

REQUEST FOR INFORMATION (RFI) PSIMS REPLACEMENT PROJECT

PREFACE

Purpose of the Request for Information: PS is seeking information from market on:

1. the availability of cloud-based Commercial Off the Shelf (COTS) solutions which meet PS's requirements; and
2. additional considerations that PS should consider in developing a competitive process for selecting a COTS solution which includes the purchase of the COTS solution and additional services to meet PS's requirements.

This RFI is not a request for proposals. Public Safety may choose to release a solicitation process depending on several factors. The requirements included are not Public Safety's final requirements and are subject to further refinement.

Responses: PS is seeking to gather industry input on the availability of cloud-based COTS systems using Part II of the RFI in a yes/no format to minimize effort of industry. In developing a procurement for the purchase of a COTS solution and further development to meet PS's requirements, Part III poses additional questions.

Respondents may request a copy of the response form in Microsoft Word format by emailing the RFI Contact (Mathieu.Lemieux@ps-sp.gc.ca).

Completed forms, and other materials, can be sent to the RFI Contact (Mathieu.lemieux@ps-sp.gc.ca).

Questions: Questions concerning the RFI must be directed to the RFI Contact.

Ongoing Engagement: Public Safety reserves the right to contact and have direct exchanges with any respondents in the RFI and any other COTS system providers identified in the course of this request for information to inform its procurement strategy and solicitation.

ABOUT THE PROJECT

The Public Safety (PS) Grants and Contributions (G&C) management system modernization project aims to develop a modern, digital, accessible, grant and contribution application portal and project management (data collection) solution.

REQUEST FOR INFORMATION (RFI) PSIMS REPLACEMENT PROJECT

Once deployed, the public facing portal will allow applicants to create and submit online requests for funding to Public Safety Canada as well as track their projects through the lifecycle. This solution will also facilitate the assessment, tracking, approval, and data collection of those funding requests by department staff. The solution will be used by a minimum of 400 internal users (Public Safety employees), a minimum 1,500 external users. A minimum total of 1,900 concurrent users are envisaged.

PART I – ABOUT THE SUPPLIER

Supplier Name and Address	RFI Contact Information	
	Name	
	Position	
	Email Address	
	Phone	
	Website	

PART II - AVAILABILITY OF COTS SOLUTIONS WHICH MEET PS'S REQUIREMENTS

COTS System: PS has identified high level functionalities for a cloud-based platform. PS is seeking the following input on the COTS system based on the following criteria:

1. **“COTS Does Not Meet The Requirements”** means your COTS does not have this functionality. Additional customizations are not possible.
2. **“COTS Could Meet Requirements with Customization (Offered by Contractor)”** means your COTS solution does not currently fully meet the requirement, but you are open to performing additional customization to meet the requirement. For purposes of intellectual property, you would provide the services to further develop to Public Safety.
3. **“COTS Could Meet Requirements with Customization (With IP License to Public Safety)”** means your COTS solution does not currently fully meet the requirement, but you are open to performing additional customization to meet the requirement. You would provide an intellectual property license to Public Safety to contract for professional services with other vendors to further customize your COTS.
4. **“COTS Meets Requirements”** means your COTS solution fully meets this requirement.

**REQUEST FOR INFORMATION (RFI)
PSIMS REPLACEMENT PROJECT**

Table: Proposed PS G&C System Functionalities Proposed Functionality	COTS Does Not Meet Requirement	COTS Could Meet Requirement With Customization (offered by Contractor)	COTS Could Meet Requirement With Customization (with IP license to PS)	COTS Meets Requirement
1 - Program Design <ul style="list-style-type: none"> • Create or modify a funding program to address government priorities; • Program description and operational details are managed in the system, so as to determine budget, duration, user access, cost categories and approval steps; • Provide program details to potential applicants. 				
1.1 Implement Program Input program details, including name, cost categories, duration, budget and other relevant details with an operational impact.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Market Program Inform potential applicants of program availability, eligibility and application requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 - External Portal <ul style="list-style-type: none"> • Ability for applicants to submit their application, as well as for recipients to track/manage their grant or contribution project throughout the G&C lifecycle. 				
Contact Management Ability for applicants to: <ul style="list-style-type: none"> • Update organization information • Add, update or remove individual contacts within the organization 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**REQUEST FOR INFORMATION (RFI)
PSIMS REPLACEMENT PROJECT**

<ul style="list-style-type: none"> • Manage access and signature privileges to designated contacts 				
<p>2.1 Application Management Ability for applicants to:</p> <ul style="list-style-type: none"> • Create, delete and submit applications • Modify applications • Provide signatures; view application status 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>2.2 G&C Management Ability recipients to:</p> <ul style="list-style-type: none"> • View grant or contribution status • Create, update and submit financial and non-financial reporting (i.e. recipients' activity reports) • Send and receive communications with program staff at Public Safety 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>3 - Application and Assessment</p> <ul style="list-style-type: none"> • Receive applications and evaluate against pre-determined criteria • Recommend proposals. 				
<p>3.1 Receipt Ability to:</p> <ul style="list-style-type: none"> • Retrieve application content (forms data and documents) • Trigger Internal notification • Acknowledge receipt to the applicant • Track service standards 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>3.2 Assessment Ability to:</p> <ul style="list-style-type: none"> • Screen for application's completeness. • Reject or continue application assessment, based on screening result. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**REQUEST FOR INFORMATION (RFI)
PSIMS REPLACEMENT PROJECT**

<ul style="list-style-type: none"> • Complete the Project Eligibility and Assessment Tool (PEAT) • Store clarification information from applicant (if required) • Retrieve and view applicant's previous application(s) • Store Project Review & Recommendation Committee decision (if required) 				
<p>3.3 Recommend Project for Approval</p> <p>Ability to:</p> <ul style="list-style-type: none"> • Recommend approval or rejection. • Generate portions of the recommendation package to be approved. • Collect, validate and input the information into the appropriate package and format. This includes: <ul style="list-style-type: none"> ○ draft Funding Agreement ○ budget information ○ initial cash flow ○ summary (to be drafted by Program Delivery Staff). • Identify approval steps and signatories. 	□	□	□	□
<p>3.4 Risk Assessment</p> <ul style="list-style-type: none"> • Identify the project risks • Update the project risk level, as needed • Receive a notification that a project risk is scheduled to be performed. 	□	□	□	□
<p>4 - Decisions and Agreements</p> <ul style="list-style-type: none"> • Decide and communicate results with applicants. 				
<p>4.1 Approval of recommendation</p> <p>Ability to:</p>	□	□	□	□

**REQUEST FOR INFORMATION (RFI)
PSIMS REPLACEMENT PROJECT**

<ul style="list-style-type: none"> • Identify signatories of recommendation approval and approval levels based on Departmental delegated signing authorities. • Track recommendation approval status • Log signatures and approvals 				
<p>4.2 Final Decision The funding recommendation is examined and the final funding decision is made by the delegated authority.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>4.3 Communicate Final Decision Notify applicant of the final decision.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>4.4 Develop Funding Agreement</p> <ul style="list-style-type: none"> • Ability to: Generate funding agreement, based on application content, content of recommendation, and program conditions. • Ability to review and modify funding agreement content. • Ability to toggle Exceptions, in a funding agreement, as needed. • Ability to generate a PDF version of the funding agreement, for viewing or signatures. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>4.5 Funding Agreement Signature</p> <ul style="list-style-type: none"> • The funding agreement is signed by authorized signatories, for both Public Safety and the recipient. This represents the formal authority to disburse funds for the activities listed in the application. • Possible signature formats: electronic (in portal), electronic (within PDF document), paper. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>5 - Agreement Management</p>				

**REQUEST FOR INFORMATION (RFI)
PSIMS REPLACEMENT PROJECT**

Ability to: <ul style="list-style-type: none"> • monitor project progress and budget • issue payments, • obtain reports from recipients • process amendments • close out project 				
5.1 Monitoring Ability to: <ul style="list-style-type: none"> • Take in and store Non-Financial Reports (i.e. Activity Reports) from recipients • Take in and store Financial Reports from recipients • Take in and store Annual Performance Report from recipients • Take in and store Cash Flow/Financial Statements from recipients • Take in and store Site Visit reports from Program Delivery Staff • Retrieve and review received reports • Identify recipients with high risk • Create a note to file 	□	□	□	□
5.2 Payments Management Ability to: <ul style="list-style-type: none"> • Create Vendor (in SAP) • Generate payment schedule • Generate payment requests to Program Delivery Staff (from Recipients) • Import data from financial system (SAP) • Track service standards 	□	□	□	□
5.3 Amendments Management Ability to insert and track amendments to an existing funding agreement	□	□	□	□

**REQUEST FOR INFORMATION (RFI)
PSIMS REPLACEMENT PROJECT**

<p>5.4 Departmental Audits Management Ability to:</p> <ul style="list-style-type: none"> • Manage info about the audit • Track audit report approval status • Receive Recipient Concurrence Form • Generate audit documents • Track Management Action Plan (MAP) status (if project is in default) • Generate audit reports 	□	□	□	□
<p>5.5 File Closure Ability for program staff and recipients to input information required to formally close a project file</p>	□	□	□	□
<p>6 – Non-Functional Requirements</p> <ul style="list-style-type: none"> • System requirements which fall outside of business needs, such as: System audit (logging of user actions in the system) • Data Retention • Training • Security • Accessibility • Legislative or policy requirements 				
<p>6.1 Logging Usability of audited objects including the following:</p> <ul style="list-style-type: none"> • User (internal/external/admin) that created a change • Nature of change • Date/timestamp of change 	□	□	□	□
<p>6.2 Accessibility</p> <ul style="list-style-type: none"> • Conform to the World Wide Web Consortium (WC) WCAG 2.1 guidelines Success Criteria Level AA or 	□	□	□	□

**REQUEST FOR INFORMATION (RFI)
PSIMS REPLACEMENT PROJECT**

<p>higher, as defined at GC Standard on Web Accessibility.</p> <ul style="list-style-type: none"> Support both official languages, as well as support advanced character sets including Greek characters, mathematical symbols and equations, and Unified Canadian Aboriginal syllabic characters. Conform to the Policy on Service and Digital-Canada.ca 				
<p>6.3 Security Able to be assessed against Information Technology security Guidance - 33 (ITSG-33) with:</p> <ul style="list-style-type: none"> a security profile of Protected B Medium Integrity, Medium Availability (PBMM), OR Security Control Profile for Cloud Based GC Services - Medium (CSP - M) as per Canadian Center for Cyber Security (CCCS) and/or Treasury Board Secretariat 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>6.4 Data Retention Disposition of data as per established policy and legislation</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>6.5 Government of Canada Grants and Contributions Common Data Model Integration Incorporate Public Safety's grants and contribution information into the Government of Canada's Enterprise Grant and Contribution Solution Platform (a.k.a. G&C Common Data Model)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>6.6 Compatibility</p> <ul style="list-style-type: none"> Identity Management: 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**REQUEST FOR INFORMATION (RFI)
PSIMS REPLACEMENT PROJECT**

<ul style="list-style-type: none"> ○ Compatibility with third party identity management tools (such as GCKey). ● Device compatibility: <ul style="list-style-type: none"> ○ Responsive on mobile, tablet and desktop contexts: <ul style="list-style-type: none"> ▪ across the most common browsers: Chrome, Edge, Firefox, Internet Explorer, and Safari ▪ across the top Operating Systems Windows, Mac OS, Linux, Chrome OS, Android, iOS, and iPad OS - Source: NetMarketShare (https://netmarketshare.com/browser-market-share.aspx) ● Compatible with external data sources: <ul style="list-style-type: none"> ○ Addresses and postal codes (Canada Post) ○ Business Numbers from (Canada Revenue Agency) ○ Riding associations (Statistics Canada) ○ Financial system (SAP) 				
<p>6.7 Availability Required uptime: 95% (maximum scheduled and un-scheduled downtime of 36.53 hours/month)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>7 - Reporting Ability to generate dashboards and operational reports:</p> <ul style="list-style-type: none"> ● Ability to perform data analytics ● Ability to obtain data insights ● Ability to track Service Standards 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any additional comments regarding these requirements?

**REQUEST FOR INFORMATION (RFI)
PSIMS REPLACEMENT PROJECT**

PART III – ADDITIONAL CONSIDERATIONS RELATED TO THE PROCUREMENT

Question 1: What technology environment is your COTS solution built upon? (i.e. Microsoft Dynamics 365, Salesforce, etc.).

Response:

Question 2: As part of the project, the supplier of the COTS will likely be required to develop an implementation and management plan for the execution of the COTS integration. Do you have internal capacity to provide these professional services?

Response:

Question 3: Public Safety is determining what potential existing methods of supply to use to compete a future requirement. Are you a holder of a valid supply arrangement under Task and/or Solutions-based Informatics Professional Services?

Response:

Question 4: Is your COTS currently being utilized by any provincial or federal government?

If yes, please identify which provincial or federal departments are utilizing your COTS (Optional).

Response:

**REQUEST FOR INFORMATION (RFI)
PSIMS REPLACEMENT PROJECT**

Question 5: Public Safety may need to further develop a procured COTS solution to meet current and/or future business requirements.

- a. For intellectual property reasons, do you require that professional services to further develop the COTS be provided by your company?

Response:

- b. If not, would you provide Public Safety with an intellectual property license to contract for professional services to further develop the COTS to meet current and/or future business requirements?

Response:

- c. If you provide Public Safety with an intellectual property license to contract for professional services to develop, do you provide training to clients with transferring IP?

Response:

Question 6: Public Safety is considering the hosting implications of the COTS solution. Specially, is your COTS solution hosted on your infrastructure or include an option to be hosted on Public Safety's infrastructure?

Response:

Question 7: Public Safety is considering how to structure the evaluation of pricing for the potential procurement. What is your fee structure for:

- a. A COTS solution with no intellectual property license that is hosted by you?

**REQUEST FOR INFORMATION (RFI)
PSIMS REPLACEMENT PROJECT**

Response:

b. A COTS solution with no intellectual property license that is hosted by Public Safety?

Response:

c. A COTS solution with an intellectual property license that is hosted by Public Safety?

Response:

d. A COTS solution with an intellectual property license that is hosted by you?

Response:

Question 8: Public Safety welcomes additional industry input to consider. Do you have additional comments or considerations that could support future planning that you wish to provide?

Response: