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

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

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

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

Comments - Commentaires

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

Issuing Office - Bureau de distribution
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11 Laurier St. / 11, rue Laurier
10C1/Place du Portage, Phase III
Gatineau
Québec
K1A 0S5

Title - Sujet RFI - CITIZENSHIP KNOWLEDGE E-TEST.	
Solicitation No. - N° de l'invitation B9514-120390/A	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client B9514-120390	Date 2013-05-01
GETS Reference No. - N° de référence de SEAG PW-\$\$ZF-504-25980	
File No. - N° de dossier 504zf.B9514-120390	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-05-22	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Cardinal, France	Buyer Id - Id de l'acheteur 504zf
Telephone No. - N° de téléphone (819) 956-1778 ()	FAX No. - N° de FAX (819) 956-9235
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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

This amendment to the RFI is issued to publish questions and answers.

Question 1

We understand that currently, CIC assigns an appointment to a test writer some time in advance of their appointment. Under this system, what is the average time between a candidate being assigned an appointment and that appointment actually taking place?

Answer 1

Generally, applicants are provided a written test notice two weeks in advance of their scheduled test session.

Question 2

Could you please provide data regarding the frequency of test sessions per location?

Answer 2

This is greatly dependant on the test volumes at each location of the testing offices. For example, some offices may schedule two testing sessions of 50 applicants per session several days of the week - some may only have a few applicants to be tested per week. An indication of volumes typically experienced by province and city can be found in tables 1 and 2 of the RFI.

Question 3

Could you please provide data regarding the amount of test writers per session? For example, it would be helpful to know the minimum, maximum and average number of candidates per sitting on a city-by-city basis.

Answer 3

As per the above, testing sessions and the number of applicant per session greatly varies by office. Due to physical set-up and office capacity, generally 20-80 applicants are tested per session.

Question 4

How much of the existing \$200 citizenship application fee is allocated to offsetting the cost of the work contemplated in this RFI?

Answer 4

As outlined in the RFI, it is proposed that for the citizenship e-test, a third party service provider would set the service charge for the e-test, and administer it on a cost recovery basis.

Question 5

We are not clear as to how the eligibility of a potential test-writer would be verified prior to booking the test. Does CIC intend to maintain a database of persons eligible to take the test, along with a unique identifier that could be made available to the Supplier via batch transfers or web services? If not, what data will CIC make available to the Supplier for eligibility verification purposes, and how?

Answer 5

The role of the supplier for verification at the test stage would be to ensure that the test taker is validated against an acceptable form of identification (TBD) when they present themselves for the e-test. The intent of the verification at the test stage would be to ensure that the individual who takes the e-test is the individual who applies to CIC for the grant of citizenship. Once an individual applies for citizenship, CIC maintains a record of the application (applications do include a photo of the applicant). The proposed secure web-based interface would allow CIC to access testing and demographic information on applicants provided by the service provider. It would be the responsibility of CIC to ensure verification of the identity

noted on the authenticated results report (provided to CIC by the applicant) with the identity of the applicant for citizenship.

Question 6

Question 1. e) of Annex B asks for initial options for providing testing services in remote locations? Could you please clarify what is meant by "remote"? For example, does this refer to any cities or communities not listed as a mandatory location, or does it refer to extremely remote northern communities such as Moosonee, Pickle Lake, Attawapiskat etc.?

Answer 6

Yes, this refers to cities/communities not currently listed in the RFI. CIC recognizes that there may be a limited number of applicants who are located more than 300kms from a service office. Currently to address this, based on identified need, CIC schedules visits to cities to reduce the amount of travel for clients (but clients may still be expected to travel up to 300 kms to a testing location). It is anticipated that the selected third party service provider would need to determine a strategy (in consultation with CIC) to ensure this expanded access, and also propose new methods to serve the needs of these clients.

Question 7

Section 4.2.1(e) of the Statement of Work states that photo capture is required as a part of the testing process. What are the storage and transfer requirements for these photos once they have been captured? Is it anticipated that the Supplier will need to transfer these images to CIC at any point in time, or do they just need to be stored within the Supplier's systems for a period of time?

Answer 7

The proposed secure web interface would be the point of any data capture by CIC systems of information provided by the service provider. Specific requirements related to the photo and retention period for data will be determined jointly by CIC and the service provider. However, it can be anticipated that the service provider would be required to retain data for upwards of two years to align with application processing timelines.

Question 8

Is there any requirement for the Supplier to communicate results electronically to CIC, or will the authenticated paper copy of the test result be the sole medium of communicating test results to the CIC?

Answer 8

The authenticated paper copy of the test result is meant to be provided to the applicant as proof of the result and would be provided to CIC by the applicant as part of their application for citizenship. Test results would be part of the data set maintained by the service provider, and would be made available for CIC to pull via the secure web-based interface.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED