



# REQUEST FOR INFORMATION DEMANDE DE RENSEIGNEMENTS

RETURN ANSWERS TO:  
RETOURNER LES RÉPONSES À:

Public Prosecution Service of Canada  
Service des poursuites pénales du Canada  
284, rue Wellington Street  
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Ottawa Ontario K1A 0H8

Attn: Luc Roussy

<b>Title – Sujet</b>	
<b>Legal Case Management System</b>	
<b>RFI No. – N° de DR</b> 2023-A000202	<b>Date</b> November 3, 2023
<b>RFI Closes at – DR prend fin à :</b> 1400hrs on / le – Friday, December 15, 2023	<b>Time Zone – Fuseau horaire</b> EST
<b>F.O.B. - F.A.B.</b>	
Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b>  Luc.Roussy@ppsc-sppc.gc.ca	
<b>Telephone No. – N° de téléphone :</b>  (613)-292-4785	
<b>Destination – of Goods, Services, and Construction:</b> <b>Destination – des biens, services et construction :</b>  See Herein	
<b>Delivery required - Livraison exigée</b>  See Herein	
<b>Vendor/firm Name and address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>    <b>Facsimile No. – N° de télécopieur</b> <b>Telephone No. – N° de téléphone</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm – Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur</b>    <hr/> <b>(type or print)/ (taper ou écrire en caractères d'imprimerie)</b>    <hr/> <b>Signature</b> <span style="float: right;"><hr/><b>Date</b></span>	



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## 1. Introduction

The Public Prosecution Service of Canada (PPSC) is seeking to replace its current Legal Case Management System (LCMS) by means of a Commercial Off-the-Shelf (COTS) solution either with a cloud-based platform product (such as, but not limited to, CRM Dynamics or Salesforce), or with a commercially available cloud solution in a Software as a Service (SaaS) deployment model that can accommodate the requirements of federal prosecution work.

With the understanding that commercially available products may prioritize different aspects of managing, conducting, and administration of legal work, the PPSC is interested in determining whether a single cloud solution can address the majority of its requirements and, if necessary, be supplemented by or integrated with other products or workarounds where there are gaps.

Solutions will be required to meet the Government of Canada’s security and privacy requirements and conduct the work according to industry standard Service Level Agreement (SLA) commitments.

### What business needs will the Legal Case Management System address?

The PPSC requires a legal case management system that supports its role as the federal prosecution service of Canada.

Users of the solution include crown prosecutors, paralegals and legal assistants, as well as other PPSC employees who support their work. PPSC agents (external lawyers who act on behalf of the Director of Public Prosecutions) will also use the LCMS to manage their files.

The solution must include but isn’t limited to: allow employees and agents to open litigation, advisory, and corporate files. Within a file, users will associate participants, schedule events (court dates, due dates, etc.), record their time and disbursements, store and access documents, and track charges, outcomes, and fines. It will also allow supervisors and administrators oversight of the work for assigning, transferring, reporting, and reviewing files. The solution will integrate with the PPSC’s financial (SAP), email (Outlook), and information systems (Content Server “GCdocs” and SharePoint).

### Core capabilities include:

- Solution management: Maintaining security and integrity of information and access, life cycle management of information, a bilingual (English and French) user interface, large<sup>1</sup> storage capacity, and adaptable to integrations with other applications.
- Legal file administration: Assignment and transfer of cases between users or groups of users, timekeeping and disbursements, billing, tracking and recording the payment of fines (post-conviction).
- Legal file operations: Creation and modification of case information, court information, storage, retrieval and modification of case documents, and scheduling events.

### Supporting capabilities include:

- Reporting: Enabling the organization to observe trends, perform routine reports and audits (if not through direct reporting capabilities, then must at least provide access to the data for

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<sup>1</sup> “Large” refers to the significant size and quantity of multi-media and other evidentiary material associated with a legal case. These can range from 2GB to over 10TB per case.



analytics on a separate or integrated platform).

- Off-line Work: Facilitating the use or access to case information while attending court or in remote geographic locations where connectivity is not possible for a period of time, and then synchronizing modifications once connectivity is re-established.
- Migration of legacy information: Supporting the transitioning between the legacy system and the new solution to minimize the disruption of active prosecution work.

Note: if the solution itself cannot store documents, it must be capable of integrating with a document repository platform such as Sharepoint.

## Context of the Public Prosecution Service of Canada

The PPSC functions similarly to a law firm but on a national scale, where clients may be other departments or agencies of the crown, the crown itself, or investigative agencies. Regional offices must adhere to provincial and territorial legislation and law practices. Additionally, as a department of the Government of Canada, the PPSC must also adhere to federal legislation and operate with a view of maintaining integrity and safeguarding information while providing a standard level of service to Canadians.

The solution is required to meet security classification of Protected B, Medium Integrity, Medium Availability (PBMM).

## 2. Purpose

The purpose of this Request for Information (RFI) is to assist the PPSC in determining whether a commercially available product via SaaS or solution (based on COTS) will deliver a more efficient outcome, in terms of time or cost of implementation. PPSC is seeking industry input on:

- How much functionality can commercially available solutions (SaaS) provide to meet our needs?
- What is the estimated cost of project and operations for both solutions? (Can include licenses, storage and training.)
- What is the cost comparison of adapting a solution using a platform product vs leveraging a SaaS solution?
- What is a realistic estimation of timeline to implementation?

The goal is to implement and maintain a Legal Case Management System that:

- Allows the PPSC to effectively and efficiently manage and collaborate on legal files throughout their lifecycle while reducing our reliance on paper;
- Ensures consistent procedures are used for both in-house and agent prosecutions;
- Provides accurate and timely data and information to ensure compliance and support decision-making, financial accountability, and resource management, through integrated reporting;
- Is adaptable and capable of incorporating changes to PPSC's business processes, improvements in technology, and updates to legislation;
- Is accessible to all employees, operating equally in both official languages; and
- Reflects the values of the PPSC.

Please see Annex B for a list of technical and functional requirements the PPSC is expecting to address in the solution.



Please see Annex C for specific questions that would help the PPSC inform its procurement approach.

## Nature of Request for Information

This is not a bid solicitation. This RFI will not result in the award of any contract. This RFI is to assist Canada in developing its next procurement strategy and solicitation process. Potential suppliers of any services described in this RFI should not undertake any activities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI, it will not preclude that supplier from participating in any future procurement. This RFI is simply intended to solicit feedback from the industry with respect to the subject matter described in this RFI.

## Expectation of next steps

Responses from this RFI will be used to support PPSC in potentially initiating a procurement process with an Invitation to Qualify or Request for Proposal.

# 3. Current State to Target State Transformation

## 3.1 Current state of LCMS in PPSC

Currently, PPSC uses a custom .net application with SQL back end server, called iCase, as its legal case management system. This system was built by Justice Canada over twenty years ago. It is capable of managing litigation, advisory and corporate case data and stores limited sized documents on local servers. Cases can be assigned to groups or individuals. Users can track time to specific files and can create and use document templates to generate letters or memos. Cases can be billed to one or more client organization. The search functionality is insufficient and inefficient. Each regional office and some sub-groups have adapted unique business processes.

Justice Canada wishes to decommission iCase and will no longer support changes or enhancements to the system.

## 3.2 Future state of LCMS in PPSC

The new LCMS must meet the needs of PPSC to perform prosecution services – conducting litigation work and offering legal advice at the provincial, territorial and federal levels. It should be scalable and adaptable to changes and enhancements as business needs change. It should have a user-friendly interface that reduces search time, improves the integrity of files by containing all the information in a central manner, and facilitates data analytics for improved reporting and decision-making.

The long-term vision is a LCMS that integrates with e-Disclosure and other digital evidence management system(s) for a comprehensive and modern ‘matter management’ workflow, with the possibility of adopting Artificial Intelligence. In the future, the PPSC foresees a possible venture to begin offering data or document transfers between the PPSC and Canadian court systems. We have not yet implemented any systems for digital evidence management.



## 4. Annex A: Instructions to Respondents

The following sub-sections provide specific instructions for Respondents.

### 4.1 Response Costs

Canada will not reimburse any respondents for expenses incurred in responding to this RFI including, but not limited to, expenses incurred for participating in subsequent follow-up meetings.

### 4.2 Treatment of Responses

**Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by PPSC to develop or modify the procurement approach, as well as any draft documentation contained in this document. PPSC will review all responses received by the RFI closing date. PPSC may, in its discretion, review responses received after the closing date.

**Review Team:** A review team composed of representatives of PPSC will review the responses. PPSC may engage additional stakeholders, such as Shared Services Canada (SSC) or Public Service and Procurement Canada (PSPC) who may have contracting authority or supportive expertise in an agile procurement process to define the required security controls.

**Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. PPSC will handle the responses in accordance with the *Access to Information Act*.

### 4.3 Follow-up Activity

The Government of Canada may, at its discretion, contact any Respondents to follow up with additional questions or for clarification of any aspect of a written response. Based on the level of detail in the responses, the Government of Canada may request a follow-up clarification meeting with certain Respondents.

### 4.4 Response Format

**Cover Page:** If the response includes multiple volumes, Respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number, and the full legal name of the Respondent.

**Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:

- (i) The title of the Respondent's response and the volume number
- (ii) The name and address of the Respondent
- (iii) The name, address, and telephone number of the Respondent's contact
- (iv) The date, and
- (v) The process numbers.

**The Questions:** Section 5 contains specific questions that are consecutively numbered. Respondents are asked to submit responses indexed by the specific RFI question number. Respondents are asked to



repeat the question prior to their response for reviewer convenience. It is not mandatory to respond to all questions.

**Maximum Number of Pages of Response:** While PPSC does not want to limit Respondents in their ability to furnish information, for PPSC to review all the responses in a timely manner, we are recommending that Respondents attempt to limit the submission to 12 pages.

## 4.5 Enquiries

Since this is not a Response solicitation, PPSC will not necessarily respond to enquiries in writing or by circulating answers to all Respondents. However, Respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority: Luc Roussy  
Public Prosecution Service of Canada  
Chief Procurement Officer/Finance and Acquisitions  
Address: 160 rue Elgin St  
Ottawa, Ontario, K1A 0H8  
Email: luc.roussy@ppsc-sppc.gc.ca  
Telephone: (613)-292-4785

## 4.6 Submission of Responses

- a) Time and Place for Submission of Responses: Organizations interested in providing a response should deliver it to the Contracting Authority identified above by the time and date indicated on page 1 of this request for information document. Canada requests that Respondents submit their response in unprotected PDF or Microsoft Word format (i.e. no password) by email to the Contracting Authority. File size must not exceed 10MB.
- b) Responsibility for Timely Delivery: Each Respondent is solely responsible for ensuring its response is delivered on time, to the correct location. Please note that late entries might also be considered.
- c) Identification of Response: Each Respondent should ensure that its name, return address, the solicitation number and the closing date appear legibly on the outside of the response or as part of their cover page included in their email response.
- d) Return of Response: Responses to this RFI will not be returned.



## 5. Annex B – Expectation of Requirements

Below is a list of requirements PPSC expects to address with the LCMS.

### System Basics

- Scalable to 2000 users, some are internal to PPSC, others are external (Agents)
- The user interface must be able to operate in English and French
- Ability to identify/tag or categorize information for the purpose of retention and disposition
- Ability to configure drop-down lists/selectable options based on PPSC operational needs
- Ability to perform audits
- Vendor should have a Disaster Recovery Plan/Business Continuity Plan
- Solution should be cloud-based
- Ability to download data or documents (if document storage is included)
- Must meet accessibility standards
- Ability to integrate Single-Sign-On (SSO)
- Ability to work off-line and synchronize at a later point

### Legal Case Work Functionality

- Ability to manage legal case data (corporate, advisory or litigation case data; charges, court information, participant information) – adding, editing, deleting
- Assigning cases to individual users or groups via role-based access and a robust security model
- Ability to lock fields from editing or make them mandatory
- Ability to search for data based on various parameters
- Ability to provide push notifications (to alert employees when something is due or assigned to them)
- Ability to create and use document templates (e.g. Pulls data into a form or letter)

### Integrations

- Include natively or able to integrate via APIs with:
  - A repository for document storage (briefs, disclosure and correspondence artefacts)
  - A module to support scheduling (court scheduling and workload management, ideally integrated with Outlook)
  - A module to support billing clients for time and disbursements
  - Capable of integrating with other applications, via APIs, such as Outlook and other M365, SAP, PowerBI, Foxit PDF editor

### Security

- Data Residency and Sovereignty must remain in Canada; encrypted at-rest and in-transit
- Solutions must have adequate security controls to support processing of data up to Protected B level
- Ability for vendor to provide evidence of implemented security controls in support of a Security Assessment and Authorization

### Migration

- Ability to migrate data into the solution





- Data from iCase [.net front end, SQL server back end database]
- Documents from shared drives/document servers
- Ability to migrate data out of the solution (ex: transfer to another Case Management System)

### Reporting & Data Analytics

- Ability to generate built-in reports and export data in excel or pdf format
- Ability to create custom reports (need to be able to see and access data) *and* able to extract the data into another environment for reporting and business analytics (such as a Data Warehouse)
- Ability to create dashboards to display case and productivity management information

### Testing/Training

- Ability to provision testing/training environments
- Active vendor engagement and warning before major features are released
- Alignment with GC Enterprise Architecture Framework (would be discussed at a later stage)
- Ability to provide user manuals and training information for configurations

## 6. Annex C – RFI Questions

Note that some questions may not be applicable to Respondents of custom build solutions or of readily available commercial off-the-shelf products. If a question is not applicable, please respond with “N/A”.

Please provide responses to the questions below:

### 1. Type of solution

- 1.1 Is your response to the RFI in view of a SaaS or in view of a cloud-based platform approach?
- 1.2 If you can offer a commercial product (or products), what is the name of your product(s)?

### 2. Cost

- 2.1 What is your cost model? (Initial vs ongoing, annual rates/fees)  
The PPSC understands that fees may be subject to change and that numbers provided are not considered as quotes. Estimates received will be used for the purpose of determining a fair industry average cost.
- 2.2 What is the cost breakdown for the following...
  - a) Project implementation to stabilization
  - b) Design (if a custom build solution)
  - c) Maintenance
  - d) Storage
  - e) Licensing
  - f) Training
  - g) Support
  - h) Migration of data and documents from legacy system
  - i) Other?

### 2. Timeline

- 2.1 What is a realistic time expectation for delivery of solution?

### 3. Basic Functionality



- 3.1 What technical and functional abilities does your solution address with regard to the PPSC's business needs described in this RFI? What is the core value or intended purpose of your product? (Please refer to Annex B for a list of technical and functional requirements PPSC is interested in addressing.) If you have multiple products to offer, please explain the intended purpose of each.
- 3.2 What file formats does the system support?
- 3.3 Is it able to search, read, and translate text and documents in other languages (such as Inuktitut)?
- 3.4 Does your product support mobile device access?

#### **4. Offline capability**

- 4.1 Does the product allow for working offline? (ex. if users need to take information to a remote court, can they use an offline version and re-synch later when reconnection to a network is established or would they have to download/print documents and data and manually input updates to the system later?)

#### **5. Integrations**

- 5.1 Are secure interconnections between systems established through secure APIs?
- 5.2 Does the product enable interoperability, reuse and sharing to the greatest extent possible, while respecting security and privacy requirements? What components are reusable/common?
- 5.3 Is there any AI built-in? If yes, please explain what purpose it serves.

#### **6. Security**

- 6.1 How are access controls designed into all processes and across all architectural layers from the earliest stages of design to limit the use and disclosure of personal information, and before granting access to information and services?
- 6.2 How are processes established to maintain visibility of assets and ensure the prompt application of security – related patches and updates in order to reduce exposure to vulnerabilities?
- 6.3 How is event logging enabled, and how is monitoring of systems and services performed in order to detect, prevent, and respond to attacks?
- 6.4 What is your incident management plan?

#### **7. Migration**

- 7.1 Is it feasible to perform large scale migration of data and documents to another product?
- 7.2 Are you able to import our legacy data, work with us to do so, or would we have to do it ourselves? (If this is at additional cost, please provide a breakdown.)

#### **8. Enhancements & Change Management**

- 8.1 What is your change and release management methodology?
- 8.2 If there is a change in Canadian legislation that requires PPSC to make a change in the system, to what degree will your product be able to adapt to that change? (How flexible is the product to continuous configuration?)
- 8.3 Can customizations/extensions of the product be published as open source modules?
- 8.4 Do you use automated decision systems within your product, as per the GC Directive on Automated Decision-Making?
- 8.5 Will continuous integration and continuous deployments be used? Explain how.

#### **9. Training & Support services**

- 9.1 Are Training services offered – for administrators and/or users? Is there a 'train the trainer' option available?



- 9.2 Are Support services offered – for administrators and/or users? Would users be able or required to contact the vendor’s help desk for support or should they still contact local IT, and only if escalated, local IT would contact the vendor for technical support?
- 9.3 How will planned and unplanned maintenance work be supported?
- 9.4 Assuming failures will occur, how will you ensure errors are handled gracefully, and performance and behaviour actively monitored?
- 9.5 How do you plan for testing?

**10. About the vendor**

- 10.1 Does your firm identify as a Canadian or First Nations owned/operated company? (Preference in procurement may be given to First Nations or Canadian enterprises.)
- 10.2 Are you able to provide proof of ISO or other certification or partner status (if applicable)?
- 10.3 Can you provide contact information for one client reference who uses your product or service?