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**Bid Receiving - PWGSC / Réception des
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11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0A1/ Noyau 0A1
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

**LETTER OF INTEREST
LETTRE D'INTÉRÊT**

Comments - Commentaires

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

Issuing Office - Bureau de distribution
Linguistic Services Division / Division des services
linguistiques
PSBID, PWGSC / DIASP,TPSGC
11 Laurier St. / 11, rue Laurier
10C1/Place du Portage, Phase III
Gatineau
Québec
K1A 0S5

Title - Sujet RFI - CITIZENSHIP KNOWLEDGE E-TEST.	
Solicitation No. - N° de l'invitation B9514-120390/A	Date 2013-04-19
Client Reference No. - N° de référence du client B9514-120390	GETS Ref. No. - N° de réf. de SEAG PW-\$\$ZF-504-25980
File No. - N° de dossier 504zf.B9514-120390	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-05-22	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Cardinal, France	Buyer Id - Id de l'acheteur 504zf
Telephone No. - N° de téléphone (819) 956-1778 ()	FAX No. - N° de FAX (819) 956-9235
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

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File No. - N° du dossier

504zfB9514-120390

Buyer ID - Id de l'acheteur

504zf

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

B9514-120390

CCC No./N° CCC - FMS No/ N° VME

Request for Information regarding

MODERNIZATION OF THE CANADIAN CITIZENSHIP KNOWLEDGE TEST - DRAFT RFP REVIEW

For

CITIZENSHIP AND IMMIGRATION CANADA (CIC)

Request For Information

1. Introduction

The Government of Canada is seeking to contract with a third party service provider (working alone or in partnership with other proven organizations) to develop and administer an electronic version of the Canadian citizenship test across Canada. The test content would remain the property of the Government of Canada and intellectual property for the newly developed software would rest with the service provider.

The service provider would set and collect a service charge to applicants for the test. No part of this service charge would be provided to the Government of Canada. At this time, it is proposed that the contract period commence in 2014 and end in 2019.

As such, this Request for Information (RFI) will serve to seek the views/feedback of interested companies on the proposed requirements and strategy for the testing facilities to administer the electronic citizenship test. Interested companies are being asked to provide feedback on the proposed approach, and this feedback will be considered in the development of the formal Request for Proposal (RFP) which will be used to solicit bids for this endeavor.

2. Nature of Request for Information

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, 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 will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

3. Nature of Responses

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

4. Proposed Format for Responses

Annex C contains a proposed format for responses.

5. Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

6. Review of Responses

Responses will not be formally evaluated, however, the responses received may be used to develop or modify procurement strategies or any draft documents contained in the RFI.

A review team composed of representatives of the client (where applicable) and PWGSC will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

7. Confidentiality

Information provided may be used by Canada in the preparation of the final RFP document. As a result, respondents are advised not to include any proprietary information in the response submitted. All responses will be handled in accordance with the Access to Information Act.

8. Follow-up Activity

At its discretion, Canada may:

- a) contact any respondents to follow up with additional questions or for clarification of any aspect of a response;
- b) convene industry consultations, with any or all respondents in order to discuss any aspect of a response.

Industry consultations may be in person or by video/teleconference. Should Canada request any or all respondents to participate in industry consultation meetings, any request shall be optional and participation shall be at the respondent's expense.

9. Work in Progress

This RFI contains a draft bid solicitation and is considered a Work in Progress i.e. is subject to change.

10. Enquiries

During the posting period of this RFI all enquires can be sent via e-mail to the Contracting Authority (stated below). Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. Best effort to provide a response will apply.

France Cardinal
Supply Team Leader
Public Works and Government Services Canada
Acquisitions Branch
Directorate: Professional Services Procurement Directorate
Address: 11Laurier St, Gatineau, Quebec

Telephone: 819-956-1778
Facsimile: 819-956-9235
E-mail address: france.cardinal@tpsgc.pwgsc.gc.ca

11. Questions to Industry

Annex B contains Questions to Industry. Canada encourages respondents to provide written feedback to these questions.

12. Security Requirement

There are no security requirements associated with responding to this RFI.

For the final RFP there will be a security requirement. This required security is as per Annex D - Security Requirements Check List and Annex C - Security Requirements For Information Technology. All companies that are interested in this requirement are encouraged to review all security requirements in detail. If interested companies do not meet the specified security requirements then they are encouraged to contact the Contracting Authority to initiate sponsorship.

13. Response Submission

All responses are requested by the time and date indicated on page 1 of this document. Information provided may be used by Canada in the preparation of the final RFP document. As a result, respondents are advised not to include any proprietary information in the response submitted. All submissions must be clearly marked "**Modernization of the Canadian Citizenship Knowledge Test - Draft RFP Review**". The name and address of the submitter must be on the envelope. Two copies plus an original are required in addition to one soft copy in Adobe PDF format. Respondents should submit only pertinent information in response to this request. The inclusion of general marketing or technical manuals is discouraged unless they are used to provide specific information that has been requested in this document.

Submissions must be sealed and delivered to the PWGSC Bid Receiving Unit by Canada Post or courier.

PWGSC Bid Receiving Unit
11 Laurier Street
Place du Portage, Phase III
Core 0A1
Gatineau, QC K1A 0S5

14. Contents of this RFI

- (a) This RFI contains a draft Request for Proposal (RFP). This document remains a work in progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that is ultimately published by Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft document are welcome.
- (b) Should respondents consider that the content contained in the DRAFT RFP could be improved technically or technologically, respondents are invited to make suggestions, in writing, to the Contracting Authority named herein. Respondents must clearly outline the suggested improvement as well as the reasons for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular respondent may be given consideration provided they are submitted to the Contracting Authority in accordance with the article entitled "Enquiries". Canada will have the right to accept or reject any or all suggestions.

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15. Estimated Procurement Schedule

Estimated Final RFP Post Date:	June 2013
Estimated RFP Closing Date:	July 2013
Estimated Contract Award Date:	November/December 2013
Estimated Contract Start Date:	April 2014

ANNEX A STATEMENT OF WORK

1. Title

Modernization of the Canadian Citizenship Knowledge Test.

2. Background

One of the requirements for the grant of Canadian citizenship is knowledge of Canada, and of the rights and privileges of citizenship. Adult applicants (i.e. applicants between the ages of 18-54), must meet this requirement to be considered for citizenship. Currently, the knowledge requirement is assessed via a paper-based, 20 question multiple choice test. In certain situations, the test is administered orally by a citizenship judge. The test is administered at local Citizenship and Immigration Canada (CIC) offices, with applicants scheduled to take the test approximately half way through the application process. The number of written citizenship knowledge tests conducted between 2009-2011 ranged from 132 155 to 173 764. A breakdown of tests completed by province/territory is included at Table 1. A breakdown of tests administered by selected cities across Canada in 2011 is included at Table 2.

Measures are taken to ensure the integrity of the test, however, much of this work is done manually and is labour intensive. Integrity measures address not only the protection of the individual results, but also, the content of the test itself. Some CIC offices use the Scantron system for marking the test, but in the majority of offices tests are marked by hand.

As part of citizenship program modernization activities, CIC is working toward the administration of the citizenship test in electronic format and is seeking to contract a third party service provider to administer the knowledge test.

All costs associated with the implementation of this program will be borne by the Contractor. From a revenue standpoint the Contractor will charge a fee to applicants for the e-test with this revenue being the sole source of contractor funding for all associated costs/profits.

2.1 Citizenship Knowledge Tests Completed

Table 1 below identifies both the Province/Territory and an estimate of the number of written tests completed by applicants aged between 18-54, in years 2009, 2010 and 2011.

Table 1 – Citizenship Grant Applications written tests completed

Province/Territory	2009	2010	2011
Alberta	13 226	17 099	23 183
British Columbia	21 083	19 905	25 692
Manitoba	3 252	3 512	3 737
New Brunswick	431	428	574
Newfoundland and Labrador	132	174	203
Northwest Territories	69	42	83
Nova Scotia	1 024	612	990
Nunavut			18
Ontario	65 271	68 407	89 835
Prince Edward Island	78	69	114
Quebec	26 181	22 616	26 823
Saskatchewan	1 228	1 127	2 071
Yukon	13	19	80
Unspecified	167	197	361
Total	132 155	134 207	173 764

3. Objective

The services required under the modernization program are expected to be in place by Fall, 2014. The modernization program will involve the following three phases: Phase 1 - Implementation; Phase 2 - Ongoing Operations; and Phase 3 - Ongoing Evaluation.

3.1 Phase 1 - Implementation

This phase starts upon contract award, with the Contractor required to:

Develop and set up testing facilities in the cities identified below. Additionally, software to be used for the administration of the Canadian citizenship e-test must be developed and tested for use in the testing facilities. In regards to the software development, the test content and resulting test data would remain the property of the Government of Canada with the Contractor owning the intellectual property for the newly developed software.

3.2 Phase 2 - Ongoing Operations

This phase starts upon completion of Phase 1 - Implementation, with the Contractor required to:

Provide e-testing services.

3.3 Phase 3 - Ongoing Evaluation

The evaluation phase will consists of regular audits and a review of risk mitigation mechanisms to ensure the services offered meet the requirements.

4. Requirements

4.1 Phase 1 - Implementation Requirements

This phase involves the Contractor providing test facilities in addition to developing test software to be used for the administration of the Canadian Citizenship knowledge e-test.

4.1.1 E-Test Facilities

The Contractor must:

- a) ensure that all testing facilities present a professional and welcoming image to clients.
- b) ensure all e-test facilities are accessible by public transportation (e.g. public transit) and where possible, have parking facilities;
- c) ensure all e-test facilities are accessible to disabled clients (e.g. can accommodate clients in wheelchairs);
- d) provide flexible business hours allowing clients the opportunity to take the test at times that would best suit their schedule (e.g. early morning, evening and at least one weekend day);
- e) ensure that all e-test facilities commence their operations on the same date so as to not disadvantage clients in any locale;
- f) ensure all proposed signage for all e-test centers are pre-approved in writing by the Project Authority;
- g) ensure that official symbols of Canada are on display in all testing facilities and maintained in a presentable form at all times. These symbols include:
 - i) An official portrait of the Sovereign (in keeping with display and reproduction requirements as stipulated here: <http://canadiancrown.gc.ca/eng/1331810602295>)
 - ii) An official portrait of the Governor General (in keeping with display and reproduction requirements as stipulated below:
<http://66.240.144.146/document.aspx?id=14006&lan=eng>)
 - iii) The Ceremonial Dress Flag as described here: <http://www.pch.gc.ca/pgm/ceem-cced/symbldf9-eng.cfm>
- h) ensure e-test facilities do not use any official symbols without written approval from the Project Authority;
- i) ensure e-test facilities are not portrayed as an agent or representative of Canada;
- j) provide e-test facilities that include, but are not limited, to the following:
 - i) sufficient space and appropriate infrastructure to fulfill the work;
 - ii) facilities of adequate size to house a determinate number of clients taking the test at any one time;
 - iii) adequate back office space to fulfill the work;

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- iv) adequate storage space for copies of the test study guide entitled *Discover Canada: The Rights and Responsibilities of Citizenship*;
- v) sufficient space to allow for multiple numbers of clients to take the knowledge e-test in an environment that allows for concentration, that is not distracting and that combats any potential cheating on the part of test takers;
- vi) back office space that allows for secure zone - server storage, storage of Discover Canada and other printed information; and
- vii) emergency exits.
- k) at a minimum, provide the service at the following locations across Canada:

i) **Eastern Region**

St. John's, Newfoundland
Halifax, Nova Scotia
Fredericton, New Brunswick
Moncton, New Brunswick
Saint John, New Brunswick
Charlottetown, Prince Edward Island
Québec City, Quebec
Montreal, Quebec
Gatineau, Quebec
Sherbrooke, Quebec
Trois Rivières, Quebec

ii) **Ontario**

Hamilton
Kitchener
Barrie
London
Mississauga
Oshawa
Niagara Falls
Ottawa
Kingston
Scarborough
Toronto (city centre)/
Windsor
Thunder Bay
Sudbury

iii) **Western Region**

Winnipeg, Manitoba
Saskatoon, Saskatchewan
Regina, Saskatchewan
Calgary, Alberta
Edmonton, Alberta
Lethbridge, Alberta
Fort McMurray, Alberta
Surrey, British Columbia
Vancouver, British Columbia
Nanaimo, British Columbia

Prince George, British Columbia
Kelowna, British Columbia
Victoria, British Columbia
Whitehorse, Yukon
Yellowknife, Northwest Territories
Iqaluit, Nunavut

Note:

The Contractor may choose to operate more than one centre in each of the above locations or may choose to operate facilities in additional cities to the above.

- l) allow for planned and random site inspections by the Project Authority;
- m) ensure all deficiencies identified during site inspections are corrected within the time frame specified in the site inspection report;
- o) acquire written approval from the Project Authority before providing the service at a newly proposed test center (city); and
- p) work with the Project Authority to develop a strategy to address those potential clients who live more than 300kms from the above proposed locations.

Citizenship Tests Completed by city in the 2011 calendar year are noted in Table 2

Table 2: Citizenship Tests Completed 2011	
City	Citizenship Tests Completed
Eastern Region	
St. John's, Newfoundland	139
Halifax, Nova Scotia	944
Fredericton, New Brunswick	206
Moncton, New Brunswick	175
Saint John, New Brunswick	195
Charlottetown, Prince Edward Island	110
Québec City, Québec	1 056
Montreal, Québec	23 624
Gatineau, Québec	987
Sherbrooke, Québec	437
Trois-Rivières, Québec	90
Ontario	
Hamilton	4 440
Kitchener	3 306
Barrie	1 013
London	2 153
Mississauga	26 626
Oshawa	2 490
Niagara Falls	978
Ottawa	4 784
Kingston	465
Scarborough	18 477
Toronto (city centre)	22 024
Windsor	1 843
Thunder Bay	144
Sudbury	15
Western Region	
Saskatoon, Saskatchewan	1 093
Regina, Saskatchewan	835

Calgary, Alberta	13 694
Edmonton, Alberta	7 915
Lethbridge, Alberta	194
Fort McMurray, Alberta	576
Surrey, British Columbia	8 331
Vancouver, British Columbia	14 893
Nanaimo, British Columbia	191
Prince George, British Columbia	205
Kelowna, British Columbia	486
Victoria, British Columbia	650
Whitehorse, Yukon	80
Yellowknife, Northwest Territories	83
Iqaluit, Nunavut	13

4.1.2 E-testing Software Development/Testing

The Contractor must:

- a) develop and/or customize e-test software program;
pre-test the related software program ensuring that the integrity of test materials is protected at all times;
and c) ensure the software program:

- i) allows clients to choose the official language in which they would like the e-test administered;
- ii) allows clients to easily enter personal and demographic information;
- iii) offers a "demonstration mode" to provide clients with information on how to use and complete the e-test;
- iv) randomly generates a series of twenty (20) multiple choice questions for each client taking the e-test;
- v) allows a maximum of thirty (30) minutes for clients to take the e-test e.g. after 30 minutes the software will stop the session;
- vi) automatically marks the e-test and provides the score to the client;
- vii) in the case of a successful attempt, allows the contractor to provide an authenticated paper copy of the test result;
- viii) collect demographic information as provided by the client; and
- viii) securely stores and maintains test and demographic information in a secure, web based interface, accessible only by the Project Authority.

Notes:

The score and demographic information are stored and maintained on a secure, web based interface, accessible only by the Project Authority.

In regards to iv) above, the parameters for the software to generate questions used in each copy of the test will be provided by the Project Authority.

4.1.3 Alternate Formats for the Administration of the E-Test

As clients may require, based on their accommodation needs, alternate formats of the citizenship e-test, the Contractor must:

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- a) develop and administer a policy to govern when the administration of an alternate format of the e-test is warranted;
 - b) offer clients with accessibility issues e.g. clients who are visually impaired, the e-test in an alternate format;
 - c) ensure the alternate formats provided include but are not limited to:
 - i) braille versions of the test; and
 - ii) voice-assisted capabilities e.g. readout of questions and audio confirmation of choice selected by the client.
 - d) ensure that the implementation of any alternate format of the e-test is first approved in writing by the Project Authority; and
 - e) upon request, make available to the Project Authority, reports on the number of alternate e-test formats administered.

4.1.4 Personnel Requirements

The Contractor must:

- a) provide all resources necessary to provide the service;
- b) establish and implement a standard process for hiring personnel at each of the testing facilities, including ensuring that all personnel are Canadian citizens;
- c) ensure all testing facility personnel are properly trained prior to the commencement of their duties;
- d) ensure all testing facility personnel are instructed, qualified, and skilled in their respective positions;
- e) ensure that personnel at each facility who interact with clients can effectively communicate in the language(s) of operation as specified in clause 4.2.2 Language of Operation;
- f) maintain an updated list which clearly identifies testing facility personnel by: name; title; responsibility; completed training; and facility and systems access levels as set out by Annex D - Security Requirements Check List;
- g) submit the above list to the Project Authority if/when requested; and
- h) ensure that all testing facility personnel meet the requirements specified in Annex D - Security Requirements Check List.

4.1.5 Implementation Plan

The Contractor must:

- a) provide an Implementation Plan, that includes, but is not limited to:
 - i) milestones and deliverables;
 - ii) baseline schedule of all major tasks to meet the requirements of the SOW, with allocated time frames;
 - iii) expected timelines to provide services according to the ideal network coverage and hours of service;
 - iv) dependencies;
 - v) identification of potential risks, including from an integrity and fraud perspective, and a mitigation strategy for these risks; and
 - vi) communications/public relations plan.
- b) allow the Project Authority the right to require reasonable amendments to the Implementation Plan;
- c) complete all implementation activities within the time frames stipulated in the finalized

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- Implementation Plan;
- d) provide the Project Authority with regular status reports (frequency to be defined by the Project Authority) on progress against the approved Implementation Plan and integrated schedule;
 - e) provide progress reports in a format as determined by the Project Authority e.g. written communication, telephone or face-to-face communication;
 - f) as part of the Implementation Plan develop and provide a communications plan that includes, but is not limited to:
 - i) the need for applicants for Canadian citizenship to use e-testing facilities for the citizenship knowledge test;
 - ii) the opening of the e-testing facilities;
 - iii) the locations and hours of operation of the e-testing facilities and
 - iv) changes to existing services.
 - g) The service provider must identify that they comply with Canada's privacy legislation must hire a third-party to perform a Privacy Impact Assessment (PIA).
 - h) The service provider must hire a third-party to perform a general Threat and Risk Assessment (TRA) in addition to a site-specific TRA for each testing facility. The service provider must, within ninety (90) calendar days of a testing facility opening, perform a TRA for each facility and provide the results to the contract authority. The contract authority reserves the right to conduct its own TRA on a testing facility.

4.2 Phase 2 - Ongoing Operations

4.2.1 General Requirements

The Contractor must:

- a) provide information in a variety of formats i.e. telephone, website, e-mail and in-person/walk-in, regarding the process to take a citizenship knowledge test;
- b) ensure the availability of the citizenship knowledge test study guide entitled: *Discover Canada The Rights and Responsibilities of Citizenship*;
- c) schedule clients to take the Citizenship Knowledge test;
- d) collect the service charge;
- e) check and record the identity (including photo capture) of the client taking the test;
- f) obtain consent from the client for the collection of personal information;
- g) ensure clients have no materials or test aids accessible to them during the time they take the test e.g. ensure that purses, bags, cellphones etc. are not accessible during the time of the e-test.
- h) Provide clients with an authenticated paper report containing test result and identity elements (e.g. electronic photo image and signature).

4.2.2 Language of Operation

As stipulated in the Treasury Board Secretariat policy on Official Languages (<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26160§ion=text#sec6.2>), the Contractor must

- a) provide all services and communications to clients in the official language of the client's choice ;

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- b) ensure general information is available in both of Canada's official languages. This information includes, but is not limited to:
- i) general information and FAQs about the citizenship knowledge test;
 - ii) general information about the operations of the testing facility;
 - iii) availability of copies of the citizenship test study guide (*Discover Canada The Rights and Responsibilities of Citizenship*); and
 - iv) general information about the citizenship application process.
- d) ensure that all information posted on its website, relative to the e-test, is provided in both official languages.
- e) immediately contact the Project Authority, in writing, if/when a situation occurs where they can no longer provide the services in both of Canada's official languages.

4.2.3 Values and Ethics

The Contractor must:

- a) ensure the service location and personnel do not display material or information or offer service in a manner that is:
- i) inappropriate;
 - ii) offensive;
 - iii) defamatory;
 - iv) degrading; or
 - v) discriminatory.
- b) ensure they do not display material that criticizes or is otherwise detrimental to the interests of Canada or the client.

4.2.4 Client Tracking

The Contractor must:

- a) provide a system that allows for the tracking of clients who attempt the citizenship e-test;
- b) ensure that for each citizenship e-test taken, the following information is both captured and retained:
- i) name;
 - ii) address;
 - iii) client UCI (unique client identifier) number
 - iv) date of birth;
 - v) permanent resident ID;
 - vi) e-mail address;
 - vii) test score;
 - viii) test attempt (#);
 - ix) demographic information; and
 - x) electronic photo image of the client and electronic signature.
- c) ensure a single, globally unique tracking number (Tracking ID) is generated for each client, for each e-test;
- d) upon receipt, immediately log all e-test results and related information necessary to track each client;
- e) retain all client data in the e-test centre tracking system for a retention period of time as prescribed by the project authority; and

f) delete all client data once the retention period according to a schedule as determined by the project authority.

4.2.5 Schedule Management

The Contractor must:

- a) maintain a system for scheduling clients for the citizenship knowledge e-test;
- b) provide scheduling options, including, but not limited to:
 - i) the ability for clients to book test events online i.e. via telephone or in person; and
 - ii) where possible, accommodate walk-in appointments.
- c) for e-test sessions booked online, or in person, provide clients with a print out confirming the appointment.

4.2.6 Secure Access to Data

The Contractor must:

- a) provide and maintain a secure web-based system where the Project Authority can access testing and client information;
- b) work closely with the Project Authority to ensure functionality of a secure interface system and to ensure that all necessary protocols are in place.

4.2.7 Personnel Removal

In regards to ensuring the service provided meets the high level of quality expected, the Contractor must:

- a) remove, under escort, any e-test facility personnel that:
 - i) threaten the health, safety or security of any client;
 - ii) threaten the security and integrity of data or property;
 - iii) perform incompetently or perform in a way that is disruptive to the e-test centre or that carry on any non-sanctioned business as per terms of the contract;
 - iv) commit serious misconduct;
 - v) exhibit a conflict of interest; and
 - vi) behave in any other way that is in violation of the Contract.
- b) when removing e-test facility personnel, immediately withdraw such personnel from providing any further service and revoke all access to systems and facilities;
- c) notify the Project Authority, in writing, if removing personnel for any of the above reasons; and
- d) ensure, when authorized by the Project Authority, to subcontract a function that involves or may involve access to personal information, that such subcontracted staff are trained on the obligation to keep client information confidential and segregated.

4.2.8 Information Services

In regards to providing general information about the e-test facilities/service offered to the public, the Contractor must:

- a) provide general information about the e-test facilities to the public that includes, but is not limited to:

-
- i) hours of operation;
 - ii) services offered by the testing facility;
 - ii) contact information;
 - iii) necessary service chargeiv) location of and directions to the testing facility;
 - v) distribution of the citizenship study guide (*Discover Canada The Rights and Responsibilities of Citizenship*); and
 - vi)
 - b) provide general information to clients on the citizenship application process following the successful completion of the e-test that includes, but is not limited to:
 - i) information on application forms (including application kits) and application service charge;
 - ii) information and guidelines on the process of an application; and
 - iii) list of frequently asked questions.
 - c) promote their services through advertising of which the nature and content of any such advertising is subject to prior written authorization by the Project Authority;
 - d) ensure all information and advertising is available in both of Canada's Official Languages; and
 - e) inform the client that it is not an agent or a representative of Citizenship and Immigration Canada, or the Government of Canada.

4.2.9 Test Service Charge

In regards to the service charge associated with the provision of the e-test service, the service charge charged by the Contractor will be the only source of funding for the Contractor e.g. covers the cost of development and implementation, providing the service and any associated profit, as such the Contractor must:

- a) determine the applicable service charge (to be based on estimated costs for development and implementation, ongoing operations and expected profit);
- b) collect the applicable service charge from the client;
- c) cannot charge the client any more than the service charge agreed to by the Project Authority.

4.2.10 Meetings

As part of the implementation phase and ongoing operational phase the probability exists that the Contractor and the Project Authority will need to discuss items/meet. As such the Contractor must:

- a) be available i.e. through telephone or face to face, for discussions/meeting.

4.2.11 Record Storage/Disposal

The Contractor must:

- a) meet the related security requirements specified in Annex D - Security Requirements Check List; and
- b) ensure that all client data including related correspondence is deleted from its systems according to a schedule as determined by the contract authority.

4.2.12 Physical Security Requirements

The Contractor must:

-
- a) implement physical security safeguards to protect the Project Authority's material and information from loss, damage or theft including but not limited to:
- i) control personnel access to the facility;
 - ii) fire prevention and suppression equipment;
 - iii) provide intrusion detection against forced entry;
 - iv) monitor the facility;
 - v) provide the ability to remove disorderly, disruptive or threatening people from the facility;
 - vi) restrict public traffic to one area - reception zone;
 - vii) provide a physical area for the authorized staff to handle Protected B information - operation zone; and
 - viii) provide a physical area to host the IT back end systems such as file and database servers processing Personnel Information – Secure zone.
- b) incorporate security design briefs into its security plan and any other affected plans e.g. such as the implementation plan;
- c) inform the Project Authority 60 days in advance of a planned, significant change to the facility design which changes the layout as described in the Facilities section.
- d) not conduct any unauthorized business activities on the premises.

4.2.13 General Security Requirements

The Contractor must:

- a) meet the requirements specified in Annex C - IT Security Requirements; and
- b) meet the requirements specified in Annex D - Security Requirements Check List.

5. Support from the Government of Canada

The Project Authority will provide the Contractor with:

- a) a pool of questions and related answers for use for the citizenship e-test of which at any time:
 - i) additional questions/answers can be added;
 - ii) existing questions/answers can be changed; and
 - iii) questions/answers can be removed.
- b) information on how to obtain copies of the citizenship study guide i.e. *Discover Canada The Rights and Responsibilities of Citizenship*, for distribution to clients as required;
- c) feedback in regards to test integrity issues through ongoing analysis of test performance data supplied by the Contractor.
- d) general information in regards to the citizenship application process.

6. Travel Requirements

- a) The Government of Canada will not pay any costs associated with Travel/Living Expenses that the Contractor may incur.

ANNEX B QUESTIONS TO INDUSTRY

Canada is seeking to identify any opportunities to improve the draft documents prior to the release of the Final RFP. For this reason Canada encourages respondents to provide written feedback on the RFI. More specifically, detailed written responses will enable Canada to consider industry perspectives in the Final RFP. In addition to general feedback, responses to this RFI should also include, responses to the following questions. For answered questions, please provide the rationale, details, the additional information needed, and any price or performance impacts of each of the additions or changes that you suggest.

1. Questions to Industry

- a) The proposed approach for funding is that the third party would assume all upfront costs for the development of the e-test and operation of testing facilities with costs to be recouped through future revenues. Is this funding model feasible?
- b) Is a national implementation date of Fall 2014 feasible?
- c) Would your organization be in a position to operate testing facilities in proposed cities? Which cities would you propose be removed/added?
- d) Based on information provided, can you estimate within what range the individual test service charge would fall?
- e) What are some initial options you propose for providing access to the e-test for clients in remote locations?
- f) Given the historical data on testing volumes provided,* what hours of operation would you propose for the operation of the individual e-testing facilities (e.g. weekdays during business hours? Selected specific times during any day of the week? By appointment only?)?
- g) Is your organization aware of any "off the shelf" testing systems that could be customized as per the noted business requirements?
- h) Do you have any suggestions for alternate approaches for the implementation of nationwide electronic testing regime for the citizenship knowledge test?

* The inclusion of volumetric data in this document does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.

ANNEX C PROPOSED FORMAT FOR RESPONSES

1. 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.

2. Title Page

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

- a) the title of the respondent's response and the volume number;
- b) the name and address of the respondent;
- c) the name, address and telephone number of the respondent's contact;
- d) the date; and
- e) the RFI number.

3. Numbering System

Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.

Respondents are asked to provide comments and feedback under the following headings:

- a) Statement of Work (as indicated in the Annex A);
- b) Draft Solicitation (Attachment 1 to this RFI);
- b) Answers to questions stated in Annex B - Questions to Industry; and
- c) General comments and questions.

4. Number of Copies

Canada requests that respondents submit three (3) hard copies of their responses and one (1) soft copy in Adobe PDF format.

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ATTACHMENT 1 TO RFI

DRAFT BID SOLICITATION

Modernization of the Canadian Citizenship Knowledge Test

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PART 1 - GENERAL INFORMATION

1. Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, if applicable, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Security, Financial and Other Requirements: Pricing Schedule; Technical Criteria; and Certifications Precedent to Contract Award.
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Attachments include: Pricing Schedule, Technical Criteria, and Certifications Precedent to Contract Award.

The Annexes include: the Statement of Work, Insurance Requirements, Security Requirements For Information Technology, Questions to Industry, Proposed format for Responses, and Security Requirements Check List.

2. Summary

One of the requirements for the grant of Canadian citizenship is knowledge of Canada, and of the rights and privileges of citizenship. Adult applicants (i.e. applicants between the ages of 18-54), must meet this requirement to be considered for citizenship. Currently, the knowledge requirement is assessed via a paper-based, 20 question multiple choice test. In certain situations, the knowledge test is administered orally by a citizenship judge. The test is administered at local Citizenship and Immigration Canada (CIC) offices, with applicants scheduled to take the test approximately half way through the application process. The number of written citizenship knowledge tests conducted between 2009-2011 ranged from 132 155 to 173 764. A breakdown of tests completed by province/territory is included at Table 1 in Annex A. A breakdown of tests administered by selected cities across Canada in 2011 is included at Table 2 in Annex A..

Measures are taken to ensure the integrity of the test, however, much of this work is done manually and is labour intensive. Integrity measures address not only the protection of the individual results, but also, the content of the test itself. Some CIC offices use the Scantron system for marking the test, however in the majority of offices, tests are marked by hand.

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As part of citizenship program modernization activities, CIC is working toward the administration of the citizenship test in electronic format, and is seeking to contract a third party service provider to administer the knowledge test.

All costs associated with the implementation of this program will be borne by the Contractor. From a revenue standpoint the Contractor will set and collect a service charge to applicants for the e-test with this revenue being the sole source of Contractor funding for all associated costs/profits.

The client department is Citizenship and Immigration Canada.

The period of the Contract is from date of Contract to November 30, 2018 inclusive.

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two additional two year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the [Security Requirements for PWGSC Bid Solicitations - Information for PWGSC Contracting Officers](http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31) (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the [Departmental Standard Procurement Documents Web Site](#).

3. Debriefings

After contract award, bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2012-11-19), Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: one hundred and twenty (120) calendar days.

2. Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation. Bids transmitted to PWGSC by electronic mail will not be accepted.

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than five (5) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items 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 Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

4. Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory

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specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (4 hard copies);
Section II: Financial Bid (1 hard copy); and
Section III: Certifications (1 hard copy).

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper; and
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>).

To assist Canada in reaching its objectives, bidders are encouraged to :

- 1) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Part 4, Evaluation Procedures, contains additional instructions that bidders should consider when preparing their technical bid.

Section II: Financial Bid

-
- 1.1 Bidders must submit their financial bid in Canadian funds and in accordance with the pricing schedule detailed in Attachment 1 to Part 3. The total amount of Goods and Services Tax (GST) or Harmonized Sales Tax (HST) must be shown separately, as applicable.
- 1.2 Bidders must submit their prices and rates FOB destination; Canadian customs duties and excise taxes included, as applicable; and GST or HST excluded.
- 1.3 When preparing their financial bid, bidders should review the basis of payment in Annex B and clause 1.2, Financial Evaluation, of Part 4.
- 1.4 Bidders should include the following information in their financial bid:
- a) Their legal name;
 - b) Their Procurement Business Number (PBN); and
 - c) The name of the contact person (including this person's mailing address, phone and facsimile numbers and e-mail address) authorized by the Bidder to enter into communications with Canada with regards to:
 - i) their bid; and
 - ii) any contract that may result from their bid.

Section III: Certifications

In Section III Bidders should include the certificates required under Part 5.

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ATTACHMENT 1 to PART 3 PRICING SCHEDULE

The inclusion of volumetric data in this document does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.

The Pricing Schedule is in the development phase and is not available at this time.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

1.1 Technical Evaluation

1.1.1 Mandatory Technical Criteria

Refer to Attachment 1 to Part 4.

1.1.2 Point Rated Technical Criteria

Refer to Attachment 1 to Part 4. Point-rated technical criteria not addressed will be given a score of zero.

1.2 Financial Evaluation

- 1.2.1 The volumetric data included in the pricing schedule detailed in Attachment 1 to Part 3 are provided for bid evaluated price determination purposes only. They are not to be considered as a contract guarantee.
- 1.2.2 For bid evaluation and contractor(s) selection purposes only, the evaluated price of a bid will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

2. Basis of Selection

The Basis of Selection is in the development phase and is not available at this time.

ATTACHMENT 1 to PART 4 TECHNICAL CRITERIA

1. Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

2. Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

The Technical Criteria is in the development phase and is not available at this time.

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and related documentation to be awarded a contract. Canada will declare a bid non-responsive if the required certifications and related documentation are not completed and submitted as requested.

Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications, to provide the related documentation or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

1. Certifications Required Precedent to Contract Award

1.1 Code of Conduct and Certifications - Related documentation

By submitting a bid, the Bidder certifies as per section 01 of Standard Instructions 2003, for himself and his affiliates, to be in compliance with the Code of Conduct and Certifications clause of the Standard instructions. The related documentation therein required will help Canada in confirming that the certifications are true.

1.2 Additional Certifications Precedent to Contract Award

The certifications included in Attachment 1 to Part 5, Certifications Precedent to Contract Award, should be completed and submitted with the bid, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

ATTACHMENT 1 to PART 5 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD

1. Federal Contractors Program

1.1 Federal Contractors Program - \$200,000 or more

- 1.1.1 The Federal Contractors Program ([FCP](#)) requires that some suppliers, including a supplier who is a member of a joint venture, bidding for federal government contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Bidder is subject to the FCP or, if the Bidder is a joint venture and if any of the members of the joint venture is subject to the FCP, evidence of the commitment made by the Bidder or by each member of the joint venture who is subject to the FCP must be provided by the Bidder before the award of any contract resulting from the bid solicitation.

Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the *Government Contracts Regulations*. Suppliers may be declared ineligible contractors either, as a result of a finding of non-compliance by HRSDC, or, following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to less than 100 employees. Any bids from ineligible contractors, including a bid from a joint venture that has a member who is an ineligible contractor, will be declared non-responsive.

- 1.1.2 The Bidder or, if the Bidder is a joint venture, any of the members of the joint venture who does not fall within the exceptions enumerated in 3.a or b below or does not have a valid certificate number confirming its adherence to the FCP must fax (819-953- 8768) a copy of the signed form [LAB 1168](#), Certificate of Commitment to Implement Employment Equity, to the Labour Branch of HRSDC.

- 1.1.3 The Bidder or, if the Bidder is a joint venture, the member of the joint venture certifies its status with the FCP, as follows:

The Bidder or the member of the joint venture

- a. () is not subject to the FCP, having a workforce of less than 100 permanent full-time, permanent part-time and/or temporary employees having worked 12 weeks or more in Canada;
- b. () is not subject to the FCP, being a regulated employer under the [Employment Equity Act](#), S.C. 1995, c. 44;
- c. () is subject to the requirements of the FCP, having a workforce of 100 or more permanent full-time, permanent part-time and/or temporary employees having worked 12 weeks or more in Canada, but has not previously obtained a certificate number from HRSDC (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached;
- d. () is subject to the FCP, has not been declared an ineligible contractor by HRSDC, and has a valid certificate number as follows: _____ .

Further information on the [FCP](#) is available on the HRSDC Web site.

1.2 Former Public Servants Certification

Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a) an individual;
- b) an individual who has incorporated;
- c) a partnership made of former public servants; or
- d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means, in the context of the fee abatement formula, a pension or annual allowance paid under the *Public Service Superannuation Act* (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the *Supplementary Retirement Benefits Act*, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the *Canadian Forces Superannuation Act*, R.S., 1985, c. C-17, the *Defence Services Pension Continuation Act*, 1970, c. D-3, the *Royal Canadian Mounted Police Pension Continuation Act*, 1970, c. R-10, and the *Royal Canadian Mounted Police Superannuation Act*, R.S., 1985, c. R-11, the *Members of Parliament Retiring Allowances Act*, R.S., 1985, c. M-5, and that portion of pension payable to the *Canada Pension Plan Act*, R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

Is the Bidder a FPS in receipt of a pension as defined above ? **YES () NO ()**

If so, the Bidder must provide the following information:

- a) name of former public servant; and
- b) date of termination of employment or retirement from the Public Service.

Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? **YES () NO ()**

If so, the Bidder must provide the following information:

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- a) name of former public servant;
 - b) conditions of the lump sum payment incentive;
 - c) date of termination of employment;
 - d) amount of lump sum payment;
 - e) rate of pay on which lump sum payment is based;
 - f) period of lump sum payment including start date, end date and number of weeks; and
 - g) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Goods and Services Tax or Harmonized Sales Tax.

Certification

By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

1. Security Requirement

1.1 Before award of a contract, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses; and
- (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.

1.2 Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

1.3 For additional information on security requirements, bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the Departmental Standard Procurement Documents Website.

2. Financial Capability

A9033T (2012-07-16), Financial Capability

3. Bid Financial Security

1. Bidders must provide bid financial security consisting of:

- a) a security deposit as defined in clause E0008T, or
- b) a bid bond form PWGSC-TPSGC 504, which must be accepted as security by one of the bonding companies listed in Treasury Board Contracting Policy, Appendix L, Acceptable Bonding Companies.

2. Security deposits in the form of government guaranteed bonds with coupons attached will be accepted only if all coupons that are unmaturing, at the time the security deposit is provided, are attached to the bonds. Bidders must provide written instructions concerning the action to be taken with respect to coupons that will mature while the bonds are pledged as security, when such coupons are in excess of the security deposit requirement.

3. If the financial security is in the form of a bill of exchange or a government guaranteed bond and:

- a) the bid price is \$250,000.00 or less, the amount of the security deposit must represent

_____ (tbd) percent of the bid price; or
b) _____ the bid price exceeds \$250,000, the amount of the security deposit must be
\$ _____ (tbd)
plus _____ (tbd) percent of the amount by which the bid price exceeds \$250,000.00 to a
maximum of \$ _____ (tbd).

4. If the financial security is a bid bond, the amount of the bond must represent _____ (tbd) percent of the bid price.
5. Bidders who provide a security deposit as bid financial security must submit their bid under seal (does not apply in Quebec).

3.1 SACC Manual Clauses

E0003T (2011-05-16), Security Deposit
E0008T (2012-07-16), Security Deposit Definition

4. Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex B.

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

1. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work in Annex A and the Contractor's technical bid dated _____.

2. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

2.1 General Conditions

2035 (2013-03-21), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

3. Security Requirement

1. The Contractor must, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of **SECRET**, with approved Document Safeguarding and Production Capabilities at the level of **PROTECTED B**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor personnel requiring access to PROTECTED information, assets or sensitive work site(s) must EACH hold a valid **RELIABILITY STATUS**, or **SECRET** clearance, as required, granted or approved by CISD/PWGSC.
3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store any sensitive CLASSIFIED information until CISD/PWGSC has issued written approval. After approval has been granted, these tasks may be performed at the level of **PROTECTED B** and an IT Link at the level of **PROTECTED B**.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex D;
 - (b) *Industrial Security Manual* (Latest Edition).

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is from date of Contract to _____ inclusive.

4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional two year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 30 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

4.3 Termination on Thirty Days Notice

4.3.1 Canada reserves the right to terminate the Contract at any time in whole or in part by giving Thirty (30) calendar days written notice to the Contractor.

4.3.2 In the event of such termination, Canada will only pay for costs incurred for services rendered And accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the Termination.

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

France Cardinal
Supply Team Leader
Public Works and Government Services Canada
Acquisitions Branch
Directorate: Professional Services Procurement Directorate
Address: 11Laurier St, Gatineau, Quebec

Telephone: 819-956-1778
Facsimile: 819-956-9235
E-mail address: france.cardinal@tpsgc.pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

5.2 Project Authority

(The Project Authority will be identified at Contract award)

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

5.3 Contractor's Representative

(The Contractor's Representative will be identified at Contract award)

6. Certifications

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

7. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____(inserted at contract award).

8. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the general conditions 2035 (2012-11-19) , General Conditions - Higher Complexity - Services;
- (c) Annex A, Statement of Work;
- (d) Annex B, Insurance Requirements;
- (e) Annex C, Security Requirements For Information Technology;
- (f) Annex D, Security Requirements Check List; and
- (g) the Contractor's bid dated _____.

9. Insurance Requirements

The Contractor must comply with the insurance requirements specified in Annex B. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer

licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

10. Protection and Security of Data Stored in Databases

1. The Contractor must ensure that all the databases containing any information related to the Work are located in Canada or, if the Contracting Authority has first consented in writing, in another country where:

- a. equivalent protections are given to personal information as in Canada under legislation such as the [Privacy Act](#), R.S. 1985, c.P-21, and the [Personal Information Protection and Electronic Documents Act](#), S.C. 2000, c.5, and under any applicable policies of the Government of Canada; and
- b. the laws do not allow the government of that country or any other entity or person to seek or obtain the right to view or copy any information relating to the Contract without first obtaining the Contracting Authority's written consent.

In connection with giving its consent to locating a database in another country, the Contracting Authority may, at its option, require the Contractor to provide a legal opinion (from a lawyer qualified in the foreign country) that the laws in that country meet the above requirements, or may require the Contractor to pay for Canada to obtain such a legal opinion. Canada has the right to reject any request to store Canada's data in a country other than Canada if there is any reason to be concerned about the security, privacy, or integrity of Canada's data. Canada may also require that any data sent or processed outside of Canada be encrypted with Canada-approved cryptography and that the private key required to decrypt the data be kept in Canada in accordance with key management and storage processes approved by Canada.

2. The Contractor must control access to all databases on which any data relating to the Contract is stored so that only individuals with the appropriate security clearance are able to access the database, either by using a password or other form of access control (such as biometric controls).
3. The Contractor must ensure that all databases on which any data relating to the Contract is stored are physically and logically independent (meaning there is no direct or indirect connection of any kind) from all other databases, unless those databases are located in Canada (or in another country approved by the Contracting authority under subsection 1) and otherwise meet the requirements of this article.
4. The Contractor must ensure that all data relating to the Contract is processed only in Canada or in another country approved by the Contracting Authority under subsection 1.
5. The Contractor must ensure that all domestic network traffic (meaning traffic or transmissions initiated in one part of Canada to a destination or individual located in another part of Canada) is routed exclusively through Canada, unless the Contracting Authority has first consented in writing to an alternate route. The Contracting Authority will only consider requests to route domestic traffic through another country that meets the requirements of subsection 1.
6. Despite any section of the General Conditions relating to subcontracting, the Contractor must not subcontract (including to an affiliate) any function that involves providing a subcontractor with access to any data relating to the Contract unless the Contracting Authority first consents in writing.

Solicitation No. - N° de l'invitation
B9514-120390/A
Client Ref. No. - N° de réf. du client
B9514-120390

Amd. No. - N° de la modif.
File No. - N° du dossier
504zfB9514-120390

Buyer ID - Id de l'acheteur
504ZF
CCC No./N° CCC - FMS No./N° VME

11. SACC Manual Clauses

A9113C (2008-12-12), Handling of Personal Information

ANNEX A STATEMENT OF WORK

1. Title

Modernization of the Canadian Citizenship Knowledge Test.

2. Background

One of the requirements for the grant of Canadian citizenship is knowledge of Canada, and of the rights and privileges of citizenship. Adult applicants (i.e. applicants between the ages of 18-54), must meet this requirement to be considered for citizenship. Currently, the knowledge requirement is assessed via a paper-based, 20 question multiple choice test. In certain situations, the test is administered orally by a citizenship judge. The test is administered at local Citizenship and Immigration Canada (CIC) offices, with applicants scheduled to take the test approximately half way through the application process. The number of written citizenship knowledge tests conducted between 2009-2011 ranged from 132 155 to 173 764. A breakdown of tests completed by province/territory is included at Table 1. A breakdown of tests administered by selected cities across Canada in 2011 is included at Table 2.

Measures are taken to ensure the integrity of the test, however, much of this work is done manually and is labour intensive. Integrity measures address not only the protection of the individual results, but also, the content of the test itself. Some CIC offices use the Scantron system for marking the test, but in the majority of offices tests are marked by hand.

As part of citizenship program modernization activities, CIC is working toward the administration of the citizenship test in electronic format and is seeking to contract a third party service provider to administer the knowledge test.

All costs associated with the implementation of this program will be borne by the Contractor. From a revenue standpoint the Contractor will charge a fee to applicants for the e-test with this revenue being the sole source of contractor funding for all associated costs/profits.

2.1 Citizenship Knowledge Tests Completed

Table 1 below identifies both the Province/Territory and an estimate of the number of written tests completed by applicants aged between 18-54, in years 2009, 2010 and 2011.

Table 1 – Citizenship Grant Applications written tests completed

Province/Territory	2009	2010	2011
Alberta	13 226	17 099	23 183
British Columbia	21 083	19 905	25 692
Manitoba	3 252	3 512	3 737
New Brunswick	431	428	574
Newfoundland and Labrador	132	174	203
Northwest Territories	69	42	83
Nova Scotia	1 024	612	990
Nunavut			18
Ontario	65 271	68 407	89 835
Prince Edward Island	78	69	114
Quebec	26 181	22 616	26 823
Saskatchewan	1 228	1 127	2 071
Yukon	13	19	80
Unspecified	167	197	361
Total	132 155	134 207	173 764

3. Objective

The services required under the modernization program are expected to be in place by Fall, 2014. The modernization program will involve the following three phases: Phase 1 - Implementation; Phase 2 - Ongoing Operations; and Phase 3 - Ongoing Evaluation.

3.1 Phase 1 - Implementation

This phase starts upon contract award, with the Contractor required to:

Develop and set up testing facilities in the cities identified below. Additionally, software to be used for the administration of the Canadian citizenship e-test must be developed and tested for use in the testing facilities. In regards to the software development, the test content and resulting test data would remain the property of the Government of Canada with the Contractor owning the intellectual property for the newly developed software.

3.2 Phase 2 - Ongoing Operations

This phase starts upon completion of Phase 1 - Implementation, with the Contractor required to:

Provide e-testing services.

3.3 Phase 3 - Ongoing Evaluation

The evaluation phase will consists of regular audits and a review of risk mitigation mechanisms to ensure the services offered meet the requirements.

4. Requirements

4.1 Phase 1 - Implementation Requirements

This phase involves the Contractor providing test facilities in addition to developing test software to be used for the administration of the Canadian Citizenship knowledge e-test.

4.1.1 E-Test Facilities

The Contractor must:

- a) ensure that all testing facilities present a professional and welcoming image to clients.
- b) ensure all e-test facilities are accessible by public transportation (e.g. public transit) and where possible, have parking facilities;
- c) ensure all e-test facilities are accessible to disabled clients (e.g. can accommodate clients in wheelchairs);
- d) provide flexible business hours allowing clients the opportunity to take the test at times that would best suit their schedule (e.g. early morning, evening and at least one weekend day);
- e) ensure that all e-test facilities commence their operations on the same date so as to not disadvantage clients in any locale;
- f) ensure all proposed signage for all e-test centers are pre-approved in writing by the Project Authority;
- g) ensure that official symbols of Canada are on display in all testing facilities and maintained in a presentable form at all times. These symbols include:
 - i) An official portrait of the Sovereign (in keeping with display and reproduction requirements as stipulated here: <http://canadiancrown.gc.ca/eng/1331810602295>)
 - ii) An official portrait of the Governor General (in keeping with display and reproduction requirements as stipulated below: <http://66.240.144.146/document.aspx?id=14006&lan=eng>)
 - iii) The Ceremonial Dress Flag as described here: <http://www.pch.gc.ca/pgm/ceem-cced/symb/df9-eng.cfm>
- h) ensure e-test facilities do not use any official symbols without written approval from the Project Authority;
- i) ensure e-test facilities are not portrayed as an agent or representative of Canada;
- j) provide e-test facilities that include, but are not limited, to the following:
 - i) sufficient space and appropriate infrastructure to fulfill the work;
 - ii) facilities of adequate size to house a determinate number of clients taking the test at any one time;
 - iii) adequate back office space to fulfill the work;
 - iv) adequate storage space for copies of the test study guide entitled *Discover Canada: The Rights and Responsibilities of Citizenship*;
 - v) sufficient space to allow for multiple numbers of clients to take the knowledge e-test in an environment that allows for concentration, that is not distracting and that combats any potential cheating on the part of test takers;
 - vi) back office space that allows for secure zone - server storage, storage of Discover Canada and other printed information; and
 - vii) emergency exits.
- k) at a minimum, provide the service at the following locations across Canada:

- i) **Eastern Region**

St. John's, Newfoundland
Halifax, Nova Scotia
Fredericton, New Brunswick
Moncton, New Brunswick
Saint John, New Brunswick
Charlottetown, Prince Edward Island
Québec City, Quebec
Montreal, Quebec
Gatineau, Quebec
Sherbrooke, Quebec
Trois Rivières, Quebec

ii) **Ontario**

Hamilton
Kitchener
Barrie
London
Mississauga
Oshawa
Niagara Falls
Ottawa
Kingston
Scarborough
Toronto (city centre)/
Windsor
Thunder Bay
Sudbury

iii) **Western Region**

Winnipeg, Manitoba
Saskatoon, Saskatchewan
Regina, Saskatchewan
Calgary, Alberta
Edmonton, Alberta
Lethbridge, Alberta
Fort McMurray, Alberta
Surrey, British Columbia
Vancouver, British Columbia
Nanaimo, British Columbia
Prince George, British Columbia
Kelowna, British Columbia
Victoria, British Columbia
Whitehorse, Yukon
Yellowknife, Northwest Territories
Iqaluit, Nunavut

Note:

The Contractor may choose to operate more than one centre in each of the above locations or may choose to operate facilities in additional cities to the above.

- I) allow for planned and random site inspections by the Project Authority;

- m) ensure all deficiencies identified during site inspections are corrected within the time frame specified in the site inspection report;
- o) acquire written approval from the Project Authority before providing the service at a newly proposed test center (city); and
- p) work with the Project Authority to develop a strategy to address those potential clients who live more than 300kms from the above proposed locations.

Citizenship Tests Completed by city in the 2011 calendar year are noted in Table 2

Table 2: Citizenship Tests Completed 2011	
City	Citizenship Tests Completed
Eastern Region	
St.John's, Newfoundland	139
Halifax, Nova Scotia	944
Fredericton, New Brunswick	206
Moncton, New Brunswick	175
Saint John, New Brunswick	195
Charlottetown, Prince Edward Island	110
Québec City, Québec	1 056
Montreal, Québec	23 624
Gatineau, Québec	987
Sherbrooke, Québec	437
Trois-Rivières, Québec	90
Ontario	
Hamilton	4 440
Kitchener	3 306
Barrie	1 013
London	2 153
Mississauga	26 626
Oshawa	2 490
Niagara Falls	978
Ottawa	4 784
Kingston	465
Scarborough	18 477
Toronto (city centre)	22 024
Windsor	1 843
Thunder Bay	144
Sudbury	15

Western Region	
Saskatoon, Saskatchewan	1 093
Regina, Saskatchewan	835
Calgary, Alberta	13 694
Edmonton, Alberta	7 915
Lethbridge, Alberta	194
Fort McMurray, Alberta	576
Surrey, British Columbia	8 331
Vancouver, British Columbia	14 893
Nanaimo, British Columbia	191
Prince George, British Columbia	205
Kelowna, British Columbia	486
Victoria, British Columbia	650
Whitehorse, Yukon	80
Yellowknife, Northwest Territories	83
Iqaluit, Nunavut	13

4.1.2 E-testing Software Development/Testing

The Contractor must:

- a) develop and/or customize e-test software program;
pre-test the related software program ensuring that the integrity of test materials is protected at all times;
andc) ensure the software program:
 - i) allows clients to choose the official language in which they would like the e-test administered;
 - ii) allows clients to easily enter personal and demographic information;
 - iii) offers a "demonstration mode" to provide clients with information on how to use and complete the e-test;
 - iv) randomly generates a series of twenty (20) multiple choice questions for each client taking the e-test;
 - v) allows a maximum of thirty (30) minutes for clients to take the e-test e.g. after 30 minutes the software will stop the session;
 - vi) automatically marks the e-test and provides the score to the client;
 - vii) in the case of a successful attempt, allows the contractor to provide an authenticated paper copy of the test result;
 - viii) collect demographic information as provided by the client; and
 - viii) securely stores and maintains test and demographic information in a secure, web based interface, accessible only by the Project Authority.

Notes:

The score and demographic information are stored and maintained on a secure, web based interface, accessible only by the Project Authority.

In regards to iv) above, the parameters for the software to generate questions used in each copy of the test will be provided by the Project Authority.

4.1.3 Alternate Formats for the Administration of the E-Test

As clients may require, based on their accommodation needs, alternate formats of the citizenship e-test, the Contractor must:

- a) develop and administer a policy to govern when the administration of an alternate format of the e-test is warranted;
- b) offer clients with accessibility issues e.g. clients who are visually impaired, the e-test in an alternate format;
- c) ensure the alternate formats provided include but are not limited to:
 - i) braille versions of the test; and
 - ii) voice-assisted capabilities e.g. readout of questions and audio confirmation of choice selected by the client.
- d) ensure that the implementation of any alternate format of the e-test is first approved in writing by the Project Authority; and
- e) upon request, make available to the Project Authority, reports on the number of alternate e-test formats administered.

4.1.4 Personnel Requirements

The Contractor must:

- a) provide all resources necessary to provide the service;
- b) establish and implement a standard process for hiring personnel at each of the testing facilities, including ensuring that all personnel are Canadian citizens;
- c) ensure all testing facility personnel are properly trained prior to the commencement of their duties;
- d) ensure all testing facility personnel are instructed, qualified, and skilled in their respective positions;
- e) ensure that personnel at each facility who interact with clients can effectively communicate in the language(s) of operation as specified in clause 4.2.2 Language of Operation;
- f) maintain an updated list which clearly identifies testing facility personnel by: name; title; responsibility; completed training; and facility and systems access levels as set out by Annex D - Security Requirements Check List;
- g) submit the above list to the Project Authority if/when requested; and
- h) ensure that all testing facility personnel meet the requirements specified in Annex D - Security Requirements Check List.

4.1.5 Implementation Plan

The Contractor must:

- a) provide an Implementation Plan, that includes, but is not limited to:

-
- i) milestones and deliverables;
 - ii) baseline schedule of all major tasks to meet the requirements of the SOW, with allocated time frames;
 - iii) expected timelines to provide services according to the ideal network coverage and hours of service;
 - iv) dependencies;
 - v) identification of potential risks, including from an integrity and fraud perspective, and a mitigation strategy for these risks; and
 - vi) communications/public relations plan.
- b) allow the Project Authority the right to require reasonable amendments to the Implementation Plan;
- c) complete all implementation activities within the time frames stipulated in the finalized Implementation Plan;
- d) provide the Project Authority with regular status reports (frequency to be defined by the Project Authority) on progress against the approved Implementation Plan and integrated schedule;
- e) provide progress reports in a format as determined by the Project Authority e.g. written communication, telephone or face-to-face communication;
- f) as part of the Implementation Plan develop and provide a communications plan that includes, but is not limited to:
- i) the need for applicants for Canadian citizenship to use e-testing facilities for the citizenship knowledge test;
 - ii) the opening of the e-testing facilities;
 - iii) the locations and hours of operation of the e-testing facilities and
 - iv) changes to existing services.
- g) The service provider must identify that they comply with Canada's privacy legislation must hire a third-party to perform a Privacy Impact Assessment (PIA).
- h) The service provider must hire a third-party to perform a general Threat and Risk Assessment (TRA) in addition to a site-specific TRA for each testing facility. The service provider must, within ninety (90) calendar days of a testing facility opening, perform a TRA for each facility and provide the results to the contract authority. The contract authority reserves the right to conduct its own TRA on a testing facility.

4.2 Phase 2 - Ongoing Operations

4.2.1 General Requirements

The Contractor must:

- a) provide information in a variety of formats i.e. telephone, website, e-mail and in-person/walk-in, regarding the process to take a citizenship knowledge test;
- b) ensure the availability of the citizenship knowledge test study guide entitled: *Discover Canada The Rights and Responsibilities of Citizenship*;
- c) schedule clients to take the Citizenship Knowledge test;
- d) collect the service charge;
- e) check and record the identity (including photo capture) of the client taking the test;
- f) obtain consent from the client for the collection of personal information;
- g) ensure clients have no materials or test aids accessible to them during the time they

take the test e.g. ensure that purses, bags, cellphones etc. are not accessible during the time of the e-test.

- h) Provide clients with an authenticated paper report containing test result and identity elements (e.g. electronic photo image and signature).

4.2.2 Language of Operation

As stipulated in the Treasury Board Secretariat policy on Official Languages (<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26160§ion=text#sec6.2>), the Contractor must

- a) provide all services and communications to clients in the official language of the client's choice ;
- b) ensure general information is available in both of Canada's official languages. This information includes, but is not limited to:
 - i) general information and FAQs about the citizenship knowledge test;
 - ii) general information about the operations of the testing facility;
 - iii) availability of copies of the citizenship test study guide (*Discover Canada The Rights and Responsibilities of Citizenship*); and
 - iv) general information about the citizenship application process.
- d) ensure that all information posted on its website, relative to the e-test, is provided in both official languages.
- e) immediately contact the Project Authority, in writing, if/when a situation occurs where they can no longer provide the services in both of Canada's official languages.

4.2.3 Values and Ethics

The Contractor must:

- a) ensure the service location and personnel do not display material or information or offer service in a manner that is:
 - i) inappropriate;
 - ii) offensive;
 - iii) defamatory;
 - iv) degrading; or
 - v) discriminatory.
- b) ensure they do not display material that criticizes or is otherwise detrimental to the interests of Canada or the client.

4.2.4 Client Tracking

The Contractor must:

- a) provide a system that allows for the tracking of clients who attempt the citizenship e-test;
- b) ensure that for each citizenship e-test taken, the following information is both captured and retained:
 - i) name;
 - ii) address;
 - iii) client UCI (unique client identifier) number

-
- iv) date of birth;
 - v) permanent resident ID;
 - vi) e-mail address;
 - vii) test score;
 - viii) test attempt (#);
 - ix) demographic information; and
 - x) electronic photo image of the client and electronic signature.
- c) ensure a single, globally unique tracking number (Tracking ID) is generated for each client, for each e-test;
- d) upon receipt, immediately log all e-test results and related information necessary to track each client;
- e) retain all client data in the e-test centre tracking system for a retention period of time as prescribed by the project authority; and
- f) delete all client data once the retention period according to a schedule as determined by the project authority.

4.2.5 Schedule Management

The Contractor must:

- a) maintain a system for scheduling clients for the citizenship knowledge e-test;
- b) provide scheduling options, including, but not limited to:
 - i) the ability for clients to book test events online i.e. via telephone or in person; and
 - ii) where possible, accommodate walk-in appointments.
- c) for e-test sessions booked online, or in person, provide clients with a print out confirming the appointment.

4.2.6 Secure Access to Data

The Contractor must:

- a) provide and maintain a secure web-based system where the Project Authority can access testing and client information;
- b) work closely with the Project Authority to ensure functionality of a secure interface system and to ensure that all necessary protocols are in place.

4.2.7 Personnel Removal

In regards to ensuring the service provided meets the high level of quality expected, the Contractor must:

- a) remove, under escort, any e-test facility personnel that:
 - i) threaten the health, safety or security of any client;
 - ii) threaten the security and integrity of data or property;
 - iii) perform incompetently or perform in a way that is disruptive to the e-test centre or that carry on any non-sanctioned business as per terms of the contract;
 - iv) commit serious misconduct;
 - v) exhibit a conflict of interest; and
 - vi) behave in any other way that is in violation of the Contract.

-
- b) when removing e-test facility personnel, immediately withdraw such personnel from providing any further service and revoke all access to systems and facilities;
 - c) notify the Project Authority, in writing, if removing personnel for any of the above reasons; and
 - d) ensure, when authorized by the Project Authority, to subcontract a function that involves or may involve access to personal information, that such subcontracted staff are trained on the obligation to keep client information confidential and segregated.

4.2.8 Information Services

In regards to providing general information about the e-test facilities/service offered to the public, the Contractor must:

- a) provide general information about the e-test facilities to the public that includes, but is not limited to:
 - i) hours of operation;
 - ii) services offered by the testing facility;
 - ii) contact information;
 - iii) necessary service chargeiv) location of and directions to the testing facility;
 - v) distribution of the citizenship study guide (*Discover Canada The Rights and Responsibilities of Citizenship*); and
 - vi)
- b) provide general information to clients on the citizenship application process following the successful completion of the e-test that includes, but is not limited to:
 - i) information on application forms (including application kits) and application service charge;
 - ii) information and guidelines on the process of an application; and
 - iii) list of frequently asked questions.
- c) promote their services through advertising of which the nature and content of any such advertising is subject to prior written authorization by the Project Authority;
- d) ensure all information and advertising is available in both of Canada's Official Languages; and
- e) inform the client that it is not an agent or a representative of Citizenship and Immigration Canada, or the Government of Canada.

4.2.9 Test Service Charge

In regards to the service charge associated with the provision of the e-test service, the service charge charged by the Contractor will be the only source of funding for the Contractor e.g. covers the cost of development and implementation, providing the service and any associated profit, as such the Contractor must:

- a) determine the applicable service charge (to be based on estimated costs for development and implementation, ongoing operations and expected profit);
- b) collect the applicable service charge from the client;
- c) cannot charge the client any more than the service charge agreed to by the Project Authority.

4.2.10 Meetings

As part of the implementation phase and ongoing operational phase the probability exists that the Contractor and the Project Authority will need to discuss items/meet. As such the Contractor must:

- a) be available i.e. through telephone or face to face, for discussions/meeting.

4.2.11 Record Storage/Disposal

The Contractor must:

- a) meet the related security requirements specified in Annex D - Security Requirements Check List; and
- b) ensure that all client data including related correspondence is deleted from its systems according to a schedule as determined by the contract authority.

4.2.12 Physical Security Requirements

The Contractor must:

- a) implement physical security safeguards to protect the Project Authority's material and information from loss, damage or theft including but not limited to:
 - i) control personnel access to the facility;
 - ii) fire prevention and suppression equipment;
 - iii) provide intrusion detection against forced entry;
 - iv) monitor the facility;
 - v) provide the ability to remove disorderly, disruptive or threatening people from the facility;
 - vi) restrict public traffic to one area - reception zone;
 - vii) provide a physical area for the authorized staff to handle Protected B information - operation zone; and
 - viii) provide a physical area to host the IT back end systems such as file and database servers processing Personnel Information – Secure zone.
- b) incorporate security design briefs into its security plan and any other affected plans e.g. such as the implementation plan;
- c) inform the Project Authority 60 days in advance of a planned, significant change to the facility design which changes the layout as described in the Facilities section.
- d) not conduct any unauthorized business activities on the premises.

4.2.13 General Security Requirements

The Contractor must:

- a) meet the requirements specified in Annex C - IT Security Requirements; and
- b) meet the requirements specified in Annex D - Security Requirements Check List.

5. Support from the Government of Canada

The Project Authority will provide the Contractor with:

- a) a pool of questions and related answers for use for the citizenship e-test of which at any time:
 - i) additional questions/answers can be added;
 - ii) existing questions/answers can be changed; and

iii) questions/answers can be removed.

- b) information on how to obtain copies of the citizenship study guide i.e. *Discover Canada The Rights and Responsibilities of Citizenship*, for distribution to clients as required;
- c) feedback in regards to test integrity issues through ongoing analysis of test performance data supplied by the Contractor.
- d) general information in regards to the citizenship application process.

6. Travel Requirements

- a) The Government of Canada will not pay any costs associated with Travel/Living Expenses that the Contractor may incur.

ANNEX B INSURANCE REQUIREMENTS

1. Commercial General Liability Insurance

- 1.1 The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
- 1.2 The Commercial General Liability policy must include the following:
- a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - g) Employees and, if applicable, Volunteers must be included as Additional Insured.
 - h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - j) Notice of Cancellation: The Insurer will endeavor to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - l) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.

1993, m) Litigation Rights: Pursuant to subsection 5(d) of the Department of Justice Act, S.C.
c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgment of receipt.
For the province of Quebec, send to:

Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,
284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8

For other provinces and territories, send to:

Senior General Counsel,
Civil Litigation Section,
Department of Justice
234 Wellington Street, East Tower
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

2. Errors and Omissions Liability Insurance

G20002C (2008-05-12), Errors and Omissions Liability Insurance

ANNEX C SECURITY REQUIREMENTS FOR INFORMATION TECHNOLOGY

1. Information Technology Security Requirements

1.1 Information Technology Security

The Contractor must:

- a) safeguard any database or computer system on which the personal information is stored from unauthorized access using methods that are generally used and meet or exceed industry Standards including but not limited to:
 - i) authentication and authorization controls;
 - ii) perimeter defence – firewall;
 - iii) intrusion detection;
 - iv) network segmentation; and
 - v) disabling all removable media access to desktop computer, such as: USB ports, WiFi, disk Drives, DVD/CDrom drive, Bluetooth.
- b) ensure that all test and/or client information is stored on Canadian owned servers and that no data crosses international borders.

1.2 Event Logs and Audits

The Contractor must:

- a) maintain audit logs that electronically record all instances of and attempts to access personal information records stored electronically;
- b) ensure the audit log is in a format that can be reviewed by the Contractor and the Project Authority at any time;
- c) ensure the audit logs included but are not limited to:
 - i) originating entity (e.g. user id);
 - ii) date and time of event;
 - iii) type of event;
 - iv) object: unique identifier of the records/data set that was manipulated;
 - v) result status (if applicable);
 - vi) machine: unique identifier of the machine; and
 - vii) location: unique identifier of the location.
- d) securely retain the audit logs for a minimum of 6 months;
- e) ensure the audit logs are available to the Project Authority upon request.

1.3 Data Authentication and Authorization

The Contractor must:

- a) store personal information electronically so that a password (or a similar access control mechanism) is required to access the system or database in which the personal information is stored;
- b) ensure that passwords or other access controls are provided only to personnel who require access to the personal information to perform the work and have been authorized by the

-
- c) Project Authority;
implement strong passwords that will force a lock-out period after a configurable number of unsuccessful attempts and consist of at least 8 characters that at a minimum include:
- i) at least one (1) uppercase letter (i.e., A – Z);
 - ii) at least one (1) lowercase letter (i.e., a – z);
 - iii) at least one (1) non-alphanumeric character (i.e. %+@!); and
 - iv) at least two (2) numerical characters (i.e., 0 – 9).
- d) ensure user accounts are promptly removed upon termination of personnel.

1.4 Backup and Restore

The Contractor must:

- a) maintain a secure back-up routine of all personal information.
- b) ensure that all information collected and maintained is not stored:
 - i. in a “cloud” storage environment
 - ii. on non-encrypted removable storage devices (such as floppy disks, USB storage devices etc...)

1.5 Malware Prevention Requirements

The Contractor must:

- a) install anti-malware software that meets or exceeds industry standards onto all IT systems involved in the performance of the work under this contract;
- b) ensure that anti-virus verification is performed daily and that the virus definitions are updated daily.

1.6 Network Security Requirements

The Contractor must:

- a) ensure that there is no direct access from the Internet to any of the IT systems involved in the performance of the work under the contract; and
- b) in the event the Contractor needs to use encryption for the protection of personal information, the contractor must use a Communication Security Establishment Canada (CSEC) Approved Algorithms for the Protection of Protected B Information

(<http://www.cse-cst.gc.ca/its-sti/publications/itsa-asti/itsa11d-eng.html>).

1.7 Additional IT Security Requirements

The Contractor must:

- a) regularly apply the security patches recommended by the operating system and application vendors on all computing platforms used in the performance of the Work under the Contract;
- b) maintain detailed records of any changes performed on information systems processing/storing of personal information;
- c) make change and configuration management records available to the client authority upon request.
- d) harden all computing platforms used in the performance of the work under the contract to meet

or exceed industry standards.

1.8 Information Management Security Requirements

The Contractor must:

- a) develop a security policy and set of security operating procedures related to the work to be performed under this contract;
- b) make its policy and procedures available to the contract authority upon request;
- c) develop and provide the Project Authority with a Security Plan that includes but is not limited to:
 - i) description of the Contractor's security roles and responsibilities;
 - ii) description of the Contractor Security screening process and related personnel security safeguards;
 - iii) description of the physical security safeguard;
 - iv) description of the Contractor security awareness program;
 - v) description of the Contractor configuration management program;
 - vi) description of the Contractor's IT security safeguards (e.g. firewall, authentication and authorization systems);
 - vii) description of the Contractor contingency planning;
 - viii) description of the Contractor's security incident response processes;
 - ix) description of the Contractor's audit and accountability program;
 - x) description of the Contractor's internal verification and risk mitigation processes;
 - xi) description of the Contractor's security hardening process;
 - xii) description of the Contractor's operating system and applications patching process;
 - xiii) description of the Contractor's hardening practices and standards; and
 - xiv) description of the Contractor's safeguards around secure containers and the management of their keys and combinations.
- d) identify/mark personal information as follows:
 - i) all hard copy documents containing Personal Information must have "PROTECTED B" printed (in capital letters) in the upper right corner of the face of the document; and
Encrypted non-removable and removable storage media containing Personal Information, such as flexible disks, hard disks (both removable and permanent), storage cartridges, and video display units where reasonably feasible, must identify "PROTECTED B" on the outer container in plain language and eye-readable form.
- e) make available to the Project Authority upon request, all reasonable, pertinent information to allow the Project Authority to conduct a Threat Risk Assessment. This information includes, but is not limited to:
 - i) policy and procedures;
 - ii) security plan;
 - iii) emergency response plan;
 - iv) system logs related to IT system processing/storing Canada Personal Information;
 - v) vulnerability assessment reports;
 - vi) penetration test reports; and
 - vii) user and authorization definition reports.
- f) periodically monitor and provide result to the Project Authority its security posture by performing at a minimum the following:

- i) re-assess local security threats at least once a year, or when a significant change demands it;
 - ii) conduct security review after a significant security incident;
 - iii) conduct vulnerability assessments of system hosts, at least once a year;
 - iv) conduct perimeter defence safeguard penetration testing at least once a year;
 - v) conduct internal or third party audit of security processes and procedures, at least once a year; and
- g) conduct information systems and manual logs review, at least once weekly.

1.9 Security Incident Handling

The Contractor must:

- a) develop an emergency response plan to address emergency scenarios (e.g. fire, bomb threats, and natural disasters);
- b) ensure the emergency response plan covers how the protection of the information and assets will be maintained during such emergencies;
- c) notify the Project Authority immediately of any security breaches or security incidents related to the performance of the work under the contract including but not limited to:
 - i) unauthorized access, use or disclosure of personal information;
 - ii) incidents that may jeopardize the security or integrity of information;
 - iii) malfeasance (information theft, allegations of bribery or blackmail);
 - iv) bomb threats;
 - v) fire emergencies;
 - vi) physical assaults;
 - vii) threats (oral/written/telephone);
 - viii) break and enter;
 - ix) demonstrations/illegal occupations;
 - x) vandalism;
 - xi) theft (inventoried assets/items);
 - xii) damage/loss (material assets);
 - xiii) computer malware (e.g. virus);
 - xiv) IT system security breach; and
 - xv) tampering of security containers.
- d) immediately take all reasonable steps to resolve the problems and prevent its re-occurrence and implement any measures requested by the contract authority.

1.10 Security Reporting

The Contractor must:

- a) within thirty (30) calendar days after the end of the calendar year, the contractor must submit to the contract authority the Annual Security Report per location containing at a minimum the following:
 - i) the copy(ies) of all the current versions of "request for consent form" being used by the contractor to collect Personal Information;
 - ii) the list of the types of personal information collected and used by the contractor in connection with the work;
 - iii) the list of all locations where hard copies of personal information are stored;

-
- iv) the list of all locations where personal information in machine-readable format is stored (e.g., the location where any server housing a database including any Personal Information is located), including back-ups;
 - v) the list of every person to whom the contractor has granted access to the personal information;
 - vi) the list of all safeguards being taken by the contractor to protect the personal information;
 - vii) the list and detailed explanation of any potential or actual threats to the personal information together with an assessment of the risks created by these threats and the adequacy of existing safeguards to prevent these risks; and
 - viii) the list and detailed explanation of any new safeguards the contractor intends to implement to protect the personal information in the next year.
- b) for electronic data, overwrite storage media using an approved secure erase software utility listed on the RCMP Technical Security Branch IT Security Bulletin, IT Media Overwrite and Secure Erase Products
(<http://www.rcmp-grc.gc.ca/ts-st/pubs/it-ti-sec/b2-002-eng.pdf>).

Solicitation No. - N° de l'invitation
B9514-120390/A
Client Ref. No. - N° de réf. du client
B9514-120390

Amd. No. - N° de la modif.
File No. - N° du dossier
504zfB9514-120390

Buyer ID - Id de l'acheteur
504ZF
CCC No./N° CCC - FMS No./N° VME

ANNEX D

SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

140837

Security Classification / Classification de sécurité

UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction
Citizenship and Immigration Canada		Citizenship Modernization/Citizenship and Multiculturalism
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Procurement of a service provider for the third party electronic administration of the citizenship knowledge test		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

UNCLASSIFIED



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

140837

Security Classification / Classification de sécurité

UNCLASSIFIED

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No / Non ☐ Yes / Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No / Non ☐ Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input checked="" type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET- SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:

Commentaires spéciaux : Secret level clearance will be required only for the systems administrator for "privileged access" status.

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No / Non ☐ Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? ☐ No / Non ☐ Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☐ No / Non ☒ Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No / Non ☐ Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☐ No / Non ☒ Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☐ No / Non ☒ Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☐ No / Non ☒ Yes / Oui



UNCLASSIFIED

PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens		✓														
Production		✓														
IT Media / Support TI		✓														
IT Link / Lien électronique		✓														

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

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