Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

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

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

Proposal To: Public Works and Government Services Canada

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

Proposition aux: Travaux Publics et Services Gouvernementaux Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

Title - Sujet KIOSK REPLACEMENT RFP	
Solicitation No. - N° de l'invitation 47054-124625/A	**Date** 2012-07-31
Client Reference No. - N° de référence du client 1000304625	
GETS Reference No. - N° de référence de SEAG PW-$$XQ-002-24695	
File No. - N° de dossier 002xq.47054-124625	**CCC No./N° CCC - FMS No./N° VME**

Solicitation Closes - L'invitation prend fin at - à **02:00 PM** on - le **2012-09-10**	**Time Zone** **Fuseau horaire** Eastern Daylight Saving Time EDT

F.O.B. - F.A.B.

Plant-Usine: ☐ **Destination:** ☑ **Other-Autre:** ☐

Address Enquiries to: - Adresser toutes questions à: Chevrier, Stéphane	**Buyer Id - Id de l'acheteur** pv924
Telephone No. - N° de téléphone (819) 956-8224 ( )	**FAX No. - N° de FAX** ( ) -

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:

Specified Herein
Précisé dans les présentes

Instructions: See Herein

Instructions: Voir aux présentes

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

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

Issuing Office - Bureau de distribution

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

Canada

Solicitation No. - N° de l'invitation	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur
47054-124625/A		002xq
Client Ref. No. - N° de réf. du client	File No. - N° du dossier	CCC No./N° CCC - FMS No/ N° VME
1000304625	002xq47054-124625	

Canada Border Services Agency

Trusted Traveller Kiosk and

Iris Recognition Technology

Bid Solicitation #47054-124625

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**BID SOLICITATION FOR
TRAVELLER IRIS KIOSKS
FOR
CANADA BORDER SERVICES AGENCY (CBSA)**

PART 1 - GENERAL INFORMATION

1.   Introduction

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

Part 1   General Information: provides a general description of the requirement;

Part 2   Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;

Part 3   Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;

Part 4   Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid and the basis of selection;

Part 5   Certifications: includes the certifications to be provided;

Part 6   Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and

Part 7   Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Pricing Tables, the Security Requirement Check List and the Insurance Requirements.

2.   Summary

2.1   Introduction

Canada Border Services Agency (CBSA) has a requirement for a Contractor to replace existing self-service Kiosks and current iris biometric technology with new self-service Kiosks and biometric technology for delivery to multiple locations across Canada. The Contractor must supply, deliver and assemble self-service Kiosks including all Hardware, Licensed Sys-

tem Software, Warranty, Maintenance and Support, Training, Professional Services, and Technical Documentation. The Requirement includes Crown options to purchase additional Kiosks and individual Iris Cameras, and to extend the term of the Contract. This Requirement also includes the removal and disposal by the Contractor of all existing Client Kiosks before deployment.

2.2   CBSA's Trusted Traveller Program

The Trusted Traveller Programs are designed to expedite the border clearance process for low risk travellers. The self-service Kiosks allow program members expedited passage by providing member authentication, passage risk assessment, and customs traveller declaration functionality that would otherwise be done via a conventional primary inspection. Pre-registered and pre-approved members can benefit from smooth and quick travel into Canada by choosing to use a self-service Kiosk rather than obtaining clearance through the traditional customs line-ups. There is no need to speak with customs or immigration officers unless referred or selected randomly for further inspection. This allows the Client's officers to focus resources on unknown and higher risk arriving travellers.

The self-service Kiosks are a major component of the Client's facilitated border activity that encompasses several Trusted Traveller Programs, the largest of which is NEXUS with over 600,000 members.

To obtain a Trusted Traveller membership, the applicant can register on-line or complete a paper application. Once approved the member is invited to a Client Enrolment Centre to complete their registration process. A picture of the applicant's iris is obtained, along with a digital photo and stored into a database. Once approved the member receives a membership card. When travelling by air the member can utilize a self-service kiosk equipped with iris recognition instead of going through a regular customs line up.

Self-service Kiosk technology has been part of the Client's facilitated border initiatives since they were introduced in Vancouver in 1995 as part of a pilot project. The self-service Kiosks became an official Client tool with the launching of CANPASS Air in July 2003. In 2004, a Canada-US bi-national program NEXUS was launched.

The client currently owns and operates 68 Kiosks using iris recognition biometric technology deployed at Canada's eight major international airports including in the United States Customs and Border Protection (CBP) pre-clearance areas. The Kiosks have been in operation since 2003. The Client plans to replace all existing Kiosks and peripherals, and iris-related infrastructure (including iris cameras and the iris matcher)

2.3   CBSA's Client Kiosk Description

The following picture portrays an existing Client Kiosk deployed in a production environment. It is important to note that the illustration is solely intended for information purposes and should not influence the Contractor's proposed solution.

2.4   Contract Period and Options

The Contract period will be sixty (60) months from the date of contract award, with Canada having the irrevocable options, to extend the Contract Period for up to five (5) one (1) year periods, under the same terms and conditions. For information see section 4 of Part 7 of the Bid Solicitation.

2.5   Security Requirements

There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the document "Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders" (http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31)

on the Departmental Standard Procurement Documents Web site."

For information purposes, Bidders are hereby informed that the amount of time to obtain required security clearance levels may be lengthy and is contingent upon the specific clearance levels required. Bidders are solely responsible for obtaining such clearances.

2.6 The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), and the agreement on Internal Trade (AIT).

2.7 Bidders are hereby informed that pursuant to section 01 of Standard Instructions 2003, a Consent to a Criminal Record Verification form must be submitted with the bid, by the bid solicitation closing date, for each individual who is currently on the Bidder's Board of Directors.

2.8 Conflict of Interest

Without limiting Canada's rights under Article 17 of 2003 (2010-01-11) Standard Instructions - Goods or Services - Competitive Requirements, the following private sector individuals and non-crown employees have been engaged in the preparation of this solicitation:

   i) Mark Czerwinski (CORADIX Technology Consulting Ltd)

   ii) Geoff Brazeau (Bragelo Group Inc.)

   iii) Leigh Carroll (Bragelo Group Inc.)

   iv) Bruce Maynard (Knowles Consultancy Services Inc. and Hill International Inc.(in Joint Venture)

   v) Peter Woods (Knowles Consultancy Services Inc. and Hill International Inc. (in Joint Venture)

3.Debriefings

After contract award, bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 10 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

1.   Standard Instructions, Clauses and Conditions

(a)   All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions* (http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp) Manual issued by Public Works and Government Services Canada.

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

(c)   The 2003 (2012-07-11) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.

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

Delete: sixty (60) days
Insert: one-hundred and eighty (180) days

2.   Submission of Bids

(a)   Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation, the address of which is:

Bid Receiving - PWGSC
11 Laurier St.
Place du Portage, Phase III
Core 0A1
Gatineau, Quebec
K1A 0S5

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

(c)   However, PWGSC will consider revisions, via facsimile, to a bid that has been already delivered to the Bid Receiving Unit (e.g., revisions to prices and technical modification(s)). These revisions will only be accepted if they are provided to the Bid Receiving Unit prior to the closing date and time of the bid solicitation. Revisions must be clearly marked as such and must indicate which specific provisions or portions of the bid are be-

ing revised. The only acceptable facsimile number for bid revisions to bid solicitations issued by PWGSC is (819) 997-9776.

Note to Bidders: *By submitting a bid, the Bidder acknowledges that it will be bound by the terms and conditions of this solicitation, any resulting contract clauses listed in Part 7 of this solicitation and that it will be compliant to all mandatory requirements in the SOW, including all of its appendices.*

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3. Enquiries - Bid Solicitation

(a) All enquiries must be submitted in writing to the Contracting Authority no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

4. Applicable Laws

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

(b) Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

5. Improvement of Requirement During Solicitation Period

Should Bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reasons for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority in accordance with the article entitled

"Enquiries - Bid Solicitation". Canada will have the right to accept or reject any or all suggestions.

6.   Volumetric Data

The estimated volumes included in the bid solicitation have been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of hardware and software will be consistent with this data. It is provided purely for information purposes.

PART 3 - BID PREPARATION INSTRUCTIONS

1.   Bid Preparation Instructions

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

    (i)   Section I: Technical Bid- 9 hard copies and 2 soft copies on CD,

    (ii)   Section II: Financial Bid- 2 hard copies and 1 soft copy on CD,

    (iii)   Section III: Certifications- 2 hard copies and 2 soft copies on CD.

    If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy. However, if sentences, paragraphs or pages are missing from the hard copy but found in the soft copy, Canada will use the missing sentences, paragraphs, or pages if the bidder confirms the missing sentences, paragraphs, or pages were intended.

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

    Canada requests that Bidders identify 1 master copy of their complete response. If there is a discrepancy between the wording of the master copy and any other copy, the wording of the master will have priority.

(b)   Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

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

(c)   Multiple bids from the same bidder are not permitted in response to this bid solicitation. Each bidder must submit only a single bid. For the purpose of this bid solicitation, individual members of a joint venture bidding in their own capacity are not considered the

same bidder as a joint venture in which they form a part. If any bidder submits more than one bid, Canada will choose in its discretion which bid to consider.

(d)   In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement   (http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html). To assist Canada in reaching its objectives, bidders are encouraged to:

1)   use 8.5 x 11 inch (216 mm x 279 mm) paper containing fiber certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and

2)   use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

2.   **Section I: Technical Bid**

(a)   Bidders should submit their Technical Bid in accordance with this section and as indicated elsewhere throughout this Bid Solicitation. The Technical Proposal must address all Mandatory Technical Submission Requirements contained in Attachment B to Part 4 of this Bid solicitation and should address all Point-Rated Technical Submission Evaluation Criteria contained in Attachment C to Part 4 of this Bid Solicitation.

(b)   In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate in their understanding, in a thorough, concise and clear manner that the proposed solution will meet the requirement.

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

(d)   The technical bid consists of the following:

(i)   **Substantiation of Technical Compliance:** Technical Response to Mandatory and Rated Requirements with all supporting documentation.

> **Note to Bidders:** To facilitate bid preparation and bid evaluation, Bidders should prepare and submit their Technical Bid using the instructions provided in Attachment A to Part 3 of the RFP.

3. Section II: Financial Bid

(a) Bidders must submit their financial bid in Canadian funds and in accordance with the pricing schedule detailed in Part 4, Attachment D. The total amount of Goods and Services Tax (GST) or Harmonized Sales Tax (HST) must be shown separately, as applicable.

(b) Bidders must submit their price(s) and (or) rate(s), Canadian customs duties and excise taxes included, as applicable, and GST or HST excluded.

(c) When preparing their financial bid, bidders must complete the pricing schedule detailed in Part 4, Attachment D - Pricing Tables.

(d) Bidders should include the following information in their financial bid:

    (i)   Their legal name;
    (ii)   Their Procurement Business Number (PBN); and
    (iii)   The name of the contact person (including this person's mailing address, phone and facsimile numbers and email address) authorized by the Bidder to enter into communications with Canada with regards to:

        (a)   their bid; and
        (b)   any contract that may result from their bid.

To submit the information listed above, Bidders are requested to include the Bid Submission Form (attached as Form 1) with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as contact name, the Bidder's Procurement Business Number, the Bidder's status under the Federal Contractors Program for Employment Equity, etc… Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.

(e) Exchange Rate Fluctuation

C3010T (2010-01-11), Exchange Rate Fluctuation

4. Section III: Certifications

Bidders must submit the certifications required under Part 5 of the Bid Solicitation

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

(a)   Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

(b)   An evaluation team composed of representatives of Canada will evaluate the bids.

The Evaluation Procedures and Basis of Selection are detailed in Attachment A to Part 4 of the RFP.

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted in accordance with the articles below.

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

5.1   Code of Conduct Certifications – Consent to a Criminal Record Verification

5.1.1   Bidders must submit with their bid, by the bid solicitation closing date:

(a) a complete list of names of all individuals who are currently directors of the Bidder;
(b) a properly completed and signed form Consent to a Criminal Record Verification (PWGSC-TPSGC 229), for each individual named in the list.

5.2   Certifications Precedent to Contract Award

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

Bidders are requested to use the Bid Submission Forms to provide information about the Certifications requested below.

5.3   Federal Contractors Program – Certification

> ***Note to Bidders:*** To facilitate bid preparation and bid evaluation, Bidders should prepare and submit their Technical Bid using the instructions provided in Attachment A to Part 3 of the RFP.

a)   The Federal Contractors Program (FCP) requires that some suppliers, including a supplier who is a member of a joint venture, bidding for federal government contracts valued at $200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Bidder, or, if the Bidder is a joint venture and if any member of the joint venture, is subject to the FCP, evidence of its commitment must be provided before the award of the Contract.

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

b)   If the Bidder does not fall within the exceptions enumerated in c) (i) or (ii) below, or does not have a valid certificate number confirming its adherence to the FCP, the Bidder must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity, to the Labour Branch of HRSDC.

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

The Bidder or the member of the joint venture

(i)   is not subject to the FCP, having a workforce of less than 100 full-time or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada;

(ii)   is not subject to the FCP, being a regulated employer under the Employment Equity Act, S.C. 1995, c. 44;

(iii)   is subject to the requirements of the FCP, having a workforce of 100 or more full-time or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada, but has not previously obtained a certificate number from HRSDC (having not bid on requirements of $200,000 or more), in which case a duly signed certificate of commitment is attached; and

(iv)   is subject to the FCP, and has a valid certificate number (e.g. has not been declared an ineligible contractor by HRSDC.).

Further information on the FCP is available on the HRSDC Web site: http://www.hrsdc.gc.ca/en/gateways/topics/wzp-gxr.shtml.

5.4.   Status and Availability of Resources

(a)   By submitting a bid, the Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, retirement, resignation, dismissal for cause or termination of an agreement for default.

(b)   If the Bidder has proposed any individual who is not an employee of the Bidder, by submitting a bid, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

5.5   Bidder Certifies that All Software is "Off-the-Shelf"
Any equipment and software bid to meet this requirement must be "off-the-shelf" (unless otherwise stated in this bid solicitation), meaning that each item of equipment and software is commercially available and requires no further research or development and is part of an existing product line with a field proven operational history (that is, it has not simply been tested in a laboratory or experimental environment). If any of the equipment or software bid is a fully compatible extension of a field-proven product line, it must have been publicly announced on or before the bid closing date. By submitting a bid, the Bidder is certifying that all the equipment and software bid is off-the-shelf.

5.6   Experience

The bidder certifies that all the information provided in the resumes and supporting material submitted with its bid, particularly the information pertaining to achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement meets the minimum qualifications and experience in the SOW and is capable of performing the Work described in the resulting contract.

5.7.   OEM Certification

> ***Note to Bidders:*** *Bidders are requested to use the Bid Submission Form 2 to provide the necessary information about this certification. Although all the contents of the OEM Certification Form are required, using the form itself to provide this information is not mandatory. For Bidders/OEM's who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided.*

(a)   Any Bidder that is not the Original Equipment Manufacturer (OEM) for every item of hardware proposed as part of its bid is required to submit the OEM's certification regarding the Bidder's authority to provide and maintain the OEM's hardware, which must be signed by the OEM (not the Bidder). No Contract will be awarded to a Bidder who is not the OEM of the hardware it proposes to supply to Canada, unless the OEM certification has been provided to Canada. Bidders are requested to use the OEM Certification Form included with the bid solicitation (Form 3 attached to the RFP). Although all the contents of the OEM Certification Form are required, using the form itself to provide this information is not mandatory. For Bidders/OEMs who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided.

(b)   If the hardware proposed by the Bidder originates with multiple OEMs, a separate OEM certification is required from each OEM.

(c)   Bidders must provide a certification from the OEM of the proposed EFCD(s) that it is not scheduled to go "End-of-life" for at least three (3) years from the Effective Date of Contract and that product support will be available for that period.

(d)   For the purposes of this bid solicitation, OEM means the manufacturer of the hardware, as evidenced by the name appearing on the hardware, on all accompanying documentation, on mandatory certification reports, and on any support software.

5.8.   Software Publisher Certification and Software Publisher Authorization

> ***Note to Bidders:*** *Bidders are requested to use the Software Publisher Certification Form included with the bid solicitation (Form 3 or Form 4 as applicable). Although all the contents of the Software Publisher Certification & Authorization forms are required, using the forms to provide this information is not mandatory. For bidders who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided.*

(a)   If the Bidder is the Software Publisher for any of the proprietary software component(s) it bids, Canada requires that the Bidder confirm in writing that it is the Software Publisher. Bidders are requested to use the Software Publisher Certification Form included with the bid solicitation (Form 3 attached to the RFP). Although all the contents of the Software Publisher Certification form are required, using the form itself to provide this information is not mandatory. For bidders who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided.

(b)   Any Bidder that is not the Software Publisher of all the proprietary software products or components proposed as part of its bid is required to submit proof of the Software Publisher's authorization, which must be signed by the Software Publisher (not the Bidder). No Contract will be awarded to a Bidder who is not the Software Publisher of all of the proprietary software it proposes to supply to Canada, unless proof of this authorization has been provided to Canada. If the proprietary software proposed by the Bidder originates with multiple Software Publishers, authorization is required from each Software Publisher. Bidders are requested to use the Software Publisher Authorization Form included with the bid solicitation (Form 4 attached to the RFP). Although all the contents of the Software Publisher Authorization Form are required, using the form itself to provide this information is not mandatory. For Bidders who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided

(c)   In this bid solicitation, "Software Publisher" means the owner of the copyright in any software included in the bid, who has the right to license (and authorize others to license and / or sub-license) its software products.

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

5.9 Team Certification

Canada believes that there is a strong correlation between the success of an initiative and a Contractor with well-established relationships with its team members (joint venture partners, partners, parent organization, affiliated organization, any subsidiary organization and major tier-one subcontractors).

Therefore, by signing the certification below, the Bidder hereby certifies that:

(i) All of the Bidder's team members identified in its proposal have a signed teaming agreement or signed Contract in respect of the services to be provided under any contract resulting from this RFP, prior to the bid closing date (A signed letter of intent from a team member is not sufficient);

(ii) Where the team member is a related organization (i.e. parent, affiliated and/or subsidiary organization), the teaming agreement or Contract for the services to which the experience relates, must stipulate that the Bidder can rely upon and use the experience of the team member throughout the performance of any resulting Contract; and

(iii)Where the team member is a major tier-one subcontractor or limited partner, the teaming agreement or Contract must stipulate that the team member whose experience is being presented for evaluation will be actively responsible for the delivery of those services to which the experience relates under any resulting Contract.

In order to demonstrate that it meets this requirement, the Bidder is requested to provide the following certification:

CERTIFICATION SIGNATURE

We hereby certify compliance with the above noted requirements and have signed teaming agreements that meet the above requirements with the following team members:

(Bidders must enter the names of the organization(s) for which teaming agreements or Contracts are in place).

We also certify that the signature below is that of a person authorized to sign on behalf of the Bidder.

_____   _____
Signature   Date

_____
Title of person authorized to sign on behalf of the Bidder

_____
Name of the Bidder

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1.   Security Requirement

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

      (i)   the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;

      (ii)   the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses; and

      (iii)   the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.

(b)   Canada will not delay the award of any contract to allow bidders to obtain the required clearance.

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

(d)   In the case of a joint venture bidder, each member of the joint venture must meet the security requirements.

6.2. Financial Capability

6.2.1   The Bidder must have the financial capability to fulfill this requirement. To determine the Bidder's financial capability, the Contracting Authority may, by written notice to the Bidder, require the submission of some or all of the financial information detailed below during the evaluation of bids. The Bidder must provide the following information to the Contracting Authority within fifteen (15) working days of the request or as specified by the Contracting Authority in the notice:

    (a)   Audited financial statements, if available, or the unaudited financial statements (prepared by the Bidder's outside accounting firm, if available, or prepared in-house if no external statements have been prepared) for the Bidder's last three fiscal years, or for the years that the Bidder has been in business if this is less than three years (including, as a minimum, the Balance Sheet, the Statement of Retained Earnings, the Income Statement and any notes to the statements).

    (b)   If the date of the financial statements in (a) above is more than five months before the date of the request for information by the Contracting Authority, the Bidder must also provide, unless this is prohibited by legislation for public companies, the last quarterly financial statements (consisting of a Balance Sheet and a year-to-date Income Statement), as of two months before the date on which the Contracting Authority requests this information.

(c) If the Bidder has not been in business for at least one full fiscal year, the following must be provided:

(i) the opening Balance Sheet on commencement of business (in the case of a corporation, the date of incorporation); and

(ii) the last quarterly financial statements (consisting of a Balance Sheet and a year-to-date Income Statement) as of two months before the date on which the Contracting Authority requests this information.

(d) A certification from the Chief Financial Officer or an authorized signing officer of the Bidder that the financial information provided is complete and accurate.

(e) A confirmation letter from all of the financial institution(s) that have provided short-term financing to the Bidder outlining the total of lines of credit granted to the Bidder and the amount of credit that remains available and not drawn upon as of one month prior to the date on which the Contracting Authority requests this information.

(f) A detailed monthly Cash Flow Statement covering all the Bidder's activities (including the requirement) for the first two years of the requirement that is the subject of the bid solicitation, unless this is prohibited by legislation. This statement must detail the Bidder's major sources and amounts of cash and the major items of cash expenditures on a monthly basis, for all the Bidder's activities. All assumptions made should be explained as well as details of how cash shortfalls will be financed.

(g) A detailed monthly Project Cash Flow Statement covering the first two years of the requirement that is the subject of the bid solicitation, unless this is prohibited by legislation. This statement must detail the Bidder's major sources and amounts of cash and the major items of cash expenditures, for the requirement, on a monthly basis. All assumptions made should be explained as well as details of how cash shortfalls will be financed.

6.2.2 If the Bidder is a joint venture, the financial information required by the Contracting Authority must be provided by each member of the joint venture.

6.2.3 If the Bidder is a subsidiary of another company, then any financial information in 2.1. (a) to (f) above required by the Contracting Authority must be provided by the ultimate parent company. Provision of parent company financial information does not satisfy the requirement for the provision of the financial information of the Bidder, and the financial capability of a parent cannot be substituted for the financial capability of the Bidder itself unless an agreement by the parent company to sign a Parental Guarantee, as drawn up by

Public Works and Government Services Canada (PWGSC), is provided with the required information.

6.2.4 **Financial Information Already Provided to PWGSC**: The Bidder is not required to re-submit any financial information requested by the Contracting Authority that is already on file at PWGSC with the Cost and Price Analysis Group of the Policy, Risk, Integrity and Strategic Management Sector, provided that within the above-noted time frame:

(a) the Bidder identifies to the Contracting Authority in writing the specific information that is on file and the requirement for which this information was provided; and

(b) the Bidder authorizes the use of the information for this requirement.

It is the Bidder's responsibility to confirm with the Contracting Authority that this information is still on file with PWGSC.

6.2.5 **Other Information**: Canada reserves the right to request from the Bidder any other information that Canada requires to conduct a complete financial capability assessment of the Bidder.

6.2.6 **Confidentiality**: If the Bidder provides the information required above to Canada in confidence while indicating that the disclosed information is confidential, then Canada will treat the information in a confidential manner as permitted by the *Access to Information Act*, R.S., 1985, c. A-1, Section 20(1) (b) and (c).

6.2.7 **Security**: In determining the Bidder's financial capability to fulfill this requirement, Canada may consider any security the Bidder is capable of providing, at the Bidder's sole expense (for example, an irrevocable letter of credit from a registered financial institution drawn in favour of Canada, a performance guarantee from a third party or some other form of security, as determined by Canada).

6.3 **Insurance Requirements**

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

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

PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

(a) _____ (the "Contractor") must perform the Work and to supply the goods and services in accordance with the Statement of Work at "**Annex A**".

(b) **Client:** Under the Contract, the "**Client**", is Canada Border Services Agency.

(c) **Reorganization of Client**: The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client.

(d) **Defined Terms**: Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Also, the following words and expressions have the following meanings:

    (i) any reference to a "**deliverable**" or "**deliverables**" includes the Hardware, the license to use the Licensed Software (the Licensed Software itself is not a deliverable, because the Licensed Software is only being licensed under the Contract, not sold or transferred) and the Leased Hardware

7.1.1 Requisition on a Contract (ROC) – As and When Requested Goods and Services

(a) **Purpose of ROC**: Goods and Services to be provided under the Contract on an as-and when-requested basis will be ordered by Canada using a Requisition on a Contract ("ROC").

(b) **Process of Issuing a ROC**: If a requirement for a specific task is identified, a draft "statement of task" will be prepared by the Technical Authority and sent to the Contractor. Once it receives the statement of task, the Contractor must submit a quotation to the authority identified in the ROC detailing the cost and time to complete the task. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for providing the quotation or for providing other information required to prepare and issue the ROC. The Contractor must provide any information requested by Canada in relation to the preparation of a ROC within 10 working days of the request.

(c) **Process of issuing a ROC of Significant Effort**: If preparation of a ROC requires significant effort (10 working days or more) on the part of the Contractor, the Contractor

will notify the Technical Authority and the Contracting Authority of the Contractor's costs to prepare any such ROC, that is, the "Estimated Cost". In such event, the Contracting Authority will:

(i)   withdraw the request for the ROC response; or

(ii)   authorize the Contractor to proceed to prepare the ROC through the issuance of a ROC for preparation of a ROC of significant effort, in which event Canada will be liable for the Contractor's costs to prepare the ROC up to an amount not to exceed the Estimated Cost.

(d)   **Approval Process**

Technical Authority Approval - Upon receipt, the Technical Authority will review and evaluate the Contractor's ROC quotation and may contact and/or meet with the Contractor to clarify the ROC if required. Should the quotation be deemed unacceptable, the ROC will be returned to the Contractor for rework with any deficiencies and/or corrections identified. If deemed acceptable by the Technical Authority, the Technical Authority will authorize the ROC by signing Box 10.0 of the associated quotation ROC form and forward a complete signed copy of the entire ROC quotation to the Contracting Authority for review and approval.

Contracting Authority Approval - Upon receipt, the Contracting Authority will review and evaluate the Contractor's ROC quotation and may contact and/or meet with the Technical Authority and/or the Contractor to clarify the ROC if required. Should the quotation be deemed unacceptable, the ROC will be returned to the Contractor, with a copy to the Technical Authority, for rework with any deficiencies and/or corrections identified. If the Contracting Authority approves the Contractor's task quotation, the Contracting Authority will issue the ROC by signing Box 9.0 of the associated quotation ROC form and forward a signed copy of the final ROC form to both the Contractor and the Technical Authority. Whether or not to approve or issue a ROC is entirely within the discretion of the Contracting Authority.

There are no limitations to Canada's right to purchase or provide on an in-house basis, Work from any other source should Canada at its sole discretion, deem the Contractor's ROC quotation to be unacceptable.

(e)   **Authority to Issue a ROC**: Any ROC, regardless of value, will be issued following the process listed in article 1.1 a-d, above.

(f)   **Contents of a ROC**: A ROC must contain the following information, if applicable:

(i) a ROC number;

(ii) the government department requesting the work (CBSA)

(iii) the details of any financial coding to be used;

(iv) the number of resources in each category required;

(v) type, quantity and description of the services, goods being ordered;

(vi) a brief statement of work for the task outlining the activities to be performed and identifying any deliverables;

(vii) the interval during which the task is to be carried out (beginning and end dates) or delivery dates;

(viii) a schedule indicating completion dates for major work activities (where applicable) and/or submission dates for deliverables/reports;

(ix) milestone dates for deliverables and payments (if applicable);

(x) the number of person-days of effort required;

(xi) the specific work location;

(xii) the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum ROC price (and, for maximum price ROCs, the ROC must indicate how the final amount payable will be determined; where the ROC does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and

(xiii) any other constraints that might affect the completion of the task.

(g) **Charges for Work under a ROC**: The Contractor must not charge Canada anything more than the price set out in the ROC unless Canada has issued a ROC amendment authorizing the increased expenditure. Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before being incorporated into the Work.

(h) **Consolidation of ROCs for Administrative Purposes**: The Contract may be amended from time to time to reflect all ROCs issued and approved by the Contracting Authority to date, to document the Work performed under those ROCs for administrative purposes.

7.1.2 Professional Services – General

(a)   The Contractor must provide, as and when requested by Canada using a ROC, professional services as described in Annex A. Once a requirement for a resource is identified by Canada (including any resources required under the Contract to be available immediately following award or once a ROC is issued), the Contractor must make the resource available to Canada within 10 working days. If an individual resource is named in this Contract with respect to any portion of the work, the Contractor must provide that resource, except to the extent that a replacement is permitted under the General Conditions (in which case the replacement must be provided within the time period described above). This obligation applies despite any changes that Canada may have made to any hardware, software or any other aspect of the Client's operating environment.

(b)   If the Contractor fails to meet any of its obligations under this Article and Article 7.1.3 below, or fails to deliver any deliverable or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within the turn-around time expressed in the ROC detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.

7.1.3 Professional Services – Qualifications & Replacement of Personnel

7.1.3.1 Qualifications of Personnel: The Contractor must ensure that all personnel assigned to perform the Work under this Contract meet the level of competence required to perform the work described in the SOW and are acceptable to the Technical Authority.

7.1.3.2 Contractor to Ensure Performance: The Contractor must monitor its employees to ensure that performance is maintained to the satisfaction of the Technical Authority.

7.1.3.3 Specific Individuals: When specific persons have been named in the Contract as the persons who must perform the Work, the Contractor must provide the services of the persons so named unless the Contractor is unable to do so for reasons beyond its control. For the purposes of this provision, "reasons beyond its control" does not include the re-assignment of the individual to other projects being handled by the Contractor. Canada may require a statutory declaration from the Contractor in respect of any personnel removed for reasons beyond the Contractor's control.

(i)   If the Contractor must replace an individual named in the Contract, for reasons beyond its control, the replacement must meet the minimum qualifications listed in the SOW, Annex A. In the case of project key personnel in the SOW in Section 23 (i.e. Project Manager, System Architect, Software Developer, Biometric Scientific Specialist and Training Specialist), the replacement must also have similar qualifications and experience as the person named in the Contract.

(ii)   **Named Resources**:

The following have been identified as key resources by the Contractor.

POSITION	NAME

7.1.3.4 Back-up Resources: The Contractor undertakes to supply competent back-up staff so that in the event of any cause which renders the personnel unavailable to the assignment for which service was requested, such occurrence does not extend the completion date specified in this contract unless such extension has been accepted by the Technical Authority and incorporated into the Contract or ROC in the form of an amendment to the Contract or the ROC approved by the Technical Authority.

7.1.3.5 Replacement and Knowledge Transfer: If it is necessary to replace personnel, the Contractor must give at least ten (10) working days notice in writing to the Technical Authority, but thirty days would be preferable. The replacement must possess qualifications acceptable to the Technical Authority and be approved by the Technical Authority prior to replacement. Any replacement will be assigned to shadow the "to be replaced" resource (or a CBSA resource when appropriate) for knowledge transfer, for a period of up to a maximum of ten (10) working days to be determined with the Technical Authority, at the Contractor's own expense.

This shall also apply to Contractor personnel replaced at the request of the Technical Authority as not being suitable. The Technical Authority reserves the right to interview (at no cost to Canada) the personnel assigned to the Project.

7.1.3.6 Resources with Different or Additional Skills: To the extent that the performance of the work in accordance with this Contract requires professional services from individuals with different or additional skills from those described in the Statement of Work, the Contractor must provide individuals capable of performing such Work at prices to be agreed upon by the parties. The Contractor certifies that to the best of the Contractor's knowledge, the pricing for the new category it is charging to Canada under this Contract is not higher than the lowest prices/rates that it has charged any other customer (including other Government

of Canada entities) for a similar quality and quantity of services in the year before the labour category is added to this Contract. No such services shall be provided unless a contract amendment has been issued.

7.2 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the *Standard Acquisition Clauses and Conditions* (http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp) Manual issued by Public Works and Government Services Canada.

7.2.1 General Conditions

2030 (2012-07-16), General Conditions - Higher Complexity - Goods, apply to and form part of the Contract.

7.2.2 Supplemental General Conditions

(i)   4001 (2010-08-16), Supplemental General Conditions - Hardware Purchase, Lease and Maintenance;

(ii)   4003 (2010-08-16), Supplemental General Conditions - Licensed Software;

(iii)   4004 (2010-08-16), Supplemental General Conditions - Maintenance and Support Services for Licensed Software;

(iv)   4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information. 4006 applies to all Intellectual Property, as defined in 4006, except for Intellectual Property that is specifically related to the commercial-off-the-shelf software supplied under the Contract, the rights in respect of which are dealt with in 4003.

7.3.   Security Requirement

7.3.1   The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening **(DOS)** with approved Document Safeguarding at the level of **PROTECTED B,** issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

7.3.2   The Contractor personnel requiring access to **PROTECTED** information, assets or sensitive work site(s) must EACH hold a valid **RELIABILITY** STATUS, granted or approved by Canadian Industrial Security Directorate (CISD), Public Works and Govern-

ment Services Canada (PWGSC). Until the security screening of the Contractor personnel required by this Contract has been completed satisfactorily by the CISD, PWGSC, the Contractor personnel **MAY NOT HAVE ACCESS** to **CLASSIFIED** information or assets, and **MAY NOT ENTER** sites where such information or assets are kept, without an escort.

7.3.3 The Contractor **MUST NOT** utilize its Information Technology systems to electronically process, produce or store **PROTECTED** information until CISD/PWGSC has issued written approval. After approval has been granted, these tasks may be performed up to the level of **PROTECTED B**.

7.3.4 Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.

7.3.5 The Contractor must comply with the provisions of the:

      (a)   Security Requirements Check List and security guide (if applicable), attached at Annex C; and,

      (b)   Industrial Security Manual (Latest Edition).

7.4 Contract Period

7.4.1 Contract Period: The entire period of time during which the Contractor is obliged to perform the Work, which includes:

(i)   The "**Initial Contract Period**", which begins on the date the Contract is awarded and ends 60 (sixty) months later; and

(ii)   The period during which the Contract is extended if Canada chooses to exercise any options set out in the Contract.

7.4.2 Option to Extend the Period of the Contract

(a)   The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to five (5) one (1) year options under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

(b)   Canada may exercise this option at any time by sending a written notice to the Contractor at least 90 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

7.4.3 Optional Goods and/or Services

The Contractor grants to Canada the irrevocable option to acquire the optional good s and services described at 'Annex A' of the Contract under the same terms and conditions and at the prices and/or rates stated in the Contract. The option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, through a contract amendment.

The Contracting Authority may exercise this option anytime after contract award by sending a written notice to the Contractor.

7.4.4   Delivery Date

All the deliverables must be received within 12 months of contract award. However, additional deliverables may continue to be delivered during the option periods if exercised at Canada's discretion.

7.4.5   Effective Date of Contract

The 'Effective Date of the Contract' will be considered the date of Contract Award.

7.5.   Authorities

7.5.1   Contracting Authority

The Contracting Authority for the Contract is:

Name: Stephane Chevrier
Title*:* Supply Specialist
Public Works and Government Services Canada
Acquisitions Branch
Directorate*:* Special Procurement Initiatives (SPID)
Address*:* 12C1 Place du Portage, Phase III, 11 rue Laurier St, Gatineau, QC, K1A 0S5

Telephone: 819-956-8224
Facsimile: 819-956-8303
E-mail address: stephane.chevrier@pwgsc-tpsgc.gc.ca

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

7.5.2   Technical Authority
(The following to be identified in any resulting contract)

The Technical Authority for the Contract is:

Name:
Title*:*
Organization*:*
Address

Telephone:
Facsimile:
E-mail address:

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

7.5.3   Contractor's Representative
(The following to be identified in any resulting contract)

Name:
Title:
Address:
Telephone:
Facsimile:
E-mail address:

7.6.   Payment

7.6.1   Basis of Payment

7.6.1.1   For the work described in the Statement of Work and its appendices, except for the Work subject to approved ROCs, the Contractor will be paid in accordance with the Pricing Tables in Annex B.

7.6.1.2   For the Work described in the Statement of Work and its appendices subject to approved ROCs, one of the following types of basis of payment will form part of the approved ROC.

(a)   Firm Price ROC
        In consideration of the Contractor satisfactorily completing all of its obligations
        under the approved ROC, the Contractor will be paid the firm price stipulated in
        the ROC, as determined in accordance with the Pricing Tables in Annex B. Customs

duties are included and Goods and Services Tax or Harmonized Sales Tax
is extra, if applicable.

Canada will not pay the Contractor for any design changes, modifications or interpreta-
tions of the Work unless they have been approved, in writing, by the
Technical Authority before their incorporation into the Work.

(b) ROCs subject to a Limitation of Expenditure

The Contractor will be reimbursed for the costs reasonably and properly incurred
in the performance of the Work in the approved ROC, as determined in accordance
with the Pricing Tables in Annex B, to the limitation of expenditure specified
in the approved ROC.

Canada's total liability to the Contractor under the approved ROC must not exceed
the limitation of expenditure specified in the approved ROC. Customs duties
are included and Goods and Services Tax or Harmonized Sales Tax is extra,
if applicable.

No increase in the liability of Canada or in the price of the Work specified in the
approved ROC resulting from any design changes, modifications or interpretations
of the Work, will be authorized or paid to the Contractor unless these design
changes, modifications or interpretations have been approved, in writing, by the
ROC Approval Authority before their incorporation into the Work. The Contractor
must not perform any work or provide any service that would result in Canada's
liability being exceeded before obtaining the written approval of the Technical Authority.

The Contractor must notify the ROC Approval Authority in writing as to
the adequacy of the sum:

   (i) when it is 75 percent committed, or
   (ii) four (4) months before the final delivery date specified in the
   ROC, or
   (iii) as soon as the Contractors considers that the funds provided are
   inadequate for the completion of the Work, whichever comes
   first. If the notification is for inadequate funds, the Contractor must
   provide to the ROC Approval Authority a written estimate for the
   additional funds required. Provision of such information does not
   increase Canada's liability.

(c) ROCs that are Cost Reimbursable to a Ceiling Price:

For ROCs that are cost reimbursable to a Ceiling Price, the Ceiling Price specified
in the approved ROC is the Ceiling Price and is subject to downward adjustment

so as not to exceed the actual charges and costs reasonably incurred in the performance of the Work and computed in accordance with the pricing breakdown in the approved ROC. The requirements of the ROC shall be completed in accordance with the terms and conditions of this Contract and subject to the Ceiling Price. No additional funds shall be made available.

(d)   Travel and Living Expenses under Approved ROC's

The Contractor will be reimbursed for its authorized travel and living expenses, reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the *Treasury Board Travel Directive,* and with the other provisions of the directive referring to "travellers" rather than those referring to "employees".

All travel must have the prior authority of the Technical Authority.

All payments are subject to government audit.

7.6.1.3 Competitive Award:

The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.

7.6.1.4 Professional Services Rates:

In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor refuses, or is unable, to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Policy (or equivalent) then in effect, which may include prohibiting the Contractor from bidding on future requirements that include any professional services, or rejecting the Contractor's other bids for professional services requirements on the basis that the Contractor's performance on this or other contracts is sufficiently poor to jeopardize the successful completion of the other requirements.

7.6.1.5 Purpose of Estimates:

All estimated costs contained in the Contract are included solely for the administrative proposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services are described elsewhere in the Contract.

7.6.2   Limitation of Expenditure

7.6.2.1

Canada's total liability for the Contract shall not exceed $(*insert the amount at contract award*) Goods and Services Tax (GST) or Harmonized Sales Tax (HST) extra, as appropriate.

7.6.2.2

No increase in the total liability of Canada or in the price of Work resulting from any design changes, modifications or interpretations of specifications, made by the Contractor, will be authorized or paid to the Contractor unless such changes, modifications or interpretations, have been approved, in writing, by the Contracting Authority, prior to their incorporation into the work.

The Contractor shall not be obliged to perform any work or provide any service that would cause the total liability of Canada to be exceeded without the prior written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum when:

7.6.2.2.1 it is 75 percent committed, or

7.6.2.2.2 four (4) months prior to the expiry date of this Contract, or

7.6.2.2.3 if the Contractor considers the funds provided are inadequate for the completion of the Work, whichever comes first.

7.6.2.3   In the event that the notification refers to inadequate funds, the Contractor must provide to the Contracting Authority, in writing, an estimate for the additional funds required. Provision of such notification and estimate for the additional funds does not increase Canada's liability.

7.6.2.4   The above limitation of expenditure amount is included for the administrative purposes of Canada only and does not represent any commitment on the part of Canada to pay any amounts except as expressly set out in this Contract.

7.6.3 Method of Payment

One or more of the following methods of payment may be used for work performed for this Contract.

7.6.3.1 Milestone Payments

7.6.3.1.1 If Canada makes milestone payments in accordance with the Schedule of Milestones detailed in Annex B Pricing Tables and the payment provisions of the Contract provided that;

(a) an accurate and complete claim for milestone payment using form PWGSC-TPSGC 1111 and any other document required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract. Form PWGSC-TPSGC 1111 is available at the following Web site: http://www.pwgsc.gc. ca/acquisitions/text/forms/forms-e.html;

(b) the total amount for all milestone payments paid by Canada does not exceed the total amount to be paid under the Contract

(c) all the certificates appearing on form PWGSC-TPSGC 1111 have been signed by the respective authorized representatives;

(d) all work associated with the milestone and as applicable any deliverable required have been completed and accepted by Canada.;

7.6.3.1.2 The balance of the amount payable will be paid in accordance with the payment provisions of the Contract upon completion and delivery of all Work required under the Contract if the Work has been accepted by Canada and a final claim for the payment is submitted.

7.6.3.1.3 Payment Period

(a) Canada's standard payment period is thirty (30) days. The payment period is measured from the date an invoice in acceptable form and content is received in accordance with the Contract or the date the Work is delivered in acceptable condition as required in the Contract, whichever is later. A payment is considered overdue on the 31st day following that date and interest will be paid automatically in accordance with the section entitled Interest on Overdue Accounts of the general conditions.

(b) If the content of the invoice and its substantiating documentation are not in accordance with the Contract or the Work is not in acceptable condition, Canada will notify the Contractor within fifteen

(15) days of receipt. The 30-day payment period begins
upon receipt of the revised invoice or the replacement or corrected
Work. Failure by Canada to notify the Contractor within
fifteen (15) days will only result in the date specified in sub-article
7.6.5.1.2 (a) of the clause to apply for the sole purpose of calculating
interest on overdue accounts.

7.6.3.2 Progress Payments

7.6.3.2.1 Canada will make progress payments for work completed under ROCs
in accordance with, the Annex B Pricing Tables and the payment provisions
of the Contract, no more than once a month, for cost incurred in the performance
of the Work.

(a) an accurate and complete claim for progress payment using
form PWGSC-TPSGC 1111 and any other document required by
the Contract have been submitted in accordance with the invoicing
instructions provided in the Contract. Form PWGSC-TPSGC
1111 is available at the following Web site: http://www.pwgsc.gc.
ca/acquisitions/text/forms/forms-e.html;

(b) the amount claimed is in accordance with the Pricing Tables
found in Annex B;

(c) all certificates appearing on form PWGSC-TPSGC 1111 have been
signed by the respective authorized representatives.

7.6.3.2.2 Progress payments are interim payments only. Canada reserves the
right to conduct interim cost, time verifications or audits and to make adjustments
from time to time during the performance of the Work. Any
overpayment resulting from such progress payments or otherwise must
be refunded promptly to Canada.

7.6.3.2.3 Each claim must show the following:

(a) expenditures plus pro-rated profit or fee if applicable or, alternatively,
the value of milestones during the claim period by line item
as detailed in the payment terms of Contract.;

(b) the totals of all previous claims against the Contract;

(c) Goods and Services Tax or Harmonized Sales Tax, as applicable,
calculated on the amount in (a) above.

7.6.3.2.4 The balance of the amount payable will be paid upon satisfactory completion of the Contract, or in the case of unit price contracts upon the delivery and acceptance of each unit, provided that a final claim for such payment is submitted. (Refer to the invoicing instructions in the Contract.)

7.6.3.2.5 If specified herein, the form PWGSC-TPSGC 1111 shall be accompanied by the required copies of monthly progress reports.

7.6.3.2.6 The Contractor shall prepare the original and two (2) copies of form PWGSC-TPSGC 1111, and they shall be routed as follows:

(a) Technical Authority, CBSA depending on which department the work is for;

(b) Contracting Authority;

7.6.3.2.7 Payment Office

(a) Payment by Canada to the Contractor for the Work shall be made:

> (i) in the case of a progress payment other than the final payment, within thirty (30) days following the date of receipt of a duly completed form PWGSC-TPSGC 1111;

> (ii) in the case of a final payment, within thirty (30) days following the date of receipt of the duly completed final form PWGSC-TPSGC 1111, or within thirty (30) days following the date on which the Work is completed, whichever date is the later.

7.6.3.3 Payments for Optional Maintenance and Support Services Upon Expiration of the Warranty

Maintenance and Support Services

7.6.3.3.1 Canada will pay the Contractor monthly in arrears (1/12 of the annual cost as specified in the pricing tables) for the hardware and software maintenance and support services for Work performed during the month covered by the invoice in accordance with the payment provisions of the contract if:

(a) An accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;

(b) All such documents have been verified by Canada;

(c) The Work performed has been accepted by Canada.

If Canada has any objection to the form of the progress claim, within fifteen (15) days of its receipt, Canada shall notify the Contractor of the nature of the objection. "Form of the claim" means a claim which contains or is accompanied by such substantiating documentation as Canada requires. Failure by Canada to act within fifteen (15) days will only result in the date specified in paragraph 7.6.5.2.7 (a) of the clause to apply for the sole purpose of calculating interest on overdue accounts.

The schedule of milestones for which payments will be made will be in accordance with Annex B of the Contract.

7.6.4   SACC Manual Clauses

C2000C - (2007-11-30), Taxes - Foreign-based Contractor
C2605C - (2008-05-12), Canadian Customs Duties and Sales Tax - Foreign-based Contractor
C3020C (2010-01-11), Exchange Rate/Milestone Payment
H1001C (2008-05-12), Multiple Payments

7.7.   Invoicing Instructions

7.7.1   For work done on a per diem basis (TAs), the Contractor must submit a claim for payment using form PWGSC-TPSGC 1111, Claim for Progress Payment.

> Each claim must show:
> (a)   all information required on form PWGSC-TPSGC 1111;
> (b)   all applicable information detailed under the section entitled "Invoice Submission" of the general conditions;

Each claim must be supported by:

> (a)   a copy of time sheets to support the time claimed;
> (b)   a copy of the invoices, receipts, vouchers for all direct expenses, travel and living expenses (if applicable).

7.7.2   The Contractor must prepare and certify one original and two (2) copies of the claim on form PWGSC-TPSGC 1111, and forward it to the Technical Authority identified under the section entitled "Authorities" of the Contract for appropriate certification after inspection and acceptance of the Work takes place.

The Technical Authority will then forward the original and two (2) copies of the claim to the Contracting Authority for certification and onward submission to the Payment Office for the remaining certification and payment action.

8. Certifications

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

9. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario, Canada.

> *__Note to Bidders:__ Bidders are requested to indicate the Canadian province or territory they wish to apply to any resulting contract in their Bid Submission Form.*

10. Priority of Documents

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

(a)   the Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;

(c)   4001 (2010-08-16), Supplemental General Conditions- Hardware Purchase, Lease and Maintenance;

(d)   4003 (2010-08-16), Supplemental General Conditions- Licensed Software;

(e)   4004 (2010-08-16), Supplemental General Conditions- Maintenance and Support Services for Licensed Software;

(f)   4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual;

(g)   the general conditions, 2030 (2012-07-16), General Conditions – Higher Complexity-Goods;

(i)   Annex A, Statement of Work;

(j)   Annex B, Pricing Tables;

(k)   Annex C, Security Requirements Check List;

(l)   Annex D, Insurance Requirements;

(m)   the signed Task Authorizations (including all of its annexes, if any);

(n)   the Contractor's bid dated _____ (To be identified in any resulting Contract), as amended_____ (To be identified in any resulting Contract), not including any software publisher license terms and conditions that may be included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of web link) in the bid.

11. Personal Information

To perform the maintenance and support required as part of the Work, the Contractor may be provided by Canada with limited personal information collected from third parties (Personal Information). This Personal Information will be provided to the Contractor and is subject to the following:

(a) Personal Information shall be used by the Contractor only for the purposes of providing the maintenance and support services;

(b) The Contractor agrees to receive, manage, access, use, retain, and dispose of the Personal Information only to perform the Work maintenance and support service in accordance with the Contract;

(c) The Contractor agrees to segregate the Personal Information received from Canada from the Contractor's own information and records and agrees to restrict access to the Personal Information to people who require access to perform maintenance and support service the Work (for example, by using passwords);

(d) The Contractor must safeguard the Personal Information at all times by taking all measures reasonably necessary to secure it and protect its confidentiality;

(e) The Contractor must retain the Personal Information only for the limited period of time that is required for the provision of the maintenance and support service requested by Canada and immediately purge the Personal Information once the Personal Information is no longer required to provide the service;

(f) The Contractor must notify the Contracting Authority immediately of any security breaches; for example, any time an unauthorized individual accesses any Personal Information; and

(g) The Contractor must ensure that Personal Information is retained in Canada, unless the Technical Authority has first consented in writing.

12. Hardware

(a) With respect to the provisions of Supplemental General Conditions 4001, clauses have been amended as such:

Delivery Location	As per the site profile table in Appendix B of Annex "A" Statement of Work.
Installation Site	As per the site profile table in Appendix B of Annex "A" Statement of Work.
Delivery Date	Installations to begin in October 2013 with all locations identified in Appendix B of the Statement of Work to be completed at the latest January 2014.
Contractor must deliver Hardware Documentation	Yes
Contractor must update Hardware Documentation throughout Contract Period	Yes
Hardware Documentation must include maintenance documentation	Yes
Special Delivery Requirements	Yes- as per the delivery requirements contained in Annex "A"
Contractor must install Hardware at time of Delivery	Yes
Contract must Integrate and Configure Hardware at time of Installation	Yes
Hardware is part of a System	Yes
Availability-level Testing will be performed before acceptance	Yes
Toll-free Telephone Number for Maintenance Service	(To be completed with information from the Contractor at the time of award)
Website for Maintenance Service	(To be completed with information from the Contractor at the time of award)

13.   Licensed Software

(a)   With respect to the provisions of Supplemental General Conditions 4003, clauses have been amended as such;

Type of License being Granted	Perpetual
Option to Purchase Licenses for Additional Devices	The Contractor grants to Canada the irrevocable option to purchase licenses for additional Devices at the price set out in Annex B on the same terms and conditions as the initial Device licenses granted under the Contract. This option may be exercised at any time during the Contract Period, as many times as Canada chooses. This option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.
Language of Licensed Software	The Licensed Software must be delivered in both French and English.
Delivery Location	As specified in Annex "A"
Media on which Licensed Software must be Delivered	CD-ROM or DVD
Software Warranty Period	12 Months

(b)   **On-going Maintenance of Software Code**: The Contractor must continue to maintain the version of the Licensed Software (i.e., the version or "build" originally licensed under the Contract) as a commercial product (i.e., the Contractor or the software publisher must be continuing to develop new code in respect of the Licensed Software to maintain its functionality, enhance it, and deal with Software Errors) for at least 5 years from the date the Contract is awarded. After that time, if the Contractor or the software publisher decides to discontinue or no longer maintain the then-current version or "build" of the Licensed Software and, instead, decides to provide upgrades to the Licensed Software as part of the Software Support, the Contractor must provide written notice to Canada at least 12 months in advance of the discontinuation.

14.   Licensed Software Maintenance and Support

(a)   With respect to the provisions of Supplemental General Conditions 4004, clauses have been amended as such;

Software Support Period when Additional Licenses added during Contract Period	For any additional licenses purchased in accordance with the Contract, the Software Support Period currently underway will apply to the additional licenses purchased, so that the Software Support Period ends on the same date for all licences supported under the Contract.
Option to Extend Software Maintenance and	The Contractor grants to Canada the irrevoca-

Support	ble option to extend the Software Maintenance and Support Period by additional 12 month periods, exercisable at any time during the Contract Period. The Contractor agrees that, during the entire Software Maintenance and Support Period, the prices will be those set out in Annex "B". The option (s) may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.
Hours for Providing Hot Line Support Services	As per Annex A
Contractor must keep track of software releases for the purpose of configuration control	Yes, as described in the SOW at Annex "A"
Contact Information for Accessing the Contractor's Support Services	In accordance with Section 5 of 4004, the Contractor will make its Support Services available through the following: Toll-Free Access:_____ Toll Free Fax Access: _____ Email Access: _____ (Note to Bidders: This information will be completed at the time of Contract Award with information supplied by the Contractor. Bidders are requested to provide this information in their bids.)
Website	In accordance with Section 5 of 4004, the Contractor must make Support Services available over the internet. To do so, the Contractor must include, as a minimum, frequently asked questions and on-line software diagnostic routines and support tools. Despite the Hours for Providing Support Services, the Contractor's website must be available to Canada's users 24 hours a day, 365 days per year, and must be available 99% of the time. The Contractor's website address for web support is: _____ (Note to Bidders: The website address will be completed at the time of contract award with information supplied by the Contractor. Bidders are requested to provide this information

	in their bids.)
Language of Support Services	The Support Services must be provided in both French and English, based on the choice of the of the User requesting support.

15.   Foreign Nationals (Canadian Contractor)

SACC Manual clause A2000C (2006-06-16), Foreign Nationals (Canadian Contractor)

Note to Bidders: *Either this clause or the one that follows, whichever applies (based on whether the successful bidder is a Canadian or Foreign Contractor), will be included in any resulting Contract.*

16.   Foreign Nationals (Foreign Contractor)
SACC Manual clause A2001C (2006-06-16), Foreign Nationals (Foreign Contractor)

17.   Insurance Requirements

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

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

(c)   The Contractor must forward to the Contracting Authority within 10 working days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified   true copy of all applicable insurance policies.

18.   Representations and Warranties

The Contractor made statements regarding its and its proposed resources' experience and expertise in its bid that resulted in the award of the Contract. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding this Contract. The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have, the skills, qualifications, expertise and experience necessary to perform and

manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

19. Safeguarding Electronic Media

(a) Before using them on Canada's equipment or sending them to Canada, the Contractor must electronically scan, using a regularly updated product, all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must immediately notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.

(b) If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately notify the Technical Authority of any such loss or damage and replace it at its own expense.

20. Reporting Requirements

The Contractor must provide the reports as detailed in the SOW and elsewhere throughout this Contract to the Technical Authority at the frequency and format specified herein.

20.1 Timely Problem Identification

(i) The Contractor must immediately advise the Contracting Authority and Technical Authority in writing of any and all situations or difficulties that the Contractor considers will have a significant impact upon the scope of the Work, expected technical achievement, delivery schedule, person-power or cost to Canada. Notwithstanding the submission of any such report, the Contractor remains responsible for the completion of the Work in accordance with the terms of this Contract.

(ii) Such reports must include proposed detailed remedial action plans to resolve or alleviate the identified situations or difficulties. The plans must set out the Contractor's detailed estimates of any increase in time, resources and cost to affect such plans. Such plans must include all reasonable options for consideration by Canada plus the costs and consequences to Canada of taking no remedial action and must also provide a reasonable amount of time for Canada to review these options and obtain any necessary funding authorization.

(iii) The Contractor will be prohibited from claiming for any additional costs incurred in remedying a problem not reported as described above in a

timely fashion, and will be required to remedy such problems at its own expense.

21.   Access to Canada's Property and Facilities

(a)   Canada's property, facilities, equipment, documentation and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Technical Authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirement may apply.

(b)   Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered. Where the Contractor, its employees, subcontractors, or agents are providing services on government premises pursuant to this Contract and the said premises become non accessible due to, but not limited to, evacuation, closure of government offices or as a result of any strike or lockout, and consequently no Work is being performed as a result of the closure or when access was prevented, Canada will not be liable for payment to the Contractor for the period of closure or for the period when access was prevented.

22.   Government Property

(a)   Canada agrees to supply the Contractor with the items listed below (the "**Government Property**"). The section of the General Conditions entitled "Government Property" also applies to the use of the Government Property by the Contractor.

(b)   A list of Government Furnished Equipment (GFE) can we found at in the SOW, section 18 "Government Furnished Equipment / Environments"

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23.   Transition Services

(a)   The Contractor agrees that, in the period leading up to the end of the Contract Period and for up to 3 months afterwards, it will make all reasonable efforts to assist Canada in the transition from this Contract to a new contract with another supplier. The Contractor agrees that there will be no charge for these services.

(b)   The Contractor will cooperate with the Technical Authority and with the incoming contractor to ensure a seamless transition and a continuance of service including transferring data, and winding down of services.

24.   Price Protection - Most Favoured Customer (New Labour Categories)

(a)   Where Canada seeks to add a new labour category in respect of a requirement for a resource with different or additional skills to perform Work in accordance with the Contract, the Contractor certifies that to the best of the Contractor's knowledge, the pricing for the new category it is charging to Canada under this Contract is not higher than the lowest prices/rates that it has charged any other customer (including other Government of Canada entities) for a similar quality and quantity of services in the year before the labour category is added to this Contract.

(b)   The Contractor also agrees that, if after the Contract Award date of this Contract it reduces the prices/rates it charges to other customers for any New Labour Categories which were added to the Contract after the Contract Award Date for a similar quality and quantity of services, it will reduce the prices/rates for all remaining services performed by resources in the new labour category under this Contract (with notice to the Contracting Authority).

(c)   At any time during the 5 years after making the final payment under this Contract or until all outstanding claims and disputes are settled, whichever is later, Canada has the right to audit the Contractor's records to verify that it is receiving (or has received) prices/rates in accordance with this certification.

(d)   During this audit, the Contractor must produce invoices and contracts for similar services (similar quality and quantity) sold to other customers from one year before this Contract until the end of this Contract. If the Contractor is required by statute or contract to keep another customer's information confidential, the Contractor may black out any information on the invoices or contracts that could reasonably reveal the identity of the customer (such as the customer's name and address), as long as the Contractor provides, together with the invoices and contracts, a certification from its Senior Financial Officer describing the profile of the customer (e.g., whether it is a public sector or private sector customer and the customer's size and service locations).

(e)   In determining whether the services sold to another customer were of similar quality, the terms and conditions of the contract under which those services were delivered will be considered, if those terms and conditions are reasonably likely to have had a material effect on pricing.

(f)   If Canada's audit reveals that the Contractor charged lower prices/rates for a similar quality and quantity of services under any contract where services were made in the year before this Contract was issued, or that the Contractor delivered additional services under this Contract after reducing its prices for other customers but without reducing the prices/rates under this Contract, then the Contractor must pay to Canada the difference between the amount charged to Canada and the amount charged to the other customer, up to a maximum of 25% of the value of this Contract.

(g) Canada acknowledges that this commitment does not extend to prices/rates charged by any affiliates of the Contractor.

25. Change Management Procedures

(a) Without in any way diminishing or restricting limitation, any of the responsibilities of the Contractor, the Technical Authority may, by giving notice to the Contractor, at any time and from time to time, request changes in the Work described in the Contract or in any approved ROC(s). Conversely, the Contractor may wish to propose a change to the Work described in the Contract or changes in any approved ROC(s).

(b) Where the Technical Authority requests a change or modification, the Technical Authority will request a written Change Proposal from the Contractor for consideration. Where the Contractor wishes to propose a change or a modification, the Contractor will submit a written Change Proposal to the Technical Authority for consideration.

(c) All changes, whether there is a cost or not, will require formal authorization through a ROC or a Contract amendment.

(d) As soon as reasonably possible, and no later than 10 working days after receipt of the request, the Contractor must either:

    (i) give notice to the Technical Authority that the proposed modification is not sufficiently defined; or

    (ii) submit to the Technical Authority a completed Change Proposal which must contain the following:

        (A) a description of the change(s);

        (B) the decrease or increase, if any, which the proposed change will cause to the Contract or ROC price;

        (C) change(s) in delivery dates, if any, for any part of the Work affected by the directed or proposed changes;

        (D) the anticipated effect of the change(s) on the performance of the Work;

        (E) the plan or plans to minimize the effect of the change(s) on the performance of the Work;

        (F) recommended plan or plans for the completion of the Work;

(G) any other change in the provisions of the ROC or this Contract; and

(H) such additional information as may be reasonably required by the Technical Authority.

(e) If the Contractor's Proposal is accepted, the Technical Authority and the Contractor agree to commence negotiations with respect to changes in the Work described in the Contractor's Proposal as soon as practicable.

(f) All proposed changes by the Contractor to any previously approved deliverable will require the revised deliverable to be resubmitted by the Contractor to the Technical Authority for acceptance in accordance with this Contract.

(g) No change in the Work, or in price, in the Contract or any resulting ROC, resulting from changes in the Work, will be recognized under this Contract or any resulting ROC(s), except in accordance with the provisions described in this Article. No one other than the Contracting Authority has the authority to approve any amendments or changes to this Contract or any resulting ROC(s).

(h) If any directed change or changes approved after consideration of the Proposal, causes an increase or decrease in the price of the Contract or any resulting ROC or the time for performance, then the price of the respective ROC, the time for performance and other affected provisions of the Contract or the respective ROC must be adjusted accordingly, provided that, at no time, must the Contractor be entitled compensation for any loss of anticipated profits. The Contractor must not carry out any Work arising from a change proposed by the Contractor or requested by the Technical Authority until negotiations between the Contractor and Canada are completed to a mutual agreement, and the Contractor is in receipt of written authorization to proceed with the change as received from the Contracting Authority.

(i) It is the responsibility of the Contractor to verify with the Technical Authority and the Contracting Authority whether the Work activity falls within the scope of the Contract or any approved ROC(s), in the event that any uncertainty exists.

(j) If preparation of a Change Proposal requires significant effort (10 working days or more) on the part of the Contractor, the Contractor will notify the Technical Authority and the Contracting Authority of the Contractor's costs to prepare any such Change Proposal, that is, the "Estimated Cost". In such event, the Contracting Authority will:

(i) withdraw the request for the Change Proposal response; or

(ii)   authorize the Contractor to proceed to prepare the Change Proposal through the issuance of a ROC in which event Canada will be liable for the Contractor's costs to prepare the Change Proposal up to an amount not to exceed the Estimated Cost.

(k)   If the number of Change Proposals that the Contractor is required to prepare in any month will, in the aggregate, require significant effort on the part of the Contractor, the Contractor's Representative will give notice thereof to the Contracting Authority and the Technical Authority. In such event, the parties will meet promptly to:

(i)   identify the Change Proposal requests that may be withdrawn and prioritize those remaining; or

(ii)   identify the Estimated Cost to prepare the change proposals, and Canada must then authorize or withdraw the change requests in a similar manner as described in sub-article j) above.

(l)   The costs of any changes pursuant to this Article will be negotiated based on pricing contained in the Contract.

26.   Dispute Resolution

If a dispute arises out of, or in connection with this Contract, and the parties do not resolve some or all of the issues in the dispute through discussions then:

(a)   Either party may provide to the other written notice containing a request to negotiate. This notice shall be given promptly in order to prevent further damages resulting from delay and shall specify the issues in dispute.

(b)   If the parties do not resolve some or all of the issues in the dispute within 30 days from the notice to commence negotiations, the parties agree to attempt to resolve those issues through mediation.

(c)   The parties agree to jointly select a mediator. If they are unable to do so, then a mediator will be chosen, upon application by the parties, by the

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> 234 Eglinton Avenue East, Suite 500
> Toronto, Ontario, M4P 1K5

(d)   All information exchanged during the negotiation and mediation processes shall be regarded as "without prejudice" communications for the purposes of settlement negotiations and shall be treated as confidential by the parties and their representatives unless otherwise required by law. However, evidence that is independently admissible or discoverable shall not be rendered inadmissible or non-discoverable by virtue of its use during negotiation or mediation.

(e)   The parties agree that the representatives selected to participate in the dispute resolution process will have the authority required to resolve the dispute, or will have a rapid means of obtaining the requisite authorization.

(f)   The parties agree that they will each be responsible for the costs of their own legal counsel and personal travel. Fees and expenses of the mediator and all administrative costs of the mediation, such as the cost of a meeting room, if any, shall be borne equally by the parties.

(g)   If within 30 days of the appointment of the mediator, the parties do not resolve some or all of the issues in dispute, the parties shall submit those issues in dispute to binding arbitration pursuant to the Commercial Arbitration Act and Commercial Arbitration Code (R.S.C 1985, Ch. 17 (2nd Supp., as amended)).

(h)   These clauses shall not affect any of her Majesty's rights of cancellation or termination contained in this Contract.

27.   Review Process for Written Deliverables

(a)   The Technical Authority and the Contractor shall determine an acceptable review process in order to facilitate inspection of the Work. Unless otherwise indicated herein or in any Task Authorization or Data Item Description, the following terms shall define the Review Period for all written deliverables.

(b)   The "Review Period" means a period of a number of working days as specified in the table below from the date on which the Deliverable(s) are submitted to Canada in accordance with the terms of the Contract or the actual date of submission of those Deliverable(s) by the Contractor whichever is the later.

Number of Pages in Document	0-99	100-199	200-299	300+
Maximum Working Days to Review	10	12	14	2 additional days per every additional 100 pages

(c)   Notwithstanding paragraph (b) above, when multiple documents are submitted concurrently, additional review time will be allowed on the basis that CBSA will have a total of 10 days plus 2 days per 100 pages or part thereof. If necessary, the parties will agree to a schedule to accommodate the review period based on the priority of the documents.

(d)   During the Review Period, Canada shall review the Deliverables submitted by the Contractor and, within 1 working day following the end of the Review Period,

shall advise the Contractor in writing whether or not the Deliverables have passed the review.

(e)   If the Deliverables submitted by the Contractor are inconsistent with or fail in any other way to meet the requirements of the Work, Canada shall provide a single and annotated copy of the deliverable identifying the required changes or prepare a written description of the deficiencies, and shall deliver such required changes or description to the Contractor within 1 working day following the end of the Review Period.

(f)   Upon receipt of Canada's description of the deficiencies mentioned in sub-article (e) herein, the Contractor shall then modify the Deliverables to correct the deficiencies and shall promptly submit the corrected Work to Canada for review with revisions highlighted.

(g)   During the second or any subsequent Review Period, Canada will review the corrected Work submitted to Canada only to review corrected deficiencies and any other areas of the original Deliverable affected by corrections, and unless otherwise agreed to by the parties, sub-articles (b) to (g) inclusive, above, shall apply to the review.

28.   Joint Venture Contractor

> **Note to Bidders** *This Article will be deleted if the bidder awarded the Contract is not a joint venture. If the Contractor is a joint venture, this clause will be completed with information provided in its bid.*

(a)   The Contractor represents and warrants that the name of the joint venture is _____ and that it is comprised of the following members: (Contract will include a list of all joint venture members named in the Contractor's original bid).

(b)   With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:

(i)   _____ has been appointed as the "representative member" of the joint venture Contractor and has full authority to act as agent for each member regarding all matters relating to this Contract;

(ii)   by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and

(iii)   all payments made by Canada to the representative member will act as a release from all the members.

(c)   All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada's opinion, affects the performance of the Work in any way.

(d)   All the members are jointly and severally or solidarily liable for the performance of the entire Contract.

(e)   The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the provisions of the General Conditions.

(f)   The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

29.   Joint Venture Agreement (The following section will be removed if the Contractor is not a Joint Venture)

To witness their agreement with the terms and conditions of this Contract, Canada and the Contractor (by its agent, the Lead Member of the joint venture Contractor) have signed the cover page of this Contract. To witness that each member of the joint venture Contractor is a party to this Contract and is jointly and severally and solitarily liable for the performance of all the Work, each member of the joint venture Contractor, including the Lead Member, has signed below.

[Insert Full Legal Name of Lead Member]
By its Authorized Signatory,

_____

Print Name of Authorized Signatory: _____

Print Title of Authorized Signatory: _____

[Insert Full Legal Name of Second Member]
By its Authorized Signatory,

_____

Print Name of Authorized Signatory: _____

Print Title of Authorized Signatory: _____

[Insert Full Legal Name of Third Member - add or subtract as many signature blocks as necessary so that each member of the Joint Venture is signing the Contract]

By its Authorized Signatory,

_____

Print Name of Authorized Signatory: _____

Print Title of Authorized Signatory: _____

Annex A of Contract # 47054-124625/001/XQ

Statement of Work

ANNEX A

Statement of Work
for
Trusted Traveller Kiosks and Iris Recognition Technology Project

TABLE OF CONTENTS

1. **Scope**

   The Client has a requirement for a Contractor to replace existing self-service Kiosks and current iris biometric technology with new self-service Kiosks and biometric technology for delivery to multiple locations across Canada. The Contractor must supply, deliver and assemble self-service Kiosks including all Hardware, Licensed System Software, Warranty, Maintenance and Support, Training, Project Management Services, Professional Services, and Technical Documentation. The Requirement includes Crown options to purchase additional Kiosks and individual Iris Cameras, and to extend the term of the Contract. This Requirement also includes the removal and disposal by the Contractor of all existing Client Kiosks before deployment.

2. **Background**

   The Trusted Traveller Programs are designed to expedite the border clearance process for low risk travellers. The self-service Kiosks allow program members expedited passage by providing member authentication, passage risk assessment, and customs traveller declaration functionality that would otherwise be done via a conventional primary inspection. Pre-registered and pre-approved members can benefit from smooth and quick travel into Canada by choosing to use a self-service Kiosk rather than obtaining clearance through the traditional customs lineups. There is no need to speak with customs or immigration officers unless referred or selected randomly for further inspection. This allows the Client's officers to focus resources on unknown and higher risk arriving travellers.

   The self-service Kiosks are a major component of the Client's facilitated border activity that encompasses several Trusted Traveller Programs, the largest of which is NEXUS with over 600,000 members.

   To obtain a Trusted Traveller membership, the applicant can register on-line or complete a paper application. Once approved the member is invited to a Client Enrolment Center to complete the registration process. A picture of the applicant's iris is obtained, along with a digital photo and stored into a database. Once approved the member receives a membership card. When travelling by air the member can utilize a self-service kiosk equipped with iris recognition instead of going through a regular customs line up.

   Self-service Kiosk technology has been part of the Client's facilitated border initiatives since they were introduced in Vancouver in 1995 as part of a pilot project. The self-service Kiosks became an official Client tool with the launching of CANPASS Air in July 2003. In 2004, a Canada-US bi-national program NEXUS was launched.

   The client currently owns and operates 68 Kiosks using iris recognition biometric technology deployed at Canada's eight major international airports including in the United States Customs and Border Protection (CBP) pre-clearance areas. The Kiosks have been in operation since 2003. The Client's intent is to replace all existing Kiosks and peripherals, and iris-related infrastructure (including iris cameras and the iris matcher).

The following picture portrays an existing Client Kiosk deployed in a production environment. It is important to note that the illustration is solely intended for information purposes and should not influence the Contractor's proposed solution.

3. **Definitions**

a) *Client* - Canada Border Services Agency (CBSA).

b) *Administrator* - a person, or his/her designate, authorized by the Client, who manages the Kiosk and who assigns privileges to users and groups.

c) *Traveller* - Pre-registered and pre-approved persons under CBSA's Programs.

d) *Service Personnel* - Client Technical or Service Resources requiring physical access to the Kiosk and all its components.

e) *Technical Authority* - or his/her authorized delegated representative, is the representative of the Client for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract.

f) *Commercial Off-the-Shelf (COTS)* - software that is freely available for purchase, has a published product definition and pricing structure, and has an ongoing funded development and support investment behind it.

4. **Client Responsibilities**

The Client will be responsible for providing and installing the PC and configuring the PC into the Local Area Network (LAN) environment.

Following the above noted assembly and configuration process, the Client will power-on the Contractor's solution and test it, in cooperation with the Contractor, at the Client's discretion.

The Client will connect the Contractor's solution to the Client network (as detailed in Appendix A – Current Technical Infrastructure to Annex A) at the Client locations through existing Ethernet cabling.

The Client will be responsible for their customized applications that integrate with the Contractor's supplied hardware and software components.

The Client will be responsible for using and configuring the software tools provided by the Contractor. (e.g. The Contractor's supplied Kiosk Monitoring System)
The Client will supply the required servers, operating system software and other Client-related software.

5. Deliverable Requirements
Appendix F provides a consolidated list of deliverables that the Contractor must produce. The list also specifies the following information**:**
     a)   The authority/authorities to whom the deliverables are to be provided;
     b)   The required delivery date (s)
     c)   The required delivery format (s) (paper, electronic or both)
     d)   Whether the deliverables are being provided for approval by Canada or Information; and
     e)   The Language Requirements (English, French or Both)

6. **General Project Requirements**
    a) The Contractor must remove all existing Kiosks at all Canadian airports and enrolment centres, locations as detailed in Appendix B to Annex A, "Delivery Locations and Deliverables," before deployment of the new Kiosks. The Contractor must ensure that the removal of the existing Kiosks and the deployment of the new Kiosks to occur on the same day. The Contractor must deploy the Kiosk(s) within a time frame of 6 hours of removal of the existing Kiosk(s).
    b) The Contractor's Kiosk (the "Kiosk") must include all necessary equipment, software, peripherals, cabling, sensors, hubs and components required to meet the requirements of this SOW.
    c) The Contractor's solution must integrate and be compliant with all Client-provided products detailed in Appendix A – Current Technical Infrastructure to Annex A.
    d) The Contractor's solution must integrate with Client's network and software applications in accordance with Appendix A – Current Technical Infrastructure to Annex A.
    e) The Contractor must provide a secure electronic means of delivery (SSL-based secure download or Entrust encrypted email) to the Client of machine-readable items including, but not limited to, software, software updates, and documentation. Electronically delivered items must also be shipped to the Client on CD or DVD within 5 business days after Contract award.
    f) The Contractor's Software, Application Programming Interface (APIs), drivers and Dynamic Link Library (DLLs) running on Kiosk PCs and Enrolment Centre PCs must run on the Client-supplied 32-bit and 64-bit Microsoft Windows 7 operating systems and any successor Windows platform.
    g) The Contractor's components must provide USB 2.0 or USB 3.0 Type-A connection(s). (See Iris Camera-Specific Software exception herein).
    h) The Contractor's electronic products and devices must meet the Federal Communications Commission (FCC) Class B requirements.
    i) The Contractor must provide, within 5 business days after Contract award, and keep current manufacturers' complete documentation and software (in Java, if available; otherwise in C/C++) for all Contractor-supplied devices and sensors.
    j) The Contractor must provide to the Client within 5 business days after Contract award, a complete list of all software events exposed to the Client, their descriptions, and originating devices or sensors.
    k) The Kiosk must work and interoperate successfully with all Government Furnished Equipment (GFE) as further described herein under section 19.
    l) Language – The Kiosk including all components, cabling labels, hot-line support, training, Project Manager, and all technical documentation, installation and training manuals must be provided by the Contractor in both official languages of Canada (English and French).
    m) On an as-and-when requested basis, via the Requisition on Contract Process in accordance with the Contract, the Contractor must provide the following:
      i) *Kiosk -* consisting of:
        (1) Enclosure;
        (2) Iris Camera;
        (3) Touch Screen;
        (4) Receipt Printer (qty 2);
        (5) Document and Card Reader;
        (6) Keyboard;
        (7) Speakers (qty 2);
        (8) Cabling;

(9) Uninterruptible Power Supply (UPS); and

(10)   Software.

ii) ***Kiosk Monitoring System* (KMS)**

iii) ***Iris Matcher***

iv) ***"Kiosk in Pieces"*** - consisting of the same components as a Kiosk (as specified in m) i) above), with the exception of an Enclosure, for use in a lab environment.

v) ***Business Demo Kit (BDK)*** -

(1) consisting of

(a) Client-supplied PC

(b) Iris camera, attached to a stand.

(c) Touch Screen, attached to a stand.

(d) Document and Card Reader.

(e) All data and power cabling and power-related components

(f) All Contractor-supplied non-server software appropriate to the BDK (drivers, middleware, etc.).

(2) BDK does not include any iris matching capability

(3) BDK does not include any iris storage capability

(4) The BDK must be readily moveable.

(5) The Contractor must ensure protection against electrical shock and physical injury from component internals.

vi) ***Enrolment Centre (EC) Iris Camera*** – An EC Iris Camera must have the same specifications, iris capture behaviour and performance as the Kiosk Iris Camera with the following exception. It must be either:

(1) free-standing (e.g. – using a tower case); or

(2) arm-mounted (wall-mounted is not acceptable) with hardware that does not require drilling into Client-owned furniture (e.g. – clamps).

vii) ***Professional Services*** –

Section 23 of the Statement of Work articulates the Professional Services requirements of the project in greater detail.

n) The Kiosk must:

i) must be free standing and not be attached to anything other than the floor.

ii) be new modular, scalable and interoperable and must operate using current and tested technology that has been previously and successfully implemented;

iii) when installed (including Enclosure, if applicable, and attachments, if any) fit in a volume with a height of 145cm and the following footprint: Width: 90 cm by Depth: 80 cm;

iv) comply with standard CSA-B651.2-07 Annex B. In the CSA standard, Annex B.2.4, "1000 m" must be read as "1000 mm";

v) comply with standard CSA-B651.2-07 Annex B.2.3 when either affixed or not affixed to the floor;

vi) satisfy and be compliant with applicable Canadian regulatory codes and requirements, the Canadian Standards Association, the National Fire Code of Canada, and the Canadian Environmental Protection Act;

vii) operate continuously 24 hours a day, 7 days a week; 365 days per year.

viii) operate in temperatures ranging from 10°C to 35°C with up to 85% Relative Humidity;

ix) withstand storage temperatures ranging from -10°C to 50°C with up to 85% Relative Humidity;

x) include quiet, thermostat-controlled, ventilation fans to ensure that the overall Enclosure internal temperature does not exceed 5°C over ambient air temperature when the ambient air temperature does not exceed 30°C. Ambient would be measured two feet from the front of the Kiosk (i.e. - away from the exhaust), not in direct sunlight. Fans must be mounted high in each Enclosure. Fans must vent away from the Traveller;

xi) include UPS status lights at the front of the UPS, facing the door opening, and be easily visible to service personnel; and

xii) have a noise level of ≤35 dBA (measured at 3.3 feet from the front of the Kiosk) when it is turned on, but not in use.

o) *Servicing and Accessibility* - The Contractor's assembled Kiosk must:

i) allow Service Personnel unobstructed and safe access to the back of the UPS and its cables;

ii) be easy to service for most tasks, including:
   (1) change paper;
   (2) unplug or turn off UPS to shut down the Kiosk;
   (3) run Kiosk device diagnostics;
   (4) replace Kiosk PC; and
   (5) replace UPS battery.

p) *Templates/Stencils -*

i) Per deployment site, after the Contract award but prior to installation, the Contractor must provide to the Technical Authority or his/her delegate at each site, 3 templates/stencils for identifying where Kiosk floor mounting bolts must be drilled.

ii) At time of Contract award, the Contractor must provide, to the Technical Authority:
   (1) 5 paper copies of the detailed specifications of the Kiosk crates; and
   (2) 5 templates/stencils for identifying where Kiosk floor mounting bolts must be drilled.

q) *Packaging -* The Kiosk containers, including movers and moving equipment, must pass through a door opening 34" wide x 84" high, without removal of hinges, door frame, or door (opened at least 90 degrees).

r) *Installation* - The Contractor must provide an orientation session at the time of installation as part of the installation process.

s) *Zero-Trial Learning* - The Kiosk must support zero-trial learning. Travellers can use the Kiosk with minimal instruction or through observation of another Traveller using the Kiosk. Guidelines: Use the simplest practical interface, use layman's metaphors, and ensure that all results are immediately apparent.

t) *Business Program Independent* - The Contractor must allow the Client to use the Contractor's supplied components for other Client program(s) at the Client's discretion.

u) *Internet Protocol* – The Contractor must ensure that all Contractor-supplied hardware and software components work in an IPv4 and IPv6 network.

v) *Memory* - The Contractor must ensure that all devices do not retain any Traveller data when devices are powered off, including:
   (1) iris images;

(2) travel document images and data;

(3) magnetic stripe data; and

(4) receipt data.

7. **Enclosure**

a) The Contractor must provide a Kiosk Enclosure to integrate all of the Kiosk components. A Kiosk Enclosure is a cabinet or joined cabinets that integrate the Kiosk components specific to the applicable Kiosk configuration. A Kiosk Enclosure may be composed of, for example, two sub-enclosures bolted together.

b) The final Kiosk Enclosure's layout must be accepted and approved by the Client, within two months of Contract Award

c) The Kiosk Enclosure must be designed to allow the client to change the position of any device within the Enclosure..

d) The Kiosk Enclosure must be of sturdy construction. All metal elements of the Kiosk Enclosure must be rust-proof. If the Kiosk Enclosure includes any plastic material, it must be non-structural and comply with the UL (Underwriters Laboratories) 94 HB, or higher, flame-resistance classification.

e) The Contractor must ensure that all external edges and Traveller-accessible parts of the Kiosk Enclosure are rounded, smooth and finished.

f) The Kiosk Enclosure must be resistant to spills entering the inside of the Kiosk Enclosure especially at Traveller-facing components or openings such as the Touch Screen and the receipt opening.

g) The Kiosk Enclosure must:

i) be designed for indoor use;

ii) be assembled, leveled and securely mounted to the floor within 3 hours of uncrating using bolts and nuts, or high performance adhesive, or both, as specified per site by the Technical Authority;

iii) ensure that all slots are properly aligned with the device openings so that Travellers can insert a card or document and take a receipt easily;

iv) include receipt trays or provide a mechanism that prevents printed receipts from falling onto the floor;

v) ensure that the functional end of its Traveller-facing devices and features, (e.g. - Touch Screen, Iris Camera, Document and Card Reader, Shelf, etc) are comfortably accessible to walk-up Travellers in the 5th to 95th percentile adult height range, as well as to Travellers in wheelchairs;

vi) provide access to the interior of the Kiosk via locked doors only;

vii) provide doors that only open along the vertical axis;

viii) not include or require gates or turnstiles;

ix) include an attached, small, sturdy, convenient shelf, which withstands a force of 100 N, for the convenience of the Traveller (in order to hold a purse, travel papers, water bottle, etc);

x) provide a secure and easy way for Service Personnel to open the door using a tool or a process not involving battery or outlet power sources;

xi) ensure the locked doors of the Kiosk Enclosure are located in the front of the Kiosk Enclosure to allow for servicing. Additional doors, if any, must be located on the sides of the Kiosk;

xii) ensure the door lock mechanism is configurable to many more than one key pattern;

xiii) provide keys to each individual Kiosk's door lock mechanism to allow internal access; and

xiv)   include two door-lock keys per Kiosk, and when requested at least two replacement keys per Kiosk. The keys used must be of a type that can be created and cut without the Contractor's assistance and must be identical for all Kiosks and their doors.

h) ***Software Events.*** The Kiosk sensors and devices must generate and make available the following software events to the Client application:

i)   Kiosk door events, for each door:

(1) door open; and

(2) door closed.

ii) Kiosk lock events, for each lock:

(1) door locked;

(2) door unlocked; and

iii) paper feed and receipt events for each Printer if not otherwise provided by the Receipt Printer.

8. **Iris Camera**

a) The Kiosk must include an Iris Camera ("Camera") and supporting hardware.

b) The Kiosk must not include multiple Cameras at different heights.

c) The Camera must:

i)   be certified safe for daily, prolonged, repeated use by one individual in a development or test environment. As proof, the Contractor must provide:

(1) a formal, detailed, Optical Radiation Hazard Analysis (or an Eye Safety Analysis or equivalent) for the Camera, prepared by a qualified, preferably independent organization or authority in this area; and

(2) the issuing authority's credentials.

ii) be mounted in or on a Kiosk (except BDK, Kiosk in Pieces and Enrolment Centre Camera);

iii) include a programmatic means to determine whether the Camera is ready or not ready;

iv) include built-in near-infrared lighting;

v)   be idle until the Traveller interacts with a Kiosk Touch Screen or other devices before the iris capture operation triggers;

vi) not require the Traveller to step back from the Kiosk;

vii) automatically locate irises, provide a manual tilt adjustment, or provide an equivalent method to allow for comfortable and convenient iris image capture without the assistance of an operator or officer;

viii)   guide or allow the Client to appropriately guide the Traveller with audio and visual instructions during iris capture;

ix) allow Client to enable and disable any Camera GUI elements that can appear on the monitor of the PC associated with the Camera;

x)   examine ≥5 Traveller's candidate iris images per eye per second;

xi) be ready for another capture within three seconds after previous capture cancellation is completed;

xii) capture one eye, or both left and right eyes, in one capture operation;

xiii)   complete the capture operation within 10 seconds, and achieve a Failure to Acquire (FTA) rate of ≤ 0.03, under the following conditions:

(1) Traveller is cooperative and familiar with the Camera;

(2) Traveller's eyes are wide open;

(3) Traveller has at least one capturable eye; and

(4) Liveness detection is enabled.

xiv) cancel the iris image capture process, including all audio and visual instructions, within 250 milliseconds of a cancel request to the Camera, issued by Client software;

xv) capture a Traveller's left and right eye, as left and right eye respectively, in one dual-eye-capture API call. The dual-eye-capture API call must appear to the Traveller as one iris capture operation;

xvi) never capture two eyes from two different Travellers in one dual-eye-capture API call;

xvii) capture iris images from individuals wearing clear eyeglasses at recognition time;

xviii) return a capture error code indicating a counterfeit image when presented with an eye, or iris, or image of an eye or iris, which includes flat image, a prosthetic eye or a patterned contact lens. The eye, iris or image may contain any type of a full or partial iris image (e.g. - with printed, painted, photocopied, hand-drawn, or displayed iris area and removed, transparent, printed, or displayed pupil area) visible to the Camera, possibly combined with a live eye; and

xix) when presented with a counterfeit eye, not reveal or suggest (by audio or otherwise) to a Traveller that a counterfeit eye or iris was detected.

d) The Camera capture timeout feature must be adjustable by the Client.

e) The Camera's audio and visual indicators must be synchronized.

f) The Kiosk Enclosure and all Kiosk components must not be structured in any way that adversely affects the performance of the Camera by causing significant specular reflections or excessive pupil dilation, including strong light (direct or indirect) that shines towards the Traveller's face; and excessive darkening of the Traveller's face.

g) The Camera, or its DC power supply, if any, must be marked with an approved cUL or CSA listing identification label, or both.

h) The Camera must include an AC adapter, base, or power cord that is compatible with 120VAC 60Hz and the standard North American grounded wall plug.

i) For each iris capture operation, the Camera must:

  i) perform audio prompts per API-call, not per-eye;

  ii) trigger audio, or play audio in the Client's choice of English or French;

  iii) perform at least one of the following during an iris capture operation:

    (1) play audio, usually speech, programmatically selected from audio that was previously installed in the Camera;

    (2) play audio, usually speech, programmatically provided to it via Camera API methods; or

    (3) trigger Client software to play audio on behalf of the Camera;

  iv) control the near-infrared lighting to allow iris image capture;

  v) auto-focus on the eyes within the capture volume;

  vi) guide or allow the Client to appropriately guide the Traveller with audio and visual instructions during iris capture;

  vii) stop a capture attempt when an "eye" image has been captured or a timeout or an error occurred for all requested eyes;

  viii) return "eye" images, an error or a timeout indication for each requested eye when a capture attempt is finished; and

  ix) disable, or allow Client to disable, the automatic capture function when a capture attempt is finished.

j) The Camera must have an automatic capture function which can be enabled by Client software.

k) The process that allows the Camera to play Client audio WAV files, including a firmware update process to accommodate Client or Contractor audio changes, must be executable completely under the Client's control using, if required, Contractor-supplied hardware and software tools.

l) The Camera must allow for audio volume adjustment

m) The Contractor must provide a technical report identifying the Camera lighting requirements.

n) The Camera must communicate with its associated PC, at minimum, in one of the following ways:
    (1) USB; or
    (2) over a TCP/IP network connected via an RJ-45 connector to a 10/100/1000 Base-T Network Interface Card (NIC).

o) The Camera must be uniquely identifiable to CBSA software

p) ***Communications Security -***

  i) Data security at the Camera's external connections must not be implemented or enabled, or must satisfy all of the following conditions:
    (1) Security can be completely disabled by the Client;
    (2) The Contractor must provide a means for the Client to manage that security (e.g. - add, change, and delete keys); and
    (3) The Contractor must use Communications Security Establishment Canada (CSEC) approved cryptographic algorithms for Protected B data, in accordance with: http://www.cse-cst.gc.ca/documents/publications/itsa-asti/itsa11e-eng.pdf. If symmetric key algorithms are used, the Client prefers 3-key 3DES or AES-256.

  ii) All Camera-related keys, passwords, and digital certificates, including those between Camera software components, if any, must be made available to the Client within 5 business days of Contract award and must be replaceable by the Client. Exception: Keys or certificates that are not read by, or not readable by, or not interceptable by, any software running in the Kiosk PC such as keys within an embedded system that cannot be discovered from outside the embedded system without at least first authenticating to that embedded system.

q) ***Standards*** - The Camera and iris images must conform to the following standards:

  i) The Camera must conform to illumination safety standards, including ANSI/IESNA RP-27.1-96 and IEC 60825-1 Amend.2, Class 1 LED;

  ii) The iris images must conform to ISO 19794-6 as defined in clause 2 of the standard, and be in the following format as defined in subclauses 6.2 through 6.4 of the ISO 19794-6 standard:
    (1) IMAGE TYPE_UNCROPPED, IMAGE_TYPE_VGA or IMAGE_TYPE_CROPPED; and
    (2) Non-interlaced PNG (preferred), lossless JPEG 2000 or uncompressed.

r) If the Contractor provides an iris image Quality Checker API("Quality Checker"), it must examine and provide iris image quality metrics per NIST IREX II.

s) The Camera's biometric countermeasures implementation must be described, through supporting documentations

t) The Camera's iris image parameters must comply with ISO 19794-6

u) The Contractor must provide iris image countermeasures, preferably controllable by the Client via an API

v) The Contractor must describe the iris camera biometric implementation

w) ***Software Events*** - The Camera must generate and provide the following software events to the Client application:

  i) image capture started;

  ii) image capture cancelled;

  iii) image capture timed out;

  iv) image capture completed; and

  v) image capture error.

9. Iris Matcher

   a) The Contractor must include Iris Matcher software ("Matcher") which must be an existing, commercially available, Contractor-supported and natively-deployed Commercial Off-The-Shelf (COTS) product.

   b) The Matcher must run on the Client-provided Microsoft Windows Server 2008 (or newer) operating system on x86/x64, excluding Microsoft Windows Server 2008 R2.

   c) The Contractor must allow the Client to move from one Matcher-supported operating system (e.g. Windows Server 2008) to another Matcher-supported operating system (e.g. Linux, or a newer version of Windows Server) without additional cost to the Client for additional Matcher-related items (e.g. dongles, licenses, software, support).

   d) The Matcher must provide concurrent iris operation capability. This includes but is not limited to iris enrolments concurrent with iris recognitions. It must be possible to recognize irises while iris enrolments are underway.

   e) The Contractor must provide a persistence mechanism (software) that uses a Structured Query Language (SQL) Relational Database Management System (RDBMS) to store iris related data including iris images and iris templates.

   f) The Contractor must recommend the RDBMS which:
      i) has the largest number of Matcher Production deployments by the Contractor;
      ii) is in wide commercial or government use;
      iii) adheres to ACID (Atomicity, Consistency, Isolation, Durability) rules in its transaction support; and
      iv) persists to hard disk (i.e. does not "persist" to strictly in-memory databases).
      v) satisfies the Client's RDBMS infrastructure, preference is in the following order : DB2, PostgreSQL, MS SQL Server, Oracle, Sybase

   g) If the Matcher provides multiple matching algorithms, the Contractor must provide the most accurate algorithm.

   h) The Contractor must provide the Client with full control over anti-replay measures (such as nonces) if they are implemented by the Matcher, including enabling and disabling them without restarting Matcher.

   i) The Contractor must allow the Client to replace, via one or more API method(s), any iris image presently enrolled in the Client's existing iris database without having Travellers re-enrol in the enrolment process.

   j) *Speed* - The Matcher must provide the following response times (when all executed concurrently):
      i) for any combination of one-eye recognition (1:ALL mode) or one-eye verification (1:1 mode) with a processing rate of 300 per minute with 5 requests arriving at or near the beginning of each second: maximum response time of 2,500 milliseconds and average response time of 1,500 milliseconds;
      ii) for dual-eye iris enrolment with a processing rate of 8 per minute with 4 requests arriving every 30 seconds: maximum response time of 45,000 milliseconds and average response time of 25,000 milliseconds; and
      iii) for deleting enrollee by associated unique ID with a processing rate of 1 request every 5 minutes: maximum response time of 20,000 milliseconds and average response time of 10,000 milliseconds.

   k) The Matcher must:
      i) be rated to enrol iris images for a minimum of 2.5 million enrollees with no performance degradation (see 8) Iris Matcher j);

ii) provide iris management including iris enrolment, recognition, verification and deletion;

iii) include a programmatic means to determine whether or not the Matcher is ready or not ready;

iv) accept existing uncropped JPEG iris images with ~ 144 to 312 pixels across the iris diameter which the Client will convert into JPEG prior to attempting to enrol them;

v) accept a JPEG directly for any iris operation, or alternatively, provide a function or tool that packages a JPEG into a supported format (i.e. - ISO 19794-6-compatible form);

vi) successfully migrate (re-enrol) a minimum of 96% of existing Client iris images chosen for re-enrolment (See Appendix D to Annex A for the existing iris image statistics);

vii) for the existing Client enrolment iris images successfully migrated, recognize at least 80% of existing Client successful recognition iris images chosen for the recognition test;

viii) accept all iris related requests (e.g. – matching, enrolment, deletion) either:

    (1) only after successful authentication, and establish a session or connection, within 10,000 milliseconds (assume zero network latency), usable for many different requests over time. The Matcher must handle at least 50 simultaneous sessions or connections; or

    (2) without prior authentication or without any authentication. The Matcher must handle at least 50 simultaneous requests;

ix) achieve a False Negative Identification Rate (FNIR) ≤ 0.05 (i.e. - 5%) at False Positive Identification Rate (FPIR) =1E-5 in 1:ALL mode, and FNIR ≤ 0.08 (i.e. - 8%) at FPIR =1E-6 in 1:ALL mode, and False Non-Match Rate (FNMR) ≤ 0.02 (i.e. - 2%) at False Match Rate (FMR) =1E-6 in 1:1 mode, when "replaying" captured images and returning no more than 20 candidates. The Contractor must provide:

    (1) Receiver Operating Characteristic (ROC) or Detection Error Tradeoff (DET) curves based on any public or private, academic (no less than 100 subjects) or operational (no less than 1000 subjects) iris database, or its subset;

    (2) a high-level description of the source of the curves; and

    (3) if available, rank-k identification rate (k>1) or Cumulative Match Characteristic (CMC) curve for 1-to-ALL matching;

x) achieve the following level of interoperability of iris templates generated from the existing Client's images ("old") with the new ones from the Iris Camera ("new"):

    (1) the FNIR of "new-vs-old" iris matches must not be higher than 150% of the FNIR of "old-vs-old" iris matches at the same FPIR for all values of FPIR between 1E-4 and 1E-6 in 1:ALL mode;

    (2) the FNMR of "new-vs-old" iris matches must not be higher than 150% of the FNMR of "old-vs-old" iris matches at the same FMR for all values of FMR between 1E-4 and 1E-6 in 1:1 mode;

xi) store iris images in non-proprietary, loss-less, un-denatured form and in the format (e.g. - JPEG) in which they were originally provided to the Matcher. Images may be encrypted, per requirement 8) Iris Matcher k);

xii) provide a "safe" mechanism (e.g. - thread-safe) for retrieving all or any part of persisted data in unencrypted, non-proprietary, loss-less, un-denatured, form and in the format (e.g. - JPEG) in which they were originally provided to the Matcher;

xiii) provide a mechanism via the RDBMS or, if not available, via a Contractor-supplied tool or utility, for creating a self-consistent ("point-in-time") backup of the iris data concurrent with iris operations such as enrolment, recognition and deletion;

xiv) have an associated unique identifier for each iris enrollee in the iris database. This identifier may be generated by the Matcher or provided to the Matcher by the Client; and

xv) not require an Internet connection in order to check its license, if any.

l) If the Matcher implements or uses encryption and decryption passwords, or digital certificates, the Contractor must, within 5 business days of Contract award:

i) provide the actual encryption/decryption keys, passwords and certificates, including those between Matcher components, if any; and

ii) provide a mechanism for the exclusive use of the Client for changing all the keys, passwords and certificates.

m) The Contractor's API mechanism must provide an Iris Matching Score during the verification or recognition process if a template comparison could be performed.

n) The Contractor must provide an Analysis API.

o) The Contractor's Analysis API must:

i) generate an iris template from an iris image;

ii) compare two iris templates and return, at minimum:

(1) a return code, indicating error, if any; and

(2) an Iris Matching Score (if a comparison could be performed).

p) API-based template generation and comparison must not be delayed or throttled compared to Matcher template generation and comparison.

q) The Matcher must:

i) provide a mechanism to delete the information (including enrollee ID, iris images and iris templates) for an enrollee identified by ID. A deletion operation must take effect immediately upon request;

ii) return all enrolled templates for a specified ID. It must be straightforward for the Client to determine the eye side (left or right) of the returned templates. Alternatively, it must be possible to return all enrolled templates for a specified ID and specified eye side;

iii) allow and disallow duplicate enrolments on a per-deployment-environment basis at the Client's discretion;

iv) allow one-eye enrolment and two-eye enrolment;

v) provide one-eye verification (1:1 match) for a specified enrollee ID;

vi) provide one-eye 1:ALL recognition;

vii) for each recognition or verification operation:

(1) easily determine which enrolled eye side (left or right) was recognized or verified; or

(2) specify which enrolled eye side (left or right) to search or verify;

(3) return a result that contains all of the following:

(a) For successful operations: enrolee ID and Iris Matching Score; or

(b) For unsuccessful operations (e.g. - no iris image, Matcher down, timeout): an error

r) Matcher must not take more than 2 hours for a switch-over from Active to Standby(See Appendix C for the definitions of Active and Standby Matcher)

s) The Contractor must provide and describe original and updated formula(s) used to calculate the Decision Threshold as a function of the enrolled population size as soon as they become available.

t) The Contractor must describe the matcher biometric implementation

u) The Contractor must describe the iris matcher architecture, design and implementation

v) The Contractor must specify the Matcher configurations in accordance with the Deployment Environments and Conditions as detailed in Appendix C to Annex A.

10. **Touch Screen**
   a) The Kiosk must include a Touch Screen which provides touch functionality via a touch monitor. The Touch Screen must comprise a combination overlay and LCD monitor.
   b) The Touch Screen must:
     i) be viewable from standing and wheelchair-seated positions;
     ii) provide sufficient brightness to adjust to ambient lighting conditions;
     iii) have an activation force of ≤ 85 grams;
     iv) enable and disable multi-touch and gestures (single-finger or two-finger) if implemented;
     v) activate by finger, gloved hand, and soft stylus; and
     vi) display a video clip or animation at 30 fps with no ghosting.
   c) The Touch Screen display must have the following parameters:
     i) Contrast Ratio (typical): 1000:1 (or better);
     ii) Response time: 7.2 ms typical (or faster);
     iii) Display colours: 16.7 million (24 bit colour); and
     iv) Viewing Angle: 160 degrees.
   d) The active area of the Touch Screen must be made of pure glass.
   e) The active area of the Touch Screen must be durable, scratch-resistant and vandal-resistant.
   f) The touch active area of the Touch Screen must be resistant to chemicals that do not affect glass, such as acetone and ammonia-based glass cleaners.
   g) The Touch Screen must be resistant to spills onto the glass. The seals that make this possible must have a clean finished edge (i.e. - without the use of foam tape or caulking).
   h) The Touch Screen's resolution must be no less than 6 touch points per mm.
   i) The Touch Screen must use a 17" (diagonal) Thin Film Transistor (TFT) Active Matrix LCD Panel.
   j) The Touch Screen must have:
     i) touch response time: 16 ms typical (or faster);
     ii) touch accuracy: $\leq\pm$ 2.5 mm over 90% of the touch-sensitive area;
     iii) light Transmission: 88% or higher, per ASTM D1003;
     iv) one time (preferably in-factory) calibration, i.e. - must provide stable, "drift-free", user-calibration-free operation for the lifetime of the Touch Screen; and
     v) durability of at least 30 million touches on a single point.
   k) The Touch Screen display must have:
     i) a horizontal and vertical pixel pitch of .264 mm or better; and
     ii) the following display modes:
       (1) SVGA 800 x 600 (75Hz);
       (2) XGA 1024 x 768 (75Hz); and
       (3) SXGA 1280 x 1024 (75Hz).
   l) *Standards -*
     i) The Touch Screen must have a Mohs' hardness rating of 6.5 or higher.
     ii) The Touch Screen must meet the requirements of the UL 94 HB plastics flammability standard.
     iii) The Touch Screen must provide electrostatic protection at level 4 (15 kV air/8 kV contact discharges) per EN 61000-4-2,1995.
     iv) The Touch Screen must have the following approvals:
       (1) UL;
       (2) cUL;
       (3) CE; and

(4) FCC Class B.

11. Receipt Printer

a) The Kiosk must include quantity 2 independent Receipt Printers (Printer) of the same model, operating one at a time, each with its own paper supply and power supply.

b) The Printer must:
 i) be rated to produce 15,000 receipts per month, as required;
 ii) use direct thermal printing technology; and
 iii) have a straight-through printing path.

c) The Printer must print on Automated Ticket/Boarding Pass Type paper stock. The paper stock must include the following key properties:
 i) 3.25" ± 0.015" in width;
 ii) 2" – 8" length;
 iii) paper thickness in the range of 60μm and 200μm (micrometers), inclusive;
 iv) 1,000 to 1,200 continuous fan-folded receipts per box; and
 v) a black registration mark on the back of each receipt, read by a cut sensor.

d) The printing resolution must be ≥ 203 Dots Per Inch (8 dots/mm).

e) The following maximum printable width and length must accommodate the current text on the receipt:
 i) Width - 3.20" (81.3 mm); and
 ii) Length - 10.9" (276.9 mm).

f) The Printer paper loading mechanism must allow auto-loading of the paper stock when the start of the fan-folded paper stock is presented to the Printer.

g) The Printer must physically eject the last receipt of the paper stock that it prints or the Printer must issue an error that is detectable by application software.

h) The Printer must perform receipt auto-cut at the appropriate location and then eject the receipt.

i) The Printer must have a cutter life of 500,000 cuts minimum.

j) The Printer cutter must have a maximum cut cycle time of 1 second.

k) The Printer must support, by default, the following minimum set of resident fonts (and sizes).

Font Name	Nominal Character Size	Digits/Characters must be scalable to a printed height of approximately +/-2mm
Script	25 x 49 (dpi)	0.9 cm
Small OCRB	13 x 20 (dpi)	0.4 cm
Small OCRA	5 x 9 (dpi)	0.4 cm
Large OCRB	30 x 52 (dpi)	1.0 cm

l) The Printer must provide a print speed of ≥ 8.0 inches (20.32 cm) per second.

m) The Printer must have indicators of its status, including:
 i) power/paper (visual);
 ii) ready (visual);

iii) attention/error (visual); and

iv) audio beeper (can be enabled or disabled).

n) The Contractor must provide Printer Java APIs, including a:

i) Printer software event publish/subscribe mechanism; and

ii) software mechanism for selecting and printing to one of two Kiosk Printers.

o) *Software Events* - The following events must be generated by, or on behalf of, the Printer and made available to the Client application, including:

i) paper feed events:

(1) low paper; and

(2) out of paper

ii) receipt events:

(1) receipt ejected;

(2) receipt taken; and

(3) receipt jammed;

iii) printer mechanism events:

(1) print head problem; and

(2) cutter problem.

12. Document and Card Reader

    a) The Kiosk must include a Document and Card Reader ("DCR").

    b) The Contractor must provide a high-quality instructive video clip or animation excluding audio and writing to the Client 3 months after Contract award. The video clip or animation will be played on the Kiosk to demonstrate to the Traveller how to use the document reader.

    c) The DCR must:
      i) have an all metal construction for heavy duty use;
      ii) be securely mounted inside, or partially inside the Kiosk Enclosure;
      iii) be liquid spill-resistant;
      iv) be adjustable to ambient lighting
      v) be mounted in such a way as to fully protect the electrical and mechanical parts of the inside of the DCR and Kiosk;
      vi) process the Optical Character Recognition (OCR) and Basic Access Control (BAC) data in the device rather than a PC; and
      vii) support data capture of a travel document containing contactless Integrated Circuit technology (RFID and smart chip technologies), compliant with ICAO document 9303 and ISO/IEC 14443 Type A and B.

    d) The DCR image resolution must be a minimum of 380 dpi.

    e) The DCR window glass must be made of 4 mm thick tempered glass.

    f) If the DCR saves the captured data on the local PC, it must have the option to purge the data that resides on the local PC once the transaction is completed.

    g) The DCR must allow the Client to configure settings and parameters including:
      i) number of MRZ scans per document and type of light used;
      ii) saving travel document information to a Client configurable location if needed;
      iii) DCR application to run in a background mode (does not steal the focus from the current running application on the desktop when a document is scanned); and
      iv) enabling or disabling various settings.

    h) The DCR must produce scanned images in at least one of the following non-proprietary formats:
      i) BMP;
      ii) JPEG;
      iii) JPEG 2000; or
      iv) PNG.

    i) The DCR must provide visual indicators of operational states, including:
      i) ready (DCR is ready to scan a document);
      ii) busy (DCR is scanning and processing the data from the travel document); and
      iii) error (DCR did not process properly or any DCR problem occurred).

    j) The DCR visual indicators must not be hidden by the Kiosk Enclosure or other parts of the Kiosk.

    k) The DCR must read the following Machine Readable Zone (MRZ) documents:
      i) machine-readable passport;
      ii) machine-readable travel cards (includes membership cards) and
      iii) machine-readable Visa.

    l) The DCR must read and capture full-page data and images.

    m) The DCR must read both the MRZ and the contactless Integrated Circuit, as defined in ISO/IEC 14443 Type A and B, in a single operation.

n) The DCR must read, in a single operation, the Optical Character Recognition (OCR) code lines as defined in ICAO document 9303, from the MRZ and read the data from the contactless Integrated Circuit embedded in the document.

o) The DCR must provide data capture of an ePassport, as defined in ICAO document 9303, regardless of the chip's location or orientation within the document.

p) The DCR must provide data capture of Machine Readable Travel Documents (MRTDs) of type TD-1, TD-2 and TD-3 as defined in the International Civil Aviation Organization (ICAO) document 9303.

q) The DCR must provide data capture from all 3 tracks of a magnetic stripe.

r) The DCR must allow the Client to turn the magnetic stripe reading on or off via hardware (e.g. unplug USB) or software or both, without affecting all other operational functions of the document reader.

s) The DCR must allow the Client to turn the document authentication capability on or off via software, without affecting all other operational functions of the document reader.

t) The DCR must allow the Client to turn the RFID reading on or off via software, without affecting any other operational functions of the DCR.

u) The DCR must allow the Client to
 i) issue software events to trigger audible tones, if any
 ii) configure parameters associated with the audible tones, if any
 iii) disable the audible tone, if any.

v) The DCR must authenticate the travel document security features based on a full-page optical scan utilizing a stored library comparison.

w) The DCR authentication process must include the following checks:
 i) Data Consistency, including:
   (1) MRZ checksum validation;
   (2) expiry date control; and
   (3) printed MRZ vs. chip data comparison.
 ii) Optical Security, including:
   (1) checking infrared-absorbent B900 ink;
   (2) UV dull paper; and
   (3) searching or checking for patterns under different wavelengths of light (such as Visible, Ultraviolet, and Infrared/Near-Infrared) against trusted templates, provided by the DCR manufacturer.
 iii) Chip-Related Access Control/Authentication, including:
   (1) passive authentication; and
   (2) Basic Access Control (BAC).
 iv) Image Authenticity, including:
   (1) background printing.

x) The DCR must detect and read the Traveller's document data independently of orientation of the document once the document has been placed on the active surface area. No additional Traveller intervention must be required.

y) The DCR must perform all of the following tasks in ≤12 seconds on average*:

    i)   read the MRTD including the ePassport;

    ii) perform an OCR read and meet OCR accuracy of ≥ 98% (excluding damaged, mutilated or dirty MRTDs);

    iii) transmit the acquired data to the Kiosk application; and

    iv) send all application-level information to the Kiosk (e.g. - images in 3 types of light + OCR + chip-based information such as the photo). The information should be preferably in Extensible Markup Language (XML) and may contain images or references (e.g. - file system paths) to images.

(*The 12 seconds or better read requirement must be based on 5 reads of a Client sample United States ePassport and 5 reads of a Client Canadian Passport sample).

  z) ***Software Events.*** The following events must be generated by or on behalf of the DCR and made available to the Client application:

    i)   new document detected;

    ii) document type identified;

    iii) document removed;

    iv) document reading completed;

    v)   document data acquired; and

    vi) DCR error.

13. Keyboard

a) The Kiosk must include a USB, non-wireless TBITS-5 keyboard with a built-in pointing stick or touchpad.

b) The Contractor must ensure that the keyboard can be connected to the Kiosk PC when the Kiosk PC is installed in the Kiosk.

c) The Contractor must ensure that the keyboard is securely attached internally within the Kiosk Enclosure and is inaccessible to the general public.

d) The Contractor must provide a means to temporarily attach the keyboard externally to the Kiosk Enclosure, for use by service personnel.

e) The keyboard cable, door and Kiosk Enclosure must be protected against damage at or near the point where the cable exits the Kiosk Enclosure.

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14. Speakers

a) The Kiosk must have a minimum quantity of 2 stereo Speakers mounted on the front of the Kiosk Enclosure with automatic volume control adjustable to compensate for ambient noise.

b) Speakers must be compact in size, no bigger than 12 inches in height, width and length.

c) The Speakers must be low distortion (less than < 10%), have a frequency response from 50Hz to 18,000Hz, and sensitivity of minimum 85 dB/Watt/meter.

15. Cabling

a) The Contractor must provide all Cabling and peripheral items necessary to effect the satisfactory assembly of the Kiosk, and meet all the requirements of this Contract.

b) The Contractor must allow up to two shielded Category 5 (or better) network cables to enter and be securely fastened to the Kiosk Enclosure. Such cabling must enter through the back side of the Kiosk Enclosure.

c) The Contractor must provide a power cable and route it into the Kiosk Enclosure. The cable must not enter through the front, top or bottom, but can enter from any other side. The cable must be long enough to accommodate the installation needs of the Kiosk: 400 cm +/- 50 cm.

d) The Contractor must affix a durable label to the Kiosk internal cabling to identify the functionality of each cable (e.g. - "Computer Power", "Iris Camera USB", "Receipt Printer USB", "Receipt Printer Power", "Paper Low Sensor").

e) The Contractor must ensure that cables are arranged neatly and securely inside the Kiosk Enclosure (e.g. - with hooks and fasteners). The power cable must be securely fastened in the Kiosk Enclosure at its entry point to the Kiosk Enclosure.

f) All Camera cabling used at a Client Enrolment Centre must be ≥ 5m in length. If USB cables are used, multiple cables strung with hubs are acceptable, within the limitations of the appropriate version of the USB standard. Cables must be labelled with durable labels.

g) With the exception of a power cable and network cables, the Kiosk Enclosure and all externally accessible Kiosk devices must securely block public access to all externally accessible switches, controls, connectors, ports and plugs, etc. Any other cables must not be externally visible or accessible.

16. **Power and Uninterruptible Power Supply ("UPS")**

a) The Contractor must provide a UPS that will protect all Kiosk components (including the PC provided by the Client).

b) The Contractor must provide surge protection for a single Ethernet connection to and from the Kiosk Enclosure. Network protection is not required for cables which originate and terminate within the Kiosk Enclosure (e.g. - to/from some Cameras).

c) The Kiosk must include an AC adapter, base or power cord that is compatible with 120VAC 60Hz and the standard North American grounded wall plug.

d) The UPS must tolerate continuous under-voltage brownouts and over-voltage surges without consuming the limited reserve battery power.

e) The UPS must:
   i) have an on-battery output waveform of type "True Sine Wave";
   ii) provide backup power from battery, at full load, for a minimum of 20 minutes;
   iii) have a maximum switchover time of two milliseconds;
   iv) protect the Kiosk from sags, surges, spikes and blackouts;
   v) provide Automatic Voltage Regulation; and
   vi) have front access hot-swappable batteries. The hot-swappable batteries must allow the Kiosk to remain fully operational during the battery replacement process.

f) The UPS must have a mechanism to report battery status.

g) The UPS must manage battery charging state

h) The following software event types must be generated by, or on behalf of, the UPS and made available to the Client application, including:
   i) warning events, such as low battery and replace battery; and
   ii) information events, such as line power on or off.

i) The UPS must provide, at a minimum, visual indicators including:
   i) replace battery;
   ii) site wiring fault; and
   iii) overload.

j) The Contractor must provide all remote hubs connected externally on the USB, and USB interface cables, with USB certified components.

k) The Contractor must provide a dedicated AC power outlet, internal to the Kiosk Enclosure for use by the Kiosk PC.

l) The AC power outlet must meet all of the following requirements:
  i)   have unobstructed access to the Kiosk PC power cord;
  ii) be 1 to 2.5 feet from the rear of the Kiosk PC; and
  iii) be served by a battery-backed UPS outlet, or be one of the battery-backed UPS outlets.
m) The Contractor must supply Universal Serial Bus (USB) hubs if the Kiosk PC has insufficient USB ports.

17. Kiosk Monitoring System

a) The Contractor must provide a Kiosk Monitoring System ("KMS").
b) The KMS must:
  i)   monitor the Kiosks remotely from a central location to determine if the Kiosks are in-service and error-free;
  ii) provide the following to the Administrator:
      (1) indicate, visually and textually, the current status of the Kiosk and its devices and components;
      (2) on-screen detailed information view of a selected Kiosk (e.g. - the general Kiosk condition, application log and Kiosk status); and
      (3) warning or error or threshold messages and display the icons on the GUI, when a Kiosk device fails, a software application fails or a device threshold is reached.
  iii) report the presence or absence of the Travellers using the Kiosk upon notification from the Client application;
  iv) detect, generate and send notification via a descriptive email to the Administrator of critical events such as:
      (1) a component malfunction or communication loss with the KMS; and
      (2) the connecting Client application to the KMS goes online or offline.

c) The KMS must have a GUI

d) The KMS must record events

e) The KMS must be able to provide grouping functionality

f) The KMS must detect communication problems between a Kiosk and the KMS.

g) The KMS must be able to produce reports. If XML is provided the schema must be provided within 5 business days after Contract award

h) The KMS must be able

 i) to receive multiple notifications from Kiosks

 ii) have a mechanism to issue notifications

i) The KMS must allow Administrators to:

 i) perform functions pertaining to the administrator role, including but not limited to configuring the notification settings including the period of time to monitor, the targeted status-providing items, and the targeted recipient;

 ii) create and manage user accounts and user groups including add, delete user and show users;

 iii) set the profile of, and grant privileges to, a user;

 iv) set the profile of a user group, which must automatically apply to all users in the group;

 v) configure the KMS to only generate alerts for a specific time period;

 vi) add, update, edit and delete the Kiosk entities through its GUI; and

 vii) if the threshold is implemented, manually set device and transaction thresholds, including ticket prints, ticket rejects, ticket jams and number of transaction.

j) The KMS must store the data collected for a minimum of 7 days to provide historical data when needed.

k) If the KMS provides an API, it must be a Java API

l) The KMS must have a server component

m) The KMS must be able to determine the state of different devices

n) The KMS must support testing of Kiosk devices

18. Software

a) *General -*

 i) The Contractor must provide a mechanism so that all Contractor-provided software can be invoked from Java, using JRE 1.6 and higher JRE versions as they are deployed by the Client.

 ii) The Contractor must provide all required API methods and parameters (or their equivalent in web services) in English.

 iii) If the Contractor's primary development API is not a web service and is not written in Java, then the Java invocable API for use by the Client must be machine-generated from the primary development API (e.g. - JNI calls).

 iv) If the Contractor supplies Java invocable APIs, the Contractor must ensure that the Java invocable APIs have the exact same set of functionalities as a set of APIs invocable by other languages (e.g. C, C++).

 v) Any web-based application or web-based GUI provided by the Contractor must work with the Client's deployment of Microsoft Internet Explorer (version 8 or higher).

 vi) At each location, the Kiosk must successfully connect through the Client network (as detailed in Appendix A – Current Technical Infrastructure to Annex A) through the existing Ethernet cabling.

vii) The Contractor must allow the Client to use and customize the tools provided by the Contractor (e.g. - The Contractor's supplied Kiosk Monitoring System).

viii)   The Contractor supplied software, excluding software supplied by the JRE or OS, must not output to any of the following:

(1) standard output (i.e. - stdout);

(2) standard error (i.e. - stderr);

(3) any directory or file; and

(4) any URL/port;

with the following exceptions:

(5) output generated while the Client application is terminating; and

(6) software used for non-Production purposes.

ix) The Contractor supplied software must not require input from any of the following:

(1) standard input (i.e. - stdin);

(2) any directory or file, unless that directory or file is specified by the Client; and

(3) any URL/port, unless that URL/port is specified by the Client;

with the following exception:

(4) software used for non-production purposes.

x) The Contractor must provide a mechanism or procedure that can be used to suppress display of all popups, including operating system and application, on the Kiosk without impeding the normal functions of the Kiosk.

xi) The Contractor must provide Java APIs to the Client for all Kiosk Enclosure sensors, including their software event publish/subscribe mechanisms.

xii) The software must not interfere, degrade or negatively impact the Client's network infrastructure including the bandwidth and speed.

b) *Updates and Releases -*

i) All software updates must be made available to the Client at no additional cost for the period of the contract. The word "updates" means all enhancements, extensions or other modifications to the software, including software fixes.

ii) All software releases must be made available to the Client at no additional cost for the period of the Contract. The word "releases" means enhancements or modifications to the software, new modules or supplementary modules that function in conjunction with the software, that represent the next generation of software, and which the Contractor has decided to make available to its customers usually for an additional charge.

iii) The Contractor must provide all software updates and software releases to the Client within one week of Contractor email notification.

iv) In the event that the Client makes an infrastructure upgrade, the Contractor must provide to the Client, at no additional cost, a thoroughly-tested version of the software that will work with the Client upgraded infrastructure. The Contractor must provide the software to Client within three months of Client notification.

v) For the duration of the Contract and option years, if requested by the Client, the Contractor must make use of and support newer releases or versions of the underlying RDBMS at no additional cost to the Client. The decision to move to a new release or version of the underlying RDBMS is the Client's. The Client understands that such a decision may also require the Client to move to a new release or version of the Matcher.

vi) As part of the Contract and any extensions issued thereto, the Contractor must provide at no additional cost all appropriate upgrades resulting from:

(1) patches and newer versions of Contractor-supplied software to eliminate failures or bugs, including emergency fixes;

(2) applying Microsoft and other 3rd Party software patches to the Client's infrastructure and deployment environment;

(3) provision of software to support new hardware substituted by the Contractor; and

(4) maintaining support and interoperability between newer and older versions of hardware, including spares.

vii) The Contractor must provide the Client with the opportunity to perform any testing they deem necessary to proposed software upgrades before deployment.

viii) The Contractor must guarantee the safety and integrity of the data stored on the RDBMS during any upgrade activities.

c) ***Camera-Specific Software*** -

i) The Contractor must provide APIs, SDKs if available, and a mechanism to deliver Camera events in Java programming language to allow the integration with the Client application. The Client will integrate the Camera with the Client's application.

ii) The Contractor must provide the Client with a communication mechanism from/to the Camera to/from a Client customized application. The Client customized application will run on a desktop version of Microsoft Windows 7 and newer. This requirement does not dictate the Camera has to run on Microsoft Windows.

iii) The Contractor must support the existing product operating environment and any new product operating environment (i.e. - Windows 7 and subsequent Windows environments).

iv) The Camera or software on the associated PC must not store any iris images or templates locally.

d) ***DCR-Specific Software*** - The Contractor must provide:

i) the APIs, drivers, DLLs and any accompanying software required to install, configure and operate the DCR; and

ii) Software Development Kit(s) to support the integration with the Client's software. All SDK APIs must be Java APIs. The integration function will be implemented by the Client.

e) ***Middleware*** - The Contractor must provide Middleware in accordance with the following:

i) "Middleware" is defined as "device isolation and abstraction software".

ii) Middleware must provide a layer of abstraction between the Client Kiosk application and the Kiosk peripheral devices and architecture.

iii) Middleware must provide high-level Java APIs for all Kiosk device types.

iv) The Contractor must provide a Kiosk-based diagnostics tool, preferably GUI-based, to diagnose Kiosk device problems.

v) Middleware must include Java APIs that support:

(1) all Kiosk devices (except for the Touch Screen and keyboard which are handled by the operating system); and

(2) all Kiosk sensors.

19. Government Furnished Equipment (GFE)

a) The Kiosk and biometric technology must successfully integrate with one of the Client's Personal Computers specified in Appendix A to Annex A, and must ensure that this will not impact the performance of the Client's network including the bandwidth and speed.

b) The Contractor must provide all data and power cabling and power-related components (e.g. 120 VAC to 12 VDC power bricks) required to connect the Kiosk components to the GFE-supplied PC. (Refer to Appendix A to Annex A for full specifications).

c) The Client will be responsible for providing and installing the PC and configuring the unit into the Local Area Network (LAN) environment.

d) The Client has the right to select a different PC which is not listed in the Appendix A to Annex A.

20. Training

a) The Contractor must provide a modular "Train the Trainer" program and documentation to train Business Client resources on the use, configuration, troubleshooting and maintenance of the Kiosks, as per Task Authorization, at a Client location in the NCR.

b) The Contractor must deliver a "Train the Trainer" course to up to 10 technical Client resources to allow them to develop the applications that interface with or take data from the Kiosk, as per Task Authorization

c) The Contractor's Training must explain their products in advanced technical detail in regards to their respective functionalities, features, operational and functional capabilities.

d) Client resources categories include architects, developers, maintenance personnel and operations personnel.

e) *Camera* - The Contractor's Training course must include the following Camera-specific information:

  i) all error codes must be defined, and in extensive detail. The exact semantics of every error code must be stated; the conditions under which the error can occur must be stated. Cryptic explanations such as "Error code 2 = Camera operation failed = failure of Camera" are unacceptable;

  ii) explanation of the programmatic means to determine whether or not the Camera is ready or not ready;

  iii) important optical properties of the Camera; and

  iv) lighting requirements.

f) *Matcher* - The Contractor's Training course must include the following Matcher-specific information:

  i) all error codes must be defined, and in extensive detail. The exact semantics of every error code must be stated; the conditions under which the error can occur must be stated. Cryptic explanations such as "Error code 2 = Duplicate Enrollee = can't enrol duplicate enrollee" are unacceptable;

  ii) explanation of the programmatic means to determine whether or not the Matcher is ready or not ready;

  iii) walk through the database design to understand the purpose of different tables, attributes and relationships. Data dictionary for tables and columns. List the Create-Retrieve-Update-Delete (CRUD-type) database operations performed by the Matcher;

  iv) whether scripts are provided to run various reports against the database;

  v) database schema, jobs and triggers (with source code);

  vi) an overview of core APIs such as Matcher, image quality checker, etc;

vii) review of all request types handled by the Matcher;

viii)   description of any additional functionality (e.g. - get and set current Decision Threshold; get current number of enrollees; specify enrollee subset for matching, etc.);

ix) basic understanding about the most important configurable parameters of the product;

x)   if the Iris Matching Score is not the fractional Hamming Distance, then an explanation of its characteristics must be provided (e.g. - how to interpret score values; how to use the Decision Threshold);

xi) how one-eye enrollees are handled;

xii) the meaning of the audit data. How it can be interpreted. Whether scripts are provided to run various reports;

xiii)   diagnostic tools required; and

xiv)   explanation of any plugin architecture provided by the product.

21. Technical Documentation

a) The Contractor must deliver all technical documentation to the Technical Authority within 14 calendar days after Contract award, including a copy of the Installation Manual.

b) With each Kiosk, the Contractor must provide:

i)   An Installation Manual; and

ii) A User Manual including a step by-step visual guide on how to use the iris camera

c) Documentation must be provided for every component of the Kiosk and include an electronic copy (.pdf format) and three hard copies of an Installation Manual and an Operational Manual.

d) The manuals must include a complete and accurate description of all hardware and software components of the Kiosk including descriptions of installation and configuration of the Kiosk. Features such as Plug and Play capabilities, flashing procedures and configuration for every component must be included in the manuals.

e) The Contractor must provide documentation for the customized components and to allow the Client to maintain the code.

f) The Contractor must provide a soft copy documentation of all states and state transitions for each Contractor-supplied device and sensor. Documentation must include state diagrams. The Contractor must reissue the documentation, and a summary of changes, within 10 business days of any change.

g) If encryption is used in any product or component provided by the Contractor (except Microsoft-supplied components, if any), the Contractor must provide comprehensive security architecture and design documents which describe:
   i)   use and management of encryption keys;
   ii) generation, use and management of certificates and passwords;
   iii) encryption algorithms used;
   iv) use and management of a permutation key (also known as an iris template transform key), if any. Such a key can be used to alter the order of the bits in a biometric template;
   v)   use and management of license keys (hardware or software based), if any. License keys or licensing control must be explained in technical detail;
   vi) encryption key strength; and
   vii) any known limitations, caveats or weaknesses and means or plans to mitigate same.
h) The Contractor must deliver documentation on the KMS database schema, meaning of each entity and definition of each attribute to the Technical Authority within 5 business days after Contract award.
i) The Contractor must document and describe how the Camera never captures two eyes from two different Travellers in one dual-eye-capture API call.
j) The Contractor must deliver to the Technical Authority within 10 business days after Contract award Implementation Conformance Statements describing:
   i)   The Matcher's ability to use iris images conformant to ISO 19794-6;
   ii) The Camera's ability to produce iris images conformant to ISO 19794-6. and
   iii) Any documentation (e.g. technical reports) proving that Camera produces iris images exceeding minimal ISO 19794-6 requirements, and Matcher takes advantage of such iris images by achieving better performance.
k) The Contractor must deliver documentation on Technical specifications for the Iris Camera, including explanation of any variations between the Kiosk Iris Camera and the Enrolment Centre Iris Camera.
l) The Contractor must provide to the Client within 30 days of Contract Award, two French copies on CD   or DVD of
   i)   A Developer Guide
   ii)   Technical Documents
   iii)   Installation Manuals
   iv)   API documentation describing usage of each API method or function, how and API function/method is called, its applicable return codes and description of the applicable codes
m) The Contractor must deliver documentation on Biometric implementation of the Camera including but not limited to
   i)   Description of a typical iris image capture scenario: customer actions; iris camera directions, decisions; average time for a cooperative capture; maximum time and/or number of re-tries.
   ii) Description of the level of customer training and cooperation required for the optimal performance at enrolment and recognition time.
   iii) Dimensions and the location of the capture volume for iris and/or face images
   iv) Is video stream of iris and/or face images available to the user? What is the frame rate and resolution.
   v)   Is full segmentation done during the candidate image selection process? How is it different from a typical segmentation done by iris matchers? Describe how it is done. E.g. pupil and sclera

boundary detection method and shape, dealing with occlusions, irregular boundary shapes and eccentric pupils.

    vi) What iris image quality metrics are used to accept/reject a candidate image

    vii) How are iris rotation and off-axis gaze handled? Are the rotation angles recorded in the image metadata?

    viii)   Describe how the dual-eye capture process and outcome is different from a single-eye capture. Is left and right eye capture sequential or effectively simultaneous? Is there a way to capture a left eye as a right eye or vice versa?

    ix) What are the predefined image quality levels, if any, for enrolment and recognition? Can they be adjusted via an API call?

    x) What features of the iris camera may be employed by matchers for better performance (lower FAR, FRR, FTE)?

n) The Contractor must deliver documentation on Biometric implementation of the Matcher including but not limited to

    i) Describe how segmentation is done. e.g. pupil and sclera boundary detection method and shape, dealing with irregular boundary shapes and off-centric pupil

    ii) Types of occlusion that are detected and how they are processed.

    iii) Describe how iris rotation is handled (head roll).

    iv) If the Iris Matching Score is not the fractional Hamming Distance, then an explanation of its characteristics must be provided e.g. how to interpret score values; how to use the Decision Threshold.

    v) Describe howow does "de-duplication" 1:ALL matching during an enrolment operation differ from a regular 1:ALL recognition operation.

    vi) Are multiple enrolled images per eye supported? If yes, how are they used for recognition?

    vii) What kinds of search optimization (e.g. eye bucketing) are implemented?

    viii)   Is there any special handling for dual-eye enrolments and/or dual-eye recognitions and/or dual-eye verifies? For example, increased HD threshold.

o) The Contractor must describe the iris matcher architecture, design and implementation in technical detail, where applicable

    i) Use of multiple iris matching units which comprise the Matcher as defined in this RFP

    ii) Communication between iris matching units, including:

        (1) At startup

        (2) When one of the iris matching units fails

        (3) When a new iris matching unit starts

    iii) Iris matcher startup and cache loading. Describe the optimization steps have been or can be taken to speed up the load. Load must take < 1 hour for 2.5E6 enrollees

    iv) Support for prioritization of iris requests.

    v) Iris matcher use of multiple blades, multiple CPUs (per blade), multiple cores on one CPU, and multiple threads on one core.

vi) Performance and limits associated with concurrent database reads and writes, especially locking and performance associated with iris enrolments concurrent with single-eye or dual-eye recognitions.

vii) Active-Active deployments and failure scenarios, where the two active deployments are in geographically distributed data centres.

viii) Describe Active-Standby deployments and failure scenarios, where the two deployments are in geographically distributed data centres. What is the state of the Standby iris matcher(s) and Standby database when in Standby mode? How is the switch to Standby typically accomplished? How is the switch back to Active typically accomplished?

ix) Deployment architecture:

(1) As preferred by the Contractor and

(2) As most commonly deployed (if not the same as (1)).

p) The Contractor must describe and specify changes to the configuration specified in Matcher Configuration R29, that improve the speed by 50%. See Appendix C of the SOW.
The configuration includes:

i) A hardware configuration.

ii) A Matcher software configuration required to make use of additional blades, if any.

q) The Contractor must describe the Camera's biometric countermeasures implementation against iris image spoof attacks. The Contractor must disclose the full list of iris spoofing biometric countermeasures including liveness detection and provides, under an additional Non-Disclosure Agreement (NDA) if necessary, the following information for each countermeasure

i) a brief description of the countermeasure;

ii) the types of spoofing attacks being addressed;

iii) a brief description of the method used;

iv) software, hardware and other requirements for running this countermeasure;

v) whether the countermeasure requires a stream of images, multiple images, or a single image;

vi) stated accuracy and performance footprint;

vii) the list of the Camera models that have, or will have, this countermeasure included;

viii) Contractor test results: test cases, metrics, statistics, results, conclusions;

ix) testing and usage instructions for the Client (in order for the Client can execute the test cases);

x) implementation date if not yet available;

xi) speed on sample hardware (e.g. 3 seconds per eye to detect contact lenses using Windows 7 and an Intel i7-860 at 2.6 GHz)

22. Meetings

a) The Client requires ad hoc meetings with the Contractor to review and address the service levels provided by the Contractor through this Contract.

b) The Project Manager must be prepared to meet as requested by the Technical Authority to review the current status and any operational issues related to the Kiosk.

c) To assist the Technical Authority with any hardware and software implementation issues.

23. Professional Services – Resource Skill Sets

As and when requested, the Client may call upon the Contractor in accordance with the Requisition on Contract process detailed in the Contract. The Contractor may use the Core Team resources or additional matrix resources, or both, as follows:

a) Project Manager

Upon receipt of a Requisition on Contract requesting project management expertise, the Contractor must make available a Project Manager.

The minimum qualifications for the Project Manager are as follows:
1. Must have a Project Management Professional (PMP) or a Program Management Professional (PrMP) certification recognized by the Project Management Institute (PMI);
2. Must have a minimum of 10 years of experience in Information Management or Information Technology projects;
3. Must have a minimum of 5 years of experience within the last 8 years of demonstrated experience performing similar duties and deliverables as described below;
4. Must have demonstrated capability in a previous project to interact effectively with members of a team; and
5. Must be proficient in both official languages of Canada (English and French).

The Project Manager's duties may include, but are not limited to:
1. Ensuring all project management processes are in place and project management documentation has been delivered to the client
2) Being the main contact with the client technical authority
3) Managing the contractor's project schedule, costs and deliverables,
4) Reporting status and progress on a regular basis to the client
5) Managing and ensuring that adequate resources are in place to meet contractor's deliverables
6) Managing the project issues and risks and escalating to client appropriately

The Project Manager's deliverables may include, but are not limited to:
1. Attend all ad hoc meetings;
2. Create and execute all project related work and schedules;
3. Prepare all Delivery, Installation and Integration plans;
4. Plan, organize and lead the Delivery, Installation and Integration process;
5. Prepare for engagement reviews and quality assurance procedures;
6. Minimize exposure and risk on project;
7. Provide feedback on the level of effort and cost;
8. Provide reporting on status, project reporting documents;
9. Provide analysis problems encountered and recommendations for resolution; and
10. Provide coordination of new software implementation and testing.

b) System Architect -Iris Biometric Experience

Upon receipt of a Requisition on Contract requesting System Architect experience with Iris Biometric expertise, the Contractor must make available a System Architect with Iris Biometric experience. .

The minimum qualifications for the System Architect are as follows:
1. Must have a minimum of 10 years of experience in Information Management or Information Technology projects;
2. Must have a minimum of 5 years within the last 8 years of demonstrated experience performing similar duties and deliverables as described below;
3. Must have a minimum of 2 years of demonstrated experience in iris biometrics;
4. Must have demonstrated capability in a previous project to interact effectively with members of a team; and
5. Must be proficient both orally and in writing in English.

The System Architect's duties may include, but are not limited to:
1. Act as the lead architect for any Requisition on Contract that may or will alter the Contractor software;
2. Translate business or system requirements to system design and specifications;
3. Analyze functional requirements to identify information, procedures and design flows;
4. Develop and maintain complex systems and modules, programs, sub-systems, systems and procedures;
5. Transfer knowledge related to the Requisition on Contract to the Client;
6. Develop technical specifications for system development, design and implementation ;
7. Maintain information coordination between all partners; and
8. Lead projects technically through the entire Software Development Life Cycle (SDLC).

The System Architect's deliverables may include, but are not limited to:
1. Design and document in detail all affected system components, their interfaces, relationship and operational environments;
2. Develop detailed system specifications;
3. Provide technical training;
4. Document system design, concepts and facilities, and present and obtain approval of the detailed design; and
5. Complete system documentation.

c) Software Developer

Upon receipt of a Requisition on Contract requesting software development expertise, the Contractor must make available a Software Developer.

The minimum qualifications for the Software Developer are as follows:
1. Must have a minimum of 5 years of experience in Information Management or Information Technology projects;
2. Must have a minimum of 3 years within the last 5 years of demonstrated experience performing similar duties and deliverables as described below;

3. Must have a minimum of 1 year demonstrated experience in iris biometrics if specified in the Requisition on Contract request; and
4. Must have demonstrated capability in a previous project to interact effectively with members of a team.

The Software Developer's duties may include, but are not limited to:
1. Interpret the Requisition on Contract and any associated analysis, and implement any necessary application code changes;
2. Develop and maintain systems and modules, programs, sub-systems, and system procedures;
3. Analyze, design and develop classes and their methods, attributes and relationships;
4. Transfer knowledge related to the Requisition on Contract to the Client;
5. Design programs, present program design, and write modules and procedures;
6. Provide problem debugging and resolution; and
7. Provide other related software developer services.

The Software Developer's deliverables may include, but are not limited to:
1. Modify the application software build in accordance with the requirements of the Requisition on Contract;
2. Produce operational systems, including all forms, manuals, programs, input/output sources, procedures and training material;
3. Provide technical training;
4. Document program design and quality assurance standards to be used during the implementation phase; and
5. Complete system documentation.

d) Biometric Scientific Specialist

Upon receipt of a Requisition on Contract requesting biometric scientific expertise, the Contractor must make available a Biometric Scientific Specialist.

The minimum qualifications for the Biometric Scientific Specialist are as follows:

1. Must have a minimum of 5 years demonstrated experience in Iris biometrics;
2. Must have a minimum of 3 years within the last 5 years of demonstrated experience performing similar duties and deliverables as described below;
3. Must have demonstrated capability in a previous project to interact effectively with members of a team; and
4. Must have a deep understanding of iris biometrics i.e.FAR, FRR, Receiver Operating Characteristic or Detection Error Trade-off curves, factors influencing enrolability and recognisability, iris biometric standards and evolving iris biometric standards, and the current state-of-the-art in iris biometrics.

The Biometric Scientific Specialist's duties may include, but are not limited to:

1. Advise Client's Technical Authority and technical team on current biometric trends;
2. Write technical reports according to industry standards;
3. Solve iris-biometrics-related technical or business incidents or problems;
4. Answer iris-biometrics-related scientific questions;
5. Provide improvement plans on biometric processes, technologies, resources; and

6. Transfer knowledge related to the Requisition on Contract to the Client.

The Biometric Scientific Specialist's deliverables may include, but are not limited to:
1. Technical reports;
2. Training materials; and
3. Presentations.

e) Training Specialist

Upon receipt of a ROC requesting training expertise, the Contractor must make available a Training Specialist.

The minimum qualifications for the Training Specialist are as follows:
1. Must have a minimum of 5 years within the last 8 years of demonstrated experience in the planning, design, development and delivery of adult training relevant to the technical and business outcomes for this project;
2. Must have demonstrated capability to interact effectively with members of a team; and
3. Must be proficient in both oral and written communication in English.

In addition to the Training requirements highlighted in Section 19 of the Statement of Work, the Training Specialist's deliverables may include:

1. Identify and assess training needs of staff by conferring with managers and supervisors or conducting surveys;
2. Prepare and document training plans;
3. Develop and document training procedure manuals and guides and course materials;
4. Evaluate training effectiveness and produce report; and
5. Deliver training modules

24. **Installation, Integration, Availability-Level and Acceptance Tests**
   a) The Contractor is required to successfully complete a set of on-site integration and installation tests of the Kiosks for each location.
   b) The Contractor must participate with the Client in each of the testing stages as set out below to confirm the operational effectiveness of the Kiosk. During the installation and integration testing, the Contractor is responsible for the correction of any deficiencies within a 48-hour period, or at another time limit at the sole discretion of the Client. Any costs incurred in the correction of deficiencies are the sole responsibility of the Contractor.
   c) The testing stages are as follows:
       (1) Contractor must support the Client's technical infrastructure identified in Appendix A to Annex A;
       (2) Contractor must ensure that the Kiosk is Ready for Use (RFU) for each installation;
       (3) Technical Authority will test the Kiosk at each installation and confirm to the Contractor that the Kiosk is RFU; and
       (4) once the System is declared RFU by the Client, the Contractor must support the Client during the 30 consecutive-day availability test period.

d) Upon conclusion of the installation and integration testing, the Kiosk will undergo continuous on-site availability testing. The criteria for reliability and availability is as follows:
   (1) Kiosk must maintain an availability level of 98% during the 30 consecutive-day acceptance test period.
   (2) if the availability level is not met over the 30 consecutive-day period, the test will continue on a day-to-day basis until the objective is met, or until 60 consecutive days have passed from the start of the test at the discretion of the Technical Authority.

e) The testing will commence on the first day following the Contractor's written notification to the Technical Authority confirming that the Kiosk is RFU for the installations at each designated site. If problems are encountered during the 30 consecutive-day availability test period, they will be corrected at the Contractor's expense. In the event that a difficulty arises with Kiosk, the 30 day acceptance testing period may be re-started at the Client's discretion.

f) The final acceptance date is defined as the first day following the successful completion of the 30 consecutive-day acceptance test at each site. Following the successful completion of the 30 consecutive-day acceptance test at each site, the Technical Authority will provide the Contractor with written notification of final acceptance. The warranty period must commence on the first day following the official date of acceptance.

25. Service Desk and On-Site Support
   a) The Contractor must provide a Service Desk, which must be available within 10 business days of Contract award (including during development, integration, testing and production). The Contractor must provide the Technical Authority with the Service Desk's telephone number within 10 business days of Contract award. The Contractor's Service Desk must communicate with the Client, Technical Authority, Administrators, Service Personnel, and other authorized departmental representatives as required.

   b) The Contractor's Service Desk must be staffed by qualified personnel who are available to provide support via a toll-free telephone number, 24 hours a day, 7 days a week, 365 days a year.

   c) The Contractor must provide Service Desk support in English or French, based on the caller's language preference. The Contractor's hotline may use an Interactive Voice Response (IVR) system to allow the caller to select English or French when the call is first connected. The Contractor's personnel or its IVR system must answer all calls within 5 rings and offer language selection immediately after the call is answered.

   d) The Contractor's Service Desk personnel must pick up 95% of all calls received during National Operations Hours* in any calendar month within 90 seconds of the caller making the language selection. *(* National Operations Hours are defined as: "6:30 am to 8:00 pm Eastern Time on any weekday, Monday to Friday, excluding statutory holidays observed by the federal government.")*

   e) Outside of National Operations Hours, instead of answering all calls to the Service Desk with a live service agent, the Contractor may use a message service system, as long as the Contractor responds by having a service agent return the call within 15 minutes of a Client representative leaving a message.

   f) The Contractor's Service Desk must:
   i) provide a tracking number for each service call;
   ii) resolve minor issues remotely without Internet connection to the Kiosk without the requirement of an on-site Technical Support Service resource;
   iii) provide on-site troubleshooting support when telephone support could not resolve the problem;

iv) determine the need for on-site support within 4 business hours of the initial service call. At this time the Contractor must communicate to the Technical Authority that an on-site Technical Support Service resource will be required to resolve the problem;

v) determine the nature of the problem and provide this information to a Technical Support Service resource assigned to be deployed for on-site support;

vi) provide the Client with an on-site Technical Support Service resource who will arrive at the site within one business day from the initial service call;

vii) confirm within 4 business hours of the initial service call the following information regarding on-site support:
   (1) estimated on-site arrival time; and
   (2) name of the on-site Technical Support Service resource;

viii) provide the Client with a status for every service call within two hours after the on-site Technical Support Service resource leaves the site. This status report must include the following information:
   (1) Contractor Tracking #;
   (2) date and time the on-site Technical Support Service resource arrived and left the site;
   (3) whether or not the problem was resolved;
   (4) if resolved - method of resolution; and
   (5) if not resolved - current resolution plan;

ix) maintain a technical support log for maintenance and support incidents. This log must include:
   (1) Contractor Tracking #;
   (2) date and time of initial call;
   (3) current status - Open or Closed;
   (4) if Open - current support plan and expected resolution date; and
   (5) if Closed - method of resolution.

g) If the on-site Technical Support Service resource is unable to fix the problem within 2 business days from the initial service call, the Contractor must escalate to the Technical Authority through the Contractor's Project Manager. The Project Manager must provide the Technical Authority with a status of the problem, and an action plan on how and when the problem would be resolved, within 3 business days from the initial service call.

h) If the projected repair date is more than 5 business days after the initial service call, the Contractor must be prepared, upon request by the Technical Authority, to replace the defective hardware within 2 business days after the request.

i) The Contractor must provide an incident reporting system

26. Maintenance and Support Services

a) The Contractor's warranty coverage must begin immediately following the successful completion of the 30 day acceptance test period for the Kiosk as accepted in writing by the Client.

b) The Contractor's warranty coverage must include on-site preventive maintenance and remedial hardware, firmware and software support for all Kiosk delivered hardware, firmware and software.

c) The Contractor must provide on-going maintenance support services for all Hardware and Software supplied by the Contractor for the duration of the Contract and any option years.

d) The Contractor's 12 month warranty coverage must include any application software or firmware upgrades required to investigate specifics about the functioning of covered products to determine whether there is a defect in the product.

e) The Contractor must furnish all labour and parts required to restore the equipment to an acceptable operating condition during the warranty period.

f) The Contractor must provide unlimited Technical Support Services and correction of Residual Errors during the warranty period.

g) Only one Kiosk per site may be serviced at a time. While a Kiosk is being serviced (i.e. - repair or routine maintenance), the Contractor must ensure that the hardware and software of all other Kiosks supplied by the Contractor are operational 24 hours a day, 7 days a week.

h) The Contractor must notify the Client of any defects or malfunctions in components, as soon as they become known to the Contractor, and correct any such defects or malfunctions within a time frame agreed to by the Client.

i) The Contractor must notify the Client in writing of any proposed changes to the Contractor-supplied hardware components. The Contractor must receive the Client's approval in writing before the proposed changes are finalized. This includes:

  i) firmware changes; and

  ii) model changes.

j) The Contractor must ensure the equipment can be returned to fully functional capability within 48 hours notification by the Client during the warranty period.

k) *Preventative Maintenance* -

  i) The Contractor must propose a Preventative Maintenance (PM) schedule within 90 business days after Contract award.

  ii) The Contractor must provide on-going Preventative Maintenance including:

    (1) Printer vacuuming;

    (2) Printer thermal print head replacement;

    (3) Touch Screen or Touch Screen backlight replacement;

    (4) Kiosk Door hinge lubrication;

    (5) UPS battery replacement; and

    (6) Kiosk Enclosure vacuuming.

  iii) After each maintenance activity, the Contractor must provide an email to a Client-designated email account, which will be provided to the Contractor immediately after Contract award, after containing the following information:

    (1) Contractor's service call ID;

    (2) an ID which uniquely identifies the affected Kiosk;

    (3) PM activities performed;

    (4) date and time of PM activities; and

    (5) Client contact's full name.

  iv) The Contractor must schedule appointments for PM services. PM services can be performed concurrent with service calls in accordance with Client approval and a mutually-agreed schedule. The Contractor must not perform PM services during peak periods identified by the Client.

27. Service Level for Kiosk Availability and Service Credits

a) *Service Level* - The Contractor must provide a service level minimum Kiosk Availability of 98% during each calendar month period.

b) *Service Availability -*

  i) A Kiosk outage is defined as any loss or degradation of any Kiosk functionality.

  ii) The Client considers the Kiosk to be operational when the Client is able to access all data and functionality required under the Contract to be provided by the Kiosk.

iii) "Kiosk Availability" is defined as the percentage of the time that the Kiosk is operational out of the total time that the Kiosk is scheduled to be operational (24x7) in a month.

iv) The Contractor must calculate the Kiosk availability as a percentage as follows: [(total time – total outage time) / total time] x 100.

v) The total time used to calculate Kiosk Availability excludes scheduled down times approved in advance by the Client.

vi) The Contractor is not required to include service outages that the Client considers to be the result of Excusable Delay in the calculation of the Kiosk availability and the cumulative outage time.

vii) If an outage instance overlaps the last day of one month and the first day of the next month, the Contractor must calculate the total outage time of that instance in the second month's outage time, but the total outage time must include all the outage time, beginning the previous month.

viii) The Contractor must perform all Kiosk maintenance during the Client's maintenance windows as scheduled through the Client's change management system and approved by the Client. The Client will communicate its maintenance schedule windows to the Contractor following Contract award.

ix) If the Kiosk does not meet the Service Level for minimum Kiosk Availability in any given month, the Contractor must provide to Canada a credit in the following amount: For every 0.1% below the Service Level for minimum Kiosk Availability in any given month, the Contractor must provide a credit to Canada in the amount of $1,000.00 up to a total of $10,000.00. For example, if the actual service availability was 97.8%, then a credit of $2,000.00 will apply.

x) If credits are payable under this Article for 2 consecutive months or for 3 months in any 12-month period, the Contractor must submit a written action plan describing measures it will implement or actions it will undertake to eliminate the recurrence of the problem. The Contractor will have 5 business days to deliver the action plan to the Client Technical Authority and the PWGSC Contracting Authority, and 20 business days to rectify the underlying problem.

xi) If the Contractor does not provide an operational Kiosk that satisfies all the requirements and functionality detailed in Annex A within the time frames specified in Annex A, the Contractor must provide to the Client a credit in the following amount: For every week or part thereof that the Kiosk is not operational after the time frames specified in Annex A, the Contractor must provide a credit to the Client in the amount of $1,000.00 up to a maximum of $10,000.00.

28. Optional Goods and Services

Optional Goods and Services may be purchased or undertaken during the course of the Contract Period and may only be exercised by the Contracting Authority through formal contract amendment. These Optional Goods and Services include:

Hardware and Software

- Scanner; and
- Receipt Printer – Roll paper for which the mandatory and optional requirements are detailed in Appendix G to the Statement of Work.

- Individual Kiosk components including (Enclosure, Iris Camera, Touch Screen, Receipt Printer, Document and Card Reader, Keyboard, Speakers, Cabling, Uninterruptible Power Supply (UPS), Software, Kiosk Monitoring System (KMS), Iris Matcher.

APPENDIX A – Current Technical Infrastructure

NETWORK ENVIRONMENT

The Client network consists of multi-protocol routers in each building to interconnect user backbone and common access rings/segments within the buildings. Also, it provides connectivity to the wide area network. The majority of the buildings are inter-connected via frame relay circuits or ATM (asynchronous Transfer Mode) circuits, although others are connected via IPSec VPN over Internet (DSL, cable, Satellite). The majority of the buildings are either connected at 512kbps or T1 speed. Only a few of the buildings are connected at a speed higher than T1.

WINDOWS ENVIRONMENT

The Windows environment, referred to as the Distributed Computing Environment (DCE), is a Client/Server based Infrastructure that consists of Windows based servers, desktops and laptops with Windows Active Directory (AD) providing the backend directory services.

The sites vary in size from a handful of users to thousands in a single building. Bandwidth at the sites also varies. A typical distributed site is comprised of one or more File and Print servers, access to local or centralized MS Exchange mail services, an AD domain controller, and a number of locally networked desktops.

The Terminal Services Platform (TSP) uses Citrix Presentation Server 4.x, which consists of central servers located in the National Capital Region, hosting a variety of applications and services for a select group of end-users. These applications and services include specific line-of-business applications along with base productivity applications such as MS Office, Outlook and Exchange, host emulator software (Attachmate) and basic File and Print Services to name a few. Softgrid application virtualization SW enhances application access and management within the TSP farm.

The TSP platform also accommodates Secure Remote Access (SRA) users who may not be on the network and are connecting to the DCE via alternative access methods (e.g. Public ISPs). The SRA Platform is a subset of the DCE and is also based on the Windows Server and Windows Client operating systems.

The following bullets will highlight the key Windows-based software installed within the DCE and anticipated upgrades based on the current roadmap.

- o MS Windows 2008 Server
- o Citrix XenApp
- o MS Windows 7 Client Operating System with BitLocker
- o MS Office 2010

- o MS Exchange 2003/2007 (upgrade to Exchange 2010 in 2012)
- o Entrust ESP v9.1
- o McAfee Anti Virus, Anti-Spyware, Intrusion Prevention, Policy Auditor
- o Tivoli Managed Framework version 4.3.1, Configuration Manager version 4.3.1, Remote Control 5.1.2 (upgrade to Tivoli Endpoint Manager 8.2 in 2013)

The current version of the Java Runtime Environment (JRE) installed on each desktop is version 1.6.0_18 (upgraded in 2011).

The underlying hardware for the Windows environment consists of servers based on AMD and Intel architectures using multi-core and multi-processor technology. Desktops and Laptops are also based on AMD and Intel architectures using both single or multi core processors and dual channel memory.

Standard Workstation - HP 6005

Certified Specifications

Fast Facts	
Processor Type	AMD PHENOM II X2 DUAL CORE
Processor Speed	2.6 GHz
Processor Cache (L1/L2/L3)	1.5 MB Dedicated L2, 6 MB Shared L3
Processor Bus	4000 MHz
Chipset	AMD 785G
Memory Type	DDR3-Synch DRAM
Memory Slots	4
Standard Memory	4 GB
Memory Expandibility	8 GB
System BIOS	786G6 v01.10
Internal Drives	
Hard Drive Size	500 GB
Hard Drive Rotational Speed	7200 RPM
Optical Drive	SATA DVD-ROM Drive, SATA DVD+/-RW SuperMulti LightScribe Drive
Drive Controller	SATA 3.0Gb/s NCQ SMART IV
Video	
Video Adapter Type	Integrated ATI Radeon™ HD 4200 Graphics
Video Adaptor Bus	PCI Express™ x16
Video Adaptor Memory	Shared – 8 – 512 MB
Audio	
Audio Adaptor Type	Realtek ALC261
Network	
Network Adaptor Type	Integrated Broadcom NetXtreme Gigabit Ethernet BCM 5761
Network Adaptor Speed	1000/100/10
System Features	
Internal Expansion Slots	1 half-height PCI, 1 half-height PCI Express x16, 2 half-height PCI Express x1
External I/O Ports	Rear: 6 USB 2.0, 1 serial port, 1 optional serial port, 1 optional parallel port, 2 PS/2, 1 RJ-45, 1 VGA, audio in/out, 1 Display Port; Front: 4 USB 2.0, audio ports
Dimensions	
Dimensions (W x D x H)	17.6 x 43.0 x 37.7 cm
Weight	9.3 kg
Power and Environmental	
Power Consumption	320 watts maximum
Heat Output	1092 BTU / Hr
Certifications	ENERGY STAR® qualified, EPEAT Gold™ and 89PLUS

Power Supply configurations available

High Performance – HP z800

Certified Specifications

Fast Facts	
Processor Type	Intel Xeon E5530 Quad-Core
Processor Speed	2.4 GHz
Processor Cache (L1/L2/L3)	256 KB / 1024 KB / 8192 KB
Processor Bus	1333 MHz Front Side Bus
Chipset	Dual Intel 5520
Memory Type	DDR3, RDIMM (Registered) or UDIMM (Unbuffered), ECC
Standard Memory	8192 MB
Maximum Memory	192 GB
Memory Expandibility	12 slots (6 slots per CPU)
System BIOS	786G5 v1.06

Internal Drives	
Hard Drive Size	250 GB
Hard Drive Rotational Speed	7200 RPM
Optical Drive	HP SATA DVD+/-RW Drive
Drive Controller	Integrated 6 channel SATA 3 Gb/s controller with RAID (0, 1, 5 or 10)

Video	
Video Adapter Type	NVidia Quadro FX 380
Video Adaptor Bus	PCIe x16
Video Adaptor Memory	256MB

Audio	
Audio Adaptor Type	Integrated High Definition Realtek ALC262 Audio

Network	
Network Adaptor Type	Dual Integrated dual Broadcom 5764
Network Adaptor Speed	10 / 100 / 1000 Mbit

System Features	
Internal Expansion Slots	1 PCI, 1 PCI Express Gen1 (x8 mechanically, x4 electrically), 1 PCI Express Gen2 (x8 mechanically, x4 electrically), 2 PCI Express Gen2 (x16 mechanically, x8 electrically), 2 PCI Express Gen2 x16
External I/O Ports	Front: 3 USB 2.0, 1 IEEE 1394a, 1 microphone in, 1 headphone out; Rear: 6 USB 2.0, 1 IEEE 1394a, 1 audio in, 1 audio out, 1 microphone in, 2 PS/2, 2 RJ-45 to integrated Gb LAN, 1 serial; Internal: 3 USB 2.0

Dimensions	
Dimensions (W x D x H)	20.35 x 52.65 x 44.51 cm
Weight	Typical config –21 kg

Power and Environmental	
Power Consumption	850W
Heat Output	Typical:1707 btu/hr Max: 3558 btu/hr
Certifications	Energy Star

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Standard Workstation - Dell Optiplex 580 Desktop

Certified Specifications

Fast Facts	
Processor Type	AMD Phenom II X2 Dual Core
Processor Speed	2.8 GHz
Processor Bus	1066 MHz
Chipset	AMD 785G
Memory Type	DDR3
Memory Slots	4
Standard Memory	4 GB
Memory Expandibility	16 GB
System BIOS	Dell A05
Internal Drives	
Hard Drive Size	320 GB
Hard Drive Rotational Speed	7200 RPM
Optical Drive	SATA DVD+/-RW
Drive Controller	SATA 3.0Gb/s
Video	
Video Adapter Type	Integrated ATI Radeon HD 4200
Video Adaptor Bus	PCI Express™ x16
Video Adaptor Memory	Shared – 1024 MB
Audio	
Audio Adaptor Type	Realtek HD Audio
Network	
Network Adaptor Type	Integrated Broadcom 5761 Ethernet LAN
Network Adaptor Speed	1000/100/10
System Features	
External I/O Ports	Rear: 6 USB 2.0, 1 serial port, 1 RJ-45, 1 VGA, audio in/out, 1 Display Port; Front: 2 USB 2.0, audio ports
Dimensions	
Dimensions (W x D x H)	11.4 x 35.3 x 39.9 cm
Power and Environmental	
Power Consumption	305 watts maximum
Heat Output	1039 BTU / Hr
Certifications	ENERGY STAR® 5 compliant, EPEAT Gold™ configurations available

High Performance - Dell Precision T5500

Certified Specifications

Fast Facts	
Processor Type	Intel Xeon 5520
Processor Speed	2.4 GHz
Processor Cache (L1/L2/L3)	8MB shared cache
Processor Bus	64-bit
Chipset	Intel 5500
Memory Type	DDR3 @ 1066 Mhz
Memory Slots	9
Standard Memory	12 GB
Memory Expandibility	72 GB
System BIOS	A02 (08/28/09)

Internal Drives	
Hard Drive Size	250GB
Hard Drive Rotational Speed	7200RPM
Optical Drive	DVD-R 16x, CD-R 48x, CD-RW 32x
Drive Controller	SATA 3.0 Gb/s

Video	
Video Adapter Type	NVIDIA Quadro FX 580 256MB
Video Adaptor Bus	PCIe x16

Audio	
Audio Adaptor Type	SoundMAX Integrated Digital HD Audio

Network	
Network Adaptor Type	Integrated Broadcom® 5754 Gigabit Ethernet controller
Network Adaptor Speed	Gigabit

System Features	
Internal Expansion Slots	Two PCI-e x16 slots wired as x8 (half length), Two PCI-e x16 Gen 2 graphics slots up to 150 watts each, One PCI-X, 4bit/100MHz slot with support for 3.3v or universal cards (half length), One PCI 32bit/33Mhz 5V slot (half length in desktop orientation)
External I/O Ports	11 USB 2.0 (two on front panel, six on back panel, three internal on motherboard), 1 serial, 1 parallel, 2 PS/2, 1 RJ-45, 1 ESATA port on back panel, Stereo line-in and headphone line-out on back panel, Microphone and headphone connector on front panel, Front and rear IEEE 1394a ports are provided with optional 1394 PCI-e card Power Supply

Dimensions	
Dimensions (W x D x H)	17.1cm x 44.8cm x 47.1cm

Power and Environmental	
Power Consumption	201.33 Watts
Heat Output	688.54 BTU/Hr
Certifications	Energy Star 5.0, EPEAT Gold

Annex A-Statement of Work
July 17, 2012

Server Hardware - ProLiant BL465c G7
Specifications
HP ProLiant BL465c G7 server blade includes:
Processor:
> Up to two (2) Multi-Core AMD Opteron™ 6100 Series processors
> Eight-Core supports up to 2.4 GHz; 512 KB Level 2 cache memory per core; 12 MB Level 3 cache
> AMD SR5690 and SP5100 chipsets

Memory:
> Sixteen (16) DIMM slots
> Up to 256GB of PC3-8500 DDR3 Registered (RDIMM) memory, operating at 1066 MHz when fully populated at 2 DIMMs per channel in 16 slots
> Up to 128GB of PC3-10600 DDR3 Registered (RDIMM) memory, operating at 1333 MHz when fully populated at 2 DIMMs per channel in 16 slots
> Up to 64GB of PC3-10600 DDR3 Unbuffered (UDIMM) memory, operating at 1333 MHz when fully populated at 2 DIMMs per channel in 16 slots
> Supporting memory interleaving (2:1)
> NOTE: Each processor memory bus will operate at up to 1333 MHz with either one quad-rank (QR) or two single-rank/dual-rank (SR/DR) DIMMs per processor memory channel and 1066 MHz with up to two QR or one QR and one SR/DR DIMMs per processor memory channel with standard voltage (1.5V, PC3) DIMMs. Memory bus will operate one speed slower when low voltage (1.35V, PC3L) memory is installed. Memory bus speeds may be further limited by the speed of the memory used as well.

Storage Controller:
> Smart Array P410i RAID controller with 1 GB flash-backed write cache (FBWC). Supports RAID 0,1.
> NOTE: The HP Smart Array P410i controller is required for all blades that support hot plug drives. See Factory Integrated Models section for more information.
> Internal Drive Support:
> Up to two (2) small form factor (SFF) SAS or SATA hot plug hard disk drives or SATA solid state drives

Network Controller:
> One (1) integrated NC551i Dual Port FlexFabric 10Gb Converged Network Adapter

Mezzanine Support:
> Two (2) I/O expansion mezzanine slots
> Supports up to two (2) mezzanine cards

Expansion Blade Support:
> Supports one (1) optional storage, tape, or PCI expansion blade

Internal Media Support:
> One (1) internal USB 2.0 connector for security key devices and USB drive key
> One (1) internal Micro SD-HC card slot

Trusted Platform Module:
> One (1) internal TPM 1.2 module connector

Form Factor:
> HP ProLiant BL465c G7 server blade plugs into the BladeSystem c3000 and c7000 enclosures

Infrastructure Management:

HP Integrated Lights-Out 3

APPENDIX B – Delivery Locations and Deliverables

Sites	Shipping Address	Deliverables to be provided by Contractor			
		Kiosk	EC Camera	Kiosk in Pieces	Business Demo Kit
Vancouver	Vancouver International Airport International terminal Level 3, U.S. Departures Richmond, British Columbia V7B 1K6	5	6		
Vancouver Urban Enrolment Center	333 Dunsmuir St, 1st floor Vancouver, B.C., V6B 5R4	1	1		
Halifax	Halifax Robert L. Stanfield International Airport International arrival area 1st floor – 1 Bell Boulevard Enfield, Nova Scotia B2T 1K2	3	2		
Toronto Pearson Terminal 1	Pearson International Airport Terminal 1- Departure Level Post H Mississauga, Ontario L5P 1A2	7	3		
Toronto Pearson Terminal 3 West	Pearson International Airport Terminal 3- Departure Level Post H Mississauga, Ontario L5P 1A2	6			
Montreal	Pierre Elliott Trudeau International Airport	6	4		

Sites	Shipping Address	Deliverables to be provided by Contractor			
		Kiosk	EC Camera	Kiosk in Pieces	Business Demo Kit
	International arrival area, Room T1470 Montréal, Quebec H4Y 1H1				
Calgary	Calgary International Airport Main Terminal Across from U.S. Departures 2nd Floor departure level 2000 Airport Road North East Calgary, Alberta T2E 6W5	3	2		
Edmonton	Edmonton International Airport Departure level, south Terminal Edmonton, Alberta T5J2T2	3	2		
Winnipeg	Winnipeg James Armstrong Richardson International Airport Domestic/International arrival area Room 1074 1970 Wellington Ave. Winnipeg, Manitoba R3H 0E3	3	2		
Ottawa	Ottawa Macdonald-Cartier International Airport 1000 Airport Parkway Private Main Terminal, Level 2 (south)	3	2		

Sites	Shipping Address	Deliverables to be provided by Contractor			
		Kiosk	EC Camera	Kiosk in Pieces	Business Demo Kit
	Ottawa, Ontario K1V 9B4				
Toronto Island (Billy Bishop)	4 Eireann Quay, Toronto Island Toronto, Ontario M5V 1A1	1			
Woodstock	1403 Route 95 Belleville, New Brunswick E7M 4Z9		1		
Sarnia	1972 Sarnia Road Sarnia, Ontario N7T 7H2		1		
Whirlpool Bridge	4422 River Road Niagara Falls, Ontario L2E 3M5		1		
PAC Hwy	28 176th Street Surrey, British Columbia V3S 9R9		1		
Fort Erie	10 Central Avenue Fort Erie, Ontario L2A 6G6	1			
HQ - Billings (Testing/Troubleshooting)	2323 Riverside Drive Ottawa, Ontario	1	1	1	
HQ - Fitzgerald (Testing/Troubleshooting)	25 Fitzgerald Ottawa, Ontario	1		1	
HQ - Tremblay (Testing/Troubleshooting)	250 Tremblay Road Ottawa, Ontario	1	9		

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Sites	Shipping Address	Deliverables to be provided by Contractor			
		Kiosk	EC Camera	Kiosk in Pieces	Business Demo Kit
HQ - Laurier	191 Laurier Avenue East 15th floor Ottawa Ontario				1
TOTALS:		45	38	2	1

Note: The projected volumes included in the table above do not represent a commitment by the Client. It is provided for the purpose of calculating a bid price and is not to be construed as a reflection of anticipated business.

APPENDIX C – Deployment Environments and Conditions

Index	Deployment Environment Type	Number of Deployment Environments of this Type	Minimum Number of Physical Blade Servers for Database Purposes (with ≥ 1 RDBMS per blade)	Planned Maximum Number of Iris Enrollees Per Deployment Environment	Physical Blade Server Type (for non-database purposes)
1.	Development	6	1	300	Development
2.	Transition	10	1	300	Transition
3.	Production Support/Training	2	1	300	Production Support/Training
4.	Production	1	1	2,500,000	Production Active
5.	Production	1	1	2,500,000	Production Standby
6.	Volume Test	1	0 (use Production Support/Training)	2,500,000	Volume Test Active

Note: The projected volumes included in the table above do not represent a commitment by the Client. It is provided for the purpose of calculating a bid price and is not to be construed as a reflection of anticipated business.

Contractor's specifications must comply with the following conditions for all Deployment Environments:

1. At least one Matcher and one iris database instance are associated with each Deployment Environment.

2. Assume a brand new deployment with no pre-existing hardware or software for each Physical Blade Server Type.

3. In the worst case, every Matcher in every Deployment Environment requires its own Physical Blade Server. This would be due to Matcher vendor architectural constraints.

4. In the best case, only one server for each Physical Blade Server Type is required (6 servers, not counting the servers required by RDBMSes) and:

   i. VMware is used to support all Deployment Environments on virtual machines spread across these servers OR

   ii. Multiple independent Matchers (with one or more Matchers per Deployment Environment) run on the same Physical Blade Server.

5. The Client will supply the required Windows Server 2008 operating system, and, if applicable, VMware.

6. Configuration must specify Client-standard HP ProLiant BL465c G7 blades using the AMD Opteron™ 6136 (2.4GHz/8-core/12MB/115W) Processor. Specifications are found in Appendix A to Annex A.

7. RAM must be expressed in increments of 8 GB.

8. Do not specify any hard disk storage, local or otherwise.

9. Assume that up to 10% (20% if VMs are used) of the available CPU capacity of the server(s) is used for non-operating-systems and non-Matcher functions (e.g. virus scanning).

10. The Contractor will not be asked to supply the hardware. All other deliverables that are the responsibility of the Contractor (such as software, licenses, support) for all environments must be included in the bid.

11. More than one RDBMS will be used, due to the number of Deployment Environments. All Deployment Environments must use the same type/model/version of the RDBMS recommended by the Contractor. See 8) Iris Matcher f).

12. The Contractor must specify a minimum of one blade server per Deployment Environment Type.

13. The Contractor's specifications must adhere to the following additional conditions for Production Deployment environments only:

   1. The Production Active configuration must be a feasible hardware and Matcher configuration that allows the Matcher to meet or exceed the Iris Matcher Speed requirement. See 8) Iris Matcher j). Configuration constraints:
      - Minimum of one blade for the Database Server (e.g. RDBMS).
      - Minimum of one blade for Application functions (e.g. Matcher).

   2. Disk storage requirements (in KB) must be specified, as follows:
      - Storage required per iris template
      - Storage required for all iris templates
      - Total storage required, including storage required for all iris templates
      - Contractor will not be asked to provide disk storage

   3. The Production Standby configuration must be specified. This is typically an exact duplicate of the Production Active configuration and may be expressed as such.

APPENDIX D – Iris Image Statistics

A large subset of Client enrolment iris images (as of September 2011) has been analyzed so that the Contractor can determine the likely percentage of such images that can be enrolled using the Contractor's Matcher. For privacy and security reasons the subset cannot be disclosed to Contractors.

The distribution of each of the following enrolment-image quality-related parameters (as reported by the Client's current Matcher) can be found in Enrolment Iris Image Parameters.xls.

Parameter	Value Range	Related IREX II metric
Iris Area (%)	71 – 100 (824*)	USABLE IRIS AREA
Iris Diameter (pixels)	144 – 312	IRIS SIZE
Pupil Diameter (pixels)	24 – 194	No matching IREX II metric
Pupil-Iris Ratio	0.137 – 0.808	DILATION
Iris-Sclera Contrast	1.057 – 9.107	IRIS SCLERA CONTRAST
Iris-Pupil Contrast	0.134 – 8.416	IRIS PUPIL CONTRAST
Average Iris Intensity	19 – 193	No matching IREX II metric
Iris Texture Energy	0.952 – 12.136	No matching IREX II metric

* About 100 images have Iris Area above 100%, which is apparently a result of a bug in the segmentation algorithm.

The enrolment images have been captured using two iris cameras:
- LG-2200 (single eye), captured between April 2003 and July 2007, approximately 50,000 enrollees total.
- Panasonic BM-ET 330 (dual eye), captured since September 2007, expected to reach approximately 550,000 enrollees by the time of migration.

A period between July 2007 and September 2007 has been excluded from the analysis due to usage of both cameras at that time.

As an additional aid, please see the image gallery (Low Quality Iris Image Examples.zip) where categorized examples of lesser quality but still successfully enrolled images are provided. Iris texture has been removed from the images for privacy reasons.

Enrolment Iris Image Parameters

IrisArea

Value Range	ALL		LG		Panasonic	
	Count	%	Count	%	Count	%
70 - 72	467	0.1%	227	0.3%	219	0.0%
72 - 74	1,836	0.3%	624	0.7%	1,161	0.2%
74 - 76	3,501	0.5%	888	1.1%	2,540	0.4%
76 - 78	6,491	0.9%	1,216	1.5%	5,152	0.8%
78 - 80	10,650	1.5%	1,683	2.0%	8,783	1.4%
80 - 82	16,441	2.3%	2,340	2.8%	13,818	2.3%
82 - 84	23,264	3.3%	3,178	3.8%	19,720	3.2%
84 - 86	31,109	4.4%	3,999	4.8%	26,625	4.4%
86 - 88	40,391	5.8%	4,939	5.9%	34,848	5.7%
88 - 90	51,383	7.3%	5,882	7.0%	44,765	7.4%
90 - 92	62,997	9.0%	6,978	8.4%	55,119	9.1%
92 - 94	76,308	10.9%	7,849	9.4%	67,462	11.1%
94 - 96	90,267	12.9%	8,837	10.6%	80,247	13.2%
96 - 98	104,243	14.9%	9,972	12.0%	92,944	15.3%
98 - 100	134,992	19.2%	13,618	16.3%	119,740	19.7%
100 - 101	47,542	6.8%	11,217	13.4%	35,579	5.8%
101 - 830	74	0.0%	0	0.0%	73	0.0%
TOTAL	**701,956**	**100.0%**	**83,447**	**100.0%**	**608,795**	**100.0%**

IrisDiameter (pixels)

Value Range	ALL		LG		Panasonic	
	Count	%	Count	%	Count	%
140 - 144	0	0.000%	0	0.000%	0	0.000%
144 - 148	2	0.000%	0	0.000%	2	0.000%
148 - 152	5	0.001%	0	0.000%	5	0.001%
152 - 156	8	0.001%	0	0.000%	8	0.001%
156 - 160	9	0.001%	2	0.002%	7	0.001%
160 - 164	11	0.002%	0	0.000%	11	0.002%
164 - 168	12	0.002%	0	0.000%	12	0.002%
168 - 172	5	0.001%	0	0.000%	5	0.001%
172 - 176	37	0.005%	0	0.000%	36	0.006%
176 - 180	148	0.021%	1	0.001%	143	0.023%
180 - 184	464	0.066%	0	0.000%	456	0.075%
184 - 188	1,943	0.277%	5	0.006%	1,919	0.315%
188 - 192	4,170	0.594%	11	0.013%	4,097	0.673%
192 - 196	12,200	1.738%	24	0.029%	12,032	1.976%
196 - 200	17,796	2.535%	22	0.026%	17,585	2.888%
200 - 204	30,580	4.356%	490	0.587%	29,710	4.880%
204 - 208	32,057	4.567%	1,320	1.582%	30,343	4.984%
208 - 212	48,936	6.971%	3,749	4.493%	44,504	7.310%
212 - 216	46,448	6.617%	4,745	5.686%	41,082	6.748%
216 - 220	60,294	8.589%	7,940	9.515%	51,496	8.459%

	Count	%	Count	%	Count	%
220 - 224	69,769	9.939%	10,567	12.663%	58,161	9.553%
224 - 228	54,990	7.834%	12,245	14.674%	41,809	6.868%
228 - 232	63,123	8.992%	12,292	14.730%	49,850	8.188%
232 - 236	56,909	8.107%	10,100	12.103%	45,929	7.544%
236 - 240	47,893	6.823%	7,293	8.740%	39,920	6.557%
240 - 244	47,674	6.792%	5,310	6.363%	41,763	6.860%
244 - 248	33,622	4.790%	3,744	4.487%	29,408	4.831%
248 - 252	43,280	6.166%	1,689	2.024%	41,163	6.761%
252 - 256	13,089	1.865%	701	0.840%	12,216	2.007%
256 - 260	10,030	1.429%	450	0.539%	9,481	1.557%
260 - 264	3,653	0.520%	532	0.638%	3,093	0.508%
264 - 268	1,483	0.211%	153	0.183%	1,306	0.215%
268 - 272	910	0.130%	32	0.038%	872	0.143%
272 - 276	291	0.041%	5	0.006%	284	0.047%
276 - 280	72	0.010%	3	0.004%	68	0.011%
280 - 284	22	0.003%	3	0.004%	19	0.003%
284 - 288	7	0.001%	6	0.007%	0	0.000%
288 - 292	0	0.000%	0	0.000%	0	0.000%
292 - 296	4	0.001%	4	0.005%	0	0.000%
296 - 300	4	0.001%	4	0.005%	0	0.000%
300 - 304	2	0.000%	2	0.002%	0	0.000%
304 - 308	1	0.000%	1	0.001%	0	0.000%
308 - 312	2	0.000%	1	0.001%	0	0.000%
312 - 316	1	0.000%	1	0.001%	0	0.000%
316 - 320	0	0.000%	0	0.000%	0	0.000%
TOTAL	**701,956**	**100%**	**83,447**	**100%**	**608,795**	**100%**

PupilIrisRatio

Value Range	ALL		LG		Panasonic	
	Count	%	Count	%	Count	%
0.12 - 0.14	4	0.001%	1	0.001%	3	0.000%
0.14 - 0.16	14	0.002%	4	0.005%	10	0.002%
0.16 - 0.18	18	0.003%	3	0.004%	15	0.002%
0.18 - 0.20	93	0.013%	11	0.013%	80	0.013%
0.20 - 0.22	468	0.067%	27	0.032%	433	0.071%
0.22 - 0.24	1,563	0.223%	115	0.138%	1,432	0.235%
0.24 - 0.26	5,697	0.812%	400	0.479%	5,230	0.859%
0.26 - 0.28	12,115	1.726%	798	0.956%	11,138	1.830%
0.28 - 0.30	22,941	3.268%	1,720	2.061%	20,906	3.434%
0.30 - 0.32	39,218	5.587%	3,107	3.723%	35,570	5.843%
0.32 - 0.34	54,956	7.829%	4,317	5.173%	49,878	8.193%
0.34 - 0.36	63,728	9.079%	5,425	6.501%	57,447	9.436%
0.36 - 0.38	70,893	10.099%	6,487	7.774%	63,432	10.419%
0.38 - 0.40	73,581	10.482%	7,534	9.028%	65,048	10.685%
0.40 - 0.42	63,486	9.044%	7,249	8.687%	55,346	9.091%
0.42 - 0.44	57,027	8.124%	7,082	8.487%	49,099	8.065%
0.44 - 0.46	51,485	7.335%	6,618	7.931%	44,138	7.250%
0.46 - 0.48	40,700	5.798%	5,803	6.954%	34,352	5.643%

0.48 - 0.50	43,868	6.249%	7,471	8.953%	35,832	5.886%
0.50 - 0.52	25,201	3.590%	4,251	5.094%	20,596	3.383%
0.52 - 0.54	21,112	3.008%	3,604	4.319%	17,161	2.819%
0.54 - 0.56	17,321	2.468%	3,295	3.949%	13,790	2.265%
0.56 - 0.58	12,668	1.805%	2,587	3.100%	9,911	1.628%
0.58 - 0.60	9,303	1.325%	1,965	2.355%	7,203	1.183%
0.60 - 0.62	5,823	0.830%	1,325	1.588%	4,442	0.730%
0.62 - 0.64	4,077	0.581%	982	1.177%	3,049	0.501%
0.64 - 0.66	2,224	0.317%	585	0.701%	1,604	0.263%
0.66 - 0.68	1,254	0.179%	327	0.392%	906	0.149%
0.68 - 0.70	630	0.090%	181	0.217%	436	0.072%
0.70 - 0.72	308	0.044%	98	0.117%	207	0.034%
0.72 - 0.74	113	0.016%	44	0.053%	65	0.011%
0.74 - 0.76	51	0.007%	24	0.029%	27	0.004%
0.76 - 0.78	12	0.002%	6	0.007%	6	0.001%
0.78 - 0.80	3	0.000%	1	0.001%	2	0.000%
0.80 - 0.82	1	0.000%	0	0.000%	1	0.000%
TOTAL	**701,956**	**100%**	**83,447**	**100%**	**608,795**	**100%**

PupilDiameter (pixels)

Value Range	ALL		LG		Panasonic	
	Count	%	Count	%	Count	%
12 - 16	0	0.000%	0	0.000%	0	0.000%
20 - 24	0	0.000%	0	0.000%	0	0.000%
24 - 28	3	0.000%	0	0.000%	3	0.000%
28 - 32	2	0.000%	0	0.000%	2	0.000%
32 - 36	14	0.002%	5	0.006%	9	0.001%
36 - 40	22	0.003%	5	0.006%	17	0.003%
40 - 44	85	0.012%	1	0.001%	83	0.014%
44 - 48	433	0.062%	23	0.028%	404	0.066%
48 - 52	1,113	0.159%	42	0.050%	1,056	0.173%
52 - 56	4,016	0.572%	196	0.235%	3,763	0.618%
56 - 60	6,196	0.883%	360	0.431%	5,755	0.945%
60 - 64	15,484	2.206%	884	1.059%	14,390	2.364%
64 - 68	21,235	3.025%	1,426	1.709%	19,523	3.207%
68 - 72	42,475	6.051%	2,887	3.460%	39,014	6.408%
72 - 76	37,938	5.405%	3,001	3.596%	34,414	5.653%
76 - 80	56,532	8.053%	4,527	5.425%	51,248	8.418%
80 - 84	65,357	9.311%	5,672	6.797%	58,762	9.652%
84 - 88	45,210	6.441%	4,432	5.311%	40,154	6.596%
88 - 92	67,632	9.635%	7,293	8.740%	59,355	9.750%
92 - 96	57,199	8.149%	6,905	8.275%	49,531	8.136%
96 - 100	46,447	6.617%	5,793	6.942%	39,964	6.564%
100 - 104	36,426	5.189%	5,040	6.040%	30,885	5.073%
104 - 108	43,693	6.224%	6,594	7.902%	36,494	5.994%
108 - 112	30,604	4.360%	5,093	6.103%	25,097	4.122%
112 - 116	25,585	3.645%	4,168	4.995%	21,059	3.459%
116 - 120	25,599	3.647%	4,433	5.312%	20,806	3.418%

	ALL		LG		Panasonic	
120 - 124	16,881	2.405%	3,378	4.048%	13,261	2.178%
124 - 128	12,712	1.811%	2,208	2.646%	10,332	1.697%
128 - 132	10,158	1.447%	2,009	2.408%	8,013	1.316%
132 - 136	10,732	1.529%	2,262	2.711%	8,327	1.368%
136 - 140	5,998	0.854%	1,255	1.504%	4,659	0.765%
140 - 144	6,455	0.920%	1,426	1.709%	4,942	0.812%
144 - 148	2,485	0.354%	521	0.624%	1,941	0.319%
148 - 152	3,318	0.473%	691	0.828%	2,580	0.424%
152 - 156	1,520	0.217%	355	0.425%	1,146	0.188%
156 - 160	1,028	0.146%	235	0.282%	783	0.129%
160 - 164	634	0.090%	155	0.186%	472	0.078%
164 - 168	358	0.051%	86	0.103%	267	0.044%
168 - 172	158	0.023%	39	0.047%	117	0.019%
172 - 176	128	0.018%	26	0.031%	99	0.016%
176 - 180	62	0.009%	13	0.016%	47	0.008%
180 - 184	13	0.002%	2	0.002%	11	0.002%
184 - 188	9	0.001%	2	0.002%	7	0.001%
188 - 192	5	0.001%	3	0.004%	2	0.000%
192 - 196	2	0.000%	1	0.001%	1	0.000%
TOTAL	701,956	100%	83,447	100%	608,795	100%

IrisScleraContrast

Value Range	ALL		LG		Panasonic	
	Count	%	Count	%	Count	%
1.0 - 1.5	50,480	7.191%	7,697	9.224%	42,110	6.917%
1.5 - 2.0	410,179	58.434%	49,020	58.744%	355,518	58.397%
2.0 - 2.5	222,261	31.663%	22,455	26.909%	196,805	32.327%
2.5 - 3.0	18,202	2.593%	3,816	4.573%	14,072	2.311%
3.0 - 3.5	725	0.103%	401	0.481%	274	0.045%
3.5 - 4.0	77	0.011%	43	0.052%	10	0.002%
4.0 - 4.5	18	0.003%	8	0.010%	5	0.001%
4.5 - 5.0	6	0.001%	4	0.005%	1	0.000%
5.0 - 5.5	3	0.000%	0	0.000%	0	0.000%
5.5 - 6.0	1	0.000%	1	0.001%	0	0.000%
6.0 - 6.5	2	0.000%	2	0.002%	0	0.000%
6.5 - 7.0	0	0.000%	0	0.000%	0	0.000%
7.0 - 7.5	0	0.000%	0	0.000%	0	0.000%
7.5 - 8.0	0	0.000%	0	0.000%	0	0.000%
8.0 - 8.5	0	0.000%	0	0.000%	0	0.000%
8.5 - 9.0	1	0.000%	0	0.000%	0	0.000%
9.0 - 9.5	1	0.000%	0	0.000%	0	0.000%
TOTAL	701,956	100%	83,447	100%	608,795	100%

IrisPupilContrast

Value Range	ALL		LG		Panasonic	
	Count	%	Count	%	Count	%
0.0 - 0.3	10,038	1.430%	46	0.055%	9,867	1.621%
0.3 - 0.5	257,262	36.649%	1,037	1.243%	253,215	41.593%

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Value Range	Count	%	Count	%	Count	%
0.5 - 0.8	232,234	33.084%	3,664	4.391%	226,086	37.137%
0.8 - 1.0	112,120	15.973%	7,943	9.519%	102,961	16.912%
1.0 - 1.3	28,070	3.999%	11,591	13.890%	15,881	2.609%
1.3 - 1.5	14,037	2.000%	12,789	15.326%	757	0.124%
1.5 - 1.8	12,337	1.758%	11,841	14.190%	25	0.004%
1.8 - 2.0	10,229	1.457%	9,852	11.806%	1	0.000%
2.0 - 2.3	7,780	1.108%	7,507	8.996%	0	0.000%
2.3 - 2.5	5,929	0.845%	5,721	6.856%	0	0.000%
2.5 - 2.8	4,172	0.594%	4,002	4.796%	0	0.000%
2.8 - 3.0	2,921	0.416%	2,819	3.378%	0	0.000%
3.0 - 3.3	1,871	0.267%	1,797	2.153%	0	0.000%
3.3 - 3.5	1,236	0.176%	1,184	1.419%	0	0.000%
3.5 - 3.8	755	0.108%	727	0.871%	0	0.000%
3.8 - 4.0	433	0.062%	417	0.500%	0	0.000%
4.0 - 4.3	250	0.036%	239	0.286%	0	0.000%
4.3 - 4.5	131	0.019%	127	0.152%	0	0.000%
4.5 - 4.8	76	0.011%	73	0.087%	0	0.000%
4.8 - 5.0	39	0.006%	37	0.044%	0	0.000%
5.0 - 5.3	14	0.002%	13	0.016%	1	0.000%
5.3 - 5.5	11	0.002%	11	0.013%	0	0.000%
5.5 - 5.8	3	0.000%	3	0.004%	0	0.000%
5.8 - 6.0	3	0.000%	2	0.002%	1	0.000%
6.0 - 6.3	3	0.000%	3	0.004%	0	0.000%
6.3 - 6.5	0	0.000%	0	0.000%	0	0.000%
6.5 - 6.8	1	0.000%	1	0.001%	0	0.000%
6.8 - 7.0	0	0.000%	0	0.000%	0	0.000%
7.0 - 7.3	0	0.000%	0	0.000%	0	0.000%
7.3 - 7.5	0	0.000%	0	0.000%	0	0.000%
7.5 - 7.8	0	0.000%	0	0.000%	0	0.000%
7.8 - 8.0	0	0.000%	0	0.000%	0	0.000%
8.0 - 8.3	0	0.000%	0	0.000%	0	0.000%
8.3 - 8.5	1	0.000%	1	0.001%	0	0.000%
8.5 - 8.8	0	0.000%	0	0.000%	0	0.000%
TOTAL	**701,956**	**100%**	**83,447**	**100%**	**608,795**	**100%**

IrisTextureEnergy

Value Range	ALL		LG		Panasonic	
	Count	%	Count	%	Count	%
0.5 - 1.0	1	0.000%	0	0.000%	1	0.000%
1.0 - 1.5	2,521	0.359%	3	0.004%	2,489	0.409%
1.5 - 2.0	54,842	7.813%	114	0.137%	54,100	8.886%
2.0 - 2.5	162,287	23.119%	687	0.823%	159,809	26.250%
2.5 - 3.0	166,957	23.785%	2,119	2.539%	163,036	26.780%
3.0 - 3.5	115,064	16.392%	5,407	6.480%	108,303	17.790%
3.5 - 4.0	71,491	10.185%	10,201	12.225%	60,276	9.901%
4.0 - 4.5	46,718	6.655%	14,259	17.087%	31,588	5.189%
4.5 - 5.0	31,248	4.452%	15,108	18.105%	15,405	2.530%
5.0 - 5.5	21,079	3.003%	13,076	15.670%	7,466	1.226%

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	ALL		LG		Panasonic	
5.5 - 6.0	13,350	1.902%	9,438	11.310%	3,504	0.576%
6.0 - 6.5	7,892	1.124%	5,885	7.052%	1,750	0.287%
6.5 - 7.0	4,330	0.617%	3,435	4.116%	761	0.125%
7.0 - 7.5	2,186	0.311%	1,852	2.219%	254	0.042%
7.5 - 8.0	1,062	0.151%	975	1.168%	50	0.008%
8.0 - 8.5	480	0.068%	454	0.544%	3	0.000%
8.5 - 9.0	242	0.034%	235	0.282%	0	0.000%
9.0 - 9.5	107	0.015%	100	0.120%	0	0.000%
9.5 - 10.0	58	0.008%	58	0.070%	0	0.000%
10.0 - 10.5	20	0.003%	20	0.024%	0	0.000%
10.5 - 11.0	10	0.001%	10	0.012%	0	0.000%
11.0 - 11.5	6	0.001%	6	0.007%	0	0.000%
11.5 - 12.0	4	0.001%	4	0.005%	0	0.000%
12.0 - 12.5	1	0.000%	1	0.001%	0	0.000%
12.5 - 13.0	0	0.000%	0	0.000%	0	0.000%
13.0 - 13.5	0	0.000%	0	0.000%	0	0.000%
TOTAL	**701,956**	**100%**	**83,447**	**100%**	**608,795**	**100%**

AverageIrisIntensity

Value Range	ALL		LG		Panasonic	
	Count	%	Count	%	Count	%
0 - 10	0	0.000%	0	0.000%	0	0.000%
10 - 20	1	0.000%	0	0.000%	0	0.000%
20 - 30	61	0.009%	13	0.016%	39	0.006%
30 - 40	1,790	0.255%	44	0.053%	1,700	0.279%
40 - 50	21,200	3.020%	234	0.280%	20,637	3.390%
50 - 60	111,543	15.890%	5,854	7.015%	104,296	17.132%
60 - 70	186,721	26.600%	11,392	13.652%	172,894	28.399%
70 - 80	160,367	22.846%	15,961	19.127%	142,327	23.378%
80 - 90	104,520	14.890%	16,778	20.106%	86,225	14.163%
90 - 100	60,550	8.626%	14,738	17.662%	44,832	7.364%
100 - 110	31,373	4.469%	9,937	11.908%	20,895	3.432%
110 - 120	14,578	2.077%	5,266	6.311%	9,055	1.487%
120 - 130	6,005	0.855%	2,222	2.663%	3,689	0.606%
130 - 140	2,208	0.315%	735	0.881%	1,445	0.237%
140 - 150	729	0.104%	219	0.262%	505	0.083%
150 - 160	226	0.032%	46	0.055%	180	0.030%
160 - 170	52	0.007%	7	0.008%	45	0.007%
170 - 180	25	0.004%	1	0.001%	24	0.004%
180 - 190	5	0.001%	0	0.000%	5	0.001%
190 - 200	2	0.000%	0	0.000%	2	0.000%
200 - 210	0	0.000%	0	0.000%	0	0.000%
TOTAL	**701,956**	**100%**	**83,447**	**100%**	**608,795**	**100%**

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Iris Area

Iris Diameter

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Pupil-Iris Ratio

Pupil Diameter

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Iris-Sclera Contrast

Iris-Pupil Contrast

Annex A-Statement of Work
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Iris Texture Energy

Average Iris Intensity

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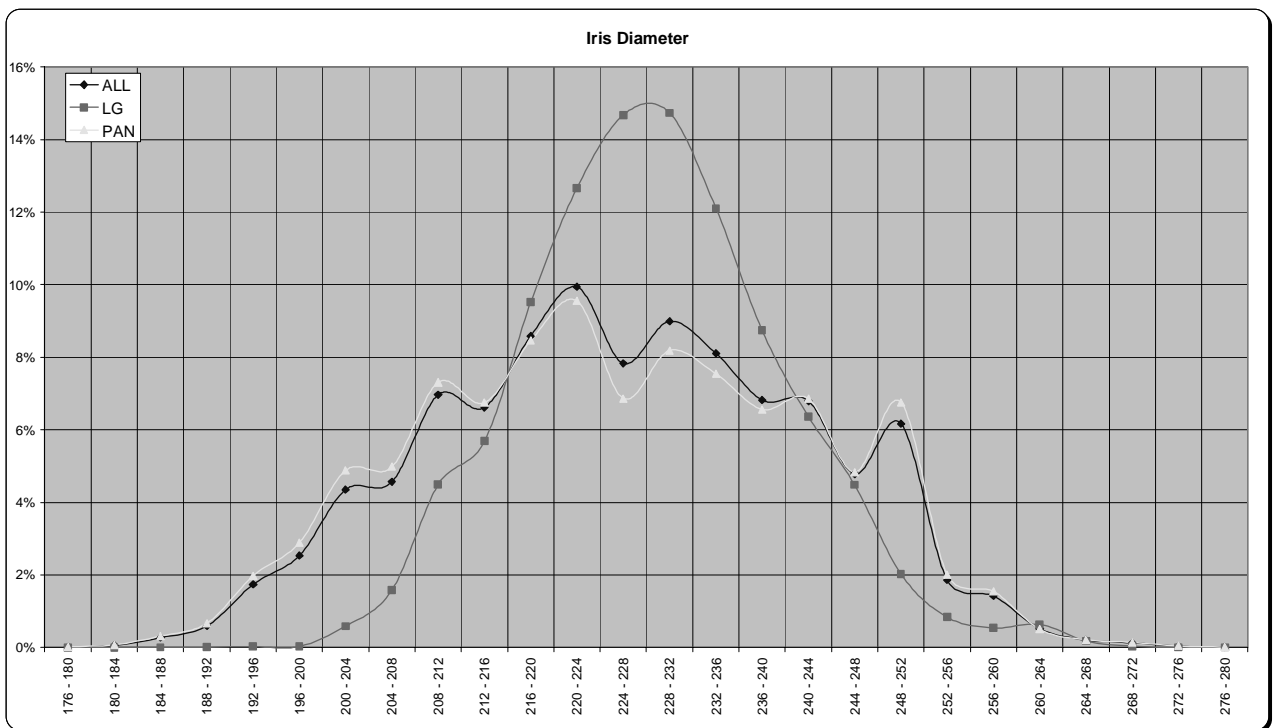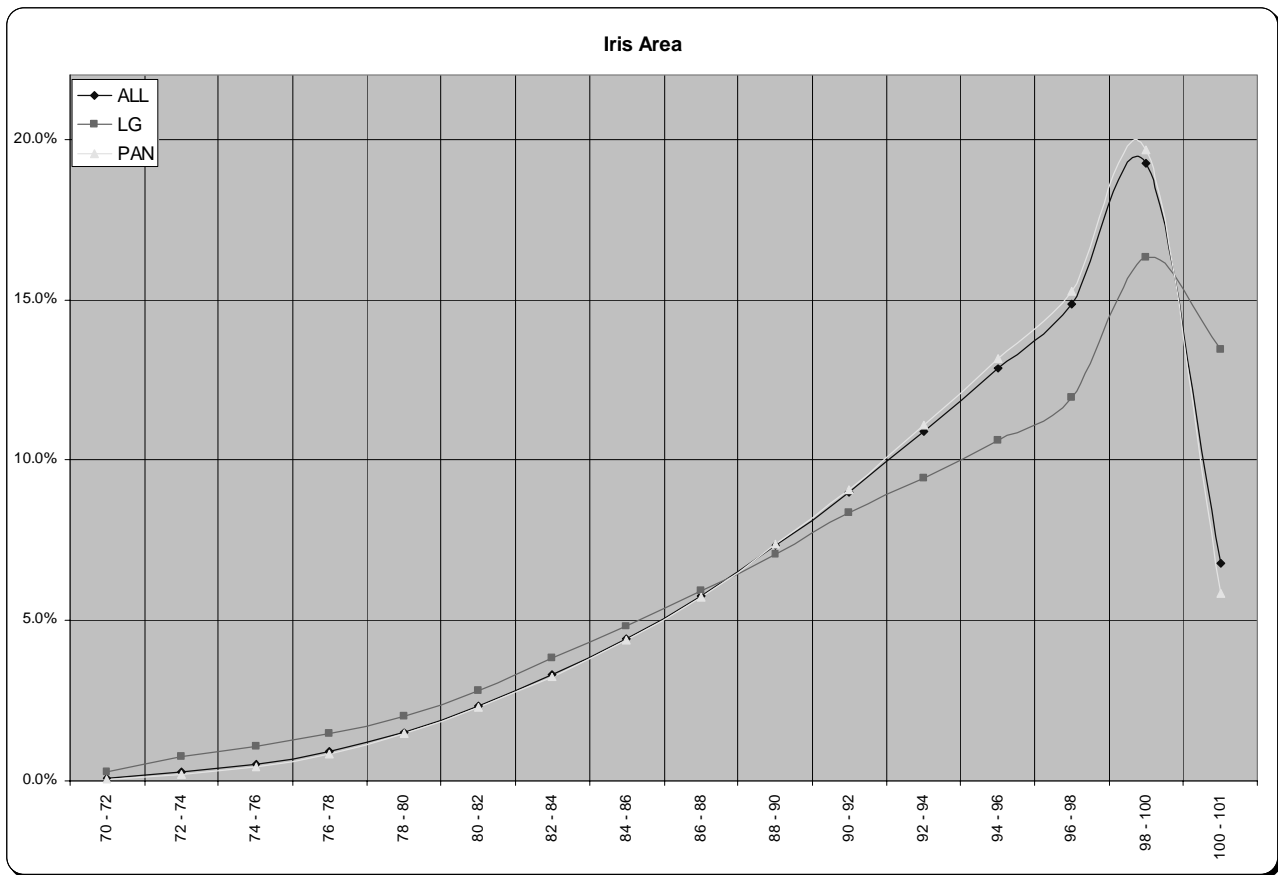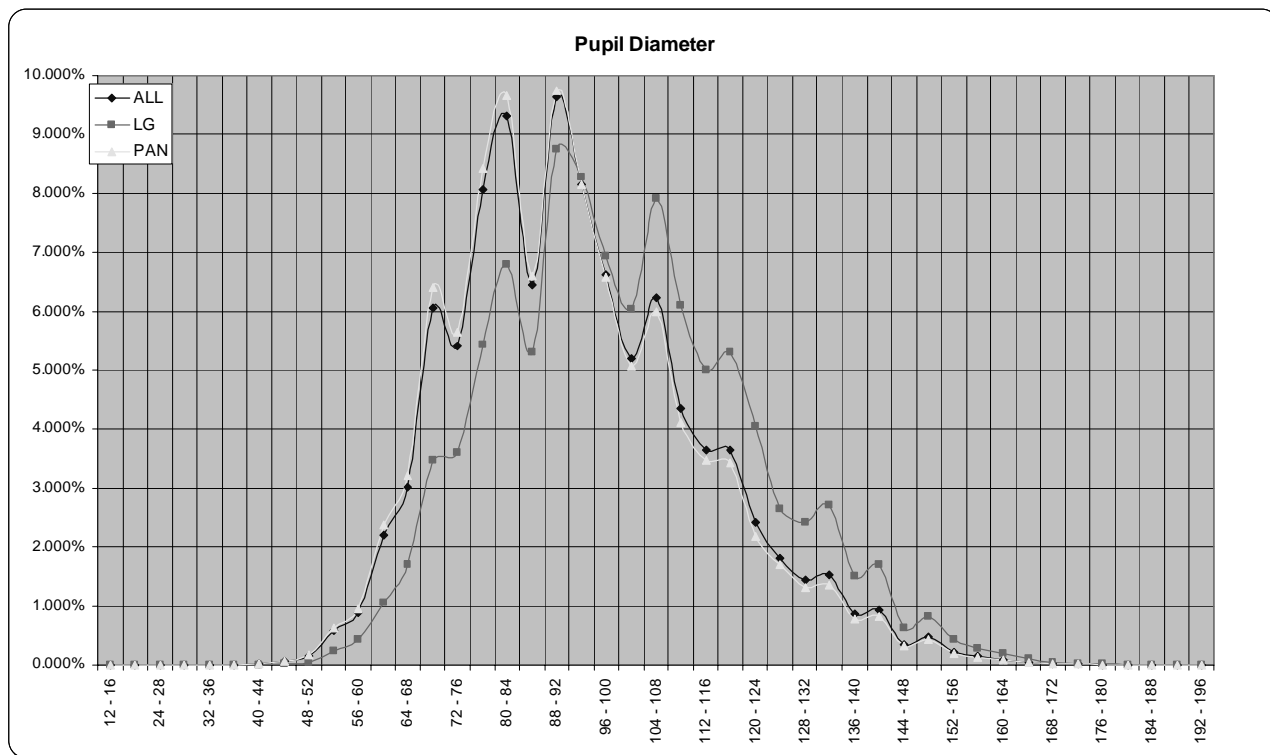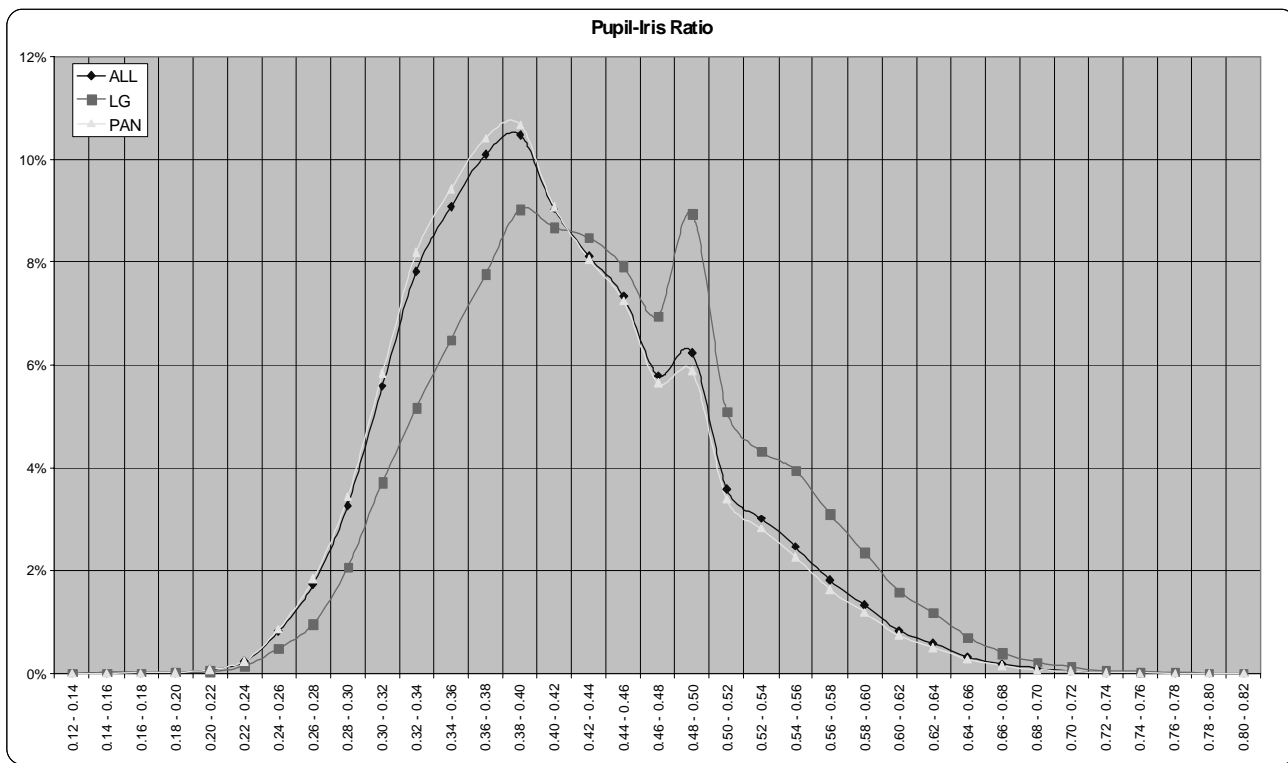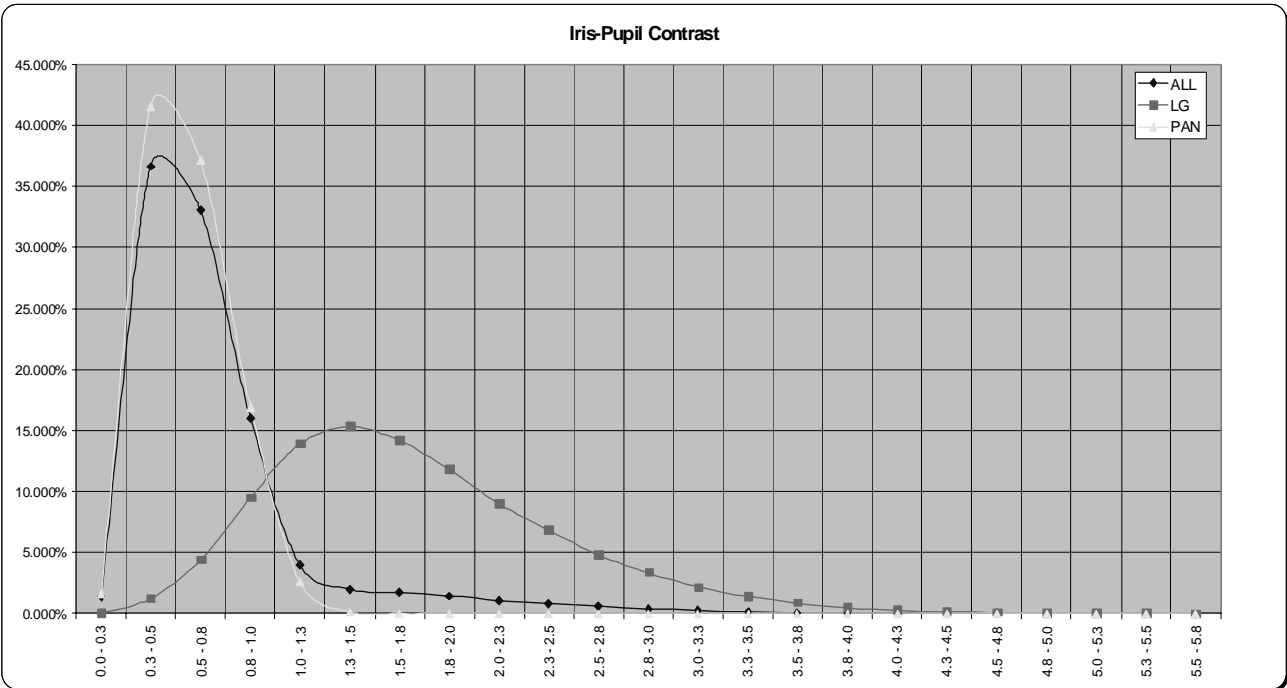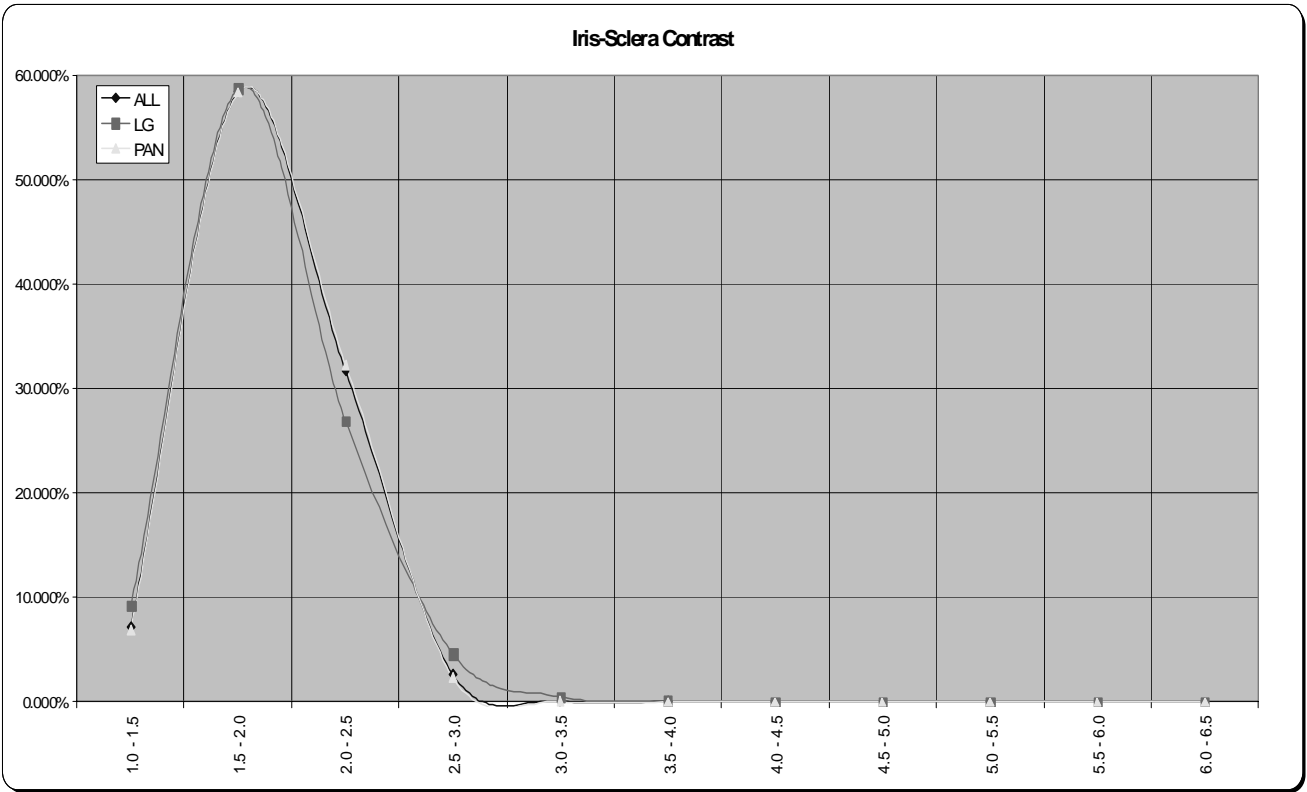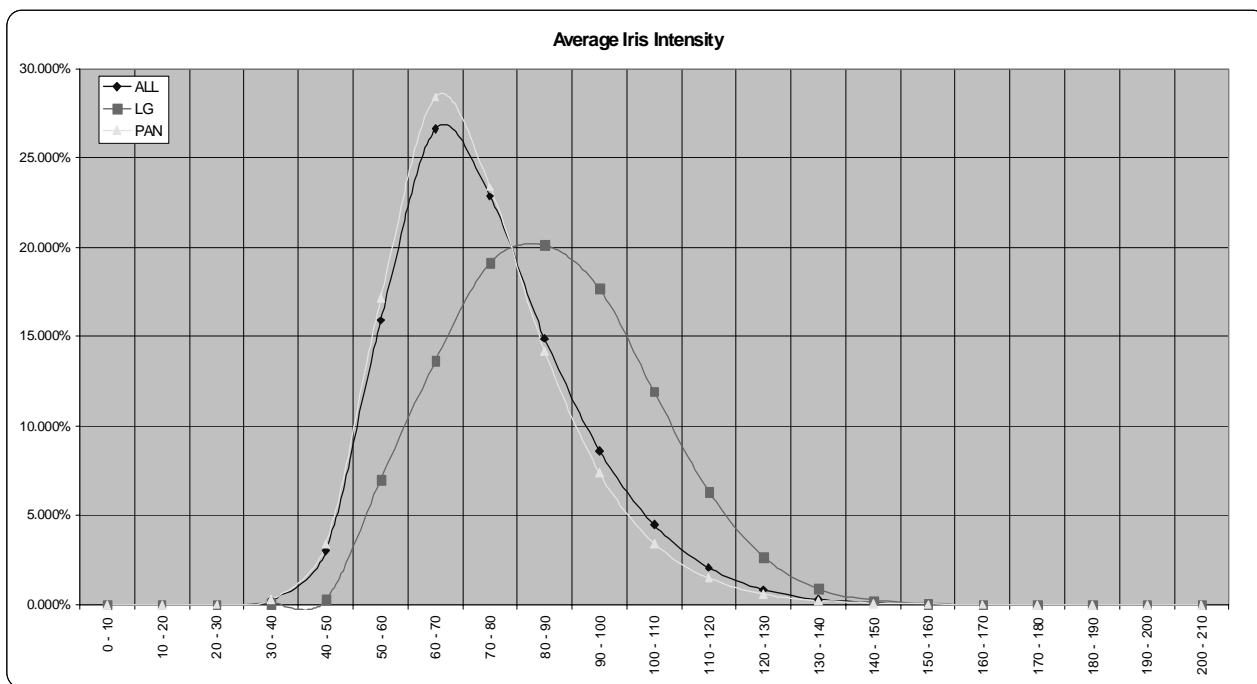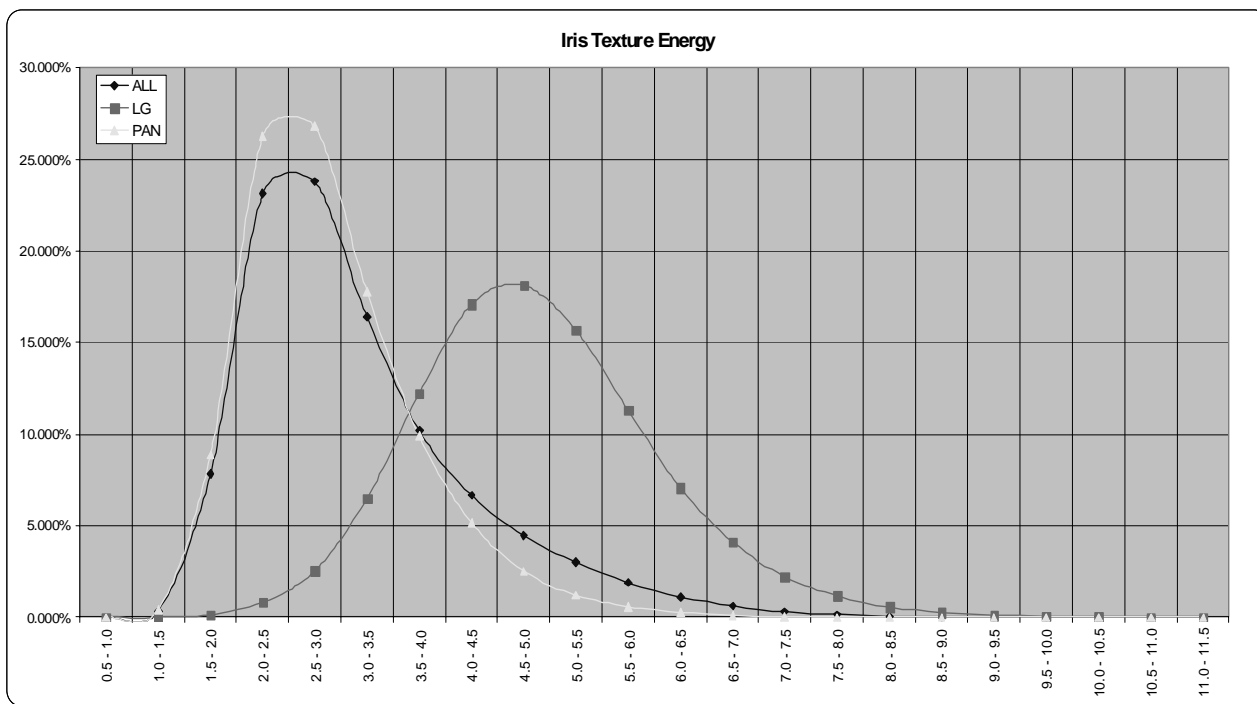
APPENDIX E – Glossary and Acronyms

Glossary

cUL - The cUL mark is the Underwriters Laboratories mark indicating compliance with Canadian product safety standards.

Decision Threshold - The numeric value that identifies the boundary between authentics from imposters. "HD Threshold" is a type of Decision Threshold.

FCC - The Federal Communications Commission (FCC) is the U.S. government agency that regulates and enforces the use of radio transmission frequencies.
Radio Frequencies Emissions:
Class A (Office)
Class B (Home)

FMR - False Match Rate. A Type I Error in the verification (1:1) mode. FMR is a function of decision threshold T. FMR is computed by executing nonmate matches against each enrollee in an enrolled population. It is the proportion of matches which have dissimilarity at or below threshold T.

FNIR - False Negative Identification Rate. A Type II Error in the identification (1:ALL) mode. FNIR is a function of population size N, decision threshold T, the number of returned candidates L, and rank R. FNIR is computed by executing mate searches into an enrolled population of size N. It is the proportion of mate searches for which the mate is:
- EITHER not returned as any of L candidates
- OR is present but has dissimilarity above threshold T
- OR is present at rank greater than R

FNMR - False Non-Match Rate. A Type II Error in the verification (1:1) mode. FNMR is a function of decision threshold T. FNMR is computed by executing mate matches against each enrollee in an enrolled population. It is the proportion of matches for which the mate has dissimilarity above threshold T.

FPIR - False Positive Identification Rate. A Type I Error in the identification (1:ALL) mode. FPIR is a function of population size N, decision threshold T, and the number of returned candidates L. FPIR is computed by executing nonmate searches into an enrolled population of size N. It is the proportion of returned candidates which have dissimilarity at or below threshold T.

FPS – Frames per second. A measure of how much information is used to store and display motion video.

Image Sensor - The portion of an iris camera that actually acquires images. An example: an iris camera may contain one CCD NIR (Charge-Coupled Device, Near-Infrared) image sensor for the left eye, one for the right eye, and a CCD image sensor for capturing face images at visible wavelengths.

IREX - NIST Iris Exchange (iris-related studies and evaluations)

IREX II - NIST IREX IQCE (Iris Quality Calibration and Evaluation)

Iris Matching Score - See "MOD".

Irises: Used as a synonym for irides

ISO 19794-5 - ISO/IEC 19794-5:2005 - International Organization for Standardization/International Electrotechnical Commission, Information Technology-Biometric Data Interchange Formats-Part 5: Face Image Data

ISO 19794-6 - ISO/IEC 19794-6:2011 - International Organization for Standardization/International Electrotechnical Commission, Information Technology-Biometric Data Interchange Formats-Part 6: Iris Image Data

Liveness Detection: a process which reads an enrollee's physiological signs of life.

MOD - Measure of Dissimilarity. A measure of the difference between two iris templates. Typically the fractional Hamming Distance (HD) between two iris templates. See Iris Matching Score.

Mohs' hardness - A measure of the relative hardness and resistance to scratching between minerals. Minerals are ranked in comparison with the Mohs scale, which is made up of 10 minerals that have been given arbitrary hardness values on a scale from 1 (least hard, e.g. - talc) to 10 (hardest, e.g. - diamond).

TBITS-5 Keyboard - This keyboard conforms to the Canadian Government's Treasury Board Information Technology Standard (TBITS) CSA-Z243.200.92 Layout. The primary difference between the TBITS keyboard and other keyboards is that all words on the keyboard have been replaced with symbols that are universal to both French and English users alike.

Thread Safety - A computer programming concept applicable in the context of multi-threaded programs. A piece of code is thread-safe if it only manipulates shared data structures in a thread-safe manner, which allows safe execution by multiple threads at the same time.
UL - The Underwriters Laboratories (UL) is a private company that drafts standards for use in certifying product safety in the U.S. and elsewhere. UL also tests products to verify compliance with those standards.

UL 94 HB - UL 94 is a plastics flammability standard released by Underwriters Laboratories (UL) of the USA. The standard classifies plastics according to how they burn in various orientations and thicknesses. HB: slow burning on a horizontal specimen; burning rate < 76 mm/min for thickness < 3 mm.

WAV - Waveform Audio File Format (WAVE, or more commonly known as WAV due to its filename extension).

Acronyms

AA	Active Authentication
ACID	Atomicity, Consistency, Isolation, Durability
AMD	Advanced Micro Devices
API	Application Programming Interface
BAC	Basic Access Control
CSA	Canadian Standards Association
CSEC	Communications Security Establishment Canada
CSV	Comma Separated Values
DET	Detection Error Tradeoff
DIP	Dual In-line Package
DLL	Dynamic Link Library
EAC	Extended Access Control
FCC	Federal Communications Commission
FPS	Frames Per Second
GUI	Graphical User Interface
HD	Hamming Distance
ICAO	International Civil Aviation Organization
IP	Internet Protocol
IR	Infrared
JRE	Java Runtime Environment
LCD	Liquid Crystal Display
MOD	Measure of Dissimilarity
MRTD	Machine Readable Travel Document
MRZ	Machine Readable Zone
NIC	Network Interface Card
NIST	US National Institute of Standards and Technology
OCR	Optical Character Recognition
PNG	Portable Network Graphics
RDBMS	Relational Database Management System
RFID	Radio Frequency Identification
ROC	Receiver Operating Characteristic
SDK	Software Development Kit
TBITS	Treasury Board Information Technology Standard
TCP	Transmission Control Protocol
TD	Travel Document
TFT	Thin Film Transistor
ULC	Underwriters Laboratories of Canada
URL	Uniform Resource Locator
USB	Universal Serial Bus
UV	Ultra Violet

APPENDIX F – Deliverables Table by Sequence in SOW

LEGEND	
Delivered to (Recipient) = Del to	Required Delivery Date: RDD
After Contract Award = ACA	Bid = Bid Submission
Del to CA = Contracting Authority Del to TA = Technical Authority	Information = I Approval = A All reports are to be provided in English unless flagged Bilingual in Type of Deliverable column.
POP = Proof of Proposal	Days = Business Days

No.	SOW Reference Identifier	Type of Deliverable	Information or Approval	Del to	Format	RDD
1.	Section 21 g) l) Technical Documentation	French copies of a)Developer Guide b) Technical documents c)Installation manuals d) API documentation e) Technical Specifications	Informational Purpose	CA and TA	Paper and Electronic	ACA 30 days
2.	Section 6 j)	Java API, SDK's and their documentation, including a complete list of all software events, for all devices and sensors.	Informational Purpose	CA and TA	Paper and Electronic	ACA 5 days
3.	Section 6s) Installation Orientation Session	General Project Requirements	Informational Purpose	CA and TA	Paper and Electronic	At time of kiosk installation
4.	Section 7g) xiii) , xiv) Kiosk key & kiosk key replacement	Enclosure	Informational Purpose	TA	N/A	At time of kiosk installation

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5.	Section 9 Iris Matcher f)	RDBMS recommendations	Informational Purpose	CA and TA	Paper and Electronic	Bid
6.	Section 9 Iris Matcher n)	Analysis API	Informational Purpose	CA and TA	Paper and Electronic	ACA 5 days
7.	Section 9 Iris Matcher r)	Decision Threshold Formula (s)	Informational Purpose	CA and TA	Paper and Electronic	ACA 30 days
8.	Section 9 Iris Matcher u)	Matcher configurations	Informational Purpose	CA and TA	Paper and Electronic	Bid submission
9.	Section 7) Enclosure b)	Design	Informational Purpose	TA	Paper and Electronic	ACA 3 months
10.	Section 8) Camera v) and 21)Technical Documentation m)	Biometric implementation of the iris camera documentation	Informational Purpose	TA	Paper and Electronic	ACA 30 days
11.	Section 9)Matcher s) and 21)Technical Documentation n)	Biometric implementation of the iris matcher documentation	Informational Purpose	TA	Paper and Electronic	ACA 30 days
12.	Section 9) Matcher t) and 21)Technical Documentation o)	Matcher Software and Infrastructure documentation	Informational Purpose	TA	Paper and Electronic	ACA 30 days
13.	Section 6) General n) ii) and 21)Technical Documentation p)	Scalable Configuration documentation	Informational Purpose	TA	Paper and Electronic	ACA 30 days
14.	Section 21)Technical Documentation q)	Camera's biometric countermeasures documentation				

　　　　Annex A-Statement of Work
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APPENDIX G – Future Replacement Scanner and Receipt Printer specifications

a) Scanner:

Mandatory requirements
a) The Contractor's Kiosk must include a Scanner.
b) The Contractor's Scanner must:
   i) have an all metal construction for heavy duty use;
   ii) have a document grabber;
   iii) pass the document straight through the body of the Scanner;
   iv) have an ejector to discard the document;
   v) eject the document into a holding bin not accessible to the client;
   vi) be securely mounted inside, or partially inside the Kiosk Enclosure;
   vii) be mounted in such a way as to fully protect the electrical and mechanical parts of the inside of the Scanner and Kiosk;
   viii) be connected to the PC via a USB port;
   ix) read and capture full-page data and images;
   x) scan, in a single operation, the data from the document placed in the Scanner;
   xi) convert scanned images into 8 bit grayscale;
   xii) process the Optical Mark Recognition (OMR), Optical Character Recognition (OCR) and Bar Code (BC) data in the device rather than a PC;
   xiii) allow bi-directional scanning;
   xiv) operate continuously 24 hours a day, 7 days a week.
c) The Contractor must provide:
   i) all the hardware, cables and any required components to install, configure and operate the Scanner;
   ii) all Application Programming Interface(s) (API)(s), drivers, Dynamic Link Library (DLLs) and any accompanying software required to install, configure and operate the Scanner;
   iii) all Software Development Kit(s) (SDK)(s) to support the integration with the Client system; and
   iv) all SDK APIs in Java.
d) The Scanner image resolution must be a minimum of 200 dpi.
e) The Scanner must produce scanned images in at least one of the following non-proprietary formats:
   i) BMP;
   ii) JPEG;
   iii) JPEG 2000; or
   iv) PNG.
f) The Scanner must provide visual indicators of operational states, including:
   i) ready (Scanner is ready to scan a document);
   ii) busy (Scanner is scanning and processing the data from the travel document); and
   iii) error (Scanner did not process properly or any Scanner problem occurred).
g) The Scanner visual indicators must not be hidden by the Kiosk Enclosure or other parts of the Kiosk.

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h) ***Software Events.*** The following events must be generated by or on behalf of the Scanner and made available to the Client application:
   i)   new document detected;
   ii) document removed;
   iii) document scanning completed; and
   iv) document scan error.

Scanner – Optional requirements

The Scanner should:
   v)   perform a full-page scan in <=10 seconds at 200 dpi;
   vi)   process the OMR, OCR and BC data on the PC;
   vii) produce audible tone(s) each time the Scanner has completed scanning the document; and
   viii) allow configuration parameters associated with the audible tones, if any are used (e.g. duration, pitch, volume, on/off).

b) Receipt Printer

Mandatory requirements:

a) The Contractor's Kiosk must include two independent Receipt Printers (Printer) of the same model, operating one at a time, each with its own roll paper supply.
b) Each Printer must have its own power supply.
c) The Printer must:
   i)   be rated to provide 15,000 receipts per month, as required;
   ii) use direct thermal printing technology;
   iii) have a straight-through printing path; and
   iv) be connected to the PC via a USB port.
d) The Printer must print on thermal roll paper stock. The paper stock must have the following properties:
   i)   Width - 4.48" (113.79 mm) ± 0.015" (0.38 mm);
   ii) Thickness - 86μm to 200μm (micrometers), inclusive; and
   iii) 1,000 to 1,200 continuous receipts per roll.
e) The printing resolution must be ≥ 203 Dots Per Inch (8 dots/mm).
f) The following maximum printable width and length must accommodate the current text on the receipt:
   i)   Width - 4.10" (104.14 mm); and
   ii) Length - 9.5" (241.3 mm).
g) The Printer paper loading mechanism must allow auto-loading of the paper stock when the start of the paper stock is presented to the Printer.
h) The Printer must physically eject the last receipt of the paper stock that it prints or the Printer must issue an error that is detectable by Client application.
i) The Printer must perform receipt auto-cut at the appropriate location and then eject the receipt.
j) The Printer must support, by default, the following minimum set of resident fonts (and sizes).

Font Name	Nominal Character Size	Digits/Characters must be scalable to a printed height of approximately +/- 2mm
Script	25 x 49 (dpi)	0.9 cm
Small OCRB	13 x 20 (dpi)	0.4 cm
Small OCRA	5 x 9 (dpi)	0.4 cm
Large OCRB	30 x 52 (dpi)	1.0 cm

k) The Printer must provide a print speed of $\geq$ 3.1" (7.87 cm) per second.
l) The Printer must have indicators of its status, including:
  i) power/paper (visual);
  ii) ready (visual);
  iii) attention/error (visual); and
  iv) audio beeper (audio, can be enabled/disabled).
m) The Contractor must provide Printer Java APIs, including a:
  i) printer software event publish/subscribe mechanism; and
  ii) software mechanism for selecting and printing to one of two Kiosk Printers.
n) *Software Events* - The following events must be generated by, or on behalf of, the Printer and made available to the Client application, including:
  i) paper feed events:
    (1) low paper; and
    (2) out of paper.
  ii) receipt events:
    (1) receipt ejected;
    (2) receipt taken; and
    (3) receipt jammed.
  iii) printer mechanism events:
    (1) print head problem; and
    (2) cutter problem.

Article II. Receipt Printer – optional requirements

o) The Printer should:
  i) allow the Client to switch between printing using resident fonts and WYSIWYG printing.
p) The Printer cutter should have:
  i) a minimum cutter life of 300,000 cuts; and
  ii) a maximum cut cycle time of 300 milliseconds.

Annex A-Statement of Work
July 17, 2012

Trusted Traveller Kiosks and Iris Recognition Technology

Annex B

Basis of Payment

NOTE TO BIDDERS – Basis of Payment will be provided via an amendment to the Bid Solicitation

Canada Border Services Agency

Annex C of Contract # 47054-124625/001/XQ

Security Requirements Check List

Canada Border Services Agency

Contract Number / Numéro du contrat
47054-124625/001/XQ
Security Classification / Classification de sécurité
Unclassified

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine **CBSA**	2. Branch or Directorate / Direction générale ou Direction Travellers System Division
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

Replacement of the Trusted Travellers (Nexus) kiosks, purchase, installation and maintnance of Kiosks, Kiosk monitoring system, Iris Capture Camera and Iris matching software.

5. a) Will the supplier require access to Controlled Goods?
Le fournisseur aura-t-il accès à des marchandises contrôlées? — **[✓] No / Non** — [ ] 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? — **[✓] No / Non** — [ ] 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) — [ ] No / Non — **[✓] 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. — **[✓] No / Non** — [ ] 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? — **[✓] No / Non** — [ ] 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 [✓]	**NATO / OTAN** [ ]	**Foreign / Étranger** [ ]

7. b) Release restrictions / Restrictions relatives à la diffusion

No release restrictions Aucune restriction relative à la diffusion [✓]	All NATO countries Tous les pays de l'OTAN [ ]	No release restrictions Aucune restriction relative à la diffusion [ ]
Not releasable À ne pas diffuser [ ]		
Restricted to: / Limité à : [ ]	Restricted to: / Limité à : [ ]	Restricted to: / Limité à : [ ]
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	[✓]	NATO UNCLASSIFIED NATO NON CLASSIFIÉ	[ ]	PROTECTED A PROTÉGÉ A	[ ]
PROTECTED B PROTÉGÉ B	[✓]	NATO RESTRICTED NATO DIFFUSION RESTREINTE	[ ]	PROTECTED B PROTÉGÉ B	[ ]
PROTECTED C PROTÉGÉ C	[ ]	NATO CONFIDENTIAL NATO CONFIDENTIEL	[ ]	PROTECTED C PROTÉGÉ C	[ ]
CONFIDENTIAL CONFIDENTIEL	[ ]	NATO SECRET NATO SECRET	[ ]	CONFIDENTIAL CONFIDENTIEL	[ ]
SECRET SECRET	[ ]	COSMIC TOP SECRET COSMIC TRÈS SECRET	[ ]	SECRET SECRET	[ ]
TOP SECRET TRÈS SECRET	[ ]			TOP SECRET TRÈS SECRET	[ ]
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT)	[ ]			TOP SECRET (SIGINT) TRÈS SECRET (SIGINT)	[ ]

Security Classification / Classification de sécurité
Unclassified

Canadä

Contract Number / Numéro du contrat
47054-124625/001/XQ
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Unclassified

Government of Canada / Gouvernement du Canada

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?
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité : — **☑ No / Non**

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**

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

- ☑ RELIABILITY STATUS / COTE DE FIABILITÉ
- ☐ CONFIDENTIAL / CONFIDENTIEL
- ☐ SECRET / SECRET
- ☐ TOP SECRET / TRÈS SECRET
- ☐ TOP SECRET– SIGINT / TRÈS SECRET – SIGINT
- ☐ NATO CONFIDENTIAL / NATO CONFIDENTIEL
- ☐ NATO SECRET / NATO SECRET
- ☐ COSMIC TOP SECRET / COSMIC TRÈS SECRET
- ☐ SITE ACCESS / 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? — **☑ Yes / Oui**

If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? — **☑ 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? — **☑ 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**

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**

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? — **☑ 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**

	Contract Number / Numéro du contrat
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	Security Classification / Classification de sécurité
	Unclassified

Government of Canada / Gouvernement du Canada

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 A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRES SECRET
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, classifier 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, classifier le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Annex D of Contract # 47054-124625/001/XQ

Insurance Requirements

Canada Border Services Agency

ANNEX D

INSURANCE REQUIREMENTS

1.   Introduction

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

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

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

2.   Commercial General Liability Insurance

2.1   The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than $2,000,000 per accident or occurrence and in the annual aggregate.

2.2   The Commercial General Liability policy must include the following:

(a)   Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.

(b)   Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.

(c)   Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.

(d)   Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.

(e)   Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.

(f)   Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.

(g)   Employees and, if applicable, Volunteers must be included as Additional Insured.

(h)   Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)

(i)   Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.

(j)   Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.

(k)   If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

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

    For the province of Quebec, send to:

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

    For other provinces and territories, send to:

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

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

3.   Errors and Omissions Liability Insurance

3.1   The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for

a contract of this nature but for not less than $1,000,000 per loss and in the annual aggregate, inclusive of defence costs.

3.2 If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

3.3 The following endorsement must be included:

Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

Annex E of Contract # 47054-124625/001/XQ

Claim for Progress Payment

Canada Border Services Agency

Claim for Progress Payment
Demande de paiement progressif

Public Works and Government Services Canada — **Travaux publics et Services gouvernementaux Canada**

If necessary, use form PWGSC-TPSGC 1112 to record detail costs
Si nécessaire, utiliser le formulaire PWGSC-TPSGC 1112 pour inscrire les coûts

Contractor's Name and Address Nom et adresse de l'entrepreneur	Claim No. N° de la commande	Date	Contract Price - Prix contractuel
	File No. - N° du dossier		Contract Serial No. N° de série du contrat

Contractor's Procurement Business Number (PBN) Numéro d'entreprise-approvisionnement (NEA) de l'entrepreneur	Financial Code(s) - Code(s) financier(s)

Contractor's Report of Work Progress (if needed, use additional sheets)
Compte rendu de l'avancement des travaux par l'entrepreneur (si nécessaire, utiliser des feuilles supplémentaires)

Period of Work Covered by the Claim ▶ Période des travaux visée par la demande ▶	Current Claim Demande courante		Previous Claims Demandes précédentes		Total to Date Total à date
Description: (Expenditures must be claimed in accordance with the basis and/or method of payment of the contract) **Description :** (Les dépenses doivent être réclamées conformément à la base de paiement ou à la méthode de paiement du contrat).	(A)	Tax Rate Taux de taxe	(B)	Tax Rate Taux de taxe	(A + B)
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
Contractor's GST No. N° de TPS de l'entrepreneur — Subtotal Sous-total					
Goods and Services Tax (GST) / /Harmonized Sales Tax (HST) Taxe sur les produits et services (TPS) / Taxe de vente harmonisée (TVH)					
Total					
Less holdbacks on expenditures only (GST/HST excluded) Moins les retenues sur les dépenses uniquement (TPS/TVH en sus)					
Total Amount of Claim (including GST/HST included) Montant total de la demande (TPS/TVH incluse)					

Percentage of the work completed Pourcentage des travaux achevés	%	Current Claim Demande courante	▶	Amount due Montant dû

Canada

PWGSC-TPSGC 1111 (05/2008)

Annex F of Contract # 47054-124625/001/XQ

Requisition on Contract Process or TA form

Canada Border Services Agency

Task Authorization
Autorisation de tâche

Instruction for completing the form PWGSC - TPSGC 572 - Task Authorization *(Use form DND 626 for contracts for the Department of National Defence)*	Instruction pour compléter le formulaire PWGSC - TPSGC 572 - Authorization de tâche *(Utiliser le formulaire DND 626 pour les contrats pour le ministère de la Défense)*

Contract Number
Enter the PWGSC contract number.

Numéro du contrat
Inscrire le numéro du contrat de TPSGC.

Contractor's Name and Address
Enter the applicable information

Nom et adresse de l'entrepreneur
Inscrire les informations pertinentes

Security Requirements
Enter the applicable requirements

Exigences relatives à la sécurité
Inscrire les exigences pertinentes

Total estimated cost of Task (GST/HST extra)
Enter the amount

Coût total estimatif de la tâche (TPS/TVH en sus)
Inscrire le montant

For revision only	Aux fins de révision seulement

TA Revision Number
Enter the revision number to the task, if applicable.

Numéro de la révision de l'AT
Inscrire le numéro de révision de la tâche, s'il y a lieu.

Total Estimated Cost of Task (GST/HST Extra) before the revision
Enter the amount of the task indicated in the authorized TA or, if the task was previously revised, in the last TA revision.

Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision
Inscrire le montant de la tâche indiquée dans l'AT autorisée ou, si la tâche a été révisée précédemment, dans la dernière révision de l'AT.

Increase or Decrease (GST/HST Extra), as applicable
As applicable, enter the amount of the increase or decrease to the Total Estimated Cost of Task (GST/HST Extra) before the revision.

Augmentation ou réduction (TPS/TVH en sus), s'il y a lieu
S'il y a lieu, inscrire le montant de l'augmentation ou de la réduction du Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision.

1. **Required Work: Complete sections A, B, C, and D, as required.**

A. **Task Description of the Work required:**

   Complete the following paragraphs, if applicable. Paragraph (a) applies only if there is a revision to an authorized task.

   (a) Reason for revision of TA, if applicable:
   Include the reason for the revision; i.e. revised activities; delivery/completion dates; revised costs. Revisions to TAs must be in accordance with the conditions of the contract. See Supply Manual 3.35.1. 50 or paragraph 6 of the Guide to Preparing and Administering Task Authorizations.

   (b) Details of the activities to be performed (include as an attachment, if applicable)

   (c) Description of the deliverables to be submitted (include as an attachment, if applicable).

   (d) Completion dates for the major activities and/or submission dates for the deliverables (include as an attachment, if applicable).

1. **Travaux requis : Remplir les sections A, B, C et D, au besoin.**

A. **Description de tâche des travaux requis :**

   Remplir les alinéas suivants, s'il y a lieu : L'alinéa (a) s'applique seulement s'il y a révision à une tâche autorisée.

   (a) Motif de la révision de l'AT, s'il y a lieu : Inclure le motif de la révision c.-à-d., les activités révisées, les dates de livraison ou d'achèvement, les coûts révisés. Les révisions apportées aux AT doivent respecter les conditions du contrat. Voir l'article 3.35. 1.50 du Guide des approvisionnements ou l'alinéa 6 du Guide sur la préparation et l'administration des autorisations de tâches.

   (b) Détails des activités à exécuter (joindre comme annexe, s'il y a lieu).

   (c) Description des produits à livrer (joindre comme annexe, s'il y a lieu).

   (d) Les dates d'achèvement des activités principales et (ou) les dates de livraison des produits (joindre comme annexe, s'il y a lieu).

B. Basis of Payment:
Insert the basis of payment or bases of payment that form part of the contract that are applicable to the task description of the work; e.g. firm lot price, limitation of expenditure, firm unit price

C. Cost of Task:

(a) Insert Option 1 or 2:

Option 1:
Total estimated cost of Task (GST/HST extra): Insert the applicable cost elements for the task determined in accordance with the contract basis of payment; e.g. Labour categories and rates, level of effort, Travel and living expenses, and other direct costs.

Option 2:
Total cost of Task (GST/HST extra): Insert the firm unit price in accordance with the contract basis of payment and the total estimated cost of the task.

(b) Insert GST/HST as a separate item under the Basis of Payment

D. Method of Payment
Insert the method(s) of payment determined in accordance with the contract that are applicable to the task; i.e. single payment, multiple payments, progress payments or milestone payments. For milestone payments, include a schedule of milestones.

2. Authorization(s):
The client and/or PWGSC must authorize the task by signing the Task Authorization in accordance with the conditions of the contract. The applicable signatures and the date of the signatures is subject to the TA limits set in the contract. When the estimate of cost exceeds the client Task Authorization's limits, the task must be referred to PWGSC.

3. Contractor's Signature
The individual authorized to sign on behalf of the Contractor must sign and date the TA authorized by the client and/or PWGSC and provide the signed original and a copy as detailed in the contract.

B. Base de paiement :
Insérer la base ou les bases de paiement qui font partie du contrat qui sont applicables à la description du travail à exécuter : p. ex., prix de lot ferme, limitation des dépenses et prix unitaire ferme.

C. Coût de la tâche :

(a) Insérer l'option 1 ou 2

Option 1 :
Coût total estimatif de la tâche (TPS/TVH en sus) Insérer les éléments applicables du coût de la tâche établies conformément à la base de paiement du contrat. p. ex., les catégories de main d'œuvre, le niveau d'effort, les frais de déplacement et de séjour et autres coûts directs.

Option 2 :
Coût total de la tâche (TPS/TVH en sus) : Insérer le prix unitaire ferme conformément à la base de paiement du contrat et le coût estimatif de la tâche.

(b) Insérer la TPS/TVH comme élément distinct sous la Base de paiement

D. Méthode de paiement
Insérer la ou les méthode(s) de paiement établit conformément au contrat et qui sont applicable(s) à la tâche; c.-à-d., paiement unique, paiements multiples, paiements progressifs ou paiements d'étape. Pour ces derniers, joindre un calendrier des étapes.

2. Autorisation(s) :
Le client et (ou) TPSGC doivent autoriser la tâche en signant l'autorisation de tâche conformément aux conditions du contrat. Les signatures et la date des signatures appropriées sont assujetties aux limites d'autorisation de tâche établies dans le contrat . Lorsque l'estimation du coût dépasse les limites d'autorisation de tâches du client, la tâche doit être renvoyée à TPSGC.

3. Signature de l'entrepreneur
La personne autorisée à signer au nom de l'entrepreneur doit signer et dater l'AT, autorisée par le client et (ou) TPSGC et soumettre l'original signé de l'autorisation et une copie tel que décrit au contrat.

Public Works and Government Services Canada   **Travaux publics et Services gouvernementaux Canada**

Task Authorization
Autorisation de tâche

Contract Number - Numéro du contrat

Contractor's Name and Address - Nom et l'adresse de l'entrepreneur	Task Authorization (TA) No. - N° de l'autorisation de tâche (AT)
	Title of the task, if applicable - Titre de la tâche, s'il y a lieu
	Total Estimated Cost of Task (GST/HST extra) Coût total estimatif de la tâche (TPS/TVH en sus) $

Security Requirements: This task includes security requirements
Exigences relatives à la sécurité : Cette tâche comprend des exigences relatives à la sécurité

☐ No - Non   ☐ Yes - Oui   If YES, refer to the Security Requirements Checklist (SCRL) included in the Contract
Si OUI, voir la Liste de vérification des exigences relative à la sécurité (LVERS) dans le contrat

▸

For Revision only - Aux fins de révision seulement

TA Revision Number, if applicable Numéro de révision de l'AT, s'il y a lieu	Total Estimated Cost of Task (GST/HST Extra) before the revision Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision $	Increase or Decrease (GST/HST Extra), as applicable Augmentation ou réduction (TPS/TVH en sus), s'il y a lieu $

Start of the Work for a TA : Work cannot commence until a TA has been authorized in accordance with the conditions of the contract.

Début des travaux pour l'AT : Les travaux ne peuvent pas commencer avant que l'AT soit autorisée conformément au contrat.

1. Required Work: - Travaux requis :

A.Task Description of the Work required - Description de tâche des travaux requis   See Attached - Ci-joint ☐

B. Basis of Payment - Base de paiement   See Attached - Ci-joint ☐

C. Cost of Task - Coût de la tâche   See Attached - Ci-joint ☐

D. Method of Payment - Méthode de paiement   See Attached - Ci-joint ☐

PWGSC - TPSGC 572 (12/2010)

Contract Number - Numéro du contrat

2. Authorization(s) - Autorisation(s)

By signing this TA, the authorized client and (or) the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the contract.

The client's authorization limit is identified in the contract. When the value of a TA and its revisions is in excess of this limit, the TA must be forwarded to the PWGSC Contracting Authority for authorization.

En apposant sa signature sur l'AT, le client autorisé et (ou) l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT respecte les conditions du contrat.

La limite d'autorisation du client est précisée dans le contrat. Lorsque la valeur de l'AT et ses révisions dépasse cette limite, l'AT doit être transmise à l'autorité contractante de TPSGC pour autorisation.

_____
Name and title of authorized client - Nom et titre du client autorisé à signer

_____ _____
Signature   Date

_____
PWGSC Contracting Authority - Autorité contractante de TPSGC

_____ _____
Signature   Date

3. Contractor's Signature - Signature de l'entrepreneur

_____
Name and title of individual authorized - to sign for the Contractor
Nom et titre de la personne autorisée à signer au nom de l'entrepreneur

_____ _____
Signature   Date

Canada Border Services Agency

Trusted Traveller Kiosk and Iris Recognition Technology Project

Attachment A to Part 3 of

Bid Solicitation# 47054-124625

Bidder Preparation Instructions

Canada Border Services Agency

1   Purpose

The purpose of this document is to provide instructions to Bidders on how to complete its Technical Proposal and the Submission Tables in response to this Bid Solicitation.

2   Technical Proposal Format

The Bidder should provide a Table of Contents listing all of the documents and material included in its Proposal, and all material(s) specified as Proposal submission requirements that are used by the Bidder as reference materials in the Proposal.

To facilitate bid preparation and bid evaluation, the Bidder should prepare and submit its Technical Bid using the following Table of Contents:

Section 1:   General Information
The following should be included

1. An executive summary and corporate profile of the Bidder;
2. Completed and signed Bid Submission Form per Part 3 of the Bid Solicitation and/or a signed copy of Page 1 of this Bid Solicitation (which is deemed to include all amendments);
3. The Name and Telephone Number of a single person that may be contacted by Canada concerning any issues relating to the Bid Solicitation (referred to herein as the "Bidder's Bid Solicitation Point of Contact");
4. A Statement that the Bidder will comply with all the mandatory requirements in the solicitation including: the Statement of Work and all its appendices, the terms and conditions of the solicitation and the resulting contract terms and conditions.

Section 2:   Submission Table addressing Mandatory Requirements as per instructions in 3.1 below.

Section 3:   Submission Table addressing Rated Requirements as per instructions in 3.2 below.

Section 4:   References and Project Profiles as per instructions in 4 below.

Section 5:   Attachments - This Section may contain all other supporting documentation:
1. Supporting documentation that is referenced in the submission tables; and
2. Any other bid submission deliverable not otherwise specified.

3   Response to Evaluation Requirements

The Bidder is to provide a Technical Proposal that responds to the Mandatory and Rated requirements in the format set out in Attachments B and C to Part 4 of the Bid Solicitation. It should be noted that the Bidder may expand the tables to accommodate its response.

3.1   Mandatory Requirements

The Bidder must respond to each evaluation Mandatory Requirement specified in the Technical Proposal Evaluation and Submission Table in Attachment B to Part 4 of the Bid Solicitation in accordance with the following instructions:

Column No: This is the assigned evaluation requirement number and is prefaced with an "M".

Column Mandatory Requirements / Bid Submission Instructions: This states the mandatory evaluation requirement.

Column Bidder's Response: The Bidder must provide substantiation in this column on how it meets the requirement. The Bidder may supply any additional information in this column that it deems pertinent.

Column Bidder Referenced Info: Where it is necessary to refer to other documentation that is included in the proposal, Bidders should include the precise location of the reference material including the title of the document, and the page and paragraph numbers.

Bidders are encouraged to respond by using the Table provided in Attachment B to Part 4 of the Bid Solicitation.

3.2   Rated Requirements

The Bidder should respond to each Rated Requirement by completing the Technical Proposal Evaluation and Submission Table in Attachments C to Part 4 of the Bid Solicitation in accordance with the following instructions:

Column No.: This is the assigned evaluation requirement number.

Column Rated Requirements / Evaluation Criteria: This states the rated evaluation requirement and how points will be assigned.

Column Maximum Points: This indicates the maximum score that can be achieved for that requirement.

Column Bidder's Response: The Bidder is to indicate in this column if it complies with the requirement, to what extent and provide an explanation and substantiation to support the claim. The Bidder may supply any additional information in this column that it deems pertinent.

Column Bidder Referenced Info: Where it is necessary to refer to other documentation that is included in the proposal, Bidders should include the precise location of the reference material including the title of the document, and the page and paragraph numbers.

4   Corporate Experience, Camera and Matcher Deployment References

In response to this solicitation, in Attachment B and C to Part 4 of the Bid Solicitation, the Bidder must provide Corporate Experience references for requirements M1 and M2, as well as camera and matcher deployment references for requirements R3 through R13. **The information in each reference must be certified as accurate and signed by an authorized representative of the client organization**.

The references must:

1. be unrelated to each other; except as allowed on page 4 of Attachment B to Part 4 of the Bid Solicitation.

2. only include one reference for any given private or public sector client; and
3. not be from a client that is related, owned or controlled by the Bidder, including any affiliated body corporate of the Bidder (as defined in the Canada Business Corporations Act).

For each Corporate Experience reference provided in the proposal response to mandatory requirements M1 and M2, the Bidder must include the information specified in Table 1 and 2 below (except where it is specified as optional) to facilitate the evaluation.

For each camera and matcher reference provided in the proposal response to rated requirements R3 through R13, the Bidder must include the information specified in Table 4 and 5 below (except where it is specified as optional) to facilitate the evaluation.

The Bidder may use its own format in providing this information.

The Bidder is also encouraged to complete the template at Table 3 (which includes an example) in order to facilitate the evaluation of experience duration for corporate projects while ensuring that overlapping time is not double-counted and that any gaps in time are noted.

The Bidder may make reference to these tables when responding to the evaluation requirements by either the Project acronym or by assigning each client/project reference a Project # (e.g. Project #1 is Project ABC) as long as the information is clearly identified in the project reference.

For each Project Reference, there must be a:

1. Client Organization Name
2. Client Reference Point of Contact name, title, telephone number and email address of a person who can confirm the goods and/or services provided by the Bidder, was directly employed by the referenced client corporate entity at the time and otherwise is independent of the Contractor. The Client Contact should be willing and available to be contacted for a reference check and be able to communicate with the evaluators in either English or French for clarifications. If the Bidder has not provided all the contact information in its bid, the Bidder must provide this information when requested by PWGSC within the number of days specified in the request.
3. Value of the Bidder's Contract (or teaming member's contract)
4. Start and End Date (month and year)
5. Role of the Bidder in the reference project, including a description of the goods or services or both provided to the client

For each of the references provided in response to M1, M2 and R3 through R13, the information in Tables 1, 2, 4 and 5 must be certified as accurate by an authorized representative (preferably the Client Reference Point of Contact) of the Client organization (Bidder must provide the name/title and contact information if this is not the client contact who is named in the project reference).

If Canada is unable to contact the named client contact during the evaluation period, the Bidder will be given an opportunity to submit the name and contact information of an alternate client contact from the same client. Bidders will have the number of days specified in the request for an

alternate client contact and failure to comply with the request may result in the bid being declared non-responsive.

Table 1: Corporate Experience in Iris Biometrics - Reference Information

Project Acronym or Project # (optional):	
Project Name:	
Client Organization:	
Client Reference Point of Contact: **Name:** **Title:**	
Client Reference Telephone No.:	
Client Reference Email:	
Approximate Overall Project Value (optional):	
Approximate Value of Bidder's Contract:	
Start Date (month/year) of Bidder's Contract:	
Finish Date (month/year) of Bidder's Contract:	
Role and Responsibilities of Bidder (including a description of the goods or services or both provided to the client):	
Duration of the Project including the Start Date and the major milestone dates:	
Current Stage of Project (in terms of the major milestones listed above):	
Scope of Project (including whether it was a biometric solution and if deployed nationally or geographically dispersed):	
Brief description on how this project reference is similar to the Traveller Kiosk Project:	
Scope and duration of any on-going warranty and/or maintenance and support services (optional):	
Whether proposed team has worked together successfully on Bidder's reference project(s), i.e. resources within the bidder's organization or the bidder and its major subs (optional):	
Any additional information that the Bidder deems is pertinent (optional): *Bidders may add additional rows to accommodate additional information*	

The information in this Corporate Project Reference Information is certified to be accurate. **Signed Certification of Accuracy of Information by Authorized Representative of Client Organization** **Name/Title/Contact information** *(if other than the Client Reference Point of Contact herein).*	

Table 2: Corporate Experience in Self Service Kiosk - Reference Information

Project Acronym or Project # (optional):	
Project Name:	
Client Organization:	
Client Reference Point of Contact: **Name:** **Title:**	
Client Reference Telephone No.:	
Client Reference Email:	
Approximate Overall Project Value (optional):	
Approximate Value of Bidder's Contract:	
Start Date (month/year) of Bidder's Contract:	
Finish Date (month/year) of Bidder's Contract:	
Role and Responsibilities of Bidder (including a description of the goods or services or both provided to the client):	
Duration of the Project including the Start Date and the major milestone dates:	
Current Stage of Project (in terms of the major milestones listed above):	
Scope of Project (including whether it was a self-service solution and if deployed nationally or geographically dispersed):	
Brief description on how this project reference is similar to the Traveller Kiosk Project:	
Scope and duration of any on-going warranty and/or maintenance and support services (optional):	
Whether proposed team has worked together successfully on Bidder's reference project(s), i.e. resources within the bidder's organization or the bidder and its major subs (optional):	
Any additional information that the Bidder deems is pertinent (optional): *Bidders may add additional rows to accommodate additional information*	

| The information in this Corporate Project Reference Information is certified to be accurate.

Signed Certification of Accuracy of Information by Authorized Representative of Client Organization

Name/Title/Contact information *(if other than the Client Reference Point of Contact herein).* | |

Table 3: Corporate Experience Summary Template (and Example)

Project Name	Start Date	Finish Date	2001	2002	2003	2004	2005	2006	Etc.	Total Months
Project 1	1 May 2001	31 Mar 2006	8	12	12	12	12	3		**59**
Project 2	1 Apr 2006	31 Jul 2006						4		**4**
Project 3*	1 Jun 2006	31 Dec 2006						5		**5**
Etc.										
Total Months (No overlap in time)										**68**

* June and July experience for Project 3 cannot be included as it overlaps with Project 2.

Table 4: Camera Deployment Reference Information

The Bidder must provide Private sector or Public sector references for two deployments. For each deployment the Bidder must complete the "Camera Deployment Reference Template".

Client Organization:	
Client Reference Point of Contact: **Name:** **Title:**	
Client Reference Telephone No.:	
Client Reference Email:	
Approximate Value of Bidder's Contract:	
Start Date (month/year) of Bidder's Contract:	
End Date (month/year) of Bidder's Contract	
Role and Responsibilities of Bidder (including a description of the goods or services or both provided to the client):	
The Bidder must provide a Private sector or Public Sector reference for:	
Minimum deployment requirements. • currently operational and supported by the Contractor • At least 80,000 enrolees each for any of Contractor's Cameras. **or** • 20,000 enrolees each, for the Camera model proposed in the Bid (or its close equivalent) and less than 500,000 enrolees.	
Specify the Camera model(s) and Camera Manufacturer used in the deployment**.**	
Each referenced deployment must: • Be a Production end-user deployment implemented either: ➢ directly by the Camera provider	

or
  ➢ indirectly by the Camera provider
     acting as a supplier or subcontractor.
• Perform a 1:FIRST or 1:ALL scan against all enrolled iris templates (per eye or both eyes) at iris enrolment time. This implies the use of a central iris repository and Matcher(s).
• Have been successfully implemented and operational continuously:
  ➢ For at least one year within two years prior to the issuance of this RFP. Provide implementation start date and duration.	

Note: It is assumed that the version number is ignored, which implies newer versions are better unless proven otherwise during the Client evaluation.	
Camera – Deployment Size. • Camera performs operations for a large number of iris enrolees.	
Countermeasure requirements that have been met by the Camera: • First countermeasure requirement. • Second countermeasure requirement. • Third countermeasure requirement.	
Camera Deployment Type • Border-control or • Geographically dispersed sites • or • Multiple site, minimum of 10 sites	
The proposed Camera is used for: • Enrolment (a supervised scenario) • A "passage" recognition (an unsupervised scenario).	

Deployment should use: • 1:ALL identification mode	
The information in this Corporate Project Reference Information is certified to be accurate. **Signed Certification of Accuracy of Information by Authorized Representative of Client Organization** **Name/Title/Contact information** *(if other than the Client Reference Point of Contact herein).*	

Table 5: Matcher Deployment Reference Information

The Bidder must provide Private sector or Public sector references for two deployments. For each deployment the Bidder must complete the "Matcher Deployment Reference Template".

Client Organization:	
Client Reference Point of Contact: **Name:** **Title:**	
Client Reference Telephone No.:	
Client Reference Email:	
Approximate Value of Bidder's Contract:	
Start Date (month/year) of Bidder's Contract:	
End Date (month/year) of Bidder's Contract:	
Role and Responsibilities of Bidder (including a description of the goods or services or both provided to the client):	
The Bidder must provide a Private sector or Public sector reference for:	
Minimum deployment requirements. • At least 200,000 enrolees each, currently operational and supported by the Contractor.	
Specify the Matcher model (s) and OEM used in the deployment.	
Each referenced deployment must: • Be a Production end-user deployment implemented either: ➢ directly by the Matcher provider or ➢ indirectly by the Matcher provider acting as a supplier or subcontractor. • Perform a 1:FIRST or 1:ALL scan against all enrolled iris templates (per eye or both eyes) at	

iris enrolment time. This implies the use of a central iris repository and Matcher(s). • Have been successfully implemented and operational continuously: ➢ For at least one year within two years prior to the issuance of this RFP. Provide implementation start date and duration.	
Note: It is assumed that the version number is ignored, which implies newer versions are better unless proven otherwise during the Client evaluation.	
Matcher - Deployment Size (iris enrolees). • Matcher performs operations for a large number of iris enrolees.	
Matcher Deployment Type • Border-control or • Serving geographically dispersed sites	
The proposed Matcher is used for: • Enrolment (a supervised scenario) • A "passage" recognition (an unsupervised scenario).	
Deployment should use: • 1:ALL identification mode	

| The information in this Corporate Project Reference Information is certified to be accurate.

Signed Certification of Accuracy of Information by Authorized Representative of Client Organization

Name/Title/Contact information *(if other than the Client Reference Point of Contact herein).* | |

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Trusted Traveller Kiosk and Iris Recognition Technology Project

Attachment A to Part 4 Evaluation Procedures and Basis of Selection

Bid Solicitation #47054-124625/A

Canada Border Services Agency

1 Purpose

This document describes the process that Canada Border Service Agency (CBSA) and Public Works and Government Services Canada (PWGSC) will follow to evaluate bids received, and select the recommended Bidder.

2 Bidder's Compliance to the Solicitation Requirements and the Evaluation Process

By submitting a proposal, the Bidder agrees

1. to comply with all the mandatory requirements in the solicitation including the Statement of Work and all its appendices, the terms and conditions of the solicitation, and the terms and conditions specified that will be in any resulting contract; and
2. to be bound by the process set out in this solicitation regarding the conduct of the evaluation process and that it will comply with all requirements specified in evaluation procedures.

3 Evaluation Team

An evaluation team composed of representatives of CBSA and PWGSC will evaluate the proposals on behalf of Canada. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.

4 Fairness Monitor

PWGSC has engaged Knowles Consultancy Services Inc. and Hill International Inc. in Joint Venture located in Toronto, Ontario as a fairness monitor for this procurement. The fairness monitor will not be part of the evaluation team, but will observe the evaluation process described in this solicitation.

5 Information to Evaluate

Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

The following information will be used to evaluate the bids received:

1. All information provided in the Bidder's proposal to the stated requirements as defined in this Bid Solicitation;
2. Clarifications obtained from references of an otherwise compliant Bidder by the Evaluation Team;
3. Clarifications from the Bidders, which may be requested and provided during the evaluation process.
.

6   Steps to Conduct the Evaluation

The Evaluation Team will be conducting the evaluation in several steps. Notwithstanding that the evaluation and selection methodology will be conducted in steps, the fact that Canada has proceeded to a later step should not be interpreted to mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada reserves the right to conduct steps of the evaluation in parallel or concurrently.

The following is a list of the steps, which are described in more detail in the sections following.

Step 1: Evaluation of the Bidder's Response - Compliance to the Bid Solicitation Mandatory Requirements and the Technical Mandatory Requirements
Step 2: Evaluation of the Technical Bid - Rated Requirements
Step 3: Evaluation of the Financial Bids
Step 4: Determination of Combined Technical merit and Price
Step 5: Proof of Proposal for the Top Ranked Bidder
Step 6: Selection of Successful Bidder for Recommendation

If a Bidder fails to meet any mandatory requirement in the solicitation, the bid will not receive any further consideration.

While in most instances a bid will be given no further consideration in the first instance that it is evaluated as non-compliant, the Evaluation Team may, at its discretion, proceed with the evaluation of any given bid while it further considers a final decision concerning any potential non-compliance of the Bid.

7   Evaluation of Experience of Bidder's Teaming Members

In the Bidder's response to each requirement where corporate or personnel experience is being evaluated, the Bidder should specify the name of the entity whose experience is being submitted for evaluation (i.e., whether the experience is that of the Bidder, the parent organization, a Joint Venture partner, etc.). In addition, in the event that the Bidder is using the experience of a parent, an affiliated organization, any subsidiary organization or any major first-tier subcontractors, the Bidder should clearly indicate under each requirement, as applicable, that it has a teaming agreement or contract with this entity, as per the certification provided below following this section.

For the purpose of this solicitation, a Team Member is any entity that the Bidder is proposing to perform any part of the work and whose experience is being used to meet an evaluation requirement. Team Members under this solicitation can ONLY include the following:

(a)   For **corporate** experience, except where otherwise expressly specified, only the experience of joint venture partners, a parent organization, an affiliated organization, any subsidiary organization and any major first-tier subcontractor;

(b)   For **personnel** experience, the experience of an individual from a joint venture partner, a parent organization, an affiliated organization, any subsidiary organization or any major

first-tier subcontractor.

Eligible Work Experience: as applicable, the following will apply in assessing the Bidder's response to the mandatory or rated requirements.

(a)   For Both Corporate and Bidder's Personnel Experience

   (i)   Experience listed without providing any supporting data to describe where, how and by whom such experience was obtained will result in the experience not being included for evaluation purposes.

   (ii)   Except where otherwise expressly provided, Corporate Team Members or Personnel cannot pool their abilities to satisfy any single point-rated requirement of this solicitation. Wherever substantiation of a point-rated requirement is required, the Bidder is requested to indicate which team member or individual satisfies the requirement.

   (iii)   Experience listed must include the month and year for both the start and finish dates and should also include the day. If the day is not provided, it will be evaluated as the last day of the month in the case of the start date and the first day of the month in the case of the finish date.

   (iv)   For a month of experience to be considered, the experience must be for at least 12 working days in the month.

               Example:
               A bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the bidder have 3 years of experience providing maintenance services, and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single requirement, such as the requirement for 3 years of experience providing maintenance services, the bidder cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-compliant. (Note: this example is not specific to this solicitation and does not relate to the requirements of this solicitation - it is provided only for illustrative purposes.)

(b)   For Corporate Experience

   (i)   The corporate experience identified by the Bidder to meet specific criteria must be work for which the Bidder was directly responsible. Corporate experience, as a result of work carried out by a parent organization, any affiliated organization and/or any subsidiary organization that may be associated with the Bidder or joint venture member or general partner of the Bidder, as applicable will only be considered if the experience is accessible to the Bidder and the Bidder can rely upon and use the experience of the Team Member throughout the performance of any resulting Contract. The Bidder is required to demonstrate this accessibility in accordance with the instructions in Annex 1 to this Attachment and through the

certification provided in Part 5 of the Bid Solicitation. This certification is required to include the name(s) of the entity whose experience is being presented for evaluation or the experience will not be considered by the Evaluation Team. The Bidder is requested to provide this certification with its proposal at bid closing.

(c)   For Personnel Experience

For any of the Bidder's proposed personnel, the month(s) of experience listed for a project whose time frame overlaps that of another referenced project, will only be counted once. For example: Project 1 time frame is July 2001 to December 2001; Project 2 time frame is October 2001 to January 2002; the total months of experience for these two project references is seven (7).

8   Step 1: Compliance to the Mandatory Requirements

Each bid will be reviewed for compliance with the mandatory requirements of this solicitation. The Technical evaluation mandatory requirements are specified in Attachment B to Part 4 of the Bid Solicitation. All elements of the bid solicitation that are mandatory requirements are identified specifically with the words "must" or "mandatory". Bids that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified.

Where specified, Bidders must substantiate their compliance with the evaluation mandatory requirements by providing specific information or supporting documentation. Canada will not consider information from external references e.g. web pages, books, standards, etc. Where so required, Bidders must substantiate compliance with the mandatory requirement and are encouraged to respond by using the Technical Proposal Evaluation and Submission Table (Attachment B to Part 4 of the Bid Solicitation). In cases where specific documentation is required to substantiate the ability to comply with the requirement, failure to provide the required documentation will render the Bidder's response as non-compliant and the Bidder will be disqualified.

Proposals meeting all the mandatory requirements will advance to Step 2.

9   Step 2: Evaluation of the Rated Requirements

Each bid will be evaluated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated", "should" or by reference to a score. Bidders who fail to provide complete bids with all the information requested by this bid solicitation will be assessed accordingly. The rated requirements are described in Attachments C to Part 4 of the Bid Solicitation.

Each requirement will be scored individually and the score will be determined through a consensus process. The maximum allowable points for each rated requirement are indicated in Attachment C to Part 4 of the Bid Solicitation.

The following Table 1 specifies the maximum points available (out of 6,300 points) for each section of the rated requirements in the written proposals, there are no overall minimum thresholds or minimum scores that apply to this procurement.

Table 1: Technical Evaluation Sections

Technical Evaluation Sections	Maximum Points
References (R1 to R13)	700
Technical Solution (R14 to R78)	5,600
MAXIMUM TECHNICAL SCORE	**6,300**

9.1 Guidelines for Rated Criteria

The following guidelines will be used by evaluators to differentiate between the available ratings when using the qualitative criteria provided in the Bid Solicitation.

Rating	General Guidelines
Excellent Understanding	The Bidder has addressed all the requirements extremely well, has generally provided a significant level of detail and, where applicable, has tailored its response to the Trusted Traveller Kiosk and Iris Recognition Technology Project. The evaluator has a very high degree of confidence that the Bidder has an excellent understanding of the requirement and its proposal will meet the objectives of the Project. The response is comprehensive, well organized, clearly written and shows a high degree of relevance to this project. Overall, there are no problems or there are only very minor problems that would not affect the overall score.
Good Understanding	The Bidder has addressed all the requirements well, has generally provided a good level of detail and, where applicable, has tailored its response to the Trusted Traveller Kiosk and Iris Recognition Technology Project sufficiently. The evaluator has a high degree of confidence that the Bidder has a good understanding of the requirement and its proposal will meet the objectives of the Project. Overall, the response is generally organized, clearly written and relevant to this project with only minor problems.
Adequate Understanding	The Bidder has addressed all the requirements, has generally provided an adequate level of detail and, where applicable, has tailored its response to the Trusted Traveller Kiosk and Iris Recognition Technology Project in some areas. The evaluator has a degree of confidence that the Bidder has an adequate understanding of the requirement and its proposal will meet the objectives of the Project. Overall, the response is sufficiently organized and clear and relevant to this project with only minor problems.
Not Adequate or Poor Understanding	The Bidder has not addressed all the requirements or provided an adequate level of detail on many requirements and, where applicable,

	has not tailored its response to the Trusted Traveller Kiosk and Iris Recognition Technology Project in many areas. The evaluator has some concerns that the Bidder has a poor understanding and does not fully understand the requirement or that its proposal will not meet all objectives of the Project. Overall, there may be significant problems with either the organization, clarity or the relevance of the plan and there is at least one major problem with the response.
Lacks Understanding or Insufficient Information	The Bidder has not addressed most of the requirements and indicates a lack of understanding of the requirements, with many significant problems with either the organization, clarity or the relevance of the project. The evaluator does not have any degree of confidence that the Bidder fully understands the requirement or that its proposal will not meet the objectives of the Project. Overall, there are two or more major problems with the response.

10   Step 3: Evaluation of Financial Bids

As part of the evaluation process, the financial bids of those Bidders that are still considered compliant after Step 1 and 2 will be evaluated.

PWGSC will independently assess the financial bids of all technically compliant bids.

For each bid under consideration, a **Total Bid Evaluation Price** will be calculated as the arithmetic sum of the items listed in Table 2 below using the information that the Bidder provided in its Financial Proposal in response to the Pricing Tables at Attachment D to Part 4 of the Bid Solicitation.

Table 2: Total Bid Evaluation Price

Part 4 Attachment D Pricing Table	Pricing Description	Total Price
Table 1-1	Software Licenses- Iris Matcher	$
Table 1-2	Development Environment Licenses	$
Table 1-3	Kiosk Monitoring System (KMS) Licenses	$
Table 2-1	Hardware for the Traveler Iris Kiosk Requirement	$
Table 3-2	Maintenance and Support Package for the Traveler Iris Kiosk Requirement (Initial Contract Period - 5 years)	$
Table 3-2	Maintenance and Support Package for the Traveler Iris Kiosk Requirement (Option Years 1 through 5)	
Table 4-1	Professional Services Labour Rates	$
Tables 5-1, 5-2, 5-3 and 5-4	Optional Hardware and Software Under Requisition on Contract Process	$
	Total Bid Evaluation Price	

The **Financial Bid Score** for each Bidder will be calculated as follows:

$$(\mathbf{TBEPL/TBEP}) \times 30$$

Where:
TBEP = Total Bid Evaluation Price of the Bidder
TBEPL = Total Bid Evaluation Price of the Lowest Priced Compliant Bidder

11   Step 4: Determination of Combined Rating Technical Merit and Price and Ranking of Bidders

PWGSC will independently determine each compliant Bidder's **Combined Rating Technical Merit and Price** in accordance with the weightings as shown in Table 3 below.

Table 3: Combined Rating Technical Merit and Price

Scored Bid Section	Weighting
Technical Bid (adjusted Total Technical Score)	70%
Financial Bid (Financial Bid Score)	30%
Combined Rating Technical Merit and Price	**100%**

The Combined Rating Technical Merit and Price will be out of a maximum 100 points. Therefore the Technical Scores determined in Step 2 (which are out of a maximum of 6,300 points) will be appropriately adjusted to reflect this by dividing each compliant Bidder's Total Technical Score by 90. Then an aggregate score will be calculated by summing the adjusted Total Technical Score and the Financial Bid Score. In the event of a tie, the compliant proposal with the higher/highest Financial Proposal Score (i.e. lower/lowest total bid evaluation price) will prevail. The top ranked bidder from Step 4 will be invited to Step 5: Proof of Proposal. Should the top ranked bidder be unsuccessful in Step 5, the second highest ranked bidder will be invited.

12   Step 5: Proof of Proposal Proposal (PoP) Test for Top Ranked Responsive Bid

During the Proof of Proposal (PoP) test, Canada will verify that the proposed solution functions as described in the bid proposal and that meet the requirements described in the Statement of Work.

Solution components and functionalities which could be tested during the Proof of Proposal include, but are not limited to:

-Iris Matcher

-Iris camera (both Kiosk and Enrolment Centre versions) *

-Touch Screen

-Receipt Printer

-UPS
-KMS
-Document card reader
-Enclosure
-Middle Ware

* The iris camera must be certified safe for daily, prolonged, repeated use by one individual in a development/test environment. As proof, the Contractor must provide:
(1) a formal, detailed, Optical Radiation Hazard Analysis (or an Eye Safety Analysis or equivalent) for the iris camera, prepared by a qualified, preferably independent, organization/authority in this area;
(2) the issuing authority's credentials.

The PoP test will take place at a site in the National Capital Region provided by Canada that recreates the technical environment described in the Statement of Work. *Note: the actual shipping address will be provided to the Bidder at time of notification.* PoP testing blades may differ from the Production blades specified in Appendix A of Annex A –Statement of Work; In that case, the results will be scaled using publicly-available information (e.g. CPU benchmarks). The choice of scaling will be at the Client's sole discretion.

Upon receiving notification from the Contracting Authority, the Bidder will be given a maximum of 7 business days to start the installation of the proposed solution. The installation must be completely functional, ready for use (confirmed by Canada) within 5 business days of the Bidder starting the installation (7.5 hrs/day) and include the following:

     a. 4 copies of Iris Matcher software
     b. 1 Kiosk
     c. 1 Enrolment Centre Iris Camera including associated software and cabling
     d. 1 Kiosk in Pieces

Canada will then conduct the PoP test. The Bidder's product installation and the PoP test must be completed within 45 business days.

Bidder is required to propose test plans for the mandatory and rated criteria 3 days prior to the POP. Additional test plans could be requested by CBSA during POP to facilitate evaluation of specific requirements from the SOW. In this case, the bidder must propose test plans within one business day.

The Bidder's technical resource(s) must be present for up to 30 person days during the PoP test, when requested by CBSA .

When the Bidder's technical resource(s) are no longer required to be on site, the Bidder must ensure technical resource(s) are available by telephone for technical advice and clarification for the remainder of the PoP test.

Three days prior to the PoP test, the Bidder must provide to Canada two English copies on CD or DVD of:

    a. A test plan for the mandatory and rated criteria

    b. A Developer Guide

    c. Technical documents

    d. Installation manuals

    e. Sample Java source code suitable for testing all components

    f. API documentation describing usage of each API method or function, how an API function/method is called, its applicable return codes and description of the applicable codes.

    g. Technical specifications for the Iris Camera, including explanation of any variations between the Kiosk Iris Camera and the Enrolment Centre Iris Camera.

    h. Technical report evidence of testing and measurement of camera's performance at a wide range of ambient lighting conditions.

    i. Detection Rate (DR) Formula(s)

The Bidder must resolve any issues discovered during the PoP test within:

    a. 2 business days of Canada's notification to the Bidder – for issues deemed critical by the Client.

    b. 3 business days of Canada's notification to the Bidder – for non-critical issues.

Canada will document the results of the PoP Test. If the proposed solution fails to meet any of the tested Technical requirements, the bid will be disqualified and Canada will proceed with POP evaluation for the next Top Ranked Responsive Bid.

13   Step 6: Selection of Successful Bidder for Recommendation

To be declared responsive, a bid must:

    (a)   comply with all the requirements of the Bid Solicitation;

    (b)   meet all mandatory technical evaluation requirements; and

    (c)   meet all the requirements of the Proof of Proposal

Bids not meeting (a) or (b) or (c) will be declared non-responsive.

The Bidder that submits the compliant proposal achieving the highest Overall Proposal Score (i.e. Combined Rating Technical Merit and Price) and successfully passes the Proof of Proposal in Step 5 will be recommended for Contract award.

Canada will evaluate the first-ranked Bidder's financial capability, to ensure its capability to undertake the project and deliver within the expected Contract framework and time frame. Bidder financial capability is a mandatory condition precedent to Contract award. If the first ranked Bidder does not pass this evaluation, the Bidder's bid will be declared non-responsive, and a revised ranking will be established in accordance with the procedures herein.

Whether any bid is recommended for contract award depends on all the provisions of this bid solicitation (for example, the vendor performance provisions of Standard Instructions 2003 would affect whether an otherwise responsive bid were recommended for award, as would factors such as financial capability).

Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.

ANNEX 1 TO ATTACHMENT A OF PART 4 TO THE RFP
TEAM CERTIFICATION

Canada believes that there is a strong correlation between the success of an initiative and a Contractor with well-established relationships with its team members (joint venture partners, partners, parent organization, affiliated organization, any subsidiary organization and major tier-one subcontractors).

Therefore, by signing the Team Certification below, the Bidder hereby certifies that:

(i)   All of the Bidder's team members identified in its proposal have a signed teaming agreement or signed Contract in respect of the services to be provided under any contract resulting from this Bid Solicitation, prior to the bid closing date (A signed letter of intent from a team member is not sufficient);

(ii)   Where the team member is a related organization (i.e. parent, affiliated and/or subsidiary organization), the teaming agreement or Contract for the services to which the experience relates, must stipulate that the Bidder can rely upon and use the experience of the team member throughout the performance of any resulting Contract; and

(iii)   Where the team member is a major tier-one subcontractor or limited partner, the teaming agreement or Contract must stipulate that the team member whose experience is being presented for evaluation will be actively responsible for the delivery of those services to which the experience relates under any resulting Contract.

In order to demonstrate that it meets this requirement, the Bidder is requested to provide the Team Certification as per part 5 of the Bid Solicitation:

Trusted Traveller Kiosk and Iris Recognition Technology Project

Attachment B to Part 4 of Bid Solicitation # 47054-124625

Technical Proposal Evaluation and Submission Tables

Mandatory Requirements

Canada Border Services Agency

Attachment B to Part 4 of RFP
Technical Proposal Evaluation and Submission Tables
Mandatory Requirements

By submitting a bid, the Bidder is indicating that it will comply with the Mandatory Requirements.

Identical Project References can be included in M1 and M2 below provided Iris Biometrics and Self Service Kiosk reference criterias are met.

No.	Mandatory Requirements /Bid Submission Instructions	Bidders Response	Bidder Referenced Info
M1	**Corporate Experience in Biometrics**		
	The Bidder must provide 2 separate Project References of similar size and scope to the Trusted Traveller Kiosk and Iris Recognition Technology Project (with at least one project successfully implemented and operational for minimum of one year) employing similar or the same iris camera and matcher capabilities as proposed to Canada and where the Bidder (or one of its teaming members) was the lead and has demonstrated experience.

For each Project, the Bidder must provide the information specified in Attachment A to Part 3 of the Bid Solicitation, Section 4.1 and the attached Camera Deployment | | |

No.	Mandatory Requirements /Bid Submission Instructions	Bidders Response	Bidder Referenced Info
	Reference Template and Matcher Deployment Reference Template.		
M2	**Corporate Experience in Self Service Kiosk** The Bidder must provide 2 separate Project References of similar size and scope to the Trusted Traveller Kiosk and Iris Recognition Technology Project (with at least one project successfully implemented and operational for minimum of one year) employing similar or the same self service kiosk capabilities as proposed to Canada and where the Bidder (or one of its teaming members) was the lead and has demonstrated experience. For each Project, the Bidder must provide the information specified in Attachment A to Part 3 of the RFP, Section 4.2.		
M3	**Corporate Commitment** The Bidder must demonstrate how it must provide executive commitment and involvement to ensure performance of its obligations if awarded the contract. For		

No.	Mandatory Requirements /Bid Submission Instructions	Bidders Response	Bidder Referenced Info
	purposes of this RFP, executive commitment and involvement means the participation of senior management. The Bidder must provide the name and title of the proposed senior manager who must be directly involved in sponsoring this project and briefly describe how this person supports the Bidder's proposed project team.		

Attachment C to Part 4 of Bid Solicitation # 47054-124625/A

Traveller Kiosk Project

Technical Proposal Evaluation and Submission Tables

Rated Requirements

Canada Border Services Agency

Introduction

The following is a summary of the three evaluation sections and the first-tier subsections in the Evaluation and Submission Table for the Rated Requirements that follow to provide an overview of the weighting.

Table 1: Summary of Technical Evaluation Sections

Technical Evaluation Sections	Maximum Points for Each Section
1. Information and References (R1 to R 13)	700
2. Technical Solution (R14 to R77)	5,600
MAXIMUM TECHNICAL SCORE	**6,300**

NOTE TO BIDDERS: Except where expressly indicated otherwise, where a rated requirement evaluates the duration of experience within a larger time period (i.e. 8 years experience within the last 10 years) the larger time period will be calculated to have ended on the date of bid closing.

Attachment C to Part 4 of Bid Solicitation
Traveler Kiosk Project Technical Proposal Evaluation & Submission Tables
Rated Requirements

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
R1	***Understanding the scope, objectives and requirements*** The bidder should demonstrate its understanding of the scope, objectives and requirements. The bidder should not simply reiterate information contained in the Statement of Work, but should document its own understanding of these requirements. *Points will be awarded in accordance with the guidelines table of sub-article 9.1 of Attachment A to Part 4.* Bidder demonstrates an excellent understanding of the requirements = 100 pts. Bidder demonstrates a good understanding of the requirements = 75 pts. Bidder demonstrates an adequate understanding of the requirements =50 pts. Bidder does not demonstrate an adequate understanding of the requirements = 25 pts.	100 pts		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	Bidder demonstrates a lack of understanding of the requirements = 0 pts.			
R2	*Professional Services* The definition of "relevant" experience for personnel in this subsection is experience on an IT project similar in scope to the Traveler Kiosk Project.	**100 pts**		
R2.1	**Project Manager - Rated Experience** The proposed Project Manager should have at least 6 years of experience within the last 12 years of relevant demonstrated experience in a similar role for a project valued at a minimum of $1 M as of the bid closing date of this Bid Solicitation. For the purposes of evaluation of this requirement, "similar role" means: a) Ensuring all project management processes are in place and project management documentation has been delivered to the client b) Being the main contact with the client technical authority c) Managing the contractor's project schedule, costs and deliverables, d) Reporting status and progress on a regular basis to the client e) Managing and ensuring that adequate resources are in place to meet contractor's deliverables f) Managing the project issues and risks and escalating to client appropriately	50pts		

	Rated Requirements			
No.	**Rated Requirements / Evaluation Criteria**	**Maximum Points**	**Bidders Response**	**Bidder Referenced Info**
	The Bidder should identify the name of the proposed resource, provide a resume that details the proposed resource's experience and detail how the proposed resource meets the requirement, which should be clearly substantiated in the resume provided. *Points will be awarded as follows:* 1. Proposed resource has 10 or more years of relevant experience (100%) 2. Proposed resource has 8 years and less than 10 years of relevant experience (75%) 3. Proposed resource has 7 years and less than 8 years of relevant experience (50%) 4. Proposed resource has 6 years and less than 7 years of relevant experience (25%) 5. Proposed resource has less than 6 years of relevant experience (0%)			
R.2.2	**System Architect - Rated Experience** The proposed System Architect should have at least 6 years within the last 12 years of relevant demonstrated experience in a similar role as of the bid closing date of this RFP. For the purposes of evaluation of this requirement, "similar role" means	25 pts.		

Rated Requirements			
No.	**Rated Requirements / Evaluation Criteria**	**Maximum Points**	**Bidders Response**	**Bidder Referenced Info**
	1. Act as the lead architect for any Requisition on Contract that may or will alter the Contractor software; 2. Translate business or system requirements to system design and specifications; 3. Analyze functional requirements to identify information, procedures and design flows; 4. Develop and maintain complex systems and modules, programs, sub-systems, systems and procedures; 5. Transfer knowledge related to the Requisition on Contract to the Client; 6. Develop technical specifications for system development, design and implementation ; 7. Maintain information coordination between all partners; and 8. Lead projects technically through the entire Software Development Life Cycle (SDLC). *The Bidder should identify the name of the proposed resource, provide a resume that details the proposed resource's experience and detail how the proposed resource meets the requirement, which should be clearly substantiated in the resume provided.* *Points will be awarded as follows:* 1. Proposed resource has 10 or more years of relevant experience (100%) 2. Proposed resource has 8 years and less than 10 years of relevant experience (75%)			

Attachment C to Part 4 Bid Solicitation # 47054-124625
Technical Proposal Evaluation and Submission Tables - Rated Requirements

Page 7 of 5~~3~~

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
R2.3	3. Proposed resource has 7 years and less than 8 years of relevant experience (50%) 4. Proposed resource has 6 years and less than 7 years of relevant experience (25%) 5. Proposed resource has less than 6 years of relevant experience (0%) **System Architect - Rated Iris Biometric Experience** The proposed System Architect should have at least 3 years within the last 8 years of relevant demonstrated Iris Biometric Traveler Kiosk project experience. *The Bidder should detail how the proposed resource meets the requirements, which should be clearly substantiated in the resume provided.* *Points will be awarded as follows:* 1. Proposed resource has 6 or more years of relevant experience (100%) 2. Proposed resource has 5 years and less than 6 years of relevant experience (75%) 3. Proposed resource has 4 years and less than 5 years of relevant experience (50%) 4. Proposed resource has 3 year and less than 4 years of relevant experience (25%) 5. Proposed resource has less than 3 years of relevant experience (0%)	25 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
R3	***Camera - Deployment Size*** For each of the two deployments provided in the Deployment Reference templates in compliance with Mandatory M1, points will be awarded as follows: Camera performs operations for a large number of iris enrollees. The deployment is greater than or equal to 1,000,000 enrollees = 40 pts. or The deployment is greater than or equal to 500,000 and less than 1,000,000 enrollees = 20 pts. or The deployment is greater than 80,000 (any camera from the Bidder) or 20,000 (the camera model proposed in the Bid) and less than 500,000 enrollees = 10 pts. **Results:** Total Score For This Requirement = Deployment One + Deployment Two	80 pts.		
R4	***Camera – Deployment Duration (years)*** For each of the two deployments provided in the Deployment Reference templates in compliance with Mandatory M1, points will be awarded as follows:	60 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	:			
	The deployment duration is greater than or equal to 3 years = 30 pts. or The deployment duration is greater than 2 years and less than 3 years = 15 pts. or The deployment duration is greater than 1 year and less than or equal to 2 years = 7 pts. **Results:** Total Score For This Requirement = Deployment One + Deployment Two			

R5	**Camera Deployment Type**
	
	For each of the two deployments, provided in the Deployment Reference templates in compliance with Mandatory M1, points will be awarded, for the Type of Camera Deployment as follows:
	
	• Border-control = 10 pts.
	  or
	• Geographically dispersed sites = 10 pts.
	  Or
	• Multiple site, minimum 10 sites = 10 pts
	
	Results: Total Score For This Requirement = Deployment One + Deployment Two
		20 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
R6	**Camera Countermeasure requirements** For each of the two deployments, provided in the Deployment Reference templates in compliance with Mandatory M1, points will be awarded for the Camera Countermeasures used, as follows: • First countermeasure requirement = 10 pts; • Second countermeasure requirement = 10 pts; and • Third countermeasure requirement = 5 pts. **Results:** Total Score For This Requirement = Deployment One + Deployment Two	50 pts.		
R7	**Camera Usage Type:** Camera Usage Type Defined as Enrolment (a supervised scenario) or a "passage" recognition (an unsupervised scenario) For each of the two deployments, provided in the Deployment Reference templates in compliance with Mandatory M1, points will be awarded for the Camera Usage Type, as follows: The Camera is used for both enrolment and recognition = 10 pts. **Results:** Total Score For This Requirement = Deployment One + Deployment Two	20 pts.		
R8	**Camera Identification Mode** For each of the two deployments, provided in the	20 pts.		

Rated Requirements				
No.	**Rated Requirements / Evaluation Criteria**	**Maximum Points**	**Bidders Response**	**Bidder Referenced Info**
	Deployment Reference templates in compliance with Mandatory M1, points will be awarded for the identification mode used, as follows: The deployment should use a 1:ALL identification mode = 10 pts. **Results:** Total Score For This Requirement = Deployment One + Deployment Two			
R9	**_Matcher - Deployment Size (iris enrollees)_** For each of the two deployments provided in the Deployment Reference templates in compliance with Mandatory M1, points will be awarded as follows: Per deployment reference: The deployment is greater than or equal to 2,000,000 enrollees = 40 pts. or The deployment is greater than or equal to 1,000,000 and less than 2,000,000 enrollees = 20 pts. or The deployment is greater than 200,000 and less than 1,000,000 enrollees = 10 pts. **Results:** Total Score For This Requirement = Deployment One + Deployment Two	80 pts.		

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Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
R10	*Matcher - Deployment Duration (years)* For each of the two deployments, provided in the Deployment Reference templates in compliance with Mandatory M1, points will be awarded for the duration, as follows: The deployment is fully operational for a minimum three years = 30 pts. or The deployment is fully operational for a minimum two years = 15 pts. **Results:** Total Score For This Requirement = Deployment One + Deployment Two	60 pts.		
R 11	**The Matcher Deployment Type** For each of the two deployments, provided in the Deployment Reference templates in compliance with Mandatory M1, points will be awarded for the type of Matcher deployment used, as follows: Per deployment reference: • Border-control = 20 pts. or • Serving geographically dispersed sites = 20 pts. **Results:** Total Score For This Requirement = Deployment One + Deployment Two	40 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
R12	**Matcher Usage Type** Matcher should be used for: • Enrolment (a supervised scenario) • A "passage" recognition (an unsupervised scenario) For each of the two deployments, provided in the Deployment Reference templates in compliance with Mandatory M1, points will be awarded for the Matcher usage, as follows: The Matcher is used for both enrolment and recognition = 20 pts. **Results:** Total Score For This Requirement = Deployment One + Deployment Two	40 pts.		
R13	**Matcher Identification Mode** For each of the two deployments, provided in the Deployment Reference templates in compliance with Mandatory M1, points will be awarded for the Matcher Identification Mode used, as follows: The deployment should use a 1:ALL identification mode = 15 pts. **Results:** Total Score For This Requirement = Deployment One + Deployment Two	30 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	Instructions related to criteria R14 to R78:			
	For the Rated Evaluation Criteria R14 to R78, the Bidder should identify the optional functions/features included in the Bidder's solution. The Bidder's proposed solution may be validated through the Proof of Proposal. If the Bidder fails then to demonstrate any of its statements, the scoring will be adjusted accordingly by Canada as well as the ranking based on Article 11 of Attachment A to Part 4. If based on the adjusted scoring, another Bidder is deemed the highest ranked Bidder, it will be invited to Step 5 and considered for Steps 5 and 6 of Attachment A to Part 4			
	Note: If the Bidder is recommended for contract award, the list of functions/features will be adjusted based on the Bidder's proposal. The selected functions/features, as proposed by the Bidder and validated through the Proof of Proposal will form part of the final solution.			
	In submitting its bid, the Bidder certifies that should it be awarded a contract as a result of the bid solicitation, the functions/features identified in its bid in response to R14 to R78 will form part of the solution and the requirements stipulated in the SOW of the resulting contract.			
R 14	***Incident Reporting System*** The Bidder provides access to a secure internet-based incident reporting system for the Client to identify and prioritize to the Bidder incidents, issues, bugs and suggestions for improvements related to any products delivered to the Client during the life of the contract. Examples of "systems" that are not acceptable: email; spreadsheets; documents (e.g. MS Word documents). Bidder solution demonstrates functionality - full points (100) Bidder solution does not demonstrate functionality - zero	100 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	points			
R 15	***Detect Contacts*** Image processing software on the Camera side should detect and report the presence of contact lens(es) at enrolment time in ≤ 20 seconds. **Detection Rate (DR), where false alarm rate is $\leq$ 5%.** $99\% < DR \leq 100\% = 140$ pts. or $95\% < DR \leq 99\% = 115$ pts. or $80\% < DR \leq 95\% = 90$ pts. or $50\% < DR \leq 80\% = 60$ pts. or $30\% < DR \leq 50\% = 30$ pts. **Detection Time (t) for 95% of Cases.** $t \leq 1$ sec $= 120$ pts. or $1 < t \leq 5$ sec $= 90$ pts. or $5 \leq t \leq 10$ sec $= 60$ pts. or $10 < t \leq 20$ sec $= 30$ pts. **Independent Use:** The contact lens detection software should be usable by Client independent of the Camera $= 30$ pts. **Results:** Total Score = Total Score for the Detection Rate (DR) + Total Score for the Detection Time (t) + Total Score	290 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	for Independent Use. If Total Score for Detection Rate or Total Score for Detection Time is zero then Total Score for this requirement is zero.			
R16	*Failure To Acquire* The Camera should achieve the FTA rate ≤ 0.03. $FTA \leq 0.005 = 240$ pts. or $0.005 < FTA \leq 0.01 = 150$ pts. or $0.01 < FTA \leq 0.02 = 70$ pts. or $0.02 < FTA \leq 0.03 = 30$ pts.	240 pts.		
R17	*Auto Focus On Iris* The Camera should auto-focus on the traveler's iris(es) under the following conditions: a) The Traveller is wearing clear and clean eyewear. Percent of Out-of-Focus Images is $\leq 5\% = 60$ pts. b) The Traveller who has heavy eyelids (available iris area is 50-60%). Percent of Out-of-Focus Images is $\leq 3\% = 40$ pts.	250 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	c) The Traveller has eyelashes and eyelids coated with heavy black makeup. Percent of Out-of-Focus Images is $\leq$ 3% = 40 pts.			
	d) The Traveller is wearing black false eyelashes. Percent of Out-of-Focus Images is $\leq$ 3% = 20 pts.			
	e) The Traveller's eyelashes are interfering with iris area. Percent of Out-of-Focus Images is $\leq$ 3% = 30 pts.			
	f) One or two head hairs are in front of the traveller's eye. Percent of Out-of-Focus Images is $\leq$ 2% = 20 pts.			
	g) None of the above (no significant image altering factors). Percent of Out-of-Focus Images is $\leq$ 0.5% = 40 pts.			
R18	***Quality Checker Meets IREX II*** The Bidder should provide an iris image Quality Checker API ("Quality Checker") that examines iris images and provides standard iris image quality components per NIST IREX II recommendations (see Table 1 and "Recommendation for development of ISO/IEC 29794-6"): 1. Scalar Quality 2. Usable Iris Area 3. Iris-Pupil Contrast	205pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	4. Pupil Shape 5. Iris-Sclera Contrast 6. Gaze Angle 7. Sharpness 8. Dilation 9. Interlace 10. Grey Scale Spread 11. Iris Size 12. Margin API should be usable separate from the Camera. **Rated on the Quality Checker Capability:** **Capability 1** A complete set of quality components 1…12 is provided = 70 pts. or A set of at least 5 quality components is provided = 30 pts. **Capability 2** Extra Bidder-defined quality components are provided = 10 pts. API is usable separate from other components (e.g. Camera, Matcher) = 80 pts.			

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	Capability 3 API returns quality components, or an error, within N milliseconds for 95% of API calls, and within 2*N milliseconds for 100% of API calls. N $\leq$ 100 = 45 pts. or 100 < N $\leq$ 500 = 25 pts. **Results:** Total Score For This Requirement = Total Score for Capability 1 + Total Score for Capability 2 + Total Score for Capability 3.			
R19	*Camera Countermeasures* **The Bidder should list up to four countermeasure available in the Camera** = 30 pts each **Note**: Max of 120 pts (e.g. Describe max of four countermeasure) **Points will be awarded for each Client controllable Camera countermeasure Parameters:** Countermeasure application per eye side, per transaction, per device = 20 pts. The exact behavior of the iris capture process e.g. whether to terminate or continue a dual-eye capture attempt = 20 pts. Accuracy vs. performance trade-off = 25 pts.	185 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
R20	***Iris Exam*** During an iris capture attempt the Camera should interact with the Client application to examine, accept/reject, output-candidate iris images, which are images acceptable to the Camera but not yet returned through its API. The Camera examines $\geq$ 5 candidate iris images per eye per second, and via a Java API, should provide (e.g. returns; publishes; provides access to; provides individual images in a callback) best and/or all, at the Client's discretion. **Camera should allow the Client application to:** a) Receive the output-candidate iris image (in a readily interpreted, non-proprietary form, e.g. PNG or rasterized) and its quality metrics, if available = 20 pts; b) Explicitly accept or reject the output-candidate iris image = 50 pts; c) In the case of an unsuccessful capture, receive the best output-candidate iris image, if any, its quality metrics and the reason for capture failure = 60 pts; d) Specify the type of received image(s): best or all images= 20 pts; and e) In the case of receiving "all" images, receive $\geq$ 5	170 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	candidate iris images per eye per second = 20 pts.			
R 21	**Countermeasures API** All functionality of countermeasures against iris image spoofing should be available in the form of an API. **Percentage of the countermeasure functionality (PCF) available via an API:** a) PCF = 100% = 130 pts. or b) 90% $\leq$ PCF < 100% = 85 pts. or c) 50% $\leq$ PCF < 90% = 60 pts. or d) PCF < 50% = 0 pts.	130 pts.		
R22	**Software Events** Software events of the specified types should be generated by the Camera and made available to the Client application. **Types of Software Events Issued:** a) Camera audio events (e.g. "Language=French selected"; "Camera said move left"; "Camera said move right"; "Camera said open eyes wider") = 25 pts. b) Positioning events (e.g. "Subject has been detected in	95 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	capture volume"; "Subject has left capture volume"; "Subject moved right") = 25 pts. c) Camera security events (e.g. "Cover removed"; "Tamper switch state changed") = 35 pts. d) All other types = 10 pts. **Information:** The software event type names (e.g. "Positioning events") listed are illustrative they are not a formal event type names to which the Bidder must adhere.			
R23	*Audio Multi-Language* Points will be awarded for Camera playing additional languages including the following **Language:** a) Punjabi = 10 pts. b) Mandarin = 10 pts. c) Korean = 10 pts. d) Hindi = 10 pts. e) Arabic = 10 pts. f) Spanish = 10 pts. g) Dutch = 10 pts.	90 pts.		

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Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	Additional languages specified by the Client = 5 pts. each with a maximum total of 20 pts.			
R24	**Change Audio Volume** The Bidder should provide a means and/or instructions to ensure that the audio volume from any Camera speaker(s) will play at or near the same volume as the Kiosk Enclosure speakers or appropriately set Enrolment Centre PC. **Adjustable Camera Audio Volume Range:** a) 20dB to 60dB or wider = 60 pts. or b) 30dB to 40dB or wider= 30 pts.	60 pts.		
R25	**Specifying Audio Language** The Camera should allow the client to change the language without creating or modifying any system file or a Microsoft Windows registry Bidder solution demonstrates functionality - full points (60) Bidder solution does not demonstrate functionality - zero points	60 pts.		
R26	**Programming Update**	60 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	The Camera software should be upgraded through physical access to the Camera (e.g. a cable connection to the Camera, Dual In-line Package (DIP) switches on the Camera, or pushing an internal reset button). Bidder solution demonstrates functionality - full points (60) Bidder solution does not demonstrate functionality - zero points			
R27	**Device ID** Each Camera should be uniquely identifiable to the Client software. Acceptable identification methods include: ➢ digital certificate ➢ device ID Each Camera's identity should be retrievable via an API, or returned with iris images. The Cameras are uniquely identified to the Client software = 25 pts. The Camera's identity is retrievable via an API or returned with iris images = 25 pts.	50 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
R28	***Image Parameters Exceed Standard*** The Bidders should provide **documentation** proving that Camera produces iris images with parameters exceeding the recommendations of ISO 19794-6 Appendix B, while the iris image size is kept under 210 KB. Bidder solution demonstrates functionality - full points (40) Bidder solution does not demonstrate functionality - zero points	40 pts.		
R29	***Matcher Configuration*** The Bidder should specify the hardware, software and matcher configurations for Deployment Environments described in Appendix C of the SOW, based on the number of blade servers, the number of Relational Database Management Systems (RDBMSes) and the total amount of Random Access Memory (RAM) while meeting all operational requirements. **Number of half-height HP G7 blades, not including the 5 blades for RDBMSes.** **Number of Blades (NB):** a) NB $\leq 6 = 270$ pts. 　　or b) $6 < $ NB $ \leq 9 = 215$ pts. 　　or	500 pts.		

	Rated Requirements			
No.	**Rated Requirements / Evaluation Criteria**	**Maximum Points**	**Bidders Response**	**Bidder Referenced Info**
	c) $9 < NB \leq 12 = 160$ pts. 　　or d) $12 < NB \leq 15 = 110$ pts. 　　or e) $15 < NB \leq 18 = 55$ pts. 　　or f) $18 < NB \leq 21 = 20$ pts. 　　or g) $NB > 21 = 0$ pts. **Number of RDBMSes (NR):** 　　(i)　　$NR \leq 5 = 160$ pts. 　　or 　　(ii)　　$5 < NR \leq 8 = 110$ pts. 　　or 　　(iii)　　$8 < NR \leq 12 = 55$ pts. 　　or 　　(iv)　　$NR > 12 = 0$ pts. **Amount of RAM installed in HP blades (RAM):** • $RAM \leq 64GB = 70$ pts. 　　or • $RAM \leq 256GB = 35$ pts. 　　or • $RAM \leq 512GB = 10$ pts. 　　or • $RAM > 512GB = 0$ pts.			

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
R30	***Returns Best Z Successful Match Results*** Matcher should be able to perform a 1:ALL search and return the *best* **z** match results (i.e. **z** nearest neighbors) for successful matches where each returned match result includes enrollee ID and Iris Matching Score. Match results can be in any order. For the purposes of receiving points within the criteria below, the response times must not exceed the recognition response times specified in the **8) j)** requirement. L = Upper limit on the number of desired successful match results. The Client specified value; could be any integer ≥ 0, possibly higher than the number of enrolled eyes in the database. $z = L$, or the number of successful matches (which depends on the Decision Threshold), whichever is lower. At a certain Decision Threshold the number of successful matches may be equal to the number of enrolled eyes. **The Matcher Capability:** **Capability 1:** Returns best z with a Decision Threshold arbitrarily set by Client = 150 pts. or	360 pts.		

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Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	Returns best z with the current and ignored Decision Threshold = 130 pts. or Returns best z with the current Decision Threshold only = 100 pts. or Returns best z with ignored Decision Threshold only = 30 pts. **Capability 2:** The maximum value of **L** for which the Matcher will return up to n match results within the speed limit: 20+ = 150 pts. or 11 to 19 = 120 pts. or 3 to 10 = 90 pts. or 1 to 2 = 50 pts. **Capability 3:** Without speed limit, **L** can be equal to the number of enrolled eyes = 60 pts. **Results:** Total Score For This Requirement = Total Score for The Capability 1 + Total Score for Capability 2 + Total Score for Capability 3.			

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
R31	***Iris Capture Service Audit*** Points will be awarded for the following Matcher provides an audit mechanism to audit all iris operations (including enroll, recognize, verify, and delete iris operations) and significant (as determined by the Bidder) Matcher state changes (including startup and shutdown). = 30 pts Each audit trail entry is communicated to the Client in house developed interface via listener API = 30 pts. Each audit trail entry is stored in a database (not necessarily the iris database) = 30 pts. Each audit trail entry includes all of the following requested information = 70 pts. ➢ Any supplied iris images. ➢ Error code result of any iris operation. ➢ The enrollee associated with the iris operation. ➢ Iris operation initiator (e.g. user ID, camera ID or application ID).	160 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	➢ Statistics or metrics returned by any iris operation.			
R32	*Connections* Matcher types: a. Some Matchers should accept iris-related requests (e.g. matching, enrolment, deletion) only after successful authentication. As part of the authentication process, these Matchers typically establish a session or connection. b. All other Matchers should accept requests (e.g. matching, enrolment, deletion) without *prior* authentication or without any authentication at all A Matcher of type "a." should handle more than 50 simultaneous sessions/connections and 50 simultaneous requests. A Matcher of type "b." should handle more than 50 simultaneous requests. Points will be awarded for the following **Number of simultaneous connections (Matcher of type "a") or requests (Matcher of type "b") in progress (N):** N > 150 = 120 pts. or	120 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	$100 < N \leq 150 = 70$ pts. or $50 < N \leq 100 = 40$ pts.			
R33	**Decision Threshold Set** Matcher API should provide mechanism(s) to atomically set the Decision Threshold: ➤ Per iris operation that uses the Decision Threshold, and ➤ Globally, for all iris operations. Matcher API should provide a mechanism to return control of Decision Threshold computation to the Matcher. **The scoring elements are:** Decision Threshold can be specified by Client for each Matcher operation that needs the Decision Threshold = 50 pts. Decision Threshold can temporarily be set by Client globally, for all subsequent iris operations, until the Decision Threshold control is returned by Client to the Matcher = 50 pts.	100 pts.		
R34	**Update Needs Enrollee** The Matcher API should provide the functionality to replace	30 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	existing enrolled iris(es), or add a second eye to a one-eye enrollment, only if all supplied irises are successfully verified against the corresponding existing enrolled irises. Bidder solution demonstrates functionality - full points (30) Bidder solution does not demonstrate functionality - zero points			
R35	*Nonce* The Matcher should provide a token with nonce-like properties (e.g. a short lifetime, on the order of 10 minutes) to be used for digitally signing iris images at or near the Camera. Bidder solution demonstrates functionality - full points (30) Bidder solution does not demonstrate functionality - zero points	30 pts.		
R36	*Printer Switch Fonts* Points will be awarded if the Clients are able to switch between using resident fonts and WYSIWYG printing. Score element 1 a) Capable of switching with no changes in the hardware = 60 pts. or b) Capable of switching with minor changes in the	100 pts.		

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Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	hardware = 25 pts. or c) Capable of switching by replacement with another printer = 0 pts. Score element 2 d) Capable of switching with no downloading of fonts = 15 pts; and e) Capable of switching with no changes to installed drivers = 25 pts. **Results:** Total Score For This Requirement = Score element 1 + Score Element 2			
R37	*Cutter* The receipt printer cutter life exceeds a minimum of 500,000 cuts. **The receipt printer cutter life (CL):** $CL \geq 1,000,000$ cuts = 100 pts. or $750,000 < CL \leq 1,000,000$ cuts = 50 pts. or $500,000 < CL \leq 750,000$ cuts = 25 pts.	100 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
R38	**Cut Cycle** The receipt printer cutter should have a maximum cut cycle time of less than 1 second. **The maximum cut cycle time (CCT):** $CCT \leq 300$ milliseconds = 100 pts. or $300 < CCT \leq 600$ milliseconds = 50 pts. or $600 < CCT < 1000$ milliseconds = 10 pts.	100 pts.		
R39	**Scan Speed** The DCR should perform all processing per SOW requirement 12) **y**) within a total of less than 12 seconds on average. Average Processing Time = (APT) in seconds. $2 \leq APT < 4$ = 150 pts. or $4 \leq APT < 6$ = 100 pts or $6 \leq APT < 8$ = 75 pts or $8 \leq APT < 10$ = 50 pts	150 pts.		

	Rated Requirements			
No.	**Rated Requirements / Evaluation Criteria**	**Maximum Points**	**Bidders Response**	**Bidder Referenced Info**
	or $10 \leq APT < 12$ = 25 pts.			
R40	*Ambient Light* The DCR should accommodate and adjust to ambient lighting, so that a document can be read without requiring a DCR cover in various light conditions from very dark to direct sunlight. Bidder solution demonstrates functionality - full points (140) Bidder solution does not demonstrate functionality - zero points	140 pts.		
R41	*PC Processing* The DCR should process the OCR and BAC data on the PC, at the Client's discretion (in addition to the ability to process the data onboard as per the SOW) = 100 pts. Bidder solution demonstrates functionality - full points (100) Bidder solution does not demonstrate functionality - zero points	100 pts.		
R42	*Authentication* The DCR should provide additional "Chip-Related Access Control/Authentication" checks, such as: • Active Authentication (AA) = 25 pts.	50 pts.		

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Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	• Extended Access Control (EAC) = 25 pts.			
R43	*Audible Tone* Additional points will be rewarded for a Document Reader to produce audible tone when • The reader has completed reading the MRTD = 10 pts • The traveler does not remove the MRTD from the reader once the transaction is completed within 20 seconds = 15 pts	25 pts.		
R44	*Adjustable Audible Tone* Points will be awarded to configure parameters associated with the audible tones, if any audible tones are used. The DCR allows modification to the duration of audible tones = 5 pts. The DCR allows modification to the pitch of audible tones = 5 pts. The DCR allows modification to the volume of audible tones = 5 pts. The DCR allows modification to audible tones to be	20 pts.		

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Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	switched On/Off = 5 pts.			
R45	**Battery Management** The UPS should have Intelligent Battery Management to maximize performance, reliability life, through precision charging, and be able to disable any sleep mode feature Bidder solution demonstrates functionality - full points (50) Bidder solution does not demonstrate functionality - zero points	50 pts.		
R46	**Remote Management Software** The UPS should provide software for determining battery status from a remote workstation. Bidder solution demonstrates functionality - full points (50) Bidder solution does not demonstrate functionality - zero points	50 pts.		
R47	**Graphical Tool** The KMS should provide a Web-based GUI tool = 70 pts. The layout contains active icons and/or hypertext links to navigate the different information pages and frames = 20 pts.	90 pts.		
R48	**Notes Field** A GUI text box field associated with each Kiosk should	30 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	accommodate a maximum of 255 printable characters including space, number, special characters and accents. Bidder solution demonstrates functionality - full points (30) Bidder solution does not demonstrate functionality - zero points			
R49	*Notify BEM* The KMS should provide a mechanism to automatically send notifications to the Client's enterprise performance and event management solution (i.e. BMC Event Manager (BEM)). 1. KMS provides a mechanism to send notifications to the Client's BMC event manager (BEM) using a proven vendor-supported Connector (e.g. BMC Impact Integration to Tivoli or Seamless Technologies SCOM connector to BEM) = 80 pts. or 2. The connection requires an "extra Hop" through an additional Console: KMS to another 'Console' (i.e. SCOM, TIVOLI, WILY), 'Console' to BEM = 50 pts. or 3. The KMS provides a command line trigger option: Command line event trigger from KMS to BEM. This option would use the 'msend' utility by BEM, where the KMS would pass it variables/parameters. Msend provides	80 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	sending to the HA (high availability) BEM = 25 pts. or 4. KMS notifications require the use of SNMP Traps: SNMP traps from KMS to BEM (preferably with some level of customization from the KMS level, i.e. parameter threshold adjustment, parameter on-off option) = 5 pts.			
R50	***Grouping Functionality*** The KMS should create manual or dynamic device grouping categories. Manual groups are created and populated with Kiosks by the administrator. Examples of possible manual grouping categories: • Summary of all Kiosks • Component Details (e.g. Kiosks with recent printer problems) • Kiosks by region, location or site • Kiosks by functionality (training, production, testing) Dynamic groups are created and populated with Kiosks by the KMS automatically based on a particular state or property of Kiosks or their components, preferably configurable by the Client. Examples of possible dynamic grouping categories:	60 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	• All online Kiosks • All off-line Kiosks • Off-line Kiosks with a UPS problem • Kiosks out of paper • Kiosks currently serving a customer **KMS Manual grouping functionality:** 11+ grouping categories of devices = 30 pts. or 6 to 10 grouping categories of devices = 20 pts. or 1 to 5 grouping categories of devices = 10 pts. **KMS Dynamic grouping functionality:** 11+ grouping categories of devices = 30 pts. or 6 to 10 grouping categories of devices = 20 pts. or 1 to 5 grouping of categories devices = 10 pts.			
R51	*Extensibility API* Points will be awarded for the following The KMS provides a Java API and developer's guide, for controlling its email//texting/paging, grouping and reporting	55 pts.		

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Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	components. = 30 pts. The JUnit test cases and Java mock object programs are included = 25 pts.			
R52	*Diagnostic Tool* Points will be awarded for the following The Bidder provides a diagnostic tool or include this functionality within the KMS, which allows the Client to diagnose communication problems between a Kiosk and the KMS = 25 pts. The Bidder provides a user manual for the diagnostic tool/function = 25 pts. .	50 pts.		
R53	*Reporting* The Contractor provides a list of customizable reporting parameters: 6+ customizable reporting parameters = 30 pts. or 1 to 5 customizable reporting parameters = 15 pts.	30 pts.		
R54	*Reporting Format* Reporting capability should be in a format that can be manipulated, imported and exported.	40 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	If the report format XML is offered, the corresponding schema file must be provided upon contract award. **Format options:** The report format is XML = 20 pts; The report format is CSV (Comma Separated Values) = 5 pts; and The report format is MS Excel = 5 pts. Additional report formats = 5 pts each to a maximum total of 10 pts.			
R55	*Database* The data collected by the KMS from the Kiosks should be stored using a RDBMS. Bidder solution demonstrates functionality - full points (40) Bidder solution does not demonstrate functionality - zero points	40 pts.		
R56	*Configurable* The KMS should allow administrators to configure settings	30 pts.		

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	Rated Requirements			
	and parameters, including: • View functions • Query functions • Notification functions • Administration functions • Status functions • Group access functions • Auto refresh the page function • All other functions where access, view and update are allowed The amount of configurable settings and parameters. 9+ configurable settings/parameters = 30 pts. or 1 to 8 configurable settings/parameters = 20 pts.			
R57	***Control Kiosk Hardware*** The KMS should allow the administrators to restart or switch off a single Kiosk or a group of Kiosks. Bidder solution demonstrates functionality - full points (30) Bidder solution does not demonstrate functionality - zero points	30 pts.		
R58	***Kiosk Profile***	30 pts.		

Attachment C to Part 4 Bid Solicitation # 47054-124625
Technical Proposal Evaluation and Submission Tables - Rated Requirements

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Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	For each Kiosk, the KMS should allow the administrator to enter profile and related data, for example Kiosk serial number, In-service date, Model number			
	Bidder solution demonstrates functionality - full points (30) Bidder solution does not demonstrate functionality - zero points			
R59	*Administrator Configuration Settings* The KMS should allow the administrator to configure the server and system logs settings	30 pts.		
	Bidder solution demonstrates functionality - full points (30) Bidder solution does not demonstrate functionality - zero points			
R60	*Remote Screenshot Capturing* The KMS should allow the administrator to remotely capture a screenshot of a selected Kiosk for displaying on the Kiosk Monitoring System's GUI.	30 pts.		
	Bidder solution demonstrates functionality - full points (30) Bidder solution does not demonstrate functionality - zero points			
R61	*Control User Preferences* If personal preferences are available to each user, the KMS	25 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	should allow the administrator to disable any such preferences. Bidder solution demonstrates functionality - full points (25) Bidder solution does not demonstrate functionality - zero points			
R62	*Notification Aggregation* The KMS should be configurable to accumulate multiple detectable, same-source problems into one notification. As a specific application of the rule, the KMS should be configurable to send only one notification when all Kiosks are down because of a Kiosk server problem. Bidder solution demonstrates functionality - full points (40) Bidder solution does not demonstrate functionality - zero points	40 pts.		
R63	*Notification Text Message* The KMS should allow sending text messages to designated cell phones under certain conditions specified by the Client = 15 pts. The text messages sent based on conditions specified by the Client:	30 pts.		

Attachment C to Part 4 Bid Solicitation # 47054-124625
Technical Proposal Evaluation and Submission Tables - Rated Requirements

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Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	6+ conditions = 15 pts. or 1 to 5 conditions = 8 pts.			
R64	***Notification Web Feed*** The KMS should allow sending notifications using a Web Feed (aka News Feed) format under conditions specified by the Client = 15 pts. The notifications sent based on conditions: 6+ conditions = 15 pts. or 1 to 5 conditions = 8 pts.	30 pts.		
R65	***Threshold Notification*** The KMS should allow sending a notification when a value is above the threshold. Example: Total receipts printed threshold. Bidder solution demonstrates functionality - full points (25) Bidder solution does not demonstrate functionality - zero points	25 pts.		
R66	***Notification Repeat Frequency*** The KMS should allow the administrator to control a repeat frequency (e.g. "repeat the notification every 30 min") or	25 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	maximum count (e.g. "repeat the notification 10 times") of each notification, including zero repeats as one of the options. Bidder solution demonstrates functionality - full points (25) Bidder solution does not demonstrate functionality - zero points			
R67	*Notification Application Information* The KMS should be configurable to send notifications, based on user-defined textual criteria search of all the provided application logs information = 20 pts. (e.g. Search by keyword or multiple keywords). If such function is provided, it should allow one or multiple text block(s) to be used as a criterion for the notification = 5 pts.	25 pts.		
R68	*Notification One or Many Criteria* The KMS should allow notification to be based on one or multiple criteria. (e.g. based on both an error type and the occurrence time period). 3+ criteria = 25 pts. or 1 to 2 criteria = 15 pts.	25 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
R69	***Scheduling*** The KMS should allow scheduling commands, scripts and tasks for each Kiosk and/or group of Kiosks. Bidder solution demonstrates functionality - full points (30) Bidder solution does not demonstrate functionality - zero points	30 pts.		
R70	***Logs*** The KMS should generate per-Kiosk logs, provide a possibility of different types, and should provide a mechanism to view the details of the logs. The type of logs may include, for example System logs, Application logs and Alert logs. Bidder solution demonstrates functionality - full points (30) Bidder solution does not demonstrate functionality - zero points	30 pts.		
R71	***Server*** The server side of the KMS should be a web solution based on either: d) Microsoft Internet Information Services = 30 pts.	30 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	or e) Java Servlet Container = 30 pts.			
R72	***Printer Notifications*** For the Receipt Printer, the KMS should be configurable to send notifications for situations that include: • Receipt Printer Jam • Out of Paper • Paper Low • Out of Service 4+ conditions = 25 pts. or 1 to 3 conditions = 10 pts.	25 pts.		
R73	***Extensibility Java Framework*** The KMS should be based on Java EE or Spring Framework technology. The Client prefers the ability to change the KMS source code to fit its own needs. Bidder solution demonstrates functionality - full points (25) Bidder solution does not demonstrate functionality - zero points	25 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
R74	***Device Model Specific*** Middleware design and implementation should be device-model specific. Each model of a particular device type is represented by its own Java class = 70 pts. A class for a given device-model does not contain methods that are not applicable for that device-model. For example: If the Client Kiosk contains a magnetic card reader that reads only tracks 1, 2 and 3, the corresponding Java class should have no track-4-specific methods = 35 pts.	105 pts.		
R75	***Software Event Listeners*** Middleware should provide a software event listener for each device. The middleware should provide a Java mechanism to create one or more software event listeners for each Kiosk device = 35 pts. All of a device's software events are passed to listener(s) for that device = 70 pts.	105pts.		
R76	***Simulate Events*** The Bidder should provide a software-based mechanism for simulating software events for the Kiosk application	65 pts.		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	consistent with what a real device or sensor could generate (with the exceptions of the touch monitor/keyboard/mouse which are handled by the operating system). This would simplify testing of a Kiosk application on non-Kiosk (e.g. developer) hardware. The Bidder provides a software-based mechanism for simulating software events for each device in accordance with the requirement = 65 pts. **Information:** The software event type names (e.g. "Positioning events") listed are illustrative they are not a formal event type names to which the Bidder must adhere. Bidder solution demonstrates functionality - full points (65) **Bidder solution does not demonstrate functionality - zero points**			

R77	*Future*
	The Bidder should provide Java API(s) that support the following additional types of devices:
	
	   ▪ Line-by-line scanner
	   ▪ Chip-based credit card reader
	   ▪ Other devices
	
	The Middleware includes Java API(s) that support additional types of devices:
		25 pts.		

Attachment C to Part 4 Bid Solicitation # 47054-124625
Technical Proposal Evaluation and Submission Tables - Rated Requirements

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Rated Requirements				
No.	**Rated Requirements / Evaluation Criteria**	**Maximum Points**	**Bidders Response**	**Bidder Referenced Info**
	▪ Java API(s) support line-by-line scanner = 10 pts. ▪ Java API(s) support a chip-based credit card reader = 10 pts. ▪ Java API(s) support other devices = 5 pts.			
R78	***Desirable Solution Features*** The Bidder's solution should include the following features: **Features/Capabilities** • **Contact lens** Matcher or Camera software able to detect and report hard Contact lens edges = 20 pts. • **Dongle** The Matcher operational without software protection or hardware key = 10 pts. • **Image Adjustable Quality** The iris camera's image parameters adjustable by the Client = 10 pts. • **Printer fonts** The Printer should be able to switch between WYSIWYG and resident fonts = 10 pts. • **Document Reader Authentication** The Document Reader should provide additional "Chip-Related Access Control/Authentication"	100 pts		

Rated Requirements

No.	Rated Requirements / Evaluation Criteria	Maximum Points	Bidders Response	Bidder Referenced Info
	features = 10 pts. **Kiosk Monitoring System(KMS)source code** The KMS source code should be modifiable by the Client = 10 pts. **Camera Software updates** The Camera software should be updatable by the Client = 10 pts. **Middleware API Future Device Support** The Contractor should provide Java API(s) that add the support of additional types of devices to Middleware= 10 pts. **Matcher Audit** Matcher should provides an audit mechanism to audit all iris operations = 10 pts.			
	TOTAL MAXIMUM POINTS	**6,300 pts.**		

Trusted Traveller Kiosks and Iris Recognition Technology

Bid Solicitation #47054-124625/A

Attachment D to Part 4

Pricing Requirements and

Financial Evaluation Costing Model

Canada Border Services Agency

Pricing Requirements

Bidders must identify all pricing information to meet the requirements of the Bid Solicitation for the entire contract period and any option years.

Bidders are requested to detail any pricing assumptions.

Any and all costs associated with meeting the requirements detailed in this Bid Solicitation, including any travel and living expenses incurred as a consequence of any relocation required to satisfy the terms of the Contract, are the responsibility of the Bidder. For travel with respect to work under a Requisition on Contract (ROC), pre-approved by the Technical Authority, travel and living expenses will be paid in accordance with the Basis of Payment in the Contract.

Should there be an error in the extended pricing of the Bidder's proposal, the unit pricing shall prevail and the extended pricing shall be corrected in the evaluation.

Any errors in quantities in the Bidder's proposal shall be changed to reflect the quantities stated in the Bid Solicitation.

It should be noted that the tables herein can be expanded to accommodate the pricing information that the Bidder is required to provide.

1 Software Licenses- Iris Matcher

1.1 Initial licenses

The Bidder must provide **firm lot prices** for the number of iris licenses for the existing CBSA iris enrollees to be initially migrated to the new Matcher's iris database, as well as used in the first year of operation meeting the requirements as defined in Annex A – Statement of Work of the Bid Solicitation. For bidding purposes only, the number of initial licenses is estimated at 750,000.

TABLE 1-1		
Item	**Description**	**Firm Lot Price**
1	For the number of iris licenses for the existing CBSA iris enrollees to be initially migrated to the new Matcher's iris database, as well as used in the first year of operation.	$
	TOTAL Table 1-1:	$

1.2 Deployment Environment Licenses

The Bidder must provide **firm lot prices** in the following Table 1-2 for the iris matcher license cost for all CBSA deployment, as well as Transition-type environments listed in the requirements in the Statement of Work (SOW), Annex A to the Bid Solicitation, during the contract period for the maximum number of Iris Enrollees.

The Bidder should identify if the proposed bid price for the licenses are per user or enterprise basis.

TABLE 1-2		
QTY	**Description**	**Firm Lot Price**
1,800	CBSA Development Environments	$
3,000	Transition type Deployment Environments	$
600	Production Support/Training	$
750,000	Production Active and Production Standby	$
750,000	Volume Test Active and Volume Test Standby	$
1	Additional	$
	TOTAL Table 1-2:	$

For bidding purposes only, The following Table 1-2a is provided to help Bidders price Table 1-2 above.

TABLE 1-2a Deployment Environment Type	Number of Deployment Environments of this Type	Initial Number of Iris Enrollees per Deployment Environment	Planned Maximum Number of Iris Enrollees per Deployment Environment	Comment
Development	6	300	300	
Transition	10	300	300	
Production Support/Training	2	300	300	
Production Active AND Production Standby	1	750,000	2,500,000	Production Active and Production Standby are used mutually exclusively (e.g. Active is switched to Standby on hardware failure).
Volume Test Active **AND** Volume Test Standby	1	2,500,000	2,500,000	Volume Test Active and Volume Test Standby are used mutually exclusively (e.g. Active is switched to Standby on hardware failure). This environment is rarely used and cannot be used as a substitute for a Production Matcher.
Additional	1	300	300	For future expansion

1.3   Kiosk Monitoring System (KMS) Licenses

The Bidder must provide **firm lot prices** in the following Table 1-3 for a total of 2 copies of KMS software, one for non-production and production environments listed in Annex A Statement of Work.

TABLE 1-3		
Item	**Description**	**Firm Lot Price**
	Non-Production Environment (QTY =1)	$
	Production Environment (QTY =1)	$
	TOTAL Table 1-3:	$

2   Hardware for the Traveler Iris Kiosk Requirement

The Bidder must provide **firm unit prices including one year of maintenance support and warranty services**, for each specified volume range for each hardware item or component in the following Table 2-1 for each contract and optional year, for all the hardware required to meet the requirements of the Statement of Work (SOW), Annex A to the Bid Solicitation.

The Bidder must detail all the components that are included for each item in Table 2-1, providing the make, model and/or part number for each item of hardware proposed. Bidders should refer to Attachment D of Part A, where forecasted volumes have been provided for both contract period and option periods. These forecasted volumes do not represent a volume commitment by Canada, they are being provided solely for the purpose of assisting during financial evaluations.

Canada will authorize the acquisition of the hardware throughout the initial contract and any extended period as Trusted Traveller and Iris Recognition Technology Kiosks are deployed on an "as and when requested" basis. Pricing for each acquisition will be based on the volume specified of each order. For clarity, the applicable volume range will apply to each order and will not be based on the accumulated total of purchases to date.

TABLE 2-1						
Description	**Contract Period**	**Option Year 1**	**Option Year 2**	**Option Year 3**	**Option Year 4**	**Option Year 5**
Iris Camera						
Volumes 1-45	$	$	$	$	$	$
Volumes 46-100	$	$	$	$	$	$
Volumes 100+	$	$	$	$	$	$
Scanner						
Volumes 1-45	$	$	$	$	$	$
Volumes 46-100	$	$	$	$	$	$
Volumes 100+	$	$	$	$	$	$
Touch Screen						
Volumes 1-45	$	$	$	$	$	$
Volumes 46-100	$	$	$	$	$	$
Volumes 100+	$	$	$	$	$	$
Receipt Printer						
Volumes 1-45	$	$	$	$	$	$
Volumes 46-100	$	$	$	$	$	$
Volumes 100+	$	$	$	$	$	$
Document/Card Reader						
Volumes 1-45	$	$	$	$	$	$
Volumes 46-100	$	$	$	$	$	$

TABLE 2-1						
Description	**Contract Period**	**Option Year 1**	**Option Year 2**	**Option Year 3**	**Option Year 4**	**Option Year 5**
Volumes 100+	$	$	$	$	$	$
Keyboard						
Volumes 1-45	$	$	$	$	$	$
Volumes 46-100	$	$	$	$	$	$
Volumes 100+	$	$	$	$	$	$
Speakers						
Volumes 1-45	$	$	$	$	$	$
Volumes 46-100	$	$	$	$	$	$
Volumes 100+	$	$	$	$	$	$
Cabling						
Volumes 1-45	$	$	$	$	$	$
Volumes 46-100	$	$	$	$	$	$
Volumes 100+	$	$	$	$	$	$
Power and Uninterruptible Power Supply ("UPS")						
Volumes 1-45	$	$	$	$	$	$
Volumes 46-100	$	$	$	$	$	$
Volumes 100+	$	$	$	$	$	$
Receipt Printer						
Volumes 1-45	$	$	$	$	$	$
Volumes 46-100	$	$	$	$	$	$
Volumes 100+	$	$	$	$	$	$
					TOTAL Table 2-1:	$

3 Extended Maintenance and Support Package for the Traveler Iris Kiosk Requirement

The Bidder must provide **firm lot annual** pricing for Extended Maintenance and Support referenced in Table 3-1 for the Trusted Traveller Kiosk and Iris Recognition Technology Solution for the initial contract period and contract option periods listed in Table 3-2.

Table 3-1		Call Centre Activities		Repair and Support Activities				
Onsite Support Hours	Options	Contractor Call Centre Availability	Call back By Contractor to confirm issue report and provide issue # and status	Determine need for onsite maintenance	Onsite Presence	Issue Resolved	Status reports	Equipment must be replaced if the issue has not been resolved
* National Business Operational Hours	Basic, Included in SOW	24/7 365 days	15 minutes from initial call	Within 4 business hours from initial call	1 business day from initial call	2 business days	Provided 2 hours after technical support leaves site.	5 business days from initial call
24/7 365 calendar days (Including all holidays)	**Extended Maintenance and Support**	24/7 365 days	15 minutes from initial call	Within 1 hour from initial call	2-4 hours from initial call	24 hrs	Provided 2 hours after technical support leaves site.	24 hours from initial call

*National Business Operational Hours are defined as: 6:30 am - 8:00 pm Eastern Time Weekdays, Monday to Friday (excluding statutory holidays observed by Government of Canada)

TABLE 3-2						
Maintenance and Support Options	**Contract Year 1**	**Contract Year 2**	**Contract Year 3**	**Contract Year 4**	**Contract Year 5**	
Extended Coverage						

TABLE 3-2						
Maintenance and Support Options	**Option Year 1**	**Option Year 2**	**Option Year 3**	**Option Year 4**	**Option Year 5**	
Extended Coverage						
				TOTAL TABLE 3-2		

Optional Work Under Requisition on Contract Process or Through Design Change Procedures

4.1   Professional Services Labour Rates

The Bidder must provide **firm per diem rates**, inclusive of all overheads and profit, for the labour categories specified in Table 4-1 below, in accordance with the minimum qualifications as defined in the SOW, (Requisition on Contract Work) that may be requested through the Requisition on Contract Process specified in the Contract. These rates will also be used in determining the price for changes to the work through the Change Management Procedures specified in the Contract. An estimated level of effort is provided for each of the Professional Services Categories in Table 4-1.

TABLE 4-1						
SOW Ref / Description/Estimated Level of Effort	**Contract Period**	**Option Year 1**	**Option Year 2**	**Option Year 3**	**Option Year 4**	**Option Year 5**
Project Manager (365 days)						
System Architect (365 days)						
Software Developer (365 days)						
Biometric Scientific Specialist (180 days)						
Training Specialist (40 days)						
				TOTAL Table 4-1:	$	

5 Optional Hardware and Software Under Requisition on Contract Process

5.1 Iris Analytical Tools

The Bidder must provide pricing in Table 5-1 for any of the Bidder's available iris image or biometric data analysis APIs, SDKs, and command line or GUI-based tools, aside from the "Quality Checker".

TABLE 5-1						
Description	**Contract Period**	**Option Year 1**	**Option Year 2**	**Option Year 3**	**Option Year 4**	**Option Year 5**
Iris Analytical Tools (QTY=1_						
	$	$	$	$	$	$
	$	$	$	$	$	$
	$	$	$	$	$	$
	$	$	$	$	$	$

TOTAL Table 5-1: $

5.2 Analytical Tools External (For informational purposes only. These prices will not be evaluated)

The Bidder must provide pricing in Table 5-2 for any recommended non-bidder biometric data analysis tools or toolkits which will be 100% functional when used with the Bidder's product and/or database. The per-diem cost of consulting from the biometric data analysis tool or toolkit vendor should also be provided.

TABLE 5-2						
Description	**Contract Period**	**Option Year 1**	**Option Year 2**	**Option Year 3**	**Option Year 4**	**Option Year 5**
Analytical Tools External						
	$	$	$	$	$	$
	$	$	$	$	$	$
	$	$	$	$	$	$
	$	$	$	$	$	$

TOTAL Table 5-2: $

5.3 RDBMS

The Bidder must provide pricing in Table 5-3 for each recommended RDBMS, including support.

TABLE 5-3						
Description	**Contract Period**	**Option Year 1**	**Option Year 2**	**Option Year 3**	**Option Year 4**	**Option Year 5**
RDBMS (QTY = 1)						
	$	$	$	$	$	$
	$	$	$	$	$	$
	$	$	$	$	$	$
	$	$	$	$	$	$

TOTAL Table 5-3: $

5.4 Future Replacement Receipt Printer and Scanner

The Bidder must provide pricing in Table 5-4 the pricing for Future Replacement Receipt Printer and Scanner as per the product specifications provided in Annex G of the Statement of Work. Bidders are requested to demonstrate pricing for each item separately.

TABLE 5-4						
Description	**Contract Period**	**Option Year 1**	**Option Year 2**	**Option Year 3**	**Option Year 4**	**Option Year 5**
Future Replacement Receipt Printer and Scanner						
Volumes 1-45	$	$	$	$	$	$
Volumes 46-100	$	$	$	$	$	$
Volumes 100+	$	$	$	$	$	$
	$	$	$	$	$	$

TOTAL Table 5-4: $

Evaluation Costing Model

The above prices provided by the Bidder will be evaluated using the attached Evaluation Costing Model. The imputed assessed price provided in each pricing table will be calculated using the costing model with an estimated number of units per product or days per year, as applicable. The costing model will be applied to each bidder consistently.

The estimated number of units/days in the costing model will be used by Canada for the sole purpose of evaluation. The data in this document has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this solicitation does not represent a commitment by Canada that Canada's future deployment of the Trusted Traveller Kiosk and Iris Recognition Technology Solution will be consistent with this data. It is provided purely for information purposes.

The Evaluation Costing Model will be applied as follows:

Costing Model	Evaluation Description
Page 1: Summary Table	Total of all tables in the costing model to calculate the Total Bid Evaluation Price (TBEP). This TBEP will be used to calculate the Bidder's Financial Score and will then be weighed at 30% of the Total Overall Score.
Page 2: Software Licenses for CBSA Trusted Traveller Kiosk and Iris Recognition Technology Solution	Total of Tables 1-1, 1-2,1-3 from Annex B.
Page 3-4: Table 2-1	Bid price per item component is multiplied by the estimated quantity and totalled. Please note that the applicable price range for hardware quantities is based on the quantity per purchase order.
Page 5: Extended Maintenance and Support Package	Total of Table 3-2. Initial Contract period plus option years.
Page 6: Professional Service Labour Rates	Total of Table 4-1. Bid per diem rate per category is multiplied by the estimated number of days for each labour category and totalled.
Page 7: Optional Hardware and Software	Pricing for Iris Analytical Tools, RDBMS, Future Replacement Receipt Printer & Scanner.

Trusted Traveller Kiosk and Iris Recognition Technology

Bid Solicitation # 47054-124625

Forms

Canada Border Services Agency

BIDDER FORMS

Form 1

BID SUBMISSION FORM		
Bidder's full legal name		
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
Bidder's Procurement Business Number (PBN) [*see the Standard Instructions 2003*]		
Jurisdiction of Contract: Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
Federal Contractors Program for Employment Equity (FCP EE) Certification: If the bidder is exempt, please indicate the basis for the exemption to the right. If the bidder does not fall within the exceptions enumerated to the right, the Program requirements do apply and the bidder is required either to: (a) submit to the Department of HRSD form LAB 1168, Certificate of Commitment to Implement Employment Equity, DULY SIGNED; or (b) submit a valid Certificate number confirming its adherence to the FCP-EE. Bidders are requested to include their FCP EE Certification or signed LAB 1168 with their bid; if this information is not provided in the bid, it must be provided upon request by the Contracting Authority during evaluation. For joint ventures, be sure to provide this information for each of the members of the joint venture.	On behalf of the bidder, by signing below, I also confirm that the bidder [*check the box that applies*]:	
	(a) is not subject to Federal Contractors Program for Employment Equity (FCP-EE), because it has a workforce of less than 100 permanent full or part-time employees in Canada;	
	(b) is not subject to FCP-EE, because it is a regulated employer under the *Employment Equity Act*;	
	(c) is subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from the Department of Human Resources and Skills Development (HRSD) (having not bid on requirements of $200,000 or more), in which case a duly signed certificate of commitment is attached; OR	
	(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (and has not been declared an Ineligible Contractor by HRSD).	
Number of FTEs [Bidders are requested to indicate, the total number of full-time-equivalent positions that would be created and maintained by the bidder if it were awarded the Contract. This information is for information purposes only and will not be evaluated.]		
Security Clearance Level of Bidder [*include both the level and the date it was granted*]		
On behalf of the bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that: 1. The bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.		
Signature of Authorized Representative of Bidder		

Form 2

<div style="border:1px solid">

<p align="center">Form 2</p>

<p align="center">OEM Certification Form</p>

This confirms that the original equipment manufacturer (OEM) identified below has authorized the Bidder named below to provide and maintain its products under any contract resulting from the bid solicitation identified below.

Name of OEM   _____

Signature of authorized signatory of OEM   _____

Print Name of authorized signatory of OEM   _____

Print Title of authorized signatory of OEM   _____

Address for authorized signatory of OEM   _____

Telephone no. for authorized signatory of OEM   _____

Fax no. for authorized signatory of OEM   _____

Date signed   _____

Solicitation Number   _____

Name of Bidder   _____

</div>

Form 3

Form 3
Software Publisher Certification Form
(to be used where the Supplier itself is the Software Publisher)

SOLICITATION # _____

The Bidder certifies that it is the Software Publisher of all the following software products and components and that it has all the rights necessary to license them (and any non-proprietary sub-components incorporated into the Software) on a royalty-free basis to Canada:

_____
_____
_____
_____

Name of Bidder: _____

Signature of authorized signatory of the Bidder _____

Print Name of authorized signatory of the Bidder _____

Title of authorized signatory of the Bidder: _____

Telephone Number for authorized signatory of the Bidder: _____

(Bidders should add or remove lines as needed)

Form 4

Form 4
Software Publisher Authorization Form
(to be used where the Bidder is not the Software Publisher)

This confirms that the Software Publisher identified below has authorized the Bidder named below to license its proprietary software products under any contract resulting from the bid solicitation identified below.

This authorization applies to the following software products:

_____

_____

_____

(Bidders should add or remove lines as needed)

Name of Software Publisher (SP)   _____

Signature of authorized signatory of SP   _____

Print Name of authorized signatory of SP   _____

Print Title of authorized signatory of SP   _____

Address for authorized signatory of SP   _____

Telephone no. for authorized signatory of SP   _____

Fax no. for authorized signatory of SP   _____

Date signed   _____

Solicitation Number   _____

Name of Bidder   _____

Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

FOR GOVERNMENT USE ONLY **POUR USAGE DU GOUVERNEMENT SEULEMENT**	
Special Investigations Directorate File No. N° de dossier de la Direction des enquêtes spéciales	Date Received (Y-A M D-J) Date de réception

CONSENT TO A CRIMINAL RECORD VERIFICATION
CONSENTEMENT À LA VÉRIFICATION DE L'EXISTENCE D'UN CASIER JUDICIAIRE

This form must be completed and signed by each individual who is currently on the Board of Directors of the Bidder/Offeror/Supplier and provided with the Bid/Offer/Arrangement.
Le présent formulaire doit être rempli et signé par chaque membre du conseil d'administration du soumissionnaire/ de l'offrant/du fournisseur et fourni avec la soumission/l'offre/l'arrangement.

A	***PRIVACY ACT* STATEMENT** **ÉNONCÉ CONCERNANT LA *LOI SUR LA PROTECTION DES RENSEIGNEMENTS PERSONNELS***

The personal information requested on this form is collected under the authority of subsection 750(3) of the *Criminal Code*, paragraph 42(1(c)) of the *Financial Administration Act*, and sections 7 and 21 of the *Department of Public Works and Government Services Act*. The information will be used for validating the criminal conviction certifications necessary for obtaining or maintaining a procurement instrument. It may be shared with other government departments, agencies, as well as provincial, territorial, and federal courts, within the limits of what is required to conduct the criminal conviction verification.

A refusal to provide information will result in the bid/offer/arrangement being rejected or the contract terminated, the standing offer being set-aside or the supply arrangement being cancelled, as applicable.

The personal information is described in personal information bank PWGSC PPU 184 - Integrity Assessment Program. Individuals have a right of access to, correction of and protection of their information in accordance with the *Privacy Act*.

Les renseignements personnels demandés dans le présent formulaire sont recueillis en vertu du paragraphe 750(3) du *Code criminel*, du paragraphe 42(1(c)) de la *Loi sur la gestion des finances publiques* et des articles 7 et 21 de la *Loi sur le ministère des Travaux publics et des Services gouvernementaux*. Ces renseignements seront utilisés pour valider les attestations de condamnation au criminel nécessaires pour obtenir ou conserver un instrument d'approvisionnement. Les renseignements peuvent être diffusés à d'autres ministères et organismes fédéraux, ainsi qu'à des tribunaux provinciaux, territoriaux et fédéraux, dans les limites de ce qui est requis pour la vérification des condamnations au criminel.

À défaut de fournir les renseignements demandés, la soumission/l'offre/l'arrangement sera rejeté ou le contrat résilié, l'offre à commandes sera mise de côté ou l'arrangement en matière d'approvisionnement sera annulé, selon le cas.

Les renseignements personnels sont décrits dans les fichiers de renseignement personnels n° TPSGC PPU 184 - Programme de l'évaluation de l'intégrité. Les personnes ont le droit d'accéder aux renseignements personnels qui les concernent, ainsi que de les faire corriger ou protéger, conformément à la *Loi sur la protection des renseignements personnels*.

B	**BIOGRAPHICAL INFORMATION - Must be completed by the individual** **RENSEIGNEMENTS BIOGRAPHIQUES - À remplir par l'individu**

Family Name (Last Name) - Nom (de famille)	Family Name at Birth - Nom de famille à la naissance

Full Given Names (No initials) - Prénoms au complet (aucune initiale)

All other previously used names (i.e. maiden name, previously married names, legal name change, nicknames)
Tout autre nom utilisé (tel que nom de jeune fille, noms maritaux précédents, changement de nom légaux, sobriquets)

Gender - Sexe ☐ Male Masculin ☐ Female Féminin	Date of Birth - Date de naissance (Y-A M D-J)

Current Residential Information
Information résidentielle actuelle

Apartment No. - N° d'appartement	Street No. - N° civique	Street Name - Nom de la rue
City - Ville	Province	Postal Code - Code postal

C	**CONSENT - Must be signed by the individual** **CONSENTEMENT - Doit être signé par l'individu**

I, the undersigned, confirm that I have read and understand the above *Privacy Act* statement and that I consent to the collection and use of my personal information as described therein.

Je, soussigné, confirme avoir pris connaissance de l'Énoncé concernant la *Loi sur la protection des renseignements personnels* et consens à la collecte et à l'utilisation des renseignements personnels fournis aux présentes.

Signature

Print Name - Nom en lettres moulées	Date (Y-A M D-J)

D	**ADMINISTRATIVE INFORMATION - Internal Government Use Only** **RENSEIGNEMENTS ADMINISTRATIFS - Pour usage interne du gouvernement seulement**

Requesting Branch/Sector/Directorate/Division - Direction générale/Secteur/Direction/Division requérante

Solicitation/Proposed Contract No. - N° de la demande de soumission/N° du contrat	Date of Request (Y-A M D-J) Date de la demande

Requesting Contact Person - Personne-ressource requérante	Contact Person Tel. No. - N° de tél. de la personne-ressource