



Letter of Interest

Specialized Investigative Management Software

INNOVATION, SCIENCE AND ECONOMIC DEVELOPMENT CANADA (ISED)

March 22, 2023



Overview

The Competition Bureau Canada (“Bureau”) is seeking feedback from industry participants related to potential software solutions that are currently available with respect to investigative case management.

Purpose

The Bureau is an independent law enforcement agency that protects and promotes competition for the benefit of Canadian consumers and businesses.. The Bureau would like to identify a Specialized Investigative Management Software to support criminal investigations within the Cartels and Deceptive Marketing Practices Branch.

The purpose of this letter of interest is to assess the capability of industry participants to provide a solution that meets the requirements detailed below. This letter of interest is not a solicitation of bids or tenders. No contract will be awarded as a result of the activities resulting from this letter. A formal procurement process may, or may not, take place after this letter of interest.

The Bureau invites vendors to supply information on the requirements below and any additional information or observations that they believe would be helpful.

Business Requirements

The Bureau would like to identify a Specialized Investigative Management Software to allow its Cartels and Deceptive Marketing Practices Branch to manage investigations up to a criminal standard in a single, self-contained platform. Currently, the Bureau is gathering information to learn more about the various capabilities of products in this industry and is interested in learning more about how your product would meet some or all of the following business requirements:

1. Functional capabilities

- User role management and role-based information access and update restrictions
- Officer/Team task allocation, progress tracking and workload management
- Case Budget/Expense tracking
- Information management and data sharing of case details provided by a centralized, secure data source
- Exhibit and evidence management to register and track the movement of all offence-related exhibits/evidence properly in an investigation
- Data linking and link analysis function that searches for and can link existing and related data across cases
- Search and information retrieval using modern search tools, query options and methods
- Ability to generate formal and ad hoc reports including administrative, statistical and audit reports
- Ability to keep a time-stamped history of all user-based activity, including evidence activity, metadata modifications, system access.
- Information dissemination/disclosure of finished material for presentation in court
- Document management features that allow case-related documentary evidence including statements, witness details, officer reports, forms and other information in text form to be



stored and retrieved for research and analysis

- Investigative workflow methods that enable the flow of all documents to be monitored and controlled throughout the investigation
- Ability to track information such as sentences, fines, and monetary penalties resulting from the investigation
- Extensibility capabilities e.g. via configuration vs. customization

2. User Interface

- Customization of interface based on business requirements.
- Bilingual English/French interface
- Ability to allow users to display the content of the evidence in image and native formats through a document viewer.
- Other accessibility features

3. Data Management

- Ability to store/link to Acts/Legislation, Policies, Training, Reference Material
- Ability to organize information by Elements of the Offence
- Ability to export data in a data-neutral non-proprietary format, e.g. XML, .CSV, etc. with all data properties intact.
- Unique identifier with flexible Bates stamping with user defined rules (incremental, page based, filename based).
- Ability to customize fields and values based on business requirements

4. Technical and Security

- Deployment models (SaaS; PaaS etc.); if a SaaS offering, availability from a data center based in Canada
- Integration capabilities e.g. API-based
- Security related certifications (e.g. ISO-9000XX and SOC-2 certified)
- Authentication and Authorization capabilities

5. Alignment and compliance with GC standards including:

- Accessibility - <https://www.w3.org/WAI/standards-guidelines/>
- Bilingual application (French and English) - [The Official Languages Act and you - Canada.ca](#)

6. Maintenance and Support aspects

7. User training

8. Licensing/Costing model

9. Government references (preferably Canadian Government client references)

10. Any known limitations

Notes to Interested Suppliers

This LOI is not a bid solicitation and does not constitute a commitment, implied or otherwise, that the Government of Canada will take procurement action in this matter. The issuance of this LOI 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. The issuance of the LOI does not create an obligation for Canada to launch a subsequent formal procurement process, and does not bind Canada legally or otherwise, to enter into any agreement or to accept any suggestions from suppliers. Canada reserves the right to accept or reject any or all comments received.



The Government of Canada will not be responsible for any cost incurred by suppliers in furnishing responses to the LOI process.

A review team composed of representatives from ISED will review the responses on behalf of Canada.

There will be no short listing of suppliers for purposes of undertaking any future work, as a result of the LOI. Also, participation in the LOI is not a condition or prerequisite for participation in a future formal procurement process.

Confidentiality

Suppliers are advised that any information submitted to Canada in response to this LOI may be used by Canada in the finalization of a competitive solicitation.

All industry consultations will be documented and this information is subject to the *Access to Information Act*. Suppliers should identify any submitted information that is to be considered as either company confidential or proprietary. Canada will not reveal any designated confidential or proprietary information to the public and/or third parties.

Submission of Responses

If you are an industry participant with a solution that meets all or an individual subset of the business requirements identified above we would be interested in hearing from you. Responses can be sent to dtssbidreceiving-receptiondesoffresstn@ised-isde.gc.ca. The Respondent's name, return address, LOI number and closing date should be clearly visible on the response. Additionally, in your response, please indicate whether you are able to provide a demonstration of your solution's capabilities. Suppliers will not be refunded for demonstrations.

LOI Authority

Innovation Science and Economic Development Canada's Contract and Material Management Group is responsible for the management of the procurement and LOI process.

Stefany Lauzon
Contract & Procurement Officer
50 rue Victoria
Gatineau, QC K1A 0C9
E-mail address: stefany.lauzon@ised-isde.gc.ca

Enquiries

ISED will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers as this is not a bid solicitation process. However, respondents with questions regarding this LOI may direct their enquiries to the LOI Authority named above.



Official Languages

Responses may be in English or French, at the preference of the Respondent.

Response Confidentiality

Respondents are requested to clearly identify those portions of their response that are proprietary. The confidentiality of each Respondent's response will be maintained. Items that are identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the respondent do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all interested parties.

Methods of communications

Communication between ISED and respondents as part of this LOI process will consist of

- 1) Written exchanges via email and,
- 2) Optionally, verbal exchanges via either:
 - a) A teleconference or
 - b) A face-to-face meeting.

Written responses to the LOI questions must be submitted by email. Potential respondents may pose clarifying questions in writing via email; all such questions will be published as part of the LOI record.

Verbal exchanges will be limited to a single one-on-one meeting between ISED and each interested respondent to communicate and clarify the goals, draft requirements, and questions in the LOI. Respondents are requested to specify (a) whether or not they wish to participate in a one-on-one meeting and (b) depending on COVID-19 restrictions, which type of meeting they prefer (teleconference or face-to-face).