

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC  
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  
Communication Procurement Directorate/Direction de  
l'approvisionnement en communication  
360 Albert St./ 360, rue Albert  
12th Floor / 12ième étage  
Ottawa  
Ontario  
K1A 0S5

<b>Title - Sujet</b> Permanent Resident Card	
<b>Solicitation No. - N° de l'invitation</b> B8362-120420/A	<b>Date</b> 2013-05-16
<b>Client Reference No. - N° de référence du client</b> B8362-120420	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$CW-020-62779
<b>File No. - N° de dossier</b> cw020.B8362-120420	<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 2013-05-31</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> 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> Werk, Janet	<b>Buyer Id - Id de l'acheteur</b> cw032
<b>Telephone No. - N° de téléphone</b> (613) 998-3968 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF CITIZENSHIP AND IMMIGRATION ECONOMIC 365 LAURIER AVE W, JETS-14TH OTTAWA Ontario K1A1L1 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b> See Herein	<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/ de l'entrepreneur ( taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

Solicitation No. - N° de l'invitation

B8362-120420/A

Amd. No. - N° de la modif.

File No. - N° du dossier

cw020B8362-120420

Buyer ID - Id de l'acheteur

cw020

CCC No./N° CCC - FMS No/ N° VME

B8362-120420

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## REQUEST FOR INFORMATION (RFI)

### ANNEX A

### STATEMENT OF WORK (DRAFT)

#### TABLE OF ACRONYMS

CBSA – Canada Border Services Agency  
CCS - CIC's Card Control System  
CIC – Citizenship and Immigration Canada  
COTS – Commercial off the Shelf  
CPC – Case Processing Centre  
CPF – Card Production Facility  
CPS – Card Production System  
FOSS – Field Operations Support System  
GCMS – Global Case Management System  
GFP – Government Furnished Property  
GOC – Government of Canada  
ICAO – International Civil Aviation Organization  
IMTB – Information Management and Technologies Branch  
INCITS – InterNational Committee for Information Technology Standards  
ISO – International Organization for Standardization  
ISO/IEC - International Organization for Standardization/International Electrotechnical Commission  
MRZ – Machine Readable Zone  
NCMS – National Case Management System  
NHQ – CIC National Headquarters  
OCR – Optical Character Recognition  
OVD – Optical Variable Device  
PC – Polycarbonate  
PR CARD – Permanent Resident Card  
PVC – Poly (vinyl) chloride  
WORM – Write Once Read Many

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## 1 INTRODUCTION

Citizenship and Immigration Canada (CIC) issues status identification cards to new and existing permanent residents of Canada. These are known as Permanent Resident Cards (PR Cards). The purpose of the PR Card is to provide a secure and reliable means to verify permanent resident status, thereby reducing the incidence of fraud and illegal activity encountered with the status verification aspect of the inspection process.

The Contractor must provide the complete card production and personalization process starting at the point of data transfer from CIC up to card shipment to clients or delivery to specified Immigration offices. CIC will retain and manage the personal data capturing process and provide the secure network connection for data transfer. CIC will pay only for the cards that meet all the quality requirements of this document and that are destined to CIC's card holders or requested by CIC for special sampling or specimens. CIC will not pay for test, defective and rejected cards.

### SUMMARY OF REQUIREMENT

The Contractor must provide a secure production site, all the equipment and tracking system, and install, operate, configure, and integrate a complete turnkey solution. The location of the production site for personalization of the card must be in Canada and approved by CIC. The Contractor must maintain a supply of card stock, related consumables and systems for printing, personalizing, and shipping the cards.

Data capacity, security and readability are critical elements of any proposed design for the PR Card. The minimum data storage requirements that Bidders must consider include the client information (encrypted) as outlined in section 10.7 and the photograph image that will be used to present an image for visual inspection by an authorized person. When the card is read using a card reader, the image displayed must be of sufficient size and clarity to be functional for this purpose. The size and clarity displayed should be that which would be achievable from a file in the range of 3.25kb in a JPEG2000 file format.

Future circumstances may require the PR Card to have increased data storage capacity. In order to meet this need, CIC requires a proposal that provides for expandability of the card design to incorporate a contactless microchip array as a necessary design feature.

CIC has not predetermined what method will best meet the requirements of the PR Card, but is seeking proposals for a solution to meet the stated requirements of data capacity, security and readability. Should Bidders propose a 2D Bar Code they must also ensure that all the data required can be accommodated in a Bar Code not exceeding 18 mm by 80 mm.

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## 1.1 Organization of this Document

This Statement of Work is organized as follows:

- Context and Scope are provided in Sections 1 to 3, inclusive.
- High level requirements and information are provided in Sections 4 to 8, inclusive.
- Workflow, from Blank cards through personalization and inspection, is discussed in Sections 9 to 11, inclusive.
- Annex A - Appendix 4 contains technical details that support the understanding of workflow processes.

## 2 OBJECTIVES

### 2.1 Card Production System

The Contractor must develop, implement, operate and maintain a Card Production System (CPS) in a highly secure facility, in Canada, including all required equipment and software. The Contractor must also provide maintenance for the CPS equipment and software.

### 2.2 The Permanent Resident Card

One important objective of the Permanent Resident Card (PR Card) is to provide anyone examining the PR Card with a reliable, fraud-resistant method for positive identification of the cardholder by visual examination only.

Specifically, the primary intent is to provide international carrier personnel, (who decide on the entitlement of the passenger to travel to Canada), with a document whose authenticity can be relied upon, and which can be verified rapidly without magnification or with simple hand held devices in various indoor and outdoor lighting conditions.

The effort in the design is mainly in the Tier I (visual identification) and Tier II (small pocket tools such as a magnifying glass) security features on the front and the back of the card. The sophisticated Tier III features require specialized equipment for verification, provide for storage of data and are related to present and future potential need. The features chosen must facilitate PR Card examination and an evaluation based on a Yes/No decision.

To deter fraudulent use of this identification document, the PR Card must have state-of-the-art security features that are effective against fraud. They should make any alteration and/or counterfeit (imitation, re-creation) easy to detect. The final design specifications of the card must be the property of the Government of Canada (GOC). GOC is to own Intellectual Property in Foreground Information.

### 2.3 Card Operating Environment

The development of the features and security requirements for the PR Card must meet the environmental requirement for document examination by human eyes, namely Tier I and II of security.

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- **Tier I security features** allow verification and detection of falsification with the use of the human senses alone, in an average light environment condition, such as an airport ticket/boarding counter.
  - **Tier II security features** that are not clearly visible to the naked eye and require a device to aid detection. Examples, such as micro line printing and ultraviolet ink, require small pocket tools for inspection (E.g. magnifier, retro-viewer, UV light sources).
  - **Tier III security features.** These require specialized knowledge and/or sophisticated tools such as microscopes, or an electronic reader such as bar code readers, chip readers or other readers.

### 3 SCOPE

#### 3.1 Contract Coverage

- The Contractor must provide installation, operation, configuration, and integration of a Card Production System (CPS) in a secure and private facility that meets the security requirements, including all hardware, process control and card handling equipment, all software and software development.
- Volume is an intended purchase of an estimated annual volume of 300,000 cards. This number is a minimal guarantee of volume; historical data indicates that the lowest actual annual production volume for PR Cards measured was 350,000 cards.
- Implementation of the CPS must be in an environment within Canada with an advanced telecommunication infrastructure for data transmission.
- The Contract covers all activities related to the card design and third party testing.
- The Contract includes the provision of approved card stock and the provision of supplies, tools and equipment, consumable supplies, materials, including documentation and procedures, distribution, tracking, reporting and maintenance services to maintain card production.
- The personalization of cards (as per technical specifications herein) for CIC clients will begin on or before 01 August 2014.
- Levels of service:
  - for card production/packaging within 3 days of receipt of request, and
  - within 4 hours for urgent cases which may be up to 5% of the total production during the contract period and option periods.

- The Contractor must provide for testing capability for CIC to input test data to the system and obtain card samples. The test environment will consist of a server that is separate from the production environment and that is able to connect with CIC in a way that mimics the production process, for end-to-end testing. The test server must have the capacity to connect to the production components in order to produce test cards. The test environment must be maintained throughout the life of the contract. The method for producing this feature is at the discretion of the Contractor.
- The Contractor must supply up to 100 of each type of Readers required in the solution. The need for Readers must be confirmed by CIC before these are supplied. These Readers are for use by CIC at their locations and are additional to any Readers required by the Contractor at their production facilities. The Contractor must facilitate any requirements to make cards readable by existing Readers in use by CIC and/or CBSA.
- The Contractor must provide a disaster recovery site. Witnessed testing must be undertaken annually to verify that the disaster recovery site is capable of taking over operations. The Contractor must provide CIC with backup and business recovery procedures. These must be reviewed by the Project Authority and finalized through consultation between the CIC Project Authority and the Contractor. There is no need for a disaster recovery facility to mirror the exact configuration of the main Card Production Centre configuration.
- Quality control procedures must be adhered to as defined in section 4.5 of this Statement of Work (SOW).

## 4 REQUIREMENTS

### 4.1 Card Technology

The GOC has selected a wallet size format for the card and adopted the machine reading and data layout principles contained in the International Standards published by ICAO and ISO for Machine Readable Travel Documents (Part 3 of ICAO's Document 9303). CIC is committed to issuing all its current and future travel documents to meet ICAO approved specifications.

ICAO document 9303, now entitled Machine Readable Travel Documents is issued in three separate parts to cover a complete range of travel documents. The PR Card must follow the specifications and guideline materials contained in Part 3 of ICAO Document 9303, Draft 4th Edition for ID-1 Cards.

The GOC prefers availability from several sources for blank stock, consumables, and equipment. The specific information required for card blanks is to be guided by Section 10 herein, namely "Requirements for PR Card Blanks and Requirements for Final Assembly Materials".

Advanced security features and OCR technologies must be used for the Permanent Resident Card in order to conform to the International Civil Aviation Standards and the ICAO and other business needs of CIC stakeholders.

## 4.2 Card Life Cycle

- 4.2.1 Cards have a maximum validity of five (5) years. The minimum physical life span for cards is five years (5).
- 4.2.2 The life cycle of the card must be tested under ISO 7810 tests and must be subject to further testing as outlined in section 6,. Specific results in each case, based on experimentation, are required. Card life is considered ended if the card ruptures, creases, or becomes "unreadable". "Unreadable" is defined as read degradation to the point where read errors occur 5% of the time or more, by a specification compliant chip or other card reader, MRZ reader, or bar-code reader.
- 4.2.3 Life cycle of the cards must also apply to fading when exposed to bright light or heat for extended periods. Description and results of testing are requested in order to obtain an expectation of duty cycle for the cards selected.

## 4.3 Personalization and Final Assembly

The GOC prefers the deployment of one centralized personalization production facility. The Contractor must have alternate source for materials, back-up protection for data and back up capacity for equipment.

## 4.4 Card Volumes

Card volumes will be a minimum of 300,000 cards per year over the term of the Contract. Actual production has exceeded 400,000 in the last five calendar years. Because production rates vary through the year, the Contractor must have a production capacity of 12,000 cards per week.

## 4.5 Quality Control

The Contractor is responsible for all Quality Assurance activities required to prevent, detect, report and correct problems in data processing, card production and distribution of the PR Cards. Sampling of card output by CIC and CBSA occurs on a regular basis, comparing the samples taken to an agreed quality assurance level. Currently CBSA and CIC validate over 30 features of blank cards and over 50 features of personalized cards. Failure to meet these standards will require the Contractor to bring their service up to the predetermined quality level and replace deficient cards at their expense.

The Contractor's Quality Control procedures must, at a minimum, cover:

- data reception and processing
- sampling during production;
- raw materials;
- final product inspection prior to shipment to the client.

## 4.6 Card Processing/Reading Device Volumes

Volumes for card processing devices such as machine readers, reader/writers, QA devices, and security authentication devices, have been set at 100 Readers for each of the features in the solution. The need for Readers must be confirmed by CIC before these are supplied. Device

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requirements are also expected to vary based on the specific domestic and international sites to be addressed by CIC. The Contractor must facilitate any requirements to make cards readable by existing Readers in use by CIC and/or CBSA.

#### **4.7 Maintenance Support**

CIC expects to locate the equipment identified across Canada and in some instances, at major international locations.

#### **4.8 Template Development**

4.8.1 The Contractor must develop, with CIC and CBSA personnel, the blank card background that integrates the design and security features. Once approved by CIC, the Contractor must produce a master template for the PR Card.

4.8.2 All card design documentation destined for destruction must be subject to monitored shredding or cremation. For destruction purposes, only cleared personnel must use the level 2 Secret standards for shredding accompanied by a destruction certificate.

#### **4.9 Supply of Kinegrams**

The Kinegram™ design (Optical Variable Device), made by The Kurz Group, is proprietary to CIC and the Contractor may be required to use this particular feature. If this feature is required, all costs associated with the acquisition and use of the Kinegram™ feature will be borne by the Contractor. Any security infractions, unauthorized disclosure, loss, theft, product manipulations or alterations must be reported to CIC. To minimize the risk, The Kurz Group must report any type of loss to the Contractor who must report it to CIC authorities. CIC reserves the right to audit any security infraction. Only the Contractor's authorized personnel will be permitted to order the Kinegram™ on behalf of CIC. CIC may audit this process at any time, at its discretion.

If this feature is required, the Contractor must ensure that the Kinegram™ is integrated into the PR card production.

If this feature is required, the Contractor must make the necessary arrangements with The Kurz Group to ensure a continuous and uninterrupted supply to the Contractor's Card Production Facility and must ensure that the Kinegram™ is integrated on the card surface. The Kinegram™ patch must be affixed by hot stamping at the specified location, followed by a secondary hot stamp clear overlay to protect the Kinegram™. If required, the Contractor must diligently manage the purchase of the hot stamping machine compatible with affixing the Kinegram™ to the card.

If this feature is required, integration of the Kinegram™ must be done in a manner to meet the testing prescribed in section 6 of this document, including the production of samples required by CIC's chosen supplier for card testing, during the project implementation initial test phase.

Technical information regarding the Kinegram™ may be obtained from The Kurz Group at the following address:

Kurz Contact in the United States:  
Kurz Transfer Products,  
3200 Woodpark Blvd. Charlotte, NC 28206

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T: 704 927-3776, Fax: 704 927-3701

Contact in Switzerland (and technical responsibility)  
OVD Kinegram Corp., Zahlerweg 12  
CH 6301, Zug, Switzerland  
T: +41 41 724 49 19, F: +41 41 724 52 10  
Mr. John Peters, Product Manager, New Business  
Cell 41 79 336 1750

Head Quarters:  
LEONHARD KURZ GmbH & Co.  
Schwabacher Strabe 482,  
90763 Furth (Germany)  
T: +49 911 91 71 334, F: +49 911 71 507

## 5 METHODOLOGY AND DELIVERABLES

### 5.1 Methodology and Deliverables

- 5.1.1 For all systems development and/or integration work to be carried out under this Contract, the Contractor must provide a methodology to be followed in the development and/or integration of any software and/or hardware. The Contractor must provide the following deliverables:
- 5.1.2 Development must include, but is not necessarily limited to:
- Data Transfer
  - Card Inspection quality control sub-system;
  - Software Development Plan including schedule, delivery tracking and global audit approach, component descriptions;
  - Information Management Security Plan;
  - Quality Assurance Plan;
  - Quality Control Procedures;
  - A Test environment consisting of a server that is separate from a production environment, which can connect with CIC in a way that mimics the Production process, for end-to-end testing. The test server must have the capacity to connect to the production components in order to produce test cards. The test environment must be maintained throughout the life of the contract.
- 5.1.3 For the preparation of the Card Production System (CPS) to support PR Card Production, the Contractor must deliver a comprehensive plan that must include, but may not necessarily be limited to:
- Backup Recovery Plan;
  - Quality control of the production process from data reception to delivery of the completed cards.
    - Security Plan (i.e. premises, personnel and procedures)
- 5.1.4 Other deliverables must include:
- Card Design;

- Transition Plan for transfer at end of contract.

5.1.5 All planning documentation will be subject to review and approval by CIC prior to execution of the plan by the Contractor.

## 5.2 Implementation Plan

5.2.1 The Contractor must provide a Project Manager to update the draft Implementation Plan provided with the proposal that:

- Identifies all proposed deliverables;
- Identifies key milestones and dates to allow CIC to track progress towards fulfilling requirements of the contract; and
- Provides a clear definition of what information is needed from CIC and when.

## 6 CARD TESTING

### 6.1 Overview

Successful tests must be completed before the specified production start date of 01 August 2014 and must include standard tests of the integrity of the card.

An evaluation team of representatives of the Government of Canada lead by the project authority and CIC's chosen testing laboratory will conduct the evaluation testing.

The Contractor must make all contractual arrangements with CIC's chosen testing laboratory related to testing and provide CIC with all testing plans prior to execution, for review and approval.

The Contractor must provide required cards and supportive equipment associated with the CPS to conduct required testing. Test results must not be shared with third parties.

Tests of the cards must include the following:

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|--|-------------------|
| • Card Dimensional Stability                           | (ISO/IEC 13073-1) |
| • Adhesion or Blocking                                 | (ISO/IEC 13073-1) |
| • Dynamic Bending Stress                               | (ISO/IEC 13073-1) |
| • Dynamic Torsion Test                                 | (ISO/IEC 13073-1) |
| • Delamination (Peel strength 90)                      | (ISO/IEC 13073-1) |
| • Resistance to Chemicals (including art perspiration) | (ISO/IEC 13073-1) |
| • Ultraviolet Light Exposure                           | (ISO/IEC 13073-1) |
| • Surface Abrasion                                     | (NCITS 322:2002)  |
| • Bar Code Abrasion                                    | (NCITS 322:2002)  |
| • Card Structural Integrity                            | (NCITS 322:2002)  |

### 6.2 Testing Process

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Tests must be performed in accordance with ISO/IEC 10373, section 5.10. Where applicable, INCITS 322:2002 testing methods must also be used.

Testing must be performed using CIC's chosen testing laboratory.

No later than eight (8) weeks after contract award, the Contractor must ship 100 units of personalized stock to CIC's chosen testing laboratory and an additional quantity of 100 cards to the Project /Technical Authority for further independent testing.

The Contracting Authority must notify the Contractor within 15 days of approval, conditional approval or disapproval.

- Approval – the Contractor can proceed to production.
- Conditional Approval – the Contracting Authority states further action is required of the Contractor at its own expense.
- Disapproval - cites the reasons for disapproval.

The Contractor must submit for approval by the Project Authority the agreement made with CIC's chosen testing laboratory concerning the method of shipment and confirmation of receipt, and an outline of the steps to be taken in the event of a loss or other irregularity in order to ensure that CIC's chosen testing laboratory handles and tracks the cards as controlled documents and reports any destruction, loss and inventory discrepancies. The Contractor must provide these reports to the Project Authority. CIC reserves the right to audit these conditions.

## 7 LEVELS OF SERVICE

### 7.1 Card Production System

The Contractor must provide a CPS within a personalization facility located in Canada that must meet the following minimum levels of service, when full production is achieved:

#### 7.1.1 Production Service Standards

- a) Turnaround time of less than three (3) working days (Monday to Friday, 8am-4pm, excluding statutory holidays) based on projected volumes of cards, measured from the time a production request is received from the Card Control System (CCS), to the time the personalized card is ready for delivery.
- b) A 'priority' service for not more than 5% of card production requests. Priority requests are to be averaged over one production-week. Such priority service must include turnaround times not to exceed *four (4)* 'production-hours', as measured from the time the production request is received from the CIC system during working days.
- c) Ensure through appropriate system redundancies that at no time production of cards be shut down or otherwise unavailable for a period greater than *two (2)* consecutive 'production-days'.

### 7.1.2 Production Reports

On-line production reports detailing all cards produced including Card ID numbers, cardholder name, Immigrant Card Number and production date and time. In addition, all rejected Card ID numbers must be reported to the CCS. Reports must account for all card stock.

## 8 SUPPLIES AND CONSUMABLES

### 8.1 General

The Contractor must provide a monthly report of all levels of stock in hand to CIC. Prior to ordering blank Card stock, the Contractor must obtain authorization from the CIC Project/ Technical Authority.

The Contractor must warranty that all cards produced will remain readable as per the specifications in this document for a period of five (5) years from the date of delivery. The Contractor must replace at no charge to CIC all cards that fail during the warranty period, except cards that have been subjected to undue abuse and/or wilful damage.

The CPS server(s) and software must be dedicated solely for CIC purposes only.

### 8.2 Card Storage

The Contractor must provide secure storage within its premises for all Permanent Resident Cards ordered by Canada pursuant to this Contract until they are personalized and shipped to their designated consignees or until termination of the Contract, whichever first occurs.

### 8.3 Inventory Levels

The Contractor must at all times, starting with the receipt or production of the first lot of Blank Stock Permanent Resident Cards, maintain a quantity in inventory of one hundred thousand (100,000) Blank Stock Permanent Resident Cards, such a minimum quantity being referred to as the Safety Stock.

For all material maintained in inventory, the Contractor must work with the CIC Project Authority to establish the replenishment point and replenishment time frames. The Contractor is required to review the inventory on an ongoing basis and must advise the CIC Project Authority when replenishment is required.

The Contractor must regularly meet with the CIC Project Authority to review the status of the inventory and replenishment requirements. The Contractor must notify CIC's Project Authority of the dates by which it must order or produce additional Blank Stock Permanent Resident Cards to avoid the need to use Safety Stock, taking into account current inventories, demand forecasts provided by Canada from time-to-time and the lead times to produce the quantities of Blank Stock Permanent Resident Cards necessary to meet anticipated demand. The Contractor is solely responsible for the costs incurred in disposing of any waste material in excess of the amount required for to meet CIC needs.

The Contractor must manage the replenishment of material and material in inventory to rotate the Safety Stock as recommended by the manufacturer of the Blank Stock Permanent Resident Card.

#### 8.4 Kinegram™ Stock

If this feature is required, in addition to the 100,000 Kinegrams™ applied to the blank card stock, the Contractor must order and maintain a stock of Kinegrams™ sufficient to meet Canada's forecast demand for personalized Permanent Resident Cards for the ensuing six (6) months.

#### 8.5 Shipping requirements for the Kinegram™

If this feature is required, the Contractor must ensure that the Kinegram™ manufactured by Kurz in Fürth, Germany will be securely shipped to the Contractor's Card Production Centre in Canada.

#### 8.6 Inventory Management

The Contractor is responsible for the secure storage of all materials and cards in compliance with the security requirements of the contract.

The Contractor must use an automated inventory management system for the recording of material into inventory and continuous tracking of all activities affecting the levels of material in inventory in all areas of the Contractor's facility.

- The Contractor's system must provide secure information management for the Permanent Resident Card inventory, separate from any other of the Contractor's clients.
- The Contractor's system must be scalable in order to accommodate increases in the CIC inventory, without diminishing the performance of the system.
- The Contractor's system must be capable of continuously compiling information on the status of material in inventory in order to fulfill the reporting functions required by the CIC Project Authority.
- The Contractor's system must be capable of tracking secure material on an individual item basis. Secure material includes Kinegrams™ (if this feature is required), serial numbered PR Card blank card stock and personalized PR cards.
- The Contractor's system must be capable of tracking material wasted in the card production process on an individual item basis. Secure material includes Kinegrams™ (if this feature is required), serial numbered PR Card blank card stock and personalized PR cards.

The Contractor must have established procedures for monitoring the supply of secure material obtained from subcontractors.

- The procedures must track the supply of material on an individual item basis during order placement, production, shipping from the subcontractor and material reception by the Contractor.
- All information must be captured in the inventory management system and be available to the CIC Project Authority as each process is completed.
- Following reception and inspection of the material, the Contractor must provide a statement showing quantity of material ordered and quantity of material received. The statement must include any information on spoiled material and must account for each serial number.

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With respect to cards identified for shipment by courier, the Contractor must have established procedures for monitoring the distribution of the personalized PR cards from their facility to the destination CIC address, whether through the use of their corporately owned vehicles or by subcontractor.

- The Contractor must establish procedures either internally or with a subcontractor for providing a tracking number unique to each shipment. The procedures must permit the CIC Project Authority to independently track the progress of each shipment. Tracking numbers for each shipment must be entered into the inventory management system and be available to the CIC Project Authority as shipments are prepared.

The Contractor is responsible for ensuring that all raw security materials that are destined for disposal are subjected to monitored disintegration or cremation. The Contractor must ensure that any security material provided by subcontractors and destined for disposal is subjected to monitored disintegration or cremation. All subcontractors must be contractually bound to similar conditions. Card design documentation destined for destruction must be subject to monitored shredding.

When the PR Cards have to be destroyed, the Contractor must record the serial numbers in the inventory management system. In addition, a completed electronic Certificate of Destruction/Transfer of Control Forms attesting to the means and date of destruction, and giving the serial numbers (e.g., R02031235678, R02031234567 to R02031234586) is to be signed by two employees who have witnessed the destruction of the materials and kept in a permanent logbook. Upon request and for audit purposes, a copy of the completed certificate must be given to the Project Authority.

Destruction reports are necessary and CIC will monitor destruction actions and investigate if necessary.

## 8.7 Secure Facilities

The Contractor must maintain a secure manufacturing and production facility.

The Contractor must be security cleared to store secret level documents at its site. For the card background design, its personnel must be security cleared. It must maintain a secure manufacturing and production facility with features such as security access, electronic surveillance, perimeter fencing, exterior doors and windows alarmed, front entrances with trap areas, doors and cages lock up key control records, intrusion alarms and "pair working", commensurate with the protection of such high value assets, with security in effect on a 24 hour per day, 7 day per week basis.

Storage of blank card stock before shipment and at the Contractor's production site:

- Small inventories may be stored in a safe-type steel file container or vault, both at level 'Secret', having a built-in, three position, dial-type changeable combination lock.
- Storage of larger inventories must be accomplished by the use of a vault or spaces where each door is equipped with a high security, long throw dead bolt lock. A perpetual record must be maintained of all Vault Custodians and the dates upon which combinations are changed (annually at least). Two persons cleared (TPI) access at all time to this storage will be operated.

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- All windows in storage areas must be secured with steel bars or other appropriate security device.
  - All items must be kept under secure storage and must remain under such controls until the time of shipment.

The Contractor must grant access to the Project Authority and any CIC representatives authorized by the Project Authority to inspect and verify that all aspects of the facility security comply with the agreed upon Facility Security Plan given a mutually agreed period of notice to be determined at time of contract award.

The Contractor must ensure that all subcontractors are contractually bound to provide security facilities and services in accordance with and to a minimum equivalent of this contract. The Contractor's CPS security procedures must require that visitors be escorted at all times. A full tracking, auditing and reporting system must be in place to confirm all storage, shipment and destruction of finalized blank cards. CIC reserves the right to audit at any time. Destruction must include the appropriate procedures for destruction of secret material.

Unless otherwise specified by CIC, the Contractor must retain all cards and documentation in a secure manner until their destruction in accordance with specifications in this document.

## **8.8 Documentation retention**

The Contractor and subcontractors must retain all documents for CIC audit purposes until destruction is authorized by CIC.

## **8.9 Return of Government Property at Contract End**

Upon expiry or termination of this Contract, the Contractor and subcontractors must return to CIC all documents, stock, consumables, etc. that have been created as part of this contract and that have CIC protected/secure information. The Contractor must inform the Project Authority of documents, stock, consumables, etc., which are being created, stored, destroyed at the supplier facilities (including sub- contractors) within 48 hours of such action.

# **9 REQUIREMENTS FOR PR CARD BLANKS AND REQUIREMENTS FOR FINAL ASSEMBLY MATERIALS**

## **9.1 Definitions**

A PR Card Blank is defined as a Card containing the pre-printed information and integrated security safeguards defined herein. A PR Card Blank is inclusive of the Kinegram™ feature, if this feature is required.

Final Assembly Materials are defined as any special materials that are necessary or recommended for addition to PR Card following personalization, to complete final assembly (laminates, applied coatings, post-personalization security treatments, etc.). PR Card Blanks and Final Assembly Materials must be used during personalization and final assembly processes to prepare a PR Card for issue to an eligible Card applicant.

## 9.2 Basic Characteristics

PR Card Blanks and Final Assembly Materials must conform to the specifications for physical characteristics and dimensions defined in This Statement of Work - Appendix 1, clauses 2 and 4.

## 9.3 Security Aspects of PR Card Blanks and Final Assembly Materials

PR Card Blanks and Final Assembly Materials must incorporate safeguards as deemed appropriate by CIC to permit reliable Card authentication while not interfering with machine reading. The security principles defined in This Statement of Work - Appendix 1 must be observed in the production of the PR Card Blanks and in the selection and application of Final Assembly Materials.

Materials Used in PR Card Blanks and Final Assembly Materials. See Annex A - Appendix 1, clause 3.2 Security Features. Security Features in PR Card Blanks and Final Assembly Materials

- 9.3.1 Security Features in PR Card Blanks. The solution must permit the incorporation of features to protect the security features from attempted removal, substitution, counterfeiting and alteration based on the needs defined in This Statement of Work - Appendix 1, clause 3.2.1.
- 9.3.2 Security Features in Final Assembly Materials must incorporate features based on the needs defined in This Statement of Work - Appendix 1 clause 3.2.2.

## 9.4 Requirements for Pre-printed Eye Readable Data on PR Card Blanks

- 9.4.1. Languages. Pre-printed data must appear in English and French.
- 9.4.2 Front and the back of PR Card Blank

Data Elements: The data elements defined for pre-printing on the front and the back of the PR Card Blank are shown in This Statement of Work, Appendices 2 and 3

## 9.5 Conformance to Standards

The Contractor must ensure that PR card blank stock meets the manufacturing specifications and standards, has all the design and security features integrated and is in a ready state for the personalization phase at the time of production or at the time of card stock delivery to the Card Production Facility.

The final dimensions of the card must adhere to the ID-1 size as specified in ICAO's Document 9303 Part 3.

The card must have a maximum validity of five (5) years from delivery date; therefore the durability of its components must be at least five (5) years.

The card must have both internal and external security features.

Laser engraving technology must be used to print photo images and text.

## 9.6 Card registered design

### 9.6.1 Registered Design

The format (registered design) of the card must be created mainly but not exclusively with offset printing processes. It will be subject to strict print quality measurements in the range of .5mm, to be defined by CIC, in consultation with the card producer. The registered design must be applied on the card as specified by the design group formed by the Contractor and CIC representatives designated by the Project Authority. Micro-text must be incorporated into the background design pattern. Any protective layer of the background design must be compatible with the laser engraving options as described in the following requirements.

The protective layer bonding chemical material (if applicable) must be capable of lasting at least five (5) years of life span, resist standard humidity and general flexion as per the ISO card standards.

Each and every card registered design, including the field names and Kinegram™ patch location, must be identical to the standard within very tight tolerances such as ( $\pm 0.5$  mm).

### 9.6.2 Guilloche pattern – **these specifications will be subject to change for any subsequent Request for Proposals**

These drawing features must be applied to the substrate material according to the approved artwork design. Filigree patterns (fine details) must be part of the overall design embedded in the Guilloche pattern.

### 9.6.3 Microline or microtext (approx. 0,2 mm) printing with authentication features.

Printed microtext must be included as one of the features of the overall design. The microline text & patterns will be determined at the time of the card composition. The specific microline printing must be unique to the Government of Canada i.e., it must not have been provided, sold, or released to anyone other than authorized CIC officials. Its size, spacing, alignment and font must be consistent.

### 9.6.4 Rainbow Printing – **these specifications will be subject to change for any subsequent Request for Proposals**

Rainbow printing must be included as one of the design features. This feature must have subtle colouring, with at least two (2) predominant overall background colours.

### 9.6.5 UV Reactive Ink – **these specifications will be subject to change for any subsequent Request for Proposals**

Applicable to any of the lines and drawings overprinted on selected areas of the background design, at least one ink, not limited to a single colour, must be UV reactive within a specified wavelength range. The design of the UV reactive ink must be determined at the time of the creation of the background template.

#### 9.6.6 Titles and Field names

The fonts must be based on non-standard characters. The type: "Permanent Resident Card" must be black, in French and English. The field names on the front of the card are to be blue at the manufacturing stage, in a specific spectrum difficult to reproduce in a photomechanical way.

#### 9.6.7 Area of the photograph

The area of the photograph must be located in the Zone V of the ICAO standard for TD-1 card. This area must have a smooth surface to accept laser engraved smooth surface printing effect.

This area must have a white background in accordance with ICAO standards, with embedded filigrees (thin hairlines) passing through this area, being part of the background design.

The edge must gradually blend and overlap with the coloured background print design creating an overlap with the portrait edge.

The card layers must be compatible with laser engraving. The photograph must be imaged in black and white greyscale.

Photo image size printed on the PR Card must be at the mid range of the ICAO size standard (30mm X 37 mm).

#### 9.6.8 Optical variable ink or chemical – **these specifications will be subject to change for any subsequent Request for Proposals**

The card design must incorporate printed or applied Optical Variable Ink (OVI) imaging of at least two and ideally, three levels of colours. This type of ink causes colour shifts when viewed from different angles. As an example, the colour could shift for the Lm20 from gold to green and for the Lm10 from green to blue.

The Contractor may be required to include a security feature printed with OVI including Charms™, produced by JDS Uniphase. All costs associated with the acquisition and use of the Charms™ feature will be borne by the Contractor. Any security infractions, unauthorized disclosure, loss, theft, product manipulations or alterations must be reported to CIC. To minimize the risk, only the Contractor's authorized personnel will be permitted to order the Charms™ OVI. CIC may audit this process at any time, at its discretion.

The Contractor must ensure that OVI with the Charms™ feature is integrated into the PR card production.

The Contractor must make the necessary arrangements with JDS Uniphase to ensure a continuous and uninterrupted supply to the Contractor's Card Production Centre.

Integration of the OVI with the Charms™ feature must be done in a manner to meet the testing prescribed in section 6 of this document, including the production of samples required by CIC's chosen laboratory for card testing, during the project implementation initial test phase.

#### 9.6.9 Card serial number

Each card manufactured must have a unique serial number.

The card serial number information must be located on the top edge of the back of the card.

The bar code that stores the Card serial number must be readable with bar code readers through the manufacturing and production phases.

This feature is essential to control the inventory of this key controlled document and production synchronization of each card manufactured throughout the production cycle. It is also a unique document number for CIC internal use.

#### 9.6.10 OCR – MACHINE READABLE ZONE area

On the backside of the card, must be an area for the card Machine Readable Zone (MRZ) with Optical Character Recognition.

- A white background must be created as per the ICAO Document 9303 Standard compliant format in the MRZ of the PR card. It must be located at the base of the PR card on its back and cover approximately 40% of the surface. The printing must be laser-printed.
- The MRZ must be designed to be readable by OCR readers either manually or automatically at border control points.
- The content of this MRZ must be laser engraved at the time of personalization, be compliant with ICAO standards and must be readable by commonly used readers
- Machine readable data must be printed in OCR-B type font, size 1, constant stroke width characters, at a fixed width spacing of 2.54 mm (0,1 in); i.e. horizontal printing density of 10 characters per 25.4 mm (1.0 in) as specified in ISO 1073-2. Printed characters are restricted to those defined in Appendix 2 of the ICAO Document 9303, doc. 3 part 3.
- The location of the white background area must be specified in the card design.

#### 9.6.11 UV image or inks – **these specifications will be subject to change for any subsequent Request for Proposals**

UV images and/or texts (i.e. photograph, card serial number), unique to CIC, must overprint the background design on the card, and fluoresce in different wave bands.

#### 9.6.12 Multiple Portrait Images – **these specifications will be subject to change for any subsequent Request for Proposals**

One or more scaled down secondary photo image(s), or ghost image(s) must be incorporated into the card design.

### 9.6.13 Polycarbonate Window Feature

A transparent or semi-transparent window feature may be incorporated into the card design.

### 9.6.14 Print Quality

All production must be completed in accordance with the quality standards for printing and imprinting operations for the Permanent Resident Cards established between the Contractor and CIC. Quality Assurance activities must be conducted in accordance with the following procedures: After an agreed to colour standard has been determined, the Contractor must produce two (2) sets of identical press proofs of the cards. CIC's Project Authority must sign each of the proof sheets to signify their acceptance as the standard for future print production. The proof sheets must be printed in final production format and must be produced with the same material, inks and lay-down sequence as the actual production. The Contractor must store these proof sheets in a manner to protect them from any changes to the ink or substrate.

## 10 REQUIREMENTS FOR PERSONALIZATION AND FINAL ASSEMBLY EQUIPMENT

### 10.1 Definition

10.1.1 Personalization is defined as the process necessary or recommended for applying details to the PR Card consistent with the specifications defined in Annex A - Appendix 1. Personalization encompasses printing of details on both sides of the card and quality assuring of the OCR data in the MRZ. Final Assembly is defined as the process that is necessary or recommended to complete assembly of personalized PR Cards, prior to delivery to an eligible PR Card applicant. Details on the PR Card are presented in Annex A - Appendix 1

10.1.2 Both personalization and final assembly processes form part of the main process of preparing and issuing PR Cards to card holders.

### 10.2 Personalization Requirements for the PR Card

10.2.1 Personalization of Text and Image Details for the VIZ (Zones I-V), Reverse Side Optional Data Zone (Zone VI), and the MRZ (Zone VII) must adhere to the specifications included in Part 3 of ICAO Document 9303.

10.2.2 Process Control Software. The Contractor must provide software to manage the transfer of data for the personalization of the PR Card to allow conformance with the specifications defined in Annex A - Appendix 1. Windows and 32-bit application compatible software is required.

10.2.3 PR Card Laser Engraving Printers: The Contractor must ensure that laser engraving printers for printing text and image data (Black & White, greyscale) on both the front and back of the PR Card are consistent with the specifications defined in Annex A - Appendix.

Printers must be capable of printing spectrally correct (i.e. B900 compatible) OCR text in the MRZ and operating in centralized, high volume configurations as required.

10.2.4 Proposed Readers (current or future) are required to validate data on the PR Card and for any of the data storage medium (chips, bar code, other).

### 10.3 Final Assembly for the PR Card

Final Assembly of PR Card. CIC requires from the Contractor a process report and list of processes and deliverables to complete assembly of a personalized PR Card prior to issuance to an eligible applicant, in conformance with the specifications defined in Annex A - Appendix 1, as well as additional devices (e.g. counters, stackers, envelope stuffers, etc.).

### 10.4 Software to support data transfer of personalization data

The Contractor must provide the infrastructure for accepting and processing of card requests and for the management of information relevant to the supply of the PR cards under the Contract.

#### Technical Personnel

The Contractor must develop the interface between CIC and their internal systems based on direction from the CIC Technical Authority. The Contractor must provide technical personnel to work with CIC representatives to set up and maintain the data transfer process. The Contractor is required to work with CIC representatives over the term of the contract to implement any expansions to the services offered by CIC.

#### IT Security Configuration:

1. SSL for all communications.
2. Encryption of the data payload from CIC to the Contractor.
3. Protected B information must be stored encrypted at both ends.

For items 1 through 3 the Contractor must adhere to the Communications Security Establishment (CSE) Cryptographic standards including the 2010 requirements stated in the following CSE site:

<http://www.cse-cst.gc.ca/its-sti/services/crypto-services-crypto/ca-ac-eng.html>

At any time during the term of the contract, if a hard drive being used by the Contractor in fulfilling their obligations under the contract fails, the drive must be destroyed by the Contractor in accordance with the RCMP Information Technology Security Guide - #G2-003 – Hard Drive Secure Information Removal and Destruction Guidelines and on completion, a Certificate of Destruction be issued by the Contractor attesting to completion.

During the term of the Contract the Contractor must always retain CIC information in a secure database meeting the requirements of all applicable privacy legislation.

#### Information on CIC's Card Control System (CCS) and Field Operations Support System (FOSS)

**The requirements for data transfer are expected to change as CIC transitions to processing Permanent Resident Cards in the Global Case Management System. The nature of those changes is not known at this time.**

CIC operates the Field Operations Support System (FOSS) to automate and streamline immigration processing in Canada. FOSS provides an electronic file system to store, transmit, access and retrieve

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immigration information on-line. It contains textual records of landed immigrants and visitors to Canada and permit holders with valid documents. FOSS enables immigration officers at CIC offices to search the database, enter document information into the database and make changes, additions and corrections to or deletions from the database.

CIC has developed a Card Control System (CCS) with the objective to act as a repository and hub for the Permanent Resident Card information. It obtains data from two sources: FOSS and scanning facility. It will provide the Contractor's Card Production System (CPS) with the data necessary to produce cards. It manages and updates information from the Contractor's CPS including validity dates, card serial numbers, etc.

After determining the applicant's eligibility, requests for Permanent Resident Cards are forwarded electronically to the Contractor's CPS, including the person's photograph, signature and all other necessary data.

## 10.5 Card Production System (CPS)

### Data Transfer Requirements

- The Contractor's CPS will receive individual card production requests from CCS (including all necessary data), build and manage production queues, produce personalized ID cards, perform a quality control check on all cards produced, conduct card stock management and generate production reports (See Annex A - Appendix 4).
- CIC will provide the secure connectivity to the Contractor's production facility in Canada.
- The Contractor must provide a mechanism for collection of card production requests from the CCS system, and for queuing, buffering, and management of the production requests, delivery tracking and associated data and for developing backup and recovery mechanisms to maintain the stated service levels. The Contractor's CPS must receive card production requests (including all necessary data such as photo image, signature image, production request identifier, Client Identification), build and manage production queues and provide production reports. The Contractor must configure the CPS, the operating system software and any required Commercial Off The Shelf (COTS) software; design and develop any required software in accordance with the functional specifications provided in Annex A - Appendix 4 and Appendix 5; document all developed software; test all developed software; document the final configuration of operating system and COTS software; install the operating system, COTS software and all developed software on the final configuration of the Card Production; and perform software acceptance tests on the final CPS configuration. In addition, the Contractor must be responsible for all supporting card project planning and project management functions and activities related to the development of such software.
- The Contractor's CPS must be of sufficient size and capacity to store 15 days of pending production requests.
- CIC will provide as Government Furnished Property (GFP) all cabling, routers, and other devices to securely connect the Contractor's CPS to the CCS system at CIC and will be responsible for maintenance of this equipment required for these purposes.

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- **Software Standards** –The Contractor must be able to accept current card production requests based on the CIC system in place at any point in time.
  - **Redundancy, fall back, backup** – CIC maintains the CCS– PR CARD Request server, containing current production requests (i.e., card production requests will be placed on this server when all pertinent data and approvals are provided and will not be removed by CIC from this server until a positive confirmation is provided by the Contractor's system to the CIC Request server.)
  - **Hardware configuration** – The system hardware must be capable of accepting communication from CIC's CCS – PR Card request server and of maintaining a duplicate copy of outstanding Card Production requests.
  - **Software functionality** as per Annex A - Appendix 4 and as further defined in the System Requirements Document to be developed and agreed upon by CIC and the Contractor.
  - **Card ID Number** – the Contractor's CPS must read the card ID number and record it for transmission back to CCS with the associated Card Request ID, production date and tracking information as maintained in the delivery tracking system. CIC retains the right to audit the delivery tracking system at any time.
  - The system must be capable of allowing an operator to initiate a re-make of a rejected card, and must record the card ID number of both the rejected card and the re-made card for transmission back to CCS The audit trail of a rejected card and remake has to be tamperproof. The Contractor's CPS must report any anomalies to BIM.

### **Content of photograph data**

The format of photograph data sent to the CPS must be as follows:

- A scanned 35 mm by 45 mm photograph at a minimum resolution of 300 dpi
- The Contractor must accept various file formats, such as lossless jpeg, jpeg2000, etc.
- Photo image printed size on the PR Card is to be printed at (30mm X 37 mm)

## **10.6 Printing Features during Personalization**

### 10.6.1 Characteristics

- a) The PR Card is to be made of tamper-resistant material.
- b) A unique serial number and the associated single bar code must be laser printed on each card.  
It must be printed sequentially.
- c) Layers cannot be separated without affecting the integrity of the card.

### 10.6.2 Physical characteristics

PR Cards must be made of substrate material Polycarbonate (PC), and accommodate laser engraving. The life cycle must be based on tests to be conducted by the Contractor and approved by CIC.

### 10.6.3 Size

Industry standards: credit card size, defined as:  
ID-1 MRTD (ICAO Document 9303 – Draft Part 3) –ID-1 Size (ISO 7810:1995) (53.98 mm X 85.6 mm).

#### 10.6.4 Material quality requirements

- a) The surface layer(s) on both sides of the PR Card must accommodate a printing methodology of permanent printing and engraving black for text and mix of greyscale for the photograph such as laser printing and engraving technologies as specified in this document.
- b) The top surface layer on both sides of the card must be capable of responding to surface structure creation and relief laser engraving (printing with tactile effect).
- c) Surface defects, such as pits, scratches, dents greater than 0.2 mm in height or depth in an area of 1000 mm<sup>2</sup>, must not be found in more than 3% of cards in a given sample of the card stock.
- d) There must be no more than 50 mg of debris per 100 cards in a stock sample.
- e) The PR Card must exhibit no toxic element while under normal use during its estimated life.
- f) The PR Card must resist the effect of chemicals due to normal handling and use during its estimated life.
- g) The PR Card cannot lose its flexibility after having been stored at a relative humidity ranging from 0% to 100%.
- h) The PR Card printed components and data must not deteriorate due to exposure to normal light during its intended life of five years.

#### 10.7 Data Storage Media

The data storage medium (media) must contain the following information in encrypted format.

Field	Format	Type	Size (bytes)
FOSS ID	99999999	Numeric	8
Surname	AAAAAAAAAAAAAAAAAAAA	Alphanumeric	20
Given name (s)	AAAAAAAAAAAAAAAAAAAA	Alphanumeric	15
Date of Birth	DD MM / MM YY	Alphanumeric	16
Nationality	AAA	Alpha	3
Card Control Number	AAAAAA999999	Alphanumeric	12
Document Expiry	DD MM / MM YY	Alphanumeric	16
Photo Image (compressed)	JPEG-2000	Image	To be determined by the Contractor

## 11 REQUIREMENTS FOR PR CARD INSPECTION

### 11.1 Definition

PR Card Inspection is defined as the process of reading machine-readable details and automatically authenticating security features contained on the PR Card as defined in this Statement of Work. PR Card Inspection equipment is to be provided as required by the Contractor as part of their Quality Assurance Inspection process for their proposed Card Production System (CPS). Details on the PR Card are outlined in this Statement of Work.

### 11.2 Inspection Requirements for the PR Card:

- 11.2.1 MRZ Readers. The CPC requires readers for capturing OCR data printed in the MRZ, consistent with the specifications defined in this Statement of Work.
- 11.2.2 Readers. The CPC requires readers for capturing data printed in Zone VI-2 (i.e. 1 and 2 dimensional bar codes), consistent with the specifications defined in this Statement of Work.
- 11.2.3 Security Feature Authentication Devices. CIC requires authentication devices for machine verifiable security features contained on the PR Card, consistent with the specifications defined in this Statement of Work.

### 11.3 Card Inspection Sub-system

The Contractor must provide a card inspection sub-system capable of performing all of the inspection functions listed below:

- All PR Cards that fail inspection must be ejected into reject hoppers and the reason for rejection must be noted in an audit log. There must be a loop back process to replace the defective card. All rejected cards sent to hoppers must also be secured until destruction. The proper destruction must be outlined and reported to CIC. This function will be audited at the discretion of CIC.
- Front of PR Card Inspection - the card inspection sub-system must be capable of comparing the output printed on the face of the card with the digital file of the original, including greyscale photograph, text (12 points or greater), and accepting or rejecting the card based on predetermined criteria. Text (under 12 points) and signature will be inspected for presence on the card only.
- Back of Card Print Inspection - the card inspection sub-system must be capable of 1) detecting the presence of text on the back of the card, 2) reading 1-D bar codes, and comparing to the original, and 3) reading the OCR-B and comparing it to the original and verifying its conformance with ICAO-Documents 9303, Draft Part 3
- Back of Card WORM Encoding Check: the card inspection sub-system must be capable of reading the WORM data and ensuring that the recording is accurate and can be read by the supplied card readers.
- The system must be capable of allowing an operator to override rejection of a card after visual or additional manual inspection. The system must record the rejection override.

## 11.4 Final Card Production automated cards tracking, mail insert and sort-out system

### 11.4.1 Mail Tracking, Insertion and Printing

The Contractor must provide the following mail tracking, automated insertion and printing requirements:

- After the Contractor's quality assurance test is passed, the finalized card must be automatically inserted on an insertion letter, which in turn must be inserted in a window address envelope.
- On that letter must be printed the name and personal address of the cardholder, CIC's office name and address, and the card serial number bar code. This information must be seen through the envelope window.
- The envelope destination is the address of the CIC office in Canada or the address of the card recipient. This address must be printed in such a way that it is seen as being the address of destination of the envelope.
- The card serial number and its single bar code must be printed so that it can be seen and read when the envelope is closed. This must enable electronic tracking to and from shipping and receiving points.

### 11.4.2 Shipments

There are two means of shipping. Directly mailed cards account for approximately 95% of the total and are shipped by Canada Post to the address of the client, postage paid for by the Contractor. The card is affixed onto a printed insert, which is inserted into a standard window envelope. The total weight of the stuffed envelope is approximately 24 grams.

The remaining 5% are shipped by courier to local CIC offices in Canada. Couriers are to be paid for by the Contractor. Shipments are in standard containers, which hold up to a maximum of 250 cards. Approximately 45% of the shipments go to Toronto, 15% to Vancouver, 10% to Montreal and the remaining 30% are distributed among the other offices. We anticipate an average of 20 to 25 shipments per week with an average weight of 500 grams per shipment.

The Contractor's CPS must prepare a packing slip for each office destination. An electronic e-packing slip must be sent to the CCS, which must contain the destination.

The production of a diskette, or other electronic media as mutually agreed, is required for each shipment to CIC offices and including a 'file' for each PR Card, with the client name, address, language preference (English or French), and any other information as requested by CIC. In a typical month, this would involve 80 to 90 shipments. This must allow CIC to track card shipments and to generate individual notices to clients without the need to key in client data.

Cards must be highlighted (by colour-coded envelope or other means) as to the case type as 'urgent' or "non-urgent".

## **ANNEX A - APPENDIX 1**

### **TECHNICAL REQUIREMENTS FOR CO-EXISTENT TECHNOLOGY**

#### **1. Definition**

- 1.1 The Permanent Resident Card (PR Card) is a wallet size card conceived by the Government of Canada (GOC) conforming to the dimensions defined for the ID-1 card defined in ISO/IEC 7810 and suitable for machine reading, in accordance with the specifications set forth below. The PR Card is based on the principles defined in ICAO Document 9303 - Part 3 and will, as a minimum, contain on the front and the back, the data specified herein in a form that is legible both visually and by methods of machine readability as presented here.
- 1.2 The development of the features and security requirements for the Permanent Resident Card must meet the environmental requirement for document examination by human eyes, namely Tier I and II of security. At the time of issuance, the PR Card must be accompanied with a protective sleeve fit to the card size and provided by the Contractor.
- **Tier I security features** allow verification and detection of falsification with the use of the human senses alone, in an average light environment condition, such as an airport ticket/boarding counter.
  - **Tier II security features** that are not clearly visible to the naked eye and require a device to aid detection. Examples, such as micro line printing and ultraviolet ink, require small pocket tools for inspection (E.g. magnifier, retro-viewer, UV light sources).
  - **Tier III security features.** These require specialized knowledge and/or sophisticated tools such as microscopes, or an electronic reader such as bar code readers, chip readers or optical readers.

#### **2. Physical Characteristics**

- 2.1 The PR Card must, in normal use throughout its period of validity, meet the specifications defined in ISO/IEC 7810 for deformation, toxicity, resistance to chemicals, dimensional stability and warping with temperature and humidity, flammability, and durability.
- 2.2 The PR Card must, in normal use throughout its period of validity, meet the specifications defined in ISO/IEC 7816-1 for x-rays, ultraviolet light and bending properties.
- 2.3 The PR Card must, in normal use throughout its period of validity, meet the specifications defined in ISO/IEC 11693 for contamination, light transmittance, atmospheric requirements, and default test environment and conditioning, where applicable.
- 2.4 The PR Card and its laser engraved printed data must resist deterioration from exposure to light encountered during normal use.
- 2.5 Material choices for the PR Card must remain at the discretion of the GOC and must comply with ISO/IEC 7816-1 for x-rays, ultraviolet light, and bending properties.

### 3. Security Aspects

#### 3.1 Safeguards

The PR Card must incorporate safeguards as deemed appropriate by the GOC. Security features incorporated in the PR Card must permit reliable verification while avoiding interference with machine reading. The following security definitions must be observed in the production of the PR Card.

##### 3.1.1 Forgery

"Forgery" is defined as the fraudulent alteration of any part of the PR Card. Reliable security measures must be incorporated to facilitate the visual and automated detection of any attempted unauthorized alteration to the PR Card.

##### 3.1.2 Counterfeit

"Counterfeit" is defined as the unauthorized reproduction of the PR Card by whatever means. To facilitate the visual and/or automated detection of counterfeits, a combination of reliable security features must be incorporated in the PR Card.

##### 3.1.3 Impostors

"Impostor" is defined as someone representing him or herself to be some other person. Security features are expected to be incorporated to facilitate the visual and/or automated detection of the fraudulent use of a PR Card by an impostor.

##### 3.1.4 Materials

The GOC prefers to use controlled materials or stock which cannot be easily acquired for other than official purposes. The core layer must be made of a material that ensures the card life span for at least five years. Where materials or stock are not of a controlled variety additional security features must be integrated with these materials. Where different types of materials are integrated to form the PR Card, they must be assembled in a manner to deter successful reuse and reassembly following separation for purposes of fraudulent alteration.

#### 3.2 Security Features.

Security features must be integrated into the PR Card during fabrication of the *PR Card blank*. Defined as a PR Card incorporating only the pre-printed information and integrated security safeguards, the PR Card Blank must be used by personalization equipment to add final details of the holder, issuing authority and document number. Security features must also be added during personalization and/or final assembly.

##### 3.2.1 PR Card Blank Security Features.

A number of visual (Tier 1 and Tier 2) security features must be included in a PR Card blank. These may include:

- (1) Rainbow printing (including security pattern), Ultraviolet inks, fine guilloche and moiré patterns, fine lines screens,
- (2) Certain text and labels applicable to all PR Card types using special colour spectrum, clear polycarbonate see-through window area,
- (3) Anti-reproduction methods difficult to reproduce in a photomechanical way
- (4) Tamper evident features with de-laminating or destructive patterns,

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- (5) Top overlay compatible with laser engraving as specified in 3.2.2 Personalization Features(s),
  - (6) Surface structure ready for two or three Laser image and text engravings in the same area visible from different angles.

#### 3.2.2 Personalization Security Features and Final Assembly Materials.

A number of security features must be added to a PR Card during personalization.

These may include:

- (1) the laser engraved facial image of the card holder,
- (2) laser engraved true black of the signature of the card holder,
- (3) text must be laser engraved with and without tactile sensitivity such as 2-D bar code and OCR, special laser angle printing in the multiple laser image area,
- (4) clear laser engraved creating transparent tactile surface structure on the top layer.

### 3.3 Data Encoding.

Encryption, redundancy factors or restricted access to specific electronic data repository areas of the cards are required to protect the privacy of information. The Contractor and CIC personnel will finalize any modifications to the methods proposed before production commences.

## 4. Dimensions of the PR Card

The dimensions of the PR Card must be as follows:

#### 4.1 Nominal dimensions.

The nominal dimensions of the PR Card must be 53.98 mm X 85.60 mm (2.125 in X 3.370 in), as specified in ISO/IEC 7810:1995 for the ID-1 type card.

#### 4.2 Edge tolerances.

The edges of the PR Card must be within the area circumscribed by concentric rectangles as defined in ISO/IEC 7810:1995 for an "unembossed card". Refer to Figure 1 of ISO/IEC 7810:1995 for a graphical representation.

#### 4.3 Thickness.

The thickness of the PR Card, including any surface protection materials, must be as defined in ISO/IEC 7810:1995.

## 5. Visual Inspection Zones

The Dimension, Content, Layout and Use of the Visual Inspection Zones I to VI (VIZ), the Eye/Machine Readable Zone (MRZ – Zone VII) are defined in the document ICAO Document 9303 – Part 3.

## 6. Optional Security Features

CIC must approve all texts and graphics (including photograph) and security features for the card design. The Contractor may propose additional security features in their proposal that are not outlined herein that must be subject to CIC acceptance. The Contractor is responsible for producing the master templates. The Contractor must retain the master templates in a secure location. The GOC retains all rights to the

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designs and the master templates will remain its exclusive property. They must not be provided, sold or released to anyone other than authorized in writing by CIC.

## PERSONALIZATION SECTION

### 7. Laser engraving Requirements

Laser engraving is a process for which a laser beam penetrates through the outer layers of the card down to the printed card toward its centre. Requirement to laser engrave in true black with smooth (non-tactile) effect the following elements:

#### Photograph

Photograph must be laser engraved at a minimum of 300 dpi to a maximum of 500 dpi. The photograph must be printed at 30mm by 37mm.

#### Text

- Horizontal (font and size must be specified)
- Micro-text printed sinusoidal way starting from 1mm to 0.2mm repeating the defined personalized data of the cardholder.
- Write Machine-readable OCR-B information in ICAO Document 9303 compliant format that as the optical absorption spectrum as specified in ICAO Document 9303.
- Requirement to laser engrave in black with tactile lettering effect deepen in the structure over a small specific area of the metallic Kinegram™ patch (if this feature is required) an alphanumeric element.

### 8. Surface Structure

A surface structure is a feature of the top clear layer reacting to a laser beam creating a form (i.e. laser CO2 printers). It can be seen without magnification and provides a tactile sensation that corresponds to the specified design such as a an appropriate graphic, guilloche patterns, lines or fonts

### 9. Kinegram™ Application

The metallic and transparent Kinegram™ patch along with protective patch, proprietary to CIC, must be hot stamped onto the background registered design in the area decided by the design group (if this feature is required).

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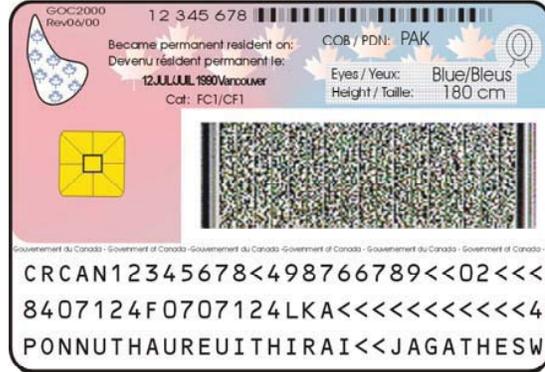
Amd. No. - N° de la modif.  
File No. - N° du dossier  
cw032B8362-120420

Buyer ID - Id de l'acheteur  
cw032  
CCC No./N° CCC - FMS No./N° VME

## ANNEX A - APPENDIX 2 - Personalized PR Cards



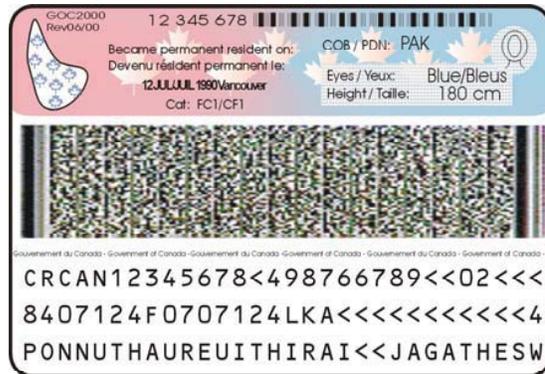
**ANNEX A - APPENDIX 3 - PR Card Back Options**



Chip Card – 2-D bar code



Optical Card



2-D bar code

## ANNEX A - APPENDIX 4

### Software Functionality

The Card Production System (CPS) must accept card production requests (including all necessary data) from the CIC PRC systems, build and manage production queues, and allow retrieval of production data by the CIC card delivery tracking system.

### System Inputs and Outputs

#### Inputs from CIC:

- Request for production of card, including card data
- Query for status of production request
- Request change of priority (on individual card)
- Request production report(s)
- Request audit trail data

#### Outputs from Card Production System to CCS:

- Production reports
- Confirmation of production request, with assigned production request number (for each request for card production)
- Production reports (incl. card ID #'s assigned to each card)
- Responses to status queries
- Responses to priority change requests
- Error or warning conditions
- Audit information.

#### Layout for Card Production Request Table:

The Request table on the Card Production System is filled by the data transmitted from CCS. After the card is created, additional data elements are filled by the Card Production System. These are bolded in the layout below. The data is then retrieved by CCS. One table is used for the input and output process.

Column Name	Data Type	Size
Transmission ID	NUMBER	16
Transmission Date	DATE	7
Transmission Table Version	NUMBER	2
Urgent Indicator	NUMBER	1
New Immigrant Indicator	NUMBER	1
Transmission Status Code	NUMBER	1
Transmission Status Date	DATE	7
Retransmit With Same Data Indicator	NUMBER	1
Years Of Validity	NUMBER	1
Client ID	VARCHAR	9
Last Name	VARCHAR	20

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cw032  
CCC No./N° CCC - FMS No./N° VME

Column Name	Data Type	Size
Transmission ID	NUMBER	16
Transmission Date	DATE	7
First Name	VARCHAR	15
Sex	VARCHAR	1
Height	VARCHAR	3
Eye Colour English	VARCHAR	9
Eye Colour French	VARCHAR	9
MRZ Birth Date	VARCHAR	6
Visible Birth Date	VARCHAR	17
Nationality	VARCHAR	3
Confirmation of Permanent Residence Date	VARCHAR	17
Place Became Permanent Resident	VARCHAR	14
Immigration Category	VARCHAR	7
Country Of Birth	VARCHAR	3
Card Version Number	VARCHAR	2
CIC Mission Code	VARCHAR	5
CIC Address Line 1	VARCHAR	50
CIC Address Line 2	VARCHAR	50
Client Address Line 1	VARCHAR	41
Client Address Line 2	VARCHAR	30
Client Address Line 3	VARCHAR	35
Client Address Line 4	VARCHAR	10
Photograph Tag	NUMBER	5
Signature Tag	NUMBER	5
Protected Data Tag	NUMBER	5
Address Data Tag	NUMBER	5
Public Data Tag	NUMBER	5
Image File Tag for Future Use	NUMBER	5
Image File Tag for Future Use	NUMBER	5
Image File Tag for Future Use	NUMBER	5
Image File Tag for Future Use	NUMBER	5
Photograph	BLOB	
Signature	BLOB	
Protected Data File	BLOB	
Address Data File	BLOB	
Public Data File	BLOB	
Image File for Future Use	BLOB	
Image File for Future Use	BLOB	
Image File for Future Use	BLOB	
Image File for Future Use	BLOB	
Card Serial Number	VARCHAR	13
Card Status Code	NUMBER	1

## **Content of Photograph / Signature Data**

The format of photograph data sent to the CPS to be as follows:

- A scanned 35 mm by 45 mm photograph at a minimum resolution of 300 dpi
- The Contractor must accept various file formats, such as lossless jpeg, jpeg2000, etc.
- Photo image size on the PR Card is to be at the mid range of the ICAO standard (30mm X 37mm)

## **System Functions**

- Maintain queue(s) of card production requests
- Temporary storage of production results (pending transmission to the CCS system)
- Maintain a stock control database
- Audit trails

## **System Communications with CIC**

The CCS card requests data base table will contain all outstanding card requests (i.e. all card requests that have been generated by the CCS system and that have not received confirmation of being closed). CIC does not guarantee immediate deletion of the outstanding card requests upon receipt of the confirmation. Therefore it is the Contractor's responsibility to ensure that card requests are not being duplicated. The Card Production Request ID will be maintained in sequential order and can be used to synchronize card production requests.

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B8362-120420/A  
Client Ref. No. - N° de réf. du client  
B8362-120420

Amd. No. - N° de la modif.  
File No. - N° du dossier  
cw032B8362-120420

Buyer ID - Id de l'acheteur  
cw032  
CCC No./N° CCC - FMS No./N° VME

## ANNEX A - APPENDIX 5

### MRZ – Data layout (ICAO) - SAMPLE MRZ – Data layout (ICAO)

OCR-B Line Number	Placement (character locations)	Information Descriptor	Content
1	1-2	Document Code	CR
1	3-5	Issuing country	CAN
1	6-14	Card Serial Number (9)	AA1234567
1	15	Card Serial Number check digit	9
	16-30	Operational Data	99999999<<<<<<1
2	1-6	Date of birth	YYMMDD
2	7	Check Digit	4
2	8	Sex	X
2	9-14	Date of Expiry	YYMMDD
2	15	Check Digit	4
2	16-18	Nationality	XXX
2	19-29	Optional Data (Blank)	<
2	30	Composite Check Digit	4
3	1-30	Name (as per Document 9303)	



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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	Citizenship & Immigration Canada	2. Branch or Directorate / Direction générale ou Direction OMC
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 Design, production and distribution of Permanent Resident Cards		
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"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité  
UNCLASSIFIED

Canada



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

Special comments:  
Commentaires spéciaux :

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



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**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).