

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
Quebec
K1A 0S5
Bid Fax: (819) 997-9776

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

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

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

Comments - Commentaires

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

Issuing Office - Bureau de distribution
Information Management/Information Technology -
IM/IT/Gestion de l'Information -Technologie de
l'Information-GI/TI
11 Laurier St. / 11, rue Laurier
12C1, Place du Portage III
Gatineau
Quebec
K1A 0S5

Title - Sujet VAC SERVICES	
Solicitation No. - N° de l'invitation B8186-110010/B	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client B8186-110010	Date 2012-02-24
GETS Reference No. - N° de référence de SEAG PW-\$\$XQ-005-23641	
File No. - N° de dossier 005xq.B8186-110010	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-03-12	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Nadeau, Tim	Buyer Id - Id de l'acheteur 005xq
Telephone No. - N° de téléphone (613) 998-7527 ()	FAX No. - N° de FAX (613) 993-8210
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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

Solicitation No. - N° de l'invitation

B8186-110010/B

Amd. No. - N° de la modif.

002

Buyer ID - Id de l'acheteur

005xq

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

B8186-110010

File No. - N° du dossier

005xqB8186-110010

CCC No./N° CCC - FMS No/ N° VME

Veillez-vous référer aux documents jointes 'Groupe de modifications et clarifications
Modification No. 002 - 24 février 2012'.

Citizenship & Immigration Canada
Temporary Resident Biometrics Project -
Visa Application Services RFP
B8186-110010/B
Amendments and Clarifications
Amendment No. 002 – 24 February
2012

This RFP Amendment No. 002 is issued to:

1. Amend SOW Annex A, Articles 6 and 8;
2. Amend Annex J, Article 2;
3. Amend Annex K, Table 1; and
4. Address the questions received as detailed in the below table.

Therefore the RFP is amended as follows:

- 1.1 **DELETE:** SOW Annex A, Sub-Article 6.2, Requirement 3), in its entirety;
- 1.2 **DELETE:** SOW Annex A, Sub-article 6.2, Requirement 4), in its entirety;
- 1.3 **DELETE:** SOW Annex A, Sub-article 6.5, Point 5) e) in its entirety;
REPLACE WITH: e) QWERTY or AZERTY Keyboard;
- 1.4 **ADD:** At Annex A, Sub-article 8.7, add: Point 2) The Contractor must copy VMS recording on to GFE removable media such as USB External Media;
- 2.1 **DELETE:** Annex J, Bid Preparation Instructions for the Technical Bid, Article 2, Technical Bid, Section 1, point 3, in its entirety;
REPLACE WITH: 3) Completed and signed Bid Submission per Part 2 – Bidder's Instructions of the RFP and a signed copy of Page 1 of this RFP (which is deemed to include all amendments); and
- 3.1 **DELETE:** Annex K, Evaluation Procedures and Basis of Selection, Table 1, in each column the words "should demonstrate";
REPLACE WITH: At Annex K, Evaluation Procedures and Basis of Selection, Table 1, in each column the words "has demonstrated".

ALL TERMS AND CONDITIONS REMAIN UNCHANGED

Questions and Answers

- 4.1 Note, questions are numerically sequenced upon arrival at PWGSC. A question and its response will be provided via MERX as the response becomes available. Bidders are therefore advised that questions and responses may be issued on MERX out of sequence. The following questions have been received from bidders. In accordance with Article 13 under 2003 Standard Instructions – Goods or Services – Competitive Requirements (2011-05-16) which has been incorporated into the RFP, and in accordance with Article 3 of Part 2 of the RFP, the questions and corresponding responses are provided to all bidders as set out below:

No.	Questions	Responses
003	With regard to signature of the final bid documents and any client-provided references contained therewith in, can Canada confirm that a digital signature is acceptable (i.e. an authorized signature that has been scanned and applied to the bid documents prior to final printing)?	Canada will accept digital signatures on the bid submission documents.
004	For the sake of clarify, can Canada confirm that one full bid submission per region is required, i.e. a Bidder submitting a response for all nine regions will be required to submit 9 x (10 x Technical Bid plus 2 x electronic copies; 3 x Financial Bid plus 2 x electronic copies; 2 x Certifications)?	The bid submission requirements are as stated in Part 3, Article 1, Bid Preparation Instructions.
005	Regarding Part 2 - Bidder Instructions Point 3.4 on Page 9 and Part 5 Point 1.2 on Page 11 on the co-location of VAC facilities, can Canada confirm that a written certification from the Bidder stating that the other Party acknowledges and accepts the co-location proposal is sufficient at this stage?	The Co-location requirements referenced in Question 005 as Part 2 is incorrect and can be found at Part 3 – Bid Preparation Instructions, Article 3, Sub-article 3.4. The requirements at Part 5, Article 1, Sub-article 1.2 requires the bidder to provide a written certification. Please refer to the requirements as stated in the RFP at Part 5, Article 1, Sub-article 1.2.
006	Regarding Part 6 - 3.1 Insurance Requirements on Page 16, it is usually not possible for a company to obtain insurance quotations until a local legal entity has been registered and defined premises have been selected. Can Canada confirm that Bidders may certify that they agree to obtaining insurance that provides coverage to such a level when a TA is issued for each location?	The RFP requirement is for a Bidder to provide a letter from an insurance broker or an insurance company licensed to operate in each country for which the Bidder is submitting a Bid, stating that the Bidder, if awarded a Contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex G.

No.	Questions	Responses
007	Regarding Part VII Point 9.1.2 and Point 9.1.3 on Page 23, can Canada confirm in which country the Contractor will be remunerated for the provision of Core Services when biometric collection is involved, i.e. will Bidder be remunerated locally or in Canada?	As stated in Part 7, Article 9, Payment and Article 10, Invoicing Instructions - Core Services Including Biometric Collection, Canada will pay the Contractor upon the submission of a valid invoice for services rendered. Canada will pay the Contractor in Canadian funds.
014	Annex D Regional Groupings Article 1: We request clarification regarding a Bidder's obligation to provide services in Group B and Group C countries. From an RFP response perspective, we understand that Bidders can elect to provide (or not provide) pricing for one or more countries in Group B of each Region. We also understand that failing to provide pricing for one or more countries within Group B will serve to reduce the Bidder's evaluated financial score (and thus overall score) for that particular Region. Assuming, however, that a Bidder elects not to provide pricing for one or more countries in Group B – but nevertheless achieves the best overall evaluated score for that Region and is subsequently awarded a contract to provide services related to that Region – will the Bidder be obligated by contract to provide services in a country (or countries) for which it elected not to provide pricing as part of the RFP process? If so, what will be the process be for determining an agreed pricing schedule for those countries?	The Contractor will not be obligated by Contract to provide services where no price proposal was received and accepted by Canada. Should Canada choose to request a VAC where no price was included in the Contract, the Contractor will ONLY be obligated to provide such services following the successful completion of negotiations to add the pricing and evidenced through a Contract Amendment.
015	Annex D Regional Groupings Article 1: In addition to question 014 above, recognizing that pricing is not required for Group C countries as part of the RFP response, will a Bidder awarded a contract for a Region be obligated by contract to provide services for one or more countries in that Group? If so, what will be the process for determining an agreed pricing schedule for those countries?	The Contractor will not be obligated by Contract to provide services where no price proposal was received and accepted by Canada. Should Canada choose to request a VAC where no price was included in the Contract, the Contractor will ONLY be obligated to provide such services following the successful completion of negotiations to add the pricing and evidenced through a Contract Amendment. Canada requests bidders to not include price proposals for Group C countries.
031	With reference to Part 5- Certifications/ 1.6 Teaming Arrangements Certification, we request Canada to clarify the following: a) Does the bidder have to include copies of all signed Teaming Agreements and/ or Contracts as a part of the proposal for each Region/	a) Part 5, Article 1.6 does not require the Bidder to submit copies of Teaming Arrangements or Sub-contracts with its proposal. Under any resultant contract, a copy of such agreements may be required.

No.	Questions	Responses
	<p>country?</p> <p>b) In case where the Teaming Agreement/ Contracts are in local language, will the Contracting Authority require the same translated in English or French?</p> <p>c) If the bidder already has a signed Teaming Agreement/ Contract in respect of the services to be provided under any Contract resulting from this RFP; and/ or with related organization (i.e. parent, affiliated or subsidiary organization); and/ or subcontractor or limited partner, will it suffice to have an addendum to include requirements stipulated in the CIC VAC RFP document?</p>	<p>b) Part 5, Article 1.6 does not require the Bidder to submit copies of Teaming Arrangements and Sub-contracts with its proposal. Under any resultant contract, a copy of such agreements may be required, and would need to be in one of Canada's official languages.</p> <p>c) The Government of Canada cannot provide legal advice to Bidders. Kindly consult your lawyers in order to satisfy your concerns.</p>
032	<p>With reference to SOW, Article 8 Biometrics Collection Requirements, Sub-article 8.7 Audit and Monitoring, the Contractor is required to send VMS recordings to the designated Visa Office. Kindly clarify the requirements on part of the Contractor to a) Record, and b) Medium through which the same is to be sent to the designated Visa Office.</p>	<p>The Contractor must copy VMS recording on to GFE removable media such as USB External Media.</p>
033	<p>With reference to Annex B Privacy and Security Requirements, Article 4 Physical Security, 1) i) Use approved secure containers which provide a comparable national level of protection as Canadian standards (from the RCMP Security Equipment Guide) for the storage of Personal Information (http://www.rcmp-grc.gc.ca/ts-st/res-lim/pubs/seg/html/home_e.htm). We request Canada to provide us with relevant RCMP Security Publications.</p>	<p>Please refer to RCMP's website link for the security publications found within List of Equipment, at http://www.rcmp-grc.gc.ca/ts-st/res-lim/pubs/seg/html/list_0001_e.htm.</p>
035	<p>ANNEX A: STATEMENT OF WORK (SOW), Article 8. Biometric Collection Requirements, Sub-article 8.7 Audit and Monitoring on page 69.</p> <p>a) Clarity is required on the medium (CD, USB or online access via secure channel) that will be used to send the Video Monitoring Solution footage to the designated Visa Office?</p> <p>b) Will Canada require sending any Personal Identifiable Information like scanned passport image or applicant photo, containing application details etc to the Client Authority or mission? If yes then whether on a CD or USB and if the CD or USB will have to be encrypted</p>	<p>a) Please refer to answer at 32, above.</p> <p>b) The Contractor is only required to send the VMS recordings as detailed in the SOW and must handle this information in accordance with Annex B Privacy and Security Requirements. The Contractor is not required to encrypt the VMS recordings but is responsible for handling them in accordance with Annex A Statement of Work, Section 8.7, Requirement 1).</p>

No.	Questions	Responses
	using the standards mentioned?	
046	<p>Part 7 – Resulting Contract Clauses : Article 5 Security Requirements for Canadian Contractor, Article 6 Security Requirements for Foreign Contractors & Annex B Privacy and Security Requirements</p> <p>Article 5 requires that a Canadian Contractor maintain DOS with DSC at the Protected B level, obtain Reliability Status for personnel with access to assets or the work site(s), and obtain CIISD approval to electronically process Protected information.</p> <p>Article 6 sets forth security requirements for foreign contractors.</p> <p>Annex B, sets forth detailed privacy and security requirements, including operational security, security screening, training, physical security, etc. that the contractor must meet globally.</p> <p>Since Reliability Status is only provided for Canadian residents, the requirements in Article 5 creates a potential issue for Canadian contractors since they will be required to engage in foreign operations including the use of non-Canadian resources during the course of this contract.</p> <p>Would the Crown please confirm that Canadian contractors are only required to meet the requirements of Part 7, Article 5 for operations that occur within Canada, and that operations outside of Canada in support of the Statement of Work need to comply only with RFP Annex B?</p>	<p>Canadian contractors are required to meet the requirements of Part 6, Article 1 for Canadian Contractors, Part 7, Article 4 (Standard Clauses), Article 5 for Canadian Contractors, Article 20: Privacy and Personal Information, and Annex B: Privacy and Security Requirements.</p>
047	<p>Annex J Bid Preparation Instructions for the Technical Bid</p> <p>In Annex J, Section 2-Technical Bid Format, Section 1 General Information, the Bidder is required to include (in accordance with sub-section 3) a “Completed and signed Bid Submission per Part 3 of the RFP...”. The subsequent requirement to provide a signed copy of Page 1 of the RFP is understood but we can’t find any reference within Part 3 of the RFP for what would constitute a “signed Bid Submission.” Please clarify?</p>	<p>The reference at Annex J, Bid Preparation Instructions for the Technical Bid, Article 2, Technical Bid Format, Section 1, point 3 should read “Part 2, Bidders Instructions”. This RFP Amendment No. 002 modifies the RFP accordingly.</p>

No.	Questions	Responses
049	<p>Region Three, Group A lists Romania with annual caseload of approximately 16,881, there seems to be on-going negotiations on both the EU and bi-lateral levels with the Canadian Government to drop the visa regime for Romanian citizens (visa waiver) in the near future.</p> <p>Could you please confirm or deny this?</p>	<p>Visa requirements for countries and territories are regularly reviewed as part of Canada's visa policy process. Canada continues to monitor the situation and will continue its open and constructive dialogue with the European Union.</p>