

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC  
Place du Portage, Phase III  
Core 0A1/Noyau 0A1  
11 Laurier St./11, rue Laurier  
Gatineau  
Québec  
K1A 0S5  
Bid Fax: (819) 997-9776

**SOLICITATION AMENDMENT**  
**MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address  
Raison sociale et adresse du  
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution  
Shared Systems Division (XL)/Division des systèmes  
partagés (XL)  
4C1, Place du Portage Phase III  
11 Laurier St./11, rue Laurier  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> GOVERNMENT WIDE ATIP SOLUTION	
<b>Solicitation No. - N° de l'invitation</b> EN578-141614/A	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> 20141614	<b>Date</b> 2013-12-19
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XL-124-26596	
<b>File No. - N° de dossier</b> 119xl.EN578-141614	<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> <b>on - le 2014-01-31</b>	
<b>Time Zone</b> Fuseau horaire Eastern Standard Time EST	
<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> Vinet, Jonathan	<b>Buyer Id - Id de l'acheteur</b> 119xl
<b>Telephone No. - N° de téléphone</b> (819) 956-2940 ( )	<b>FAX No. - N° de FAX</b> (819) 953-3703
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> Raison sociale et adresse du fournisseur/de l'entrepreneur	
<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 (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>

Solicitation No. - N° de l'invitation

EN578-141614/A

Client Ref. No. - N° de réf. du client

20141614

Amd. No. - N° de la modif.

003

File No. - N° du dossier

119xIEN578-141614

Buyer ID - Id de l'acheteur

119x1

CCC No./N° CCC - FMS No/ N° VME

---

Amendment No. 003 is raised to add the documents presented at the ATIP Industry Engagement Day on December 19, 2013 at 2pm.



Secrétariat du Conseil du Trésor  
du Canada

Treasury Board of Canada  
Secretariat

*Un meilleur gouvernement : avec nos partenaires, pour les Canadiens*

# Whole of Government ATIP Solution Industry Engagement Day

19 December 2013

Canada

# Safe Harbour Statement

This presentation contains information regarding a strategy that the Government of Canada may choose to undertake.

Information provided here is solely for the purposes of gathering further information to support the development of that strategy, and is subject to variations and uncertainties.

Information and opinions presented here reflect our current knowledge and directions as of the date presented, and you are cautioned not to place undue reliance on this information.

# Agenda

## Whole of Government ATIP Solution - Industry Engagement Day

Topic	Description	Presenter
<b>Introduction and Objectives</b>	<ol style="list-style-type: none"> <li>(Slides 1-4) Introduce key people in the room, agenda and purpose of session</li> <li>ATIP: What it is and why it's important</li> </ol>	<b>Mimi Lepage</b>
<b>ATIP Mandate, Scope and Drivers of Change</b>	<ol style="list-style-type: none"> <li>How big it is - numbers/scope</li> <li>Internal/external drivers of change</li> <li>Target outcomes and strategies</li> </ol>	<b>Corinne Charette/ Dave Adamson</b>
<b>'Whole of Government' ATIP Solution</b>	<ol style="list-style-type: none"> <li>Project approach</li> <li>Today's client service delivery model</li> <li>Tomorrow's client service delivery model</li> </ol>	<b>Art Dunfee</b>
<b>Application Rationalization</b>	<ol style="list-style-type: none"> <li>Current state - by institution</li> <li>Future state - managed service</li> <li>Proposed operating structure</li> <li>Role of industry</li> </ol>	<b>Wade Daley</b>
<b>Key Requirements</b>	<ol style="list-style-type: none"> <li>Software solution</li> <li>Software solution delivery</li> <li>Proposed project timeline</li> <li>Solution implementation</li> <li>Security</li> <li>Solution cost drivers</li> </ol>	<b>Art Dunfee</b>
<b>Procurement Approach</b>	<ol style="list-style-type: none"> <li>TBD - similar to ETI and HRATI <ul style="list-style-type: none"> <li>Planned schedule of activities</li> </ul> </li> </ol>	<b>Art Dunfee</b>
<b>Closing Remarks and Questions</b>	<ol style="list-style-type: none"> <li>Importance of industry participation</li> <li>Opportunities for engagement</li> <li>Questions and closing</li> </ol>	<b>Art Dunfee</b>

# Industry Day Objective

Engage industry to determine how the Government of Canada (GC) will transform the delivery of its ATIP services.

The session will:

- Introduce the key players from the GC
- Provide a high-level overview of the initiative and the in-progress RFI
- Solicit initial input regarding:
  - The procurement approach used for this initiative and for similar transformation initiatives within the GC
  - Recommendations on how best to engage industry in the process
  - Questions and concerns from industry regarding the initiative and potential impact on industry players

# What is 'ATIP'

ATIP refers to two Acts of Parliament, now celebrating 30 years in effect:

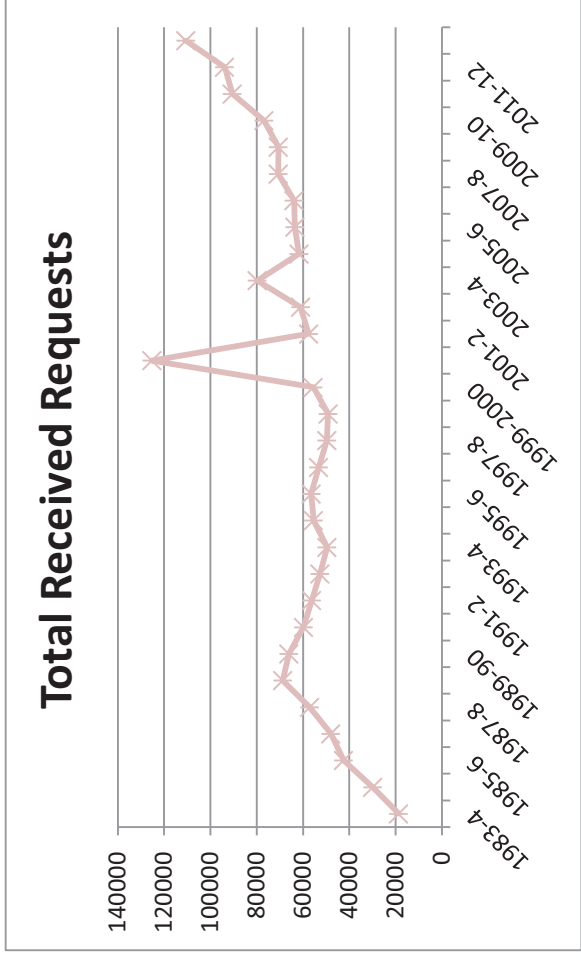
- The **Access to Information Act**, enabling access to information held by the GC
- The **Privacy Act**, enabling access to personal information held by the GC

ATIP services are delivered to:

- Canadian citizens and permanent residents; and
- Individuals present in Canada

Similar services are delivered by other levels of government in Canada and abroad, often referred to as 'Freedom of Information'

# ATIP Scope: Increasing Volumes



Total volume of requests has been increasing at 6% annually and is accelerating.

The volume of pages processed is now increasing at over 20% annually.



# Business Drivers

Responding to demands for:

- *increased transparency and*
- *improvements to service*

## *Modernizing the Administration of Access to Information*

“To **improve service quality** and **ease of access** for citizens, and to **reduce processing costs** for institutions, we will begin modernizing and centralizing the platforms supporting the administration of Access to Information (ATI).

“In Year 1, we will pilot online request and payment services for a number of departments allowing Canadians for the first time to submit and pay for ATI requests online with the goal of having this capability available to all departments as soon as feasible.

“In years 2 and 3, we will make completed ATI request summaries searchable online, and we will focus on the design and implementation of a standardized, modern, ATI solution to be used by all federal departments and agencies.

Canada’s Action Plan on Open Government

Responding to demands for:

- *increased efficiency*

## *Modernizing and Reducing the Back Office*

“...committed to **streamlining, consolidating and standardizing** administrative functions and operations within and across organizations.”

Economic Action Plan 2012 / Budget 2012

# 'Whole of Government' ATIP Solution

## Target Outcomes and Strategies

<b>Target Outcomes</b>
<b>Improved transparency and accountability</b>
<b>Improved services and accessibility for the public</b>
<b>Increased efficiency of service delivery for GC institutions</b>

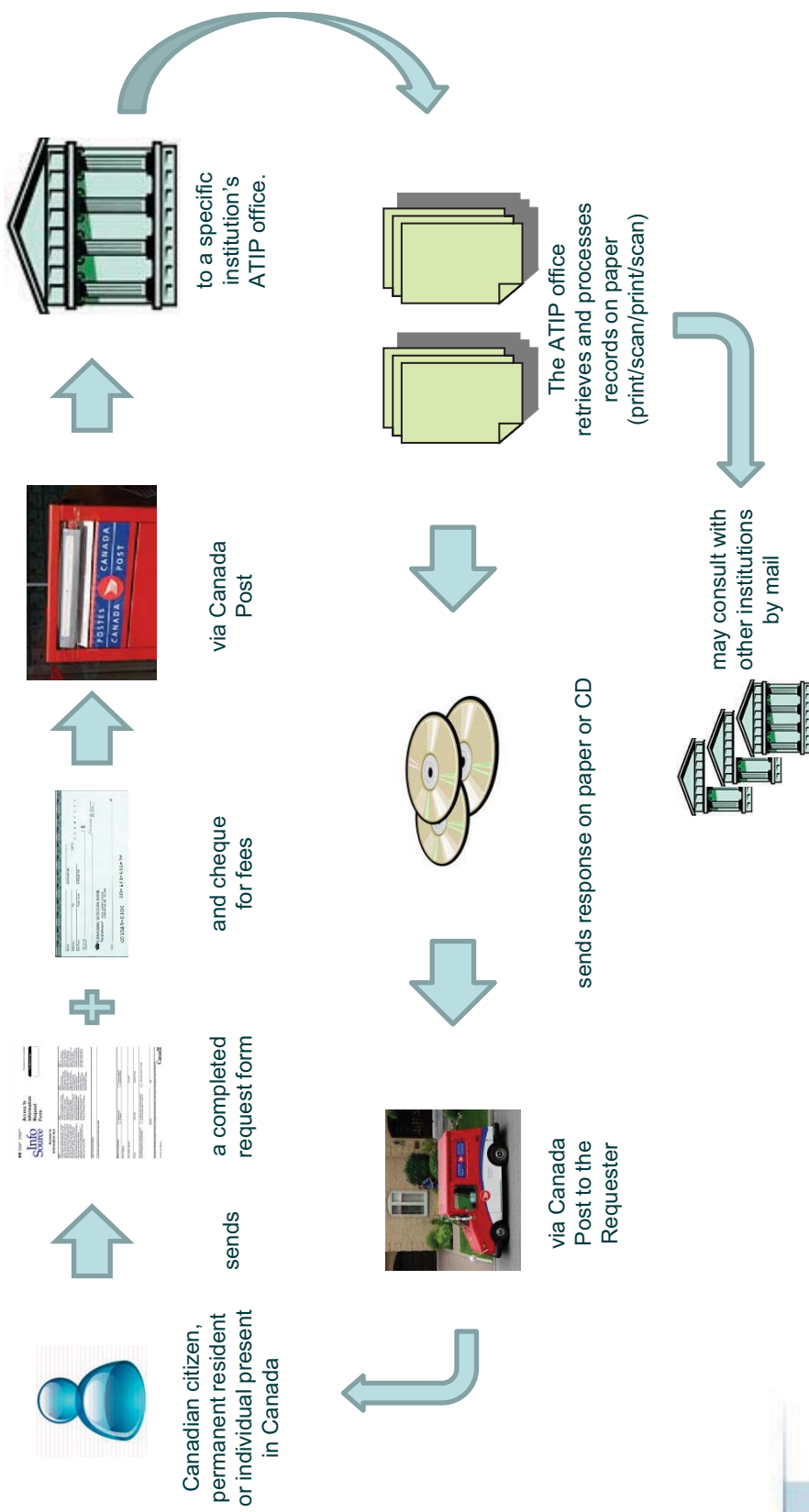
# 'Whole of Government' ATIP Solution

## Project Approach

- Revise the ATIP client service delivery strategy, leveraging online service channels
- Harmonize ATIP business processes across institutions
- Standardize requirements for supporting software
- Procure:
  - A COTS software solution, configured for GC requirements
  - A managed application service with fee structure geared to institutional usage
- Deploy a common, shared Requester Portal and Collaboration Portal, available to all GC institutions
- Migrate a target group of GC institutions to a new, shared, online ATIP Request Management solution, replacing legacy ATIP software
- Establish an operational procedure for institutional onboarding (and off-boarding, as required)

# ATIP Services

## Current Paper Request Process



# ATIP Services

## Revised Client Service Delivery Strategy

Service Delivered	To Which Client	Through Which Channel
ATI Requests for Records	Canadian citizens and permanent residents	Manual: written/paper/CD Online service
Privacy Requests for Records	Canadian citizens and permanent residents	Manual: written/paper/CD Online service
Correction Request for Personal Information	Canadian citizens and permanent residents	Manual: written/paper/CD Online service
ATIP Request Management Tools (Common Software)	GC Institutions	Online Service
Internal/External Consultation Support	GC Institutions *Other Institutions/3 <sup>rd</sup> Parties	Online Service
(Proposed) ATIP Request Administration Service	Smaller GC Institutions	Business Service through online channel

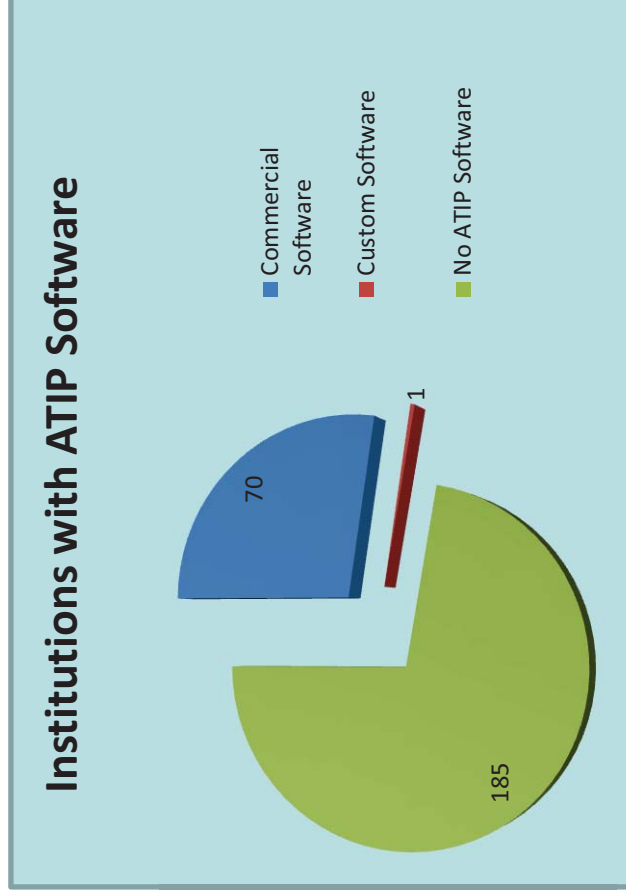
\* May include other governments, private organizations and individuals who own information in the custody of the GC

Existing

New

# ATIP Supporting Applications

## Current State

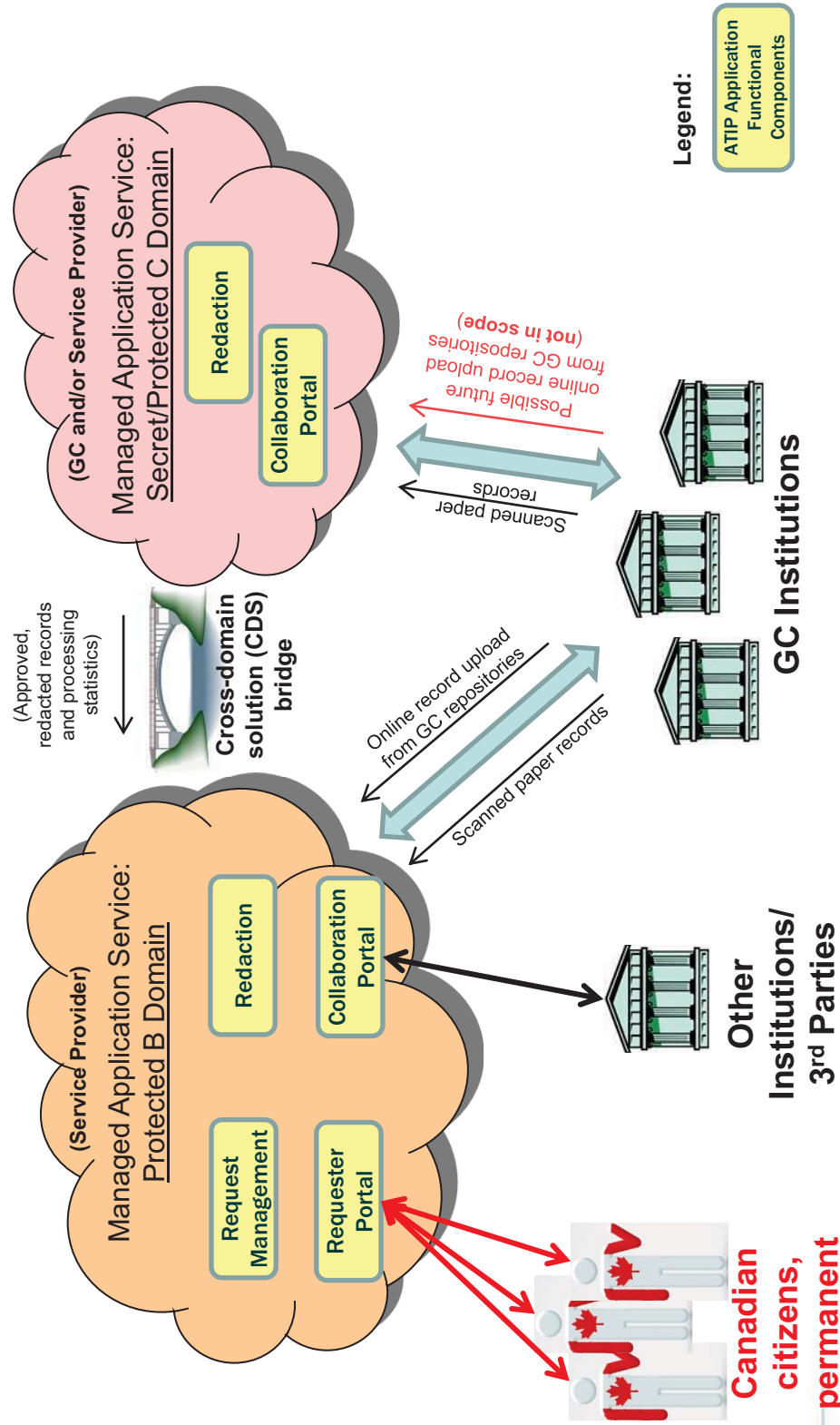


### Limited Functional Scope:

- ATIP back-office functions only:
  - Request Management (Tracking/Reporting)
  - Redaction
- Standalone implementations:
  - Procured by institution
  - Customized for each institution's practices
  - Deployed within each institution

# ATIP Supporting Applications

## Future State



# ATIP Operating Structure

## Proposed Model (Tentative)

### Defining the ATIP Service

Responsibility	Organization
Legislated Mandate	Parliament of Canada
Policy, Standards, Guidelines, Tools	TBS-CIOB
Service Delivery Model	TBS-CIOB
Common Business Processes and Requirements	(GC: TBD)
Application Configuration Services	Service Provider
COTS Application	Service Provider/ Software Vendor
Tech./Security Infrastructure	SSC, CSEC, Service Provider

Suggested responsibilities for outsourcing

### Delivering ATIP Client Services

Responsibility	Organization
Client Interface	Online (GC: TBD)
	Paper Institution
ATIP Service Delivery	Institution
ATIP Service Management	TBS-CIOB, Institution

### Delivering the ATIP Application

Responsibility	Organization
Application Management and Maintenance Services	Service Provider
Infrastructure Provision and Support Services	Protected B Service Provider
	Secret Service Provider



# Role of Industry

## (RFI Questions)

The GC would like to engage industry to understand:

- Industry’s vision for the future of ATIP/FOIA services
- Industry’s vision for the future of managed services, including managed application services
- The roles industry is interested in playing in the delivery of ATIP services and supporting application services
- The main drivers of cost to implement
- What industry requires to provide:
  - The requested ATIP application functionality
  - The requested security domain infrastructure
  - The requested managed services

# Key Requirements Software Solution

- Prefer COTS products, configured/customized for the GC
- Four functional components:
  - Requester Portal
  - Collaboration Portal
  - Request Management
  - Redaction
- Software-specific technical requirements (infrastructure)
- Software-specific security requirements

## Requesting input regarding:

- Consistency of the GC's vision for ATIP with the broader FOIA market
- Implications for COTS ATIP solution providers
- Degree of configuration/customization required

# Key Requirements

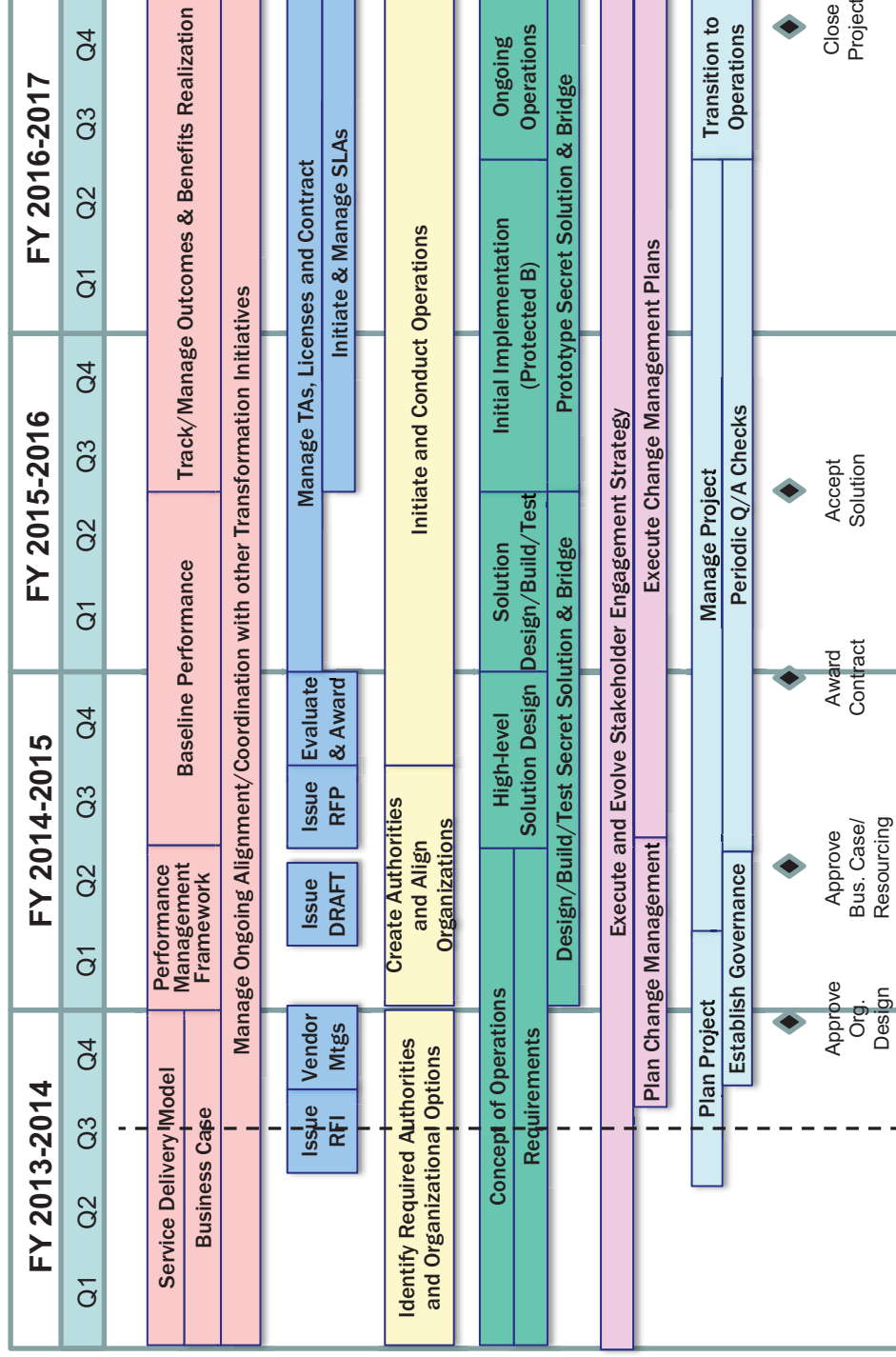
## Software Solution Delivery Model

- Prefer to leverage managed services from a commercial provider
- Three groups of services:
  - Application Management and Maintenance Services
  - Application Configuration Services
  - Infrastructure Provision and Support Services
- Requirements identified at high-level; further refinement pending

### Requesting input regarding:

- Industry's interest in, and capacity to deliver managed services in the Canadian context
- New licensing/provisioning models (e.g., subscription based)
- Options to provision GC institutions with very low request volumes in an equitable and affordable manner

# Key Requirements Proposed Project Timeline



- Strategy
- Procurement
- Structure
- Solution
- Change
- Project
- Milestones

# Key Requirements Solution Implementation

## Services to be Deployed – Initial Deployment:

Security Domain Service	Whole of Government ATIP Solution Service	Scope of Institutions
Protected B	Requester Portal	General service available to all Canadian citizens, permanent residents and all GC institutions.
	Collaboration Portal, including Redaction	General service available to all GC employees.
	Core ATIP Case Tracking System	General service available to all GC institutions; onboarding for a limited number of GC institutions to be determined.
Secret (and Protected C)	Collaboration Portal, including Redaction	Provided to one or two institutions to validate and perfect.
Cross-domain Solution (bridge)	<u>One-directional</u> transfer of approved response packages and statistical data from the Secret domain to the Protected B domain.	Provided to one or two institutions to validate and perfect.
	<u>One directional</u> transfer of request data from the Protected B domain to the Secret domain.	Provided to one or two institutions to validate and perfect.

# Key Requirements

## Security

### Topics:

- National Security Exception (NSE) for Procurement
- Data Sovereignty
- Security Clearance
- Canadian Citizenship for Support Personnel
- Layered Security (perimeter, data at rest, data in motion)
- Cryptographic Support
- Supply Threats to the Government of Canada (technology supply chain)
- Privacy
- CISD Security Process
- Cyber Authentication and Federated Identity Management
- Multiple Levels of Security (domains)

### Requesting input regarding:

- Capacity to deliver security domains as a managed service
- Level of assistance required by service providers to interpret GC security requirements and design acceptable solutions

# Key Requirements

## Cost Drivers

The GC is looking for industry input to understand:

- Which requirements drive costs and to what degree
- Alternate approaches to meeting requirements that may reduce cost and/or improve benefits

Examples of alternate approaches:

- Obtain standardized Request Management and Redaction functionality as a PUBLIC cloud offering, leveraged across multiple government clients
- Integrate legacy Request Management and Redaction functionality with the new portal components
- Allow managed service providers to house infrastructure for sensitive components and data within GC data centres
- Extend scope of managed services to include outsourcing of a new ATIP request administration business service for smaller GC institutions that may receive as few as one request per year

# Procurement Approach

- In development
- May need to invoke the National Security Exception (NSE)
- May be similar to other recent outsourcing initiatives (ETI, HRATI):
  - Industry Day
  - RFI/Draft Statement of Requirements
  - One-on-one meetings with respondents
  - Request for Responses for Evaluation (RFRE) to develop a pre-qualified list of potential bidders
  - RFP
- The GC is looking for feedback from industry on experience with HRATI and ETI approaches:
  - What worked well?
  - What could be improved?



# Importance of Industry Participation

- The GC is moving in the direction of a partnership with industry to deliver critical services to Canadians and to GC institutions.
- Need to engage industry players to understand current capabilities and future directions, in regard to:
  - Managed services and cloud computing
  - ATIP software and portal services applications
  - Secure information services that can deliver functionality and interoperability while ensuring data sovereignty and data protection

# Opportunities for Engagement

Formal industry engagement via the procurement process:

- RFI and industry responses
- Industry Engagement Day
- One-on-one follow-up meetings with respondents (upon request)
- (Future) draft RFP within an RFI

Industry requirements for participation and input:

- What do you need from the GC to better participate and develop your offerings?
- What other methods of engagement would you suggest to meet your needs?



Closing

Questions?

Thank you!