



SURREY POLICE SERVICE

REQUEST FOR EXPRESSIONS OF INTEREST

Reference Number: 1220-051-2022-001
Title: Pre-Qualification for Enterprise System for Law Enforcement Data Analytics
Issue Date: February 1, 2022

SUBMISSION INSTRUCTIONS

Email only Send your submission, in pdf format, to the following email address by the Submission Date:

purchasing@surrey.ca

Emails should state the Reference Number and Respondent name in the subject line.
Submissions made in any other manner will not be accepted.

Confirmation of Receipt If you do not receive a receipt confirmation email after submitting your Submission, promptly contact the Address for Inquiries below.

File Size Restrictions The maximum file size limit per email is 10MB. You should partition and number large emails and identify the number of transmissions.

KEY DATES

Submission Date: **3:00 pm**, Pacific time on **February 15, 2022**.

ADDENDA AVAILABILITY

Delivery Method: Addenda will be posted to: www.bcbid.gov.bc.ca and www.surrey.ca . If SPS delivered this RFEOI directly to Respondents, SPS may deliver addenda directly to those Respondents.

INQUIRIES

All inquiries should be submitted to: purchasing@surrey.ca (the "Address for Inquiries") no later than the 4 business days prior to the Submission Date, quoting the Reference Number above.

No telephone inquiries, please.

This Request for Expressions of Interest is comprised of the following parts:

COVER PAGE

PART 1 Instructions

PART 2 Project Details and Minimum Requirements

PART 3 Form of Submission

Cover letter

Attachment 1 – Profile and Qualifications

PART 1 – INSTRUCTIONS

SECTION A - GENERAL

1.0 PURPOSE AND SCOPE

- 1.1 Through this Request for Expressions of Interest (“RFEOI”), Surrey Police Service (“SPS”) is inviting submissions (each, a “Submission”) from respondents (each, a “Respondent”) that describe the Respondent’s capability to perform the work and/or services and proceed with the implementation of a solution for SPS, all in accordance with the details and specifications set out in Part 2 (the “Project”).
- 1.2 Based on the review of Submissions received and if SPS elects to proceed with the Project, SPS intends to initiate a further competitive process to award a contract for the Project and may, in its sole discretion, create a supplier list which includes any or all Respondents to this RFEOI and may choose to send any further requests or bidding opportunities with respect to the Project only to those Respondents.
- 1.3 This RFEOI is issued on behalf of SPS. Any right, discretion or authority of SPS is exercisable by SPS, City of Surrey (the “City”) and/or Surrey Police Board (the “Board”), and any right or benefit conferred on SPS extends to each and all of them.

2.0 NO CONTRACT

- 2.1 This RFEOI is an inquiry only and does not imply a commitment to proceed with the Project. It is not a tender or a request for proposals. This RFEOI does not commit SPS to initiate a further competitive process, select a contractor, negotiate a contract, or to award a contract.

3.0 INQUIRIES AND ADDENDA

- 3.1 Respondents should submit inquiries in accordance with the instructions on the cover page.
- 3.2 SPS may issue addenda using the delivery method set out on the cover page. All addenda form part of this RFEOI.

4.0 LOBBYING AND INDIRECT COMMUNICATION

- 4.1 Respondents shall not attempt to communicate (directly or indirectly) with any representative of SPS, the Board or the City about this RFEOI other than as expressly permitted in this RFEOI. Respondents shall not discuss this RFEOI or the RFEOI process at any Board meeting, City council meeting or with the media at any time prior to completion of any resulting competitive process. Any such communications will constitute sufficient grounds for disqualification.
- 4.2 No communications from any person, written or oral, will affect or modify the terms of this RFEOI unless contained in this RFEOI or any addenda issued.
- 4.3 Respondents are advised the Board’s and SPS’s conflict of interest policies impose restrictions on accepting gifts or receiving personal benefits from third parties.

SECTION B – SUBMISSION PROCESS

5.0 SUBMISSION INSTRUCTIONS

- 5.1 Respondents should comply with the Submission Instructions on the cover page. SPS would prefer to receive Submissions by the Submission Date.
- 5.2 A Respondent submits a Submission at its sole risk, and bears all risk the receiving equipment functions properly. Submissions that cannot be opened or viewed by SPS will be rejected.

SECTION C – CONTENTS OF SUBMISSION

6.0 FORM AND CONTENTS

- 6.1 To facilitate evaluation, Respondents are encouraged to use the form set out in Part 3. Submissions should be in English and should not include web-links or hyperlinks.

7.0 AGREEMENT BETWEEN RESPONDENT AND SPS

- 7.1 By submitting a Submission, a Respondent:
 - (a) authorizes SPS to conduct investigations, searches and enquiries to verify information, whether contained in a Submission or not;
 - (b) acknowledges SPS’s rights under this RFEOI, agrees it has no claim against SPS, for failure to accept a Submission and for any damages or costs of any nature arising out of SPS’s use of its discretion; and
 - (c) waives, and will indemnify and hold harmless SPS, the Board and the City, and their respective employees, agents and representatives against any claims which arise out of or are related to this RFEOI.

SECTION D – EVALUATION AND SELECTION

8.0 EVALUATION

- 8.1 Submissions will be opened privately.
- 8.2 Respondents will be considered based on their Submission and information obtained by SPS during the RFEOI process, which may include past dealings with SPS, the City or the Board.
- 8.3 When evaluating Submissions, SPS will consider the Respondent’s qualifications, business and technical reputation and experience and expertise, and may consider any other criteria SPS identifies as relevant during the evaluation process. Evaluation criteria may be applied on a comparative basis by comparing Submissions received. All criteria considered will be applied evenly and fairly to all Submissions.

9.0 CLARIFICATIONS, PRESENTATIONS AND INTERVIEWS

- 9.1 SPS may, in its discretion:
 - (a) conduct interviews and discussions with, and seek further information from, one or more Respondents;
 - (b) require one or more Respondents to participate in question/answer sessions, conduct demonstrations,

and/or deliver presentations, at times and locations to be scheduled by SPS; and

- (c) seek different information from different Respondents.

9.2 SPS shall not be under any obligation to interview, enter into discussions with, or solicit further information from, any Respondent.

10.0 VERIFICATION AND INVESTIGATIONS

10.1 SPS may, in its discretion, verify information regarding a Respondent, whether contained in its Submission or not, and to conduct any background investigations, searches and enquiries SPS considers necessary.

SECTION E – ADDITIONAL TERMS AND CONDITIONS

11.0 EXERCISE OF DISCRETION AND RESERVATION OF RIGHTS

11.1 Despite any other provision of this RFEOI, and customs or trade practices to the contrary, SPS has sole and absolute discretion in considering and reviewing Submissions. SPS is not obliged to provide reasons to any Respondent with respect to use of SPS's discretion.

11.2 SPS reserves the right, in its sole discretion, to:

- (a) not proceed with the Project or proceed with only part thereof;
- (b) issue one or more further requests for expressions of interest;
- (c) proceed by way of competitive process;
- (d) establish one or more shortlists of Respondents for further consideration;
- (e) negotiate a contract directly with any party (including a Respondent or any third party who did not respond to this RFEOI) for all or part of the Project.

11.3 SPS reserves the right, in its discretion, for any reason, and as SPS deems most advantageous to SPS, to:

- (a) accept or reject any or all Submissions,
- (b) accept or reject all or any part of a Submission, including any which: (i) are incomplete, obscure, irregular or unrealistic; (ii) fail to comply with or omit required information; or (iii) are non-compliant with, or deviate from, requirements of this RFEOI;
- (c) accept unsolicited Submissions;
- (d) reject a Submission even if it is the only Submission received;
- (e) reject a Submission if the Respondent, or any officer or director of the Respondent, is or has been engaged (directly or indirectly) in a legal action against SPS, the Board or the City in relation to any other matter; and
- (f) invite one or more parties (whether or not they have submitted a Submission) to participate in a further competitive process.

11.4 SPS further reserves the right, in its discretion, to:

- (a) amend or clarify this RFEOI and issue addenda;

- (b) cancel, suspend or postpone the RFEOI process;
- (c) not proceed with further competitive process(es) with respect to the Project; or
- (d) re-issue the RFEOI.

11.5 If:

- (a) only one suitable Submission is received; or
 - (b) a suitable Respondent has not been selected;
- SPS may, in its discretion, elicit submissions from other parties, engage in another procurement process (including re-issuing a substantially similar RFEOI) or negotiate a contract with any party for the whole or any part of the Project.

12.0 DAMAGES

12.1 Each Respondent, by making a submission, agrees SPS is not responsible, under any circumstances, for any damages whatsoever arising out of or related to this RFEOI or the RFEOI process. No Respondent shall have any claim for compensation of any kind against SPS, the Board or the City with respect to this RFEOI.

13.0 COSTS

13.1 Respondents are solely responsible for their own costs in connection with this RFEOI.

14.0 GOVERNING LAW

14.1 This RFEOI will be governed by and construed in accordance with the laws of British Columbia and within the sole jurisdiction of the courts of British Columbia.

15.0 OWNERSHIP AND CONFIDENTIALITY

15.1 All Submissions become the property of SPS and SPS may use any information contained therein for any purpose. Respondents must clearly indicate in their Submission any information or elements that are patented, trademarked, copyrighted or otherwise proprietary and enclose proof of such proprietary nature where possible. SPS agrees not to disclose those portions except as required by the evaluation process or as otherwise required by law.

15.2 The contents of this RFEOI and any information pertaining to SPS, its operations, stakeholders or other persons which is obtained by the Respondent through participation in this RFEOI is confidential and must not be disclosed without the prior written authorization of SPS, except as required to prepare a Submission. Failure to maintain confidentiality may result in disqualification.

15.3 All Submission information supplied to SPS by Respondents is understood to be supplied explicitly in confidence. However, the British Columbia *Freedom of Information and Protection of Privacy Act* applies to all Submissions and other information provided by Respondents, or collected by SPS, as part of the RFEOI process. SPS will comply fully with that Act and cannot guarantee any information provided to, or obtained by, SPS can be held in confidence.

**PART 2
PROJECT DETAILS AND MINIMUM REQUIREMENTS**

A. GENERAL

1. Scope.

This Part 2 provides a general description of the Project and the solution required to enable SPS to identify and shortlist Respondents who have experience and can implement a proven solution for SPS. At this stage, SPS is interested in understanding more about Respondents that are interested, are qualified, and that may be drawn upon to deliver this type of project.

Actual requirements and scope may vary following completion of the RFEI process and may be established, refined, expanded and amended in a future competitive solicitation document.

2. Minimum Qualifications. Submissions from Respondents who do not meet the minimum qualifications set out in Part 3 – Form of Submission, Section D (Minimum Requirements) may be rejected.

3. Material Considerations. In addition to demonstrating that they meet the minimum requirements set out above, Respondents should be aware at this time that several other factors apply to the delivery of a solution for SPS and will form part of any future competitive process flowing from this RFEI and the resulting contract between SPS and the successful supplier(s):

- a. Solution must be implemented in line with various guidelines for Canadian Federal information systems such as ITSG-33 and / or ITSP.50.104; and
- b. Respondent's personnel performing the services will be required to have security clearance, the exact type of which will be dependent on degree of access to designs, data and policing/law enforcement premises.

B. PROJECT SCOPE

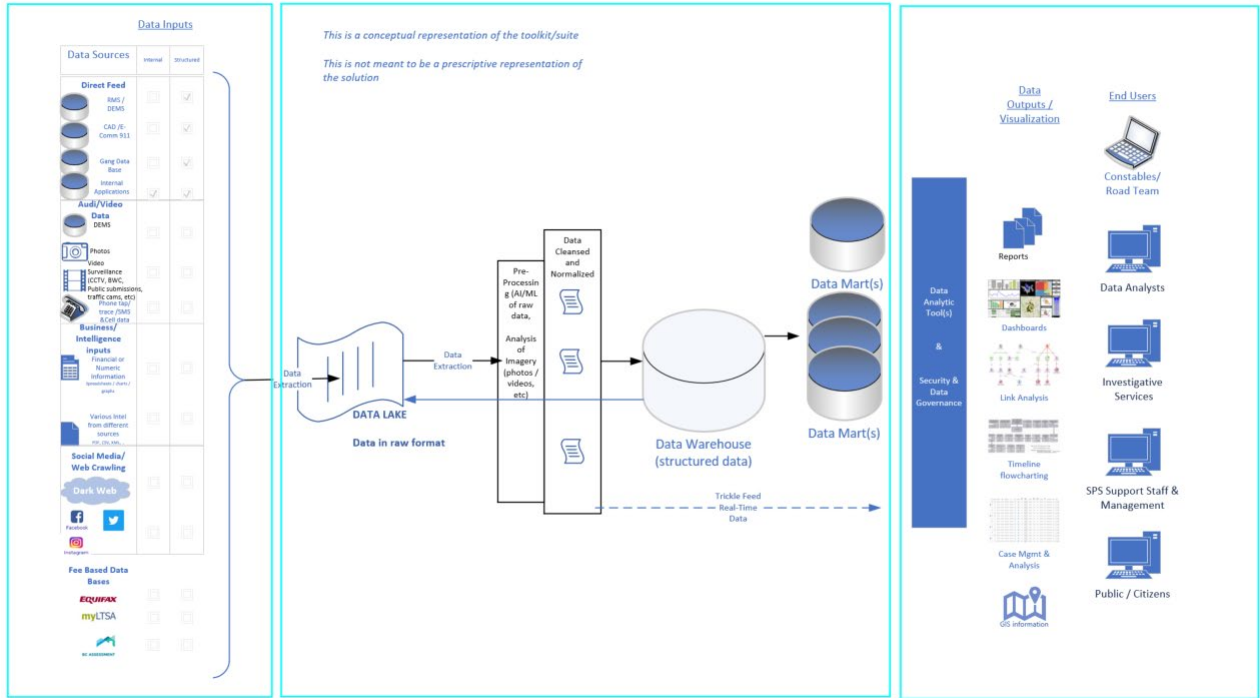
SPS is seeking information and details for a commercial-off-the-shelf (COTS) investigative and business enterprise search and analysis toolkit or suite of solutions which would provide SPS the capability to conduct in-depth investigative analysis and associations/linkages, and near real-time analysis alerting. SPS is looking for an enterprise-class system for law enforcement data analytics and reporting technologies.

For a high-level reference, requirements for a solution in the second stage of the competitive process would include (not an exhaustive list):

- High-Level Business Solution Functionality:
 - Enterprise level data search, data storage, data management, data analytics and visualization;
 - Protection of individuals information privacy (FOIPPA); and
 - Compatibility with Esri GIS mapping, Microsoft365 including MS SQL Databases.
- Technical Capabilities
 - Operating platform for solution (On-Premise, Cloud Based or Hybrid);
 - Data residency within Canada; and
 - Third-party software requirements;
- Compliance Capabilities
 - Compliance with BC Privacy Legislation;
 - Audited/certified against various security and assurance standards; and
 - implementation with various Federal information system guidelines.
- Visualization & Reporting
 - Audit and analysis reports;
 - Usage Metrics and Statistics;
 - Link/Network Analysis and timeline flowcharting;
 - Alerts and Notifications; and

- Scheduling and/or exporting reports to end users.
- **Security**
 - Multi-Factor Authentication; and
 - Data Security, Classification and Governance.
- **Support**
 - Maintenance support;
 - Training; and
 - Production and testing environment.

This is conceptual visual representation of the scope of the solution SPS is seeking to obtain. This is by no means a prescriptive representation of the solution(s).



**PART 3
FORM OF SUBMISSION**

RESPONDENT INFORMATION:

Full Legal Name: _____

Address: _____

GST Registration No: _____

PST Registration No. _____

Business License No. _____

Jurisdiction: _____

AUTHORIZED REPRESENTATIVE / KEY CONTACT DETAILS:

Name and title: _____

Phone: _____

Email: _____

TO: SURREY POLICE SERVICE ("SPS") - via email: purchasing@surrey.ca

RE: REQUEST FOR EXPRESSIONS OF INTEREST ("RFEOI") ENTERPRISE SYSTEM FOR LAW ENFORCEMENT DATA ANALYTICS

In furtherance of the RFEOI issued on behalf of SPS, we, the above-named Respondent, hereby certify we have read and fully understand the RFEOI documents and hereby make our submission to be considered to participate in this Project.

Signed on _____ on behalf of the Respondent by its authorized signatory(ies):
(date)

Signature

Name (please print):

Title (please print):

Signature

Name (please print):

Title (please print):

Attachments:

- Cover Letter
- Attachment 1 – Profile and Qualifications

ATTACHMENT 1 - PROFILE AND QUALIFICATIONS

Notes:

1. Additional rows/lines or additional pages may be added as necessary.
2. While there is no limit on the number of pages to be submitted, to facilitate the evaluation process provide only relevant information.
3. The inclusion of corporate brochures and other advertising materials is discouraged.

A. Form of Business Organization - check and complete as applicable

- Partnership – jurisdiction and date of establishment: _____
- Corporation – jurisdiction and date of incorporation: _____
- Other – identify and describe _____

B. Respondent Summary (Note: Provide background information (brief history, size, services offered, etc.))

C. Experience (Note: Describe your relevant experience performing work/providing a solution the same/similar to that described in Part 2 of the RFEOI and your qualifications to perform that work/provide that solution):

D. Minimum Requirements (Note: Describe how you meet the minimum qualifications and requirements set out in Part 2 of the RFEOI) Attach additional pages if space insufficient.

Item #	Requirement	Comply (Y/N)	If you comply, please describe how you meet the minimum requirements.
1	Respondent has a current and proven record of successfully implementing and maintaining its proposed solution in a law enforcement environment, preferably within Canada. SPS will only consider qualified Respondents with existing experience and relationships with law enforcement agencies, and not Respondents who want to enter into that market/industry.		
2	Project manager and technical lead have successfully managed and implemented at least one enterprise data visualization and analytics software solution implementation project of similar scope and complexity preferably within the past five years, and preferably within the last three years.		
3	Respondent is a current authorized distributor, dealer, or service representative and is authorized to sell the manufacturer’s products identified within any proposed solution. This includes the certification to license the product		

Item #	Requirement	Comply (Y/N)	If you comply, please describe how you meet the minimum requirements.
	and offer in-house service, maintenance, technical training assistance.		
4	<p>For any cloud-based or hybrid solutions, the solution must provide adequate controls to safeguard applicant information as suggested by ITSG-33. It is preferred that vendors have received at least one of the following industry third-party certifications:</p> <p>Cloud Security Alliance (CSA) Security, Trust and Assurance Registry (STAR) Level 2;</p> <ul style="list-style-type: none"> • International Organization for Standardization (ISO) 27001; • Payment Card Industry (PCI) Data Security Standard (DSS); or • Service Organization Controls (SOC) Type II 		

- E. **Client/Customer References** (Note: List 3 current/recent (within past 3 years) client references (excluding SPS, Surrey Police Board or the City of Surrey), preferably from police/law enforcement organizations, and preferably in Canada or North America). We hereby consent to SPS contacting references for the purposes of evaluating our proposal.

Company and Contact Name	Phone / Email	Work Description

- F. **Key Personnel** (Note: List key personnel who would be involved in the Project. Include a brief description of their experience. By providing this information, you warrant you have each individual's consent to disclose their personal information in accordance with privacy laws.)

Name and Title	Area of Responsibility	Experience

- G. **Security Protocols and Procedures**
(Note: Describe your processes and procedures for maintaining confidentiality and the security of information)

(Note: Describe your process for performing/updating background checks/security clearances for personnel and sub-contractors):

Storage of Information (check as applicable):

- We will not store confidential or sensitive information of SPS or personal information obtained as part of the work on servers outside of Canada or allow anyone from outside of Canada to access such information.
- We will or may store confidential or sensitive information of SPS or personal information obtained as part of the work on servers outside of Canada, but confirm such information will be encrypted or de-identified, with the encryption keys and/or de-identification keys (as the case may be) stored on servers located within SPS's data centres within Canada.

H. **Other Information** (Note: Provide any other details and information you consider relevant or applicable to the RFEOI and your Submission or that specifically differentiates your Submission from others.)
