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TPSGC  
11 Laurier St./ 11 rue, Laurier  
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Gatineau, Québec K1A 0S5  
Bid Fax: (819) 997-9776

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

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

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

**Comments - Commentaires**

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

**Issuing Office - Bureau de distribution**  
Scientific, Medical and Photographic Division /  
Division de l'équipement scientifique, des produits  
photographiques et pharmaceutiques  
11 Laurier St./ 11 rue, Laurier  
6B1, Place du Portage  
Gatineau, Québec K1A 0S5

<b>Title - Sujet</b> KIOSK REPLACEMENT RFP	
<b>Solicitation No. - N° de l'invitation</b> 47054-124625/A	<b>Amendment No. - N° modif.</b> 004
<b>Client Reference No. - N° de référence du client</b> 1000304625	<b>Date</b> 2012-08-30
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XQ-002-24695	
<b>File No. - N° de dossier</b> 002xq.47054-124625	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2012-09-24</b>	
<b>Time Zone</b> Fuseau horaire Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b>	
<b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Chevrier, Stéphane	<b>Buyer Id - Id de l'acheteur</b> 002xq
<b>Telephone No. - N° de téléphone</b> (819) 956-8224 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

Solicitation No. - N° de l'invitation

47054-124625/A

Amd. No. - N° de la modif.

004

Buyer ID - Id de l'acheteur

002xq

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

1000304625

File No. - N° du dossier

002xq47054-124625

CCC No./N° CCC - FMS No/ N° VME

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Please refer to Solicitation Amendment 004 on the following page.

## SOLICITATION AMENDMENT 004

This solicitation amendment is raised to:

1. Address the following clarification questions submitted by potential bidders; and
  2. Modify the RFP if necessary.
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### 1. CLARIFICATION QUESTIONS AND ANSWERS

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
12	Annex A - Statement of work		<b>CQ #4.1</b>	Do these visual states need to be on the device itself or can they be shown on the screen attached to the PC?	<b>CR #4.1</b>	No. Visual states are on the device
13	Annex A - Statement of work	Document and Card Reader	<b>CQ# 4.2</b>	Do the document reader and the card reader need to be one device or can it be separate devices?	<b>CR #4.2</b>	One device preferably. Attachment is allowed. E.g a magnetic stripe reader can be used as an attachment to the Document and Card Reader.
14	Annex A - Statement of work	Chip-Related Access Control/Auth entication	<b>CQ# 4.3</b>	Will the Client provide an interface to a certificate store to perform passive authentication and EAC?	<b>CR #4.3</b>	Bidder is expected to provide the interface.
15	Technical Proposal Evaluation	Scan Speed < 12 s	<b>CQ# 4.4</b>	Does this include Passive Authentication as per SOW and Active Authentication and EAC as per R42	<b>CR #4.4</b>	Yes.
16	Annex A - Statement of work		<b>CQ #4.5</b>	Who is responsible for the applications on the kiosk and the enrollment station? Does the contractor need to supply the complete application/GUI or only separate components which their own specific GUI?	<b>CR #4.5</b>	The application and its GUI on the Kiosk and enrollment workstation is the Client's responsibility. Contractor-provided tools may have their own GUI.
17	Annex A - Statement of work	vi) successfully migrate (re-enrol) a minimum of 96% of existing Client iris images chosen for re-enrolment (See Appendix D to Annex A for the existing iris image statistics);	<b>CQ #4.6</b>	Can CBSA provide a representative set of iris images to be re-enrolled in the system, under terms of confidentiality and data protection, for prior testing, prior to the bid submission? (captured from the various historical capture devices & iris camera settings)	<b>CR #4.6</b>	A: CBSA cannot disclose this information for security and privacy reasons. In the SOW, Appendix D - Iris Image Statistics and a related .zip file provided with the bid package have been provided for Bidder's information.

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
		Application Programming Interface (APIs), drivers and Dynamic Link Library (DLLs) running on Kiosk PCs and Enrolment Centre PCs must run on the Client-supplied 32-bit and 64-bit Microsoft Windows 7 operating systems and any successor Windows platform.		use for deployment of the Contractor Software for a) the Kiosk b) the Iris Matcher?		cannot dictate which operating system variant CBSA must use.
19	Annex A - Statement of work	ensure that the functional end of its Traveller-facing devices and features, (e.g. - Touch Screen, Iris Camera, Document and Card Reader, Shelf, etc) are comfortably accessible to walk-up Travellers in the 5th to 95th percentile adult height range, as well as to Travellers in wheelchairs;	#4.8	For the avoidance of all doubts, can CBSA specify the actual 5th & 95th percentile adult height range that the Kiosk enclosure need to accommodate?	#4.8	<p>A: In a mixed total population (50% men, 50% women) the 5th through 95th percentile range covers 95% (not 90%) of people (the top 5% of men and bottom 5% of women are excluded, but because only half the sample are men and half are women this = <math>2.5\% + 2.5\% = 5\%</math> total sample excluded). See <a href="http://ergo.human.cornell.edu/studentdownloads/DEA3250pdfs/AnthroDesign.pdf">http://ergo.human.cornell.edu/studentdownloads/DEA3250pdfs/AnthroDesign.pdf</a></p> <p><b>Note:</b> According to the 2008 National Health Statistic Report (<a href="http://www.cdc.gov/nchs/data/nhsr/nhsr010.pdf">http://www.cdc.gov/nchs/data/nhsr/nhsr010.pdf</a>),</p> <p>Height in centimeters for <i>females</i> 20 years of age and older in United States in 2003–2006 (Table 9):</p> <ul style="list-style-type: none"> <li>• 5<sup>th</sup> percentile – 150.7 cm</li> <li>• 95<sup>th</sup> percentile – 173.1 cm</li> </ul> <p>Height in centimeters for <i>males</i> 20 years of age and older in United States in 2003–2006 (Table 11):</p> <ul style="list-style-type: none"> <li>• 5<sup>th</sup> percentile – 163.6 cm</li> </ul>

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
						Thus our target group of walk-up members is <b>150.7 cm to 188.7 cm</b> tall.
20	Annex A - Statement of work	complete the capture operation within 10 seconds, and achieve a Failure to Acquire (FTA) rate of = 0.03, under the following conditions: (1) Traveller is cooperative and familiar with the Camera; (2) Traveller's eyes are wide open; (3) Traveller has at least one capturable eye; and (4) Liveness detection is enabled.	#4.9	1) Is it acceptable to CBSA that the liveness detection is performed externally to the Camera using a Contractor's provided software as part of the Iris Camera deliverable ? (i.e. It is not a built-in feature of the camera)  2) Does the FTA rate mentioned in the requirements include failure to automatically detect a non-viable eye from the enrollee?	#4.9	1) Acceptable  2) Yes as follows: - If one eye is capturable, but not captured then we consider this to be a Failure-to-acquire - If two eyes are not capturable, but both not captured then we consider this to be a Failure-to-acquire  CBSA can't comment on "non-viable eye", because we don't know what this phrase encompasses.
21	Annex A - Statement of work	viii) return "eye" images, an error or a timeout indication for each requested eye when a capture tempt is finished	#4.10	Does CBSA need to display the captured eye images either to the user or to security/supervisory personnel? If so, how and where?	#4.10	For a Kiosk passage, no.  -For enrolment, yes. The image is displayed on the GUI of Enrolment application, to officer  CBSA business processes dictate how and where to display the captured eye images. The details of how and where cannot be disclosed, nor should they have a direct impact on the solution proposed by Bidder, unless otherwise stated clearly by the Bidder.
22	Annex A – Statement of Work	The Contractor must describe the iris camera biometric implementation	#4.11	What precisely does CBSA expect the Contractor to describe?	#4.11	Bidder should consult section 21 of the Annex A Statement of Work – Technical Documentation item m)

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
	Statement of work	need to speak with customs or immigration officers unless referred or selected randomly for further inspection."	<b>2</b>	would a traveller be referred to a customs or immigration officer?		that cannot be disclosed.
<b>24</b>	Annex A - Statement of work	"There is no need to speak with customs or immigration officers unless referred or selected randomly for further inspection."	<b>#4.13</b>	How are the travellers selected randomly for inspection?	<b>#4.13</b>	CBSA internal program rules that cannot be disclosed.
<b>25</b>	Annex A - Statement of work	"Chip-Related Access Control/ Authentication, including: (1) passive authentication; and (2) Basic Access Control (BAC)"	<b>#4.14</b>	Can we assume that all necessary PKI material will be supplied by the Client to support these document authentication checks?	<b>#4.14</b>	Yes. It's assumed if we need PKI material (such as keys and certificates), CBSA is responsible, not Contractor.
<b>26</b>		Fan fold stock	<b>#4.15</b>	Is fan fold stock a firm requirement? Can the supplier provide thermal roll stock instead if it makes the requirements?	<b>#4.15</b>	Fan fold stock is firm requirement. (The paper roll stock is an option to purchase in the future.)
<b>27</b>	Annex A - Statement of work	The Kiosk and biometric technology must successfully integrate with one of the Client's Personal Computers	<b>#4.16</b>	What is the anticipated process for certifying compatibility between the four models of Client workstations and the vendor supplied hardware and software of the kiosk?	<b>#4.16</b>	At POP, CBSA will validate the compatibility by running vendor software on PC's provided by Canada. CBSA will follow its standard certification process.

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		to Annex A, and must ensure that this will not impact the performance of the Client's network including the bandwidth and speed.				
28	Appendix A to Annex A	Desktops and Laptops are also based on AMD and Intel architectures using both single or multi core processors and dual channel memory.	#4.17	What are the video interface connection(s) available on each of the four workstations listed in Appendix A to Annex A.	#4.17	Dependent on the PC's supplied by the Canada Revenue Agency and Shared Services Canada and only known once they are ordered.
29	Annex A - Statement of work	Speakers must be compact in size, no bigger than 12 inches in height, width and length	#4.18	Would a single stereo speaker module (left and right channels) with an overall dimension not exceeding 24" be acceptable as well?	#4.18	No. Minimum requirement is to have 2 speakers. Refer to Annex A - Statement of work.
30	Annex A - Statement of work	include quiet, thermostat-controlled, ventilation fans to ensure that the overall Enclosure internal temperature does not exceed 5°C over ambient air temperature when the ambient air temperature does not exceed 30°C.	#4.19	What variance of internal temperature is allowed when ambient temperature exceeds 30 deg Celsius? (operating parameters state up 35 degrees Celsius)	#4.19	Operating 35 degrees Celsius refers to internal temperature (internal=ambient + 5°C) i.e. 30°C ambient + 5°C variance = 35°C max
31	Annex A - Statement of work	have a noise level of ≤35 dBA (measured at 3.3 feet from the front of the Kiosk) when it is	#4.20	Is the kiosk expected to operate at ≤35 dB while operating at maximum ambient temperature?	#4.20	Yes. 35 dBA

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32	Annex A - Statement of work	have a noise level of ≤35 dBA (measured at 3.3 feet from the front of the Kiosk) when it is turned on, but not in use.	#4.21	Is the kiosk expected to operate at ≤ 35dB while operating at maximum ambient temperature and under full load?	#4.21	No
33	Annex A Statement of Work	have a noise level of ≤35 dBA (measured at 3.3 feet from the front of the Kiosk) when it is turned on, but not in use.	4.22	What are the maximum allowed noise levels while the kiosk is operating under full load/utilization?	4.22	<p>Currently there is no max specified in the RFP However Bidder should use common sense and be reasonable</p> <p><b>Note:</b> See <a href="http://en.wikipedia.org/wiki/Sound_pressure">http://en.wikipedia.org/wiki/Sound_pressure</a> for the following:  <u>Washing machine, dish washer</u>  Normal conversation at 1 m  Very calm room  Light leaf rustling, calm breathing  <u>Auditory threshold at 1 kHz</u></p>
34	Annex A Statement of Work	Ensure the locked doors of the Kiosk Enclosure are located in the front of the Kiosk Enclosure to allow for servicing. Additional doors, if any, must be located on the sides of the Kiosk;	4.23	Are rear doors allowed?	4.23	No
35	Annex A – Statement of Work		4.24	The kiosk will need a software application to control the business process of processing travelers on the kiosk, error handling, etc... Will this application be supplied and deployed by the Client or is this to be provided by the Contractor?	4.24	CBSA is responsible for the Kiosk and Enrollment Centre business applications.