitors and tracks vendor activities.
56. Canada may want to use an Identity-as-a-Service (IDaaS) provider to provide a consistent external identity service. How would you meet this requirement?
57. Canada will require an audit (e.g., billing, usage, solution performance, availability, service interruption) of the services provided. What types of reports are available and how quickly can the reports be provided?
58. Canada has a requirement to have all data encrypted at rest and in transit. How does your solution meet these requirements?
59. Canada may want to use a Key Management Service for the storage and management of encryption keys. How would you meet this requirement?

## 7. 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.

## **8. 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 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.

## **9. Vendor Demonstration**

Canada may at its discretion hold demonstrations with Industry on this RFI. Vendors should express in writing their interest in providing to Canada a demonstration of their solution in response to this RFI. The vendors' demonstration of their solution will be done individually and the content will be kept confidential. The date, time and location of the vendor demonstrations will be scheduled by the contracting authority and communicated in writing to interested vendors.

## Appendix A: List of Acronyms

AI	Artificial Intelligence
API	Application Programming Interface
CAD	Computer Aided Dispatch
CIIDS	Computerized Integrated Information and Dispatch System
COTS	Commercial Off The Shelf
CPIC	Canadian Police Information Centre
GPS	Global Positioning System
IDaaS	Identity as a Service
ISO	International Organization for Standardization
ML	Machine Learning
PSP	Public Safety Portal
RMS	Records Management System
PSPC	Public Services and Procurement Canada
RCMP	Royal Canadian Mounted Police
RFI	Request for Information
RFPs	Request for Proposals
End of Table	