

**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 imprimer les cartes d'identité		
Solicitation No. - N° de l'invitation 47060-146146/B	Date 2014-01-29	
Client Reference No. - N° de référence du client 47060-14-6146		
GETS Reference No. - N° de référence de SEAG PW-\$\$CW-020-64525		
File No. - N° de dossier cw020.47060-146146	CCC No./N° CCC - FMS No./N° VME	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-02-13		Time Zone Fuseau horaire Eastern Standard Time EST
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: Werk(cw), Janet		Buyer Id - Id de l'acheteur cw020
Telephone No. - N° de téléphone (613) 998-3968 ()		FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: CANADA BORDER SERVICES AGENCY 7TH FLOOR 473 ALBERT ST OTTAWA Ontario K1A0L8 Canada		

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

Raison sociale et adresse du

fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Communication Procurement Directorate/Direction de
l'approvisionnement en communication

360 Albert St./ 360, rue Albert

12th Floor / 12ième étage

Ottawa

Ontario

K1A 0S5

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

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

This procurement is subject to national security exception and is, therefore, excluded from all of the obligations of the trade agreements.

This bid solicitation cancels and supersedes previous bid solicitation number 47060-146146/A dated January 8, 2014 with a closing of January 24, 2014 at 2 p.m. A debriefing or feedback session will be provided upon request to bidders/offerors/suppliers who bid on the previous solicitation.

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PART 1 - GENERAL INFORMATION

1. Introduction

The bid solicitation is divided into seven (7) 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 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 Basis of Payment, Federal Contractors Program for Employment Equity Certification and the Security Requirements Check List and IT security guide..

2. Summary

To acquire goods and services to produce identification (ID), authority, chip, and designation cards that will reflect the new Federal Identity Program (FIP) Heraldic Branding of the Canada Border Services Agency.

The Contractor must print information on selected locations of the identification, authority, and designation cards.

The Contract is in effect for a period a period of one (1) from award of contract inclusively with the irrevocable option to extend the term of the Contract by up to four (4) additional one (1) year periods under the same conditions.

There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security Requirement, and Part 7 - Resulting Contract Clauses. 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)" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the Departmental Standard Procurement Documents Web site.

This procurement is subject to national security exception and is, therefore, excluded from all of the obligations of the trade agreements.

THE REQUIREMENT IS LIMITED TO CANADIAN SUPPLIERS.

The location of the production site for the card MUST be in Canada. Only the holograms may be printed outside of Canada.

Bidders must provide a list of names or other related information as needed, pursuant to section 01 of Standard Instructions 2003 (preferably with their bid).

There is a Federal Contractors Program (FCP) for employment equity requirement associated with this procurement; see Part 5 - Certifications, Part 7 - Resulting Contract Clauses and the annex named Federal Contractors Program for Employment Equity - Certification.

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 Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

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 Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

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.

The 2003 (2013-06-27) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

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

Delete: sixty (60) days

Insert: one hundred and twenty (200) days

2. Submission of Bids

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.

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

3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority (janet.werk@pwgsc-tpsgc.gc.ca) than **seven (7)** calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the Province of Ontario.

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.

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cw020

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File No. - N° du dossier

cw02047060-146146

CCC No./N° CCC - FMS No/ N° VME

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 reason 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 at least ten (10) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

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

Section I: Technical Bid (one [1] hard copy)

Section II: Financial Bid (one [1] hard copy, and one [1] soft copy on USB key).

Section III: Certifications (one [1] hard copy)

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.

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

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

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

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)

(<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 fibre 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.

Section I: Technical Bid

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 their capability in a thorough, concise and clear manner for carrying out the work.

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.

Section II: Financial Bid

- 1.1 Bidders must submit their financial bid in accordance with the Basis of Payment in Annex B. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable.

Section III: Certifications

Bidders must submit the certifications required under Part 5.

Section IV: Additional Information**1.1 Bidder's Proposed Site or Premises Requiring Safeguard Measures**

As indicated in Part 6 under Security Requirement, the Bidder must provide the required information below, on the Bidder's proposed site or premises for which safeguard measures are required for Work Performance.

Address:

Street Number / Street Name, Unit / Suite / Apartment Number

City, Province, Territory / State

Postal Code / Zip Code

Country

What work will be performed in this location?

1.1.1 Bidder's Proposed Subcontractors including but not limited to Printing of the holograms.

As indicated in Part 6 under Security Requirement, the Bidder must provide the required information below, on the Bidder's proposed subcontractors are required for Work Performance.

Address:

Street Number / Street Name, Unit / Suite / Apartment Number

City, Province, Territory / State

Postal Code / Zip Code

Country

What work will be performed in this location?

1.2 Code of Conduct

Bidders must provide a list of names, or other related information as needed, pursuant to section 01 of Standard Instructions 2003

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 financial and technical evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

1.1 Technical Evaluation

The evaluation will be conducted as follows:

Phase 1: Mandatory Criteria - All Bidders

A bid must comply with the requirements of the bid solicitation and meet all Phase 1 mandatory technical evaluation criteria to be declared responsive.

Phase 2: Prototype evaluation

The two responsive bids with the lowest and second lowest total aggregate price will proceed to Phase 2 which is the evaluation of prototype cards.

Phase 1:

1.1.1. Mandatory Technical Criteria - Phase 1 - ALL Bidders

Bidders MUST meet the mandatory criterion of the RFP. No further consideration will be given to bidders not meeting the mandatory criterion.

The mandatory requirements are:

- M.1** To demonstrate that the Bidder has experience producing the type of cards described in the Annex A Statement of Work, the Bidder must provide a detailed description of two (2) previous contracts for one (1) or more external clients, for which the Bidder supplied large quantities of PVC or composite cards to be used for personalization.

The detailed description must demonstrate all of the following:

- M.1.1** The Bidder provided custom imprinting for the cards supplied for at least one (1) of the two (2) described contracts.
- M.1.2** The cards supplied by the Bidder for at least one (1) of the two (2) described contracts included a hot stamped holographic image.
- M.1.3** The cards supplied by the Bidder for at least one (1) of the two (2) described contracts were RFID technology proximity cards.
- M.1.4** The quantity of cards supplied by the Bidder for at least one (1) of the two (2) described contracts was a minimum of 15,000 cards.

The detailed description **must** also include the following **for each contract description**:

- a. the client information;
- b. the quantity of cards supplied and delivered;
- c. a description of the cards supplied under the contract including:
 - ♦ the card material;

- ♦ the size of the card;
- ♦ the imprint requirements and the number of ink colours;
- ♦ the hot stamped holographic image requirement, as applicable;
- ♦ the RFID technology requirements of the card, as applicable.

M.2 Location of Work

The Bidder must provide the full details of **all** the location of all the work being performed under this contract including all subcontractors as per PART 3 - BID PREPARATION INSTRUCTIONS Section IV and Part 7 - RESULTING CONTRACT CLAUSES clause 3.1 Contractor's Site or Premises Requiring Safeguard Measures and 3.1.1 Contractor's Proposed Subcontractors including but not limited to Printing of the holograms.

The detailed description **must** include the following **for each work location**:

- a) Address:
Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code Country
- b) What work will be performed at this location?

1.2 Financial Evaluation

The price of the bid will be evaluated in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded, FOB destination, Canadian customs duties and excise taxes included.

For evaluation purposes, the firm all inclusive prices submitted in the Annex B, Basis of Payment for the period of the contract and all of the option years will be multiplied by the quantity for evaluation specified and then added, as specified in the Annex B Basis of Payment excel spreadsheet being distributed through GETS (BuyandSell.gc.ca), to determine the Total Aggregate Price. The completed excel spreadsheet is to be returned with your proposal in both hard and soft copy formats.

1.3 Phase 2: Prototype evaluation

The two responsive bids with the lowest and second lowest total aggregate price will proceed to Phase 2 which is the evaluation of prototype cards.

M.1 For Phase 2, the Bidder must provide ten (10) prototype cards of Card B with the "chip" activated and ten (10) prototype cards of Card C printed as per the artwork supplied and as specified in the Annex A Statement of Work. The PWGSC Contracting Authority will provide the Bidder with the artwork for these prototypes as either PDF or EPS files as well as the artwork for the holographic image to be used for the basis to produce the required prototype cards.

The Bidder must deliver the completed prototype cards for evaluation to the PWGSC Contracting Authority within fifteen (15) business days from receipt of the artwork.

The evaluation team will evaluate these prototypes in accordance with the criteria listed in Table 1.

The cost of producing this prototype must form part of ANNEX B Basis of Payment. After the evaluation of these prototypes has been completed, CBSA will pay for the prototypes based on the pricing submitted in Annex B (section B.M.2) using an acquisition card.

If any of the prototype cards for Card "B" submitted by the Bidder fail to operate because the "chip" was not activated and will not permit CBSA to program the card to work on the CBSA Tyco/ADT card readers, then the submitted card(s) that are non operational will be returned to the Bidder.

The Bidder will be permitted to activate these cards and return them to the PWGSC Contracting Authority within three (3) business days of receiving the returns in order to permit the evaluation team to continue with the evaluation. The prototype cards will only be returned **once** to permit the Bidder to be corrected for this "chip" activation problem.

If the submitted cards from either of the two lowest responsive Bidders do not meet the requirements as specified in Table 1, then the next Bidder with the lowest (3rd) aggregate price will proceed to Phase 2.

Table 1

Prototype evaluation	yes	no
Card Size as per Annex A Statement of Work		
Quality of print		
No Bleed		
Text is Legible		
Clear crisp colours / clear defined lines		
Printed colours as per the specifications provided with the supplied artwork.		
Prototype is accurate to the graphics supplied to Bidder (as per the supplied artwork)		
French accents are correct		
CBSA FIP correct (site, positions and colour)		
Canada Wordmark correct.		
Holographic image		
Is Hot Stamped		
Size is as per the specification provided to the Bidder with the artwork		
Placement is as per the specification provided to the Bidder with the artwork		
No damage to cards and the imprint does not degrade under the following conditions:		
Freezing (placed in a freezer for 5 minutes) and then thawed		
Water (submerged in a bowl or sink of water for 5 minutes)		
Cards can be over printed using the Fargo HDP5000 printer		
Cards can be programmed (as specified in the Annex A Statement of Work) to work on the various Tyco/ADT CBSA card readers		

M2. The Bidder who meets the evaluation of Phase 2 M.1, will await for the results of their personnel security verification by CBSA before the evaluation process is complete.

The Bidder's required personnel must obtain the required CBSA security (as per the SRCL). This process could take up to 200 days.

2. Basis of Selection

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria for phase 1 and phase 2 to be declared responsive. The responsive bid with the lowest total evaluated price will be recommended for award of a contract.

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and documentation to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default, if any certification made by the Bidder is found to be untrue whether during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with this request will also render the bid non-responsive or will constitute a default under the Contract.

1. Mandatory Certifications Required Precedent to Contract Award

1.1 Code of Conduct and Certifications - Related documentation

By submitting a bid, the Bidder certifies that the Bidder and its affiliates are in compliance with the provisions as stated in Section 01 Code of Conduct and Certifications - Bid of Standard Instructions 2003. The related documentation therein required will assist Canada in confirming that the certifications are true.

1.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from Human Resources and Skills Development Canada (HRSDC) - Labour's website

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

2. Additional 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.

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2.1 Confidentiality of Foreground Information (2008-05-12) K3015C

In addition to 2030 23 (2008-05-12) Confidentiality, the following confidentiality clause applies.

The Bidder and all its subcontractors must sign the following certification

The Contractor, during the performance of the Contract and for a period of _____ months after the Contract, must keep confidential and must not publish or otherwise disclose to any person any Foreground Information, except as may be necessary to perform the Work under the Contract. The Contractor must impose the same obligation of confidentiality on any person to whom the information is disclosed to perform the Work.

Name (printed)

Signature

date

Name (printed)

Signature

date

Name (printed)

Signature

date

PART 6 - SECURITY REQUIREMENTS

1. Security Requirement

1.1 At the date of bid closing, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- (b) the Bidder's proposed location of work performance or document safeguarding must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
- (c) the Bidder must provide the address(es) of proposed location(s) of work performance or document safeguarding as indicated in Part 3 - Section IV Additional Information.

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

- (a) 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. **CBSA will be evaluated the Bidder's proposed individuals** including subcontractors (see Annex D for more information).
- (b) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.

1.3 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.

PART 7 - RESULTING CONTRACT CLAUSES

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

1. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex A.

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 Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

2.1 General Conditions

2030 (2013-06-27), General Conditions - Higher Complexity - Goods, apply to and form part of the Contract.

3. Security Requirements

1. The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding and Production Capabilities at the level of **PROTECTED A**, issued by the Canadian Industrial Security Directorate, Public Works and Government Services Canada.
2. The Contractor personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of **PROTECTED A**.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide, attached at Annex D;
 - (b) Industrial Security Manual (Latest Edition)

3.1 Contractor's Site or Premises Requiring Safeguard Measures

The location of the production site(s) for the card MUST be in Canada. Only the holograms may be printed outside of Canada.

The Contractor must diligently maintain up-to-date, the information related to the Contractor's site or premises, where safeguard measures are required in the performance of the Work, for the following addresses:

Address:

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

3.1.1 Contractor's Proposed Subcontractors including but not limited to Printing of the holograms.

As indicated in Part 6 under Security Requirement, the Bidder must provide the required information below, on the Contractor's proposed subcontractors are required for Work Performance.

Address:

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is for a period of one (1) year from award of contract inclusive.

4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to four (4) additional one (1) year periods under the same 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.

Canada may exercise this option at any time by sending a written notice to the Contractor 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.

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Janet Werk
 Supply Specialist
 Public Works and Government Services Canada
 Acquisitions Branch
 Communications Procurement Directorate
 12th Floor, 360 Albert Street
 Ottawa, ON K1A 0S5

Telephone: 613-998-3968 Facsimile: 613-993-2581

E-mail address: Janet.Werk@tpsgc-pwgsc.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.

5.2 Technical/Project Authority

The Technical/Project Authority for the Contract is: (available with contract)

The Technical/ Project Authority 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 under the Contract. Technical matters may be discussed with the Technical/ Project Authority; however, the Technical/ Project 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.

5.3 Invoice Authority

Canada Border Services Agency Finance
 473 Albert St, 6th Floor,
 Ottawa, ON, K1A 0L8 or by email to the following address: TPSC-CTST@cbsa-asfc.gc.ca

5.4 Contractor's Representative (to be filled in and returned with bid)

General Enquiries (Project Manager)

Name: _____

Telephone: _____ - _____ - _____

Fax: _____ - _____ - _____

E-mail _____

Replacement for Project Manager

Name: _____

Telephone: _____ - _____ - _____

Fax: _____ - _____ - _____

E-mail _____

6. Payment

6.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm prices as specified 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 interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

6.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

2. No increase in the total liability of Canada or in the price of the Work 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 Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

(a) when it is 75 percent committed, or

(b) four (4) months before the contract expiry date, or

(c) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.3 Multiple Payments

SACC Manual clause H1001C (2008-05-12) Multiple Payments

7. Invoicing Instructions

7.1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Claims cannot be submitted until all work identified in the claim is completed. Each invoice, including delivery charges, must be supported by:

a certified copy of the prepaid bill of lading;

7.2. Invoices must be distributed as follows:

a) The original must be forwarded to the **Invoice Authority** identified under the section entitled "Authorities" of the Contract for certification and payment.

b) One (1) copy must be emailed to **both** the Technical/Project Authority and the Contracting Authority identified under the section entitled "Authorities" of the Contract.

8. Certifications

8.1 Compliance

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.

8.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and HRSDC-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "FCP Limited Eligibility to Bid" list. The imposition of such a sanction by HRSDC will constitute the Contractor in default as per the terms of the Contract.

8.3 SACC Manual Clause

SACC Manual Clause A3060C (2008-05-12) Canadian Content Certification.

9. Applicable Laws

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

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;
- (b) the general conditions - 2030 (2013-06-27), General Conditions - Higher Complexity - Goods
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment
- (e) Annex C, Security Requirements Check List;
- (f) the Contractor's bid dated _____

11. Insurance

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

12. SACC Manual Clauses

THE FOLLOWING TERMS AND CONDITIONS ARE INCORPORATED HEREIN.

SACC Reference	Section	Date
A1009C	Work Site Access	2008-05-12
D5328C	Inspection and Acceptance	2007-11-30
P1005C	Packaging and Packing of Printed Products	2010-01-11
P1009C	Author's Alterations	2007-11-30
P1010C	Print Quality	2010-01-11
P1011C	Quality Levels for Colour Reproduction	2010-01-11

ANNEX A

STATEMENT OF WORK

A.1 Overview

To acquire goods and services to produce identification (ID), authority, chip, and designation cards that will reflect the new Federal Identity Program (FIP) Heraldic Branding of the Agency.

A.2 Work Description

A.2.1 Quality Levels

The print quality level is Informational, in accordance with the Public Works and Government Services (PWGSC) Publication entitled "Quality Levels for Colour Reproduction", latest issue.

A.2.2 Printing Overruns/Underruns:

No overruns will be acceptable.

No underruns will be acceptable.

A.3 Material Supplied

The CBSA Technical/Project Authority will supply all artwork and templates (delineated placement) for the card, imprint, CBSA Logo/emblem and the holographic image in a PDF, JPEG or EPS electronic format.

The Contractor must preflight supplied files within one (1) business day of their reception. The Contractor must contact the CBSA technical/project Authority immediately (with a cc to the Contracting Authority) if supplied media varies from the description of the material supplied as stated in the Annex A Statement of Work.

The Contractor must also contact the CBSA technical/project Authority immediately if there are problems accessing or processing the files, outputting film/imaging plates or printing from the supplied files.

All material provided to the Contractor for printing must be stored during non-working hours in a suitable locked storage container in accordance with the security clause and SRCL.

A.4 Proofs

The Contractor must produce and deliver the specified proofs to the CBSA Technical/Project Authority at the specified proofs address. Proofs must be provided prior to production and must be accounted for in the schedule. Proofs are **only** required for the initial print run at the contract period.

A.4.1 Two (2) sets of printed proofs hard copy colour paper proofs of cards with position of the hologram indicated and two (2) sets of printed proofs of the hologram to be used for the cards must be submitted for approval before printing and production of cards for delivery. One (1) set will be returned with the CBSA Technical/Project Authority approval.

A.4.2 The Technical/Project Authority has the right to retain the proofs

A.5 CBSA Card Ribbon and Laminate Specifications

A.5.1 CBSA Cards

The Contractor must supply and imprint four (4) different cards as follows:

Cards will be imprinted using two (2) different card types. Three (3) cards are imprinted on CR-80 cards as specified herein and one (1) on the ISO Prox II card.

The initial print run quantities are listed with the card specification. Each additional print run will be ordered on a "if and when" basis by quantities of a minimum of 100.

CR-80 specifications (3 cards)

- Size: 85.6mm x 54mm composite PVC cards
- Colour: White
- Thickness: 30 Mil
- Clean, glossy dye receptive surface
- Delamination resistant construction
- Card must be compatible with the Fargo® HDP5000
- composite cards, which are 60% PVC/40% PET

ISO Prox[®] II specifications (1 card)

- 125 kHz thin proximity card, 26 bit
- White
- Size: 85.6mm x 54mm composite
- Thickness: 33 Mil
- Printable PVC card
- Combines proximity technology and offers photo identification capability on a single card
- Graphic quality surface for use with direct image printers same size and thickness as a standard credit card
- Must be compatible with the Fargo® HDP5000

Printing:

On front and back of card; landscape or portrait **(as specified)**

Usage:

Cards will be personalized by the CBSA using a HDP5000 Fargo® card printer. The Contractor must ensure that the supplied cards are compatible with the system and meet the manufacturer's standards for imprinting.

Impact Strength:

The card must not shatter or delaminate when struck by a 1.5 lb. smooth steel ball approximately 2.25" in diameter when dropped freely from a height of 30" onto a card lying on a flat anvil.

Hardness:

Material hardness must be 90 to 97 minimum as determined by the American Standard of Testing Method (ASTM) 783-51 using 1/2" ball and 60 kilogram load applied for 15 seconds.

Handling Criteria:

The card must be capable of being rolled slightly onto a 2.5" diameter cylinder along its long direction and then allowed to spring back without showing any visible change of its original flatness.

Imprint Position:

Text location on face is critical to the variable data to be entered later and must be positioned as per the artwork and approved printed production proofs.

Lamination:

The Contractor must not laminate any card. The CBSA will be laminating all cards.

Images and Holograms:

The artwork and templates (delineated placement) for the CBSA Logo/emblem and the holographic image will be supplied by the CBSA Technical/Project Authority.

The Contractor must print the holographic image and then hot stamp a holographic image on each of the four cards (A.5.1.2, A.5.1.3, A.5.1.4, A.5.1.5) blank stock prior to printing. The same holographic image will be used for all cards.

The holographic multi-colour image (0.5" x 0.5") must be positioned in the lower left hand corner on the backside of the card as per the artwork and templates (delineated placement) supplied by the CBSA Technical/Project Authority.

A.5.1.2 Card A – Identification card

Initial Quantity of 18,200, (16,200 English first, 2,000 French first).

- CR-80 card
- Embedded (stamped) Hologram (holographic foil).
- Prints front and back of card (landscape and/or portrait as specified)
 - 4 colour process + 1 PMS solid colour with Black and FIP red on Front
 - Black and FIP red on Back
- Canada Wordmark prints Black and FIP red

A.5.1.3 Card B – Chipped ID Card

Initial Quantity of 11,100

- RFID 125 kHz technology ISOProx[®] II cards.
- RF-Preprogrammed Cards
- Hot stamped Hologram (holographic foil).
- Prints front and back of card (landscape and/or portrait as specified)
 - 4 colour process + 1 PMS solid colour with Black and FIP red on Front
 - Black and FIP red on Back
- Canada Wordmark prints Black and FIP red
- Serialization on the Back
- The "chips" in these cards must be activated in order that CBSA can program them to be used on their Tyco/ADT card readers.

A.5.1.4 Card C – Designation Card

Initial Quantity of 9,015

- CR-80 card,
- Hot stamped Hologram (holographic foil).
- Prints front and back of card (landscape and/or portrait as specified)
 - 4 colour process + 1 PMS solid colour with Black and FIP red on Front

- Black and FIP red on Back
- Canada Wordmark prints Black and FIP red

A.5.1.5 Card D – Authority Card

Initial Quantity of 3,114

- CR-80 card,
- Hot stamped Hologram (holographic foil).
- Prints front and back of card (landscape and/or portrait as specified)
 - 4 colour process + 1 PMS solid colour with Black and FIP red on Front
 - Black and FIP red on Back
- Canada Wordmark prints Black and FIP red

A.5.2 CBSA Ribbon and Laminate

A.5.2.1 Fargo HDP Colour Ribbons

Initial Quantity of 30

- Fargo® HDP Colour Ribbons YMCK compatible with HDP5000 Fargo® card printer.
- 500 image prints
- YMCK colour prints
- Manufacturer Part #084051

A.5.2.2 Fargo HDP Retransfer Film compatible with HDP5000 Fargo card printer

Initial Quantity of 30

- Fargo® HDP Retransfer Film compatible with HDP5000 Fargo card printer.
- 1500 image prints
- YMCK transfer film
- Manufacturer Part #084053

A.5.2.3 Fargo® Polyguard Overlamine compatible with HDP5000 Fargo® card printer

Initial Quantity of 44

- Fargo® Polyguard Overlamine compatible with HDP5000 Fargo® card printer.
- 1.0 Mil
- 250 Image prints
- Manufacturer Part # 082601

A.6 Schedule

- A.6.1 The CBSA Technical/Project Authority will supply artwork to the Contractor within ten (10) business days of Contract award.
- A.6.2 The Contractor must deliver the **required proofs in accordance with the established delivery schedule approved by** the CBSA Technical/Project Authority.

A.6.3 Delivery/Distribution Requirements

Delivery of the completed imprinted Cards (A.5.1.2 Card A – Identification Card, A.5.1.3 Card B – Chipped ID Card, A.5.1.4 Card C – Designation Card and A.5.1.5 Card D – Authority Card) is targeted for 4-6 weeks after order is placed. The Contractor must send the completed imprinted cards to:

A.6.3.1 Delivery Address

Full Address details will be provided in the Contract
CBSA Security and Professional Standards Directorate
Controlled Assets Coordinator.
Ottawa Ontario

A.7 Shipping and Packaging

Signatures must be obtained for all shipments delivered.

A.7.1 Shipping Notification

The Contractor must provide the Controlled Assets Coordinator or the Technical/Project Authority a minimum of two (2) business days advance notice for the delivery of the Cards. The Contractor must provide the security number to the Technical/Project Authority before each shipment leaves their premises.

The Contractor must make all arrangements with the destination address to schedule a time and date for the delivery of the completed requirement.

Any scheduled delivery date cannot be changed unless approved in writing by the CBSA Technical/Project Authority. The package will then be shipped to the Controlled Assets Coordinator using an established bonded courier that utilizes a tracking mechanism. Full name and civic address will be provided to the Contractor, and notification made of any changes as they arise.

A.7.2 Labelling and Packaging for CBSA Cards and Materials

A.7.2.1 Packaging:

- The cards must be packaged in a sealed box.
- The Box must be clearly marked "Protected".
- The Contractor must seal each box with a tamper proof seal.
- The box must then be wrapped in heavy manila or similar wrapping paper.
- The initials of the sender will be inscribed over the paper joint, and all exposed edges must be taped securely, right over the initials.
- A Packing slip must accompany every shipment

A.7.2.2 Labelling:

- The name and address of the intended recipient at CBSA must be clearly marked on the front of the package.
- A return address must be inscribed on the front in the upper left hand corner.
- The Contractor must not inscribe any other information on the package.

A.8 Spoilage/Waste

For each production run, the Contractor must ensure that all wastage is properly destroyed in accordance with regulations governing the destruction of classified waste and that all cards in the production line are accounted for.

- i) Treasury Board of Canada Secretariat - Operational Security Standard on Physical Security - Section 10.2 Destruction of Assets

<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?section=text&id=12329>

- ii) Public Works and Government Services Canada - Industrial Security Manual / Chapter 5 - Handling and Safeguarding of Classified and Protected Information and Assets - Section: 511. Destruction

<http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch5/mnpltn-hndlng-eng.html>

A.9 Components

- ✓ All components required to complete the Contract, whether produced or purchased by the Contractor or provided to the Contractor are the property of the Canada Border Services Agency.
- ✓ The Contractor must ensure that all components required to complete the Contract, whether produced or purchased by the Contractor or provided to the Contractor are used strictly for the printing and production to final format of CBSA cards as specified in this Annex A Statement of Work.
- ✓ The Contractor must return all components, including all plates and negatives used in processing these cards, to the CBSA technical/project Authority within five (5) working days of completion of work at no additional cost to Canada.
- ✓ Components must be packaged appropriately and shipped in a manner to ensure safe delivery at the specified destination.
- ✓ The Contractor must provide a copy of the final electronic file used to print the requirement. Invoices will not be paid until final electronic files are received.

A.10 Quality Assurance

Quality Assurance by the Contractor: The Contractor must perform all necessary quality assurance procedures to ensure the final product meets the specified quality levels and specifications of the Annex A Statement of Work.

A.11 CBSA Card Design Change

The CBSA reserves the right to revise the card design (artwork and/or color scheme ONLY) and to provide the Contractor Ninety (90) days notice for production of a new card.

In the case of redesign and/or revisions to the ink requirements or the printed image, the CBSA technical/project Authority will work collaboratively with the Contractor to develop and sign off on the final artwork in preparation for card printing and/or the updating of the print specifications.

Consultation, revision and redesign services to produce final artwork are provided to the Technical Authority by the Contractor as a part of the overall services under the contract and will not result in additional cost.

No revisions may be made to the card construction, number of ink colours required or lamination requirements.

French First printing may be required at some point during the Contract or option years for Cards B, C and D.

ANNEX B BASIS OF PAYMENT

B.1 The Bidder must submit firm all inclusive prices, including all services, set up costs, operations and materials for the supply of the final pre-printed cards on the front and back including embedded hologram, and delivery of the required quantities to Destination as specified in the Annex A Statement of Work, FOB destination, GST/HST extra if applicable, **freight included**.

Bidders must provide pricing in the format specified, for each component identified in this ANNEX B, Basis of Payment.

The quantities for evaluation purposes in Annex B, Basis of Payment, do not represent a firm commitment that the same quantities will be produced under this Contract. These quantities will be used as a quantity for evaluation to evaluate the Bids

Failure to price one of the components in the format specified will render the proposal non-responsive.

If pricing is not provided for a component, a price of zero will be assigned for the component and the Bidder will be provided an opportunity to agree with the zero amount. If the Bidder agrees, then the Basis of Payment will be considered compliant. However, if the Bidder disagrees then the bid will be found non-compliant and no further evaluation will be done.

BIDDERS ARE RESPONSIBLE TO ENTER THEIR PRICES ON THE MS EXCEL SPREADSHEET PROVIDED WITH THE RFP.

ANNEX C

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with such request by Canada will also render the bid non-responsive or will constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit HRSDC-Labour's website.

Date: _____ (YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- ☐ A1. The Bidder certifies having no work force in Canada.
- ☐ A2. The Bidder certifies being a public sector employer.
- ☐ A3. The Bidder certifies being a federally regulated employer being subject to the *Employment Equity Act*.
- ☐ A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
 - ☐ A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with HRSDC-Labour.

OR

- ☐ A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to HRSDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to HRSDC-Labour.

B. Check only one of the following:

- ☐ B1. The Bidder is not a Joint Venture.

OR

- ☐ B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions).

ANNEX D
SECURITY REQUIREMENTS CHECK LIST (see attached SRCL 3 pages)
and IT SECURITY GUIDE

PWGSC CISC will be verifying the Bidder and its subcontractors' facility; document safeguarding and IT aspects while additional personnel security will be verified by CBSA. Personnel must hold CBSA required levels prior to contract award. The Bidders who make it to Phase 2 of the mandatory requirements will be provided with the CBSA security forms to fill out and return in order to start the security verification. They will also be provided the IT checklist to fill out to start the IT verification process by PWGSC.

The Bidder is to provide the name of the individuals, including subcontractors, who will have access to the design and production of the work. Include their name, date of birth and all their government security numbers if available.

Name Date of birth PWGSC, CBSA, DND or RCMP security numbers, if applicable

CBSA Security Requirement:

The CBSA will conduct its own personnel Reliability Status assessment on the proposed Contractor and its personnel**.

The CBSA will conduct its own personnel Reliability Status assessment on the proposed Contractor and its personnel as per the Treasury Board Secretariat of Canada's (TBS) "Security and Contracting Management Standard" and the Policy on Government Security – Personnel Security Standard, irrespective of whether such assessment has already been conducted under any such policies. The Reliability Status assessment conducted by the CBSA will include a credit check performed by an authorized security official with the CBSA's "Personnel Security Screening Section" (PSSS), which is independent of the Public Works and Government Services Canada's (PWGSC), "Canadian Industrial Security Directorate" (CISD) and the "International Industrial Security Directorate" (IISD).

For each proposed resource, the bidder must submit a completed signed original TBS 330-23 Form – Personnel Screening Consent and Authorization (<http://www.tbs-sct.gc.ca/tbsf-fsct/330-23-eng.pdf>) upon request of the Contracting Authority prior to Contract Award.

Until the credit check and all other security screening processes required by this Request for Proposal have been completed and the Contractor and its personnel is considered suitable by the CBSA, no contract will be awarded and the recommended Contractor (specifically the Contractor personnel) shall not be permitted access to Protected / Classified information or assets, and further, shall not be permitted to enter sites where such information or assets are kept.

In the event the Contractor (specifically the Contractor personnel) does not pass the security screening process required by the CBSA, the said Contractor's bid will be considered non-responsive and the next ranked bidder will be contacted. If only one bid was obtained and the proposed bidder does not meet the security requirement, then, the contracting officer will determine the next steps in order to ensure all requirements are met.

** personnel: individuals can include in some instances landlords, property management employees and principles of companies when the latter have access to the premises where the CBSA Protected or Classified information or assets are kept.

Annex D
National Identification Card Program
Canada Border Services Agency
IT Security (Requirements) Guide

1. INTRODUCTION
2. MANDATORY OPERATIONAL AND TECHNICAL CONSTRAINTS
3. MANDATORY PREREQUISITES
 - 3.1. PHYSICAL SECURITY
 - 3.2. PERSONNEL SECURITY
 - 3.3. INFORMATION SECURITY
4. MINIMUM IT SECURITY REQUIREMENTS
 - 4.1. INCIDENTS OR PROBLEMS
 - 4.2. ACCESS CONTROL
 - 4.3. AUDIT
 - 4.4. DATA SEGREGATION
 - 4.5. DATA DESTRUCTION
 - 4.6. PHYSICAL SECURITY WITHIN THE IT ENVIRONMENT

This document provides the minimum IT security requirements for the Canada Border Services Agency (CBSA) RFP/contract # 47060-146146 to acquire goods and services to produce identification, authority, chip, and designation cards that will reflect the new Federal Identity Program (FIP) heraldic branding of the Agency. As security is based upon layers of protection, in order for the minimum IT security requirements to effectively safeguard the Protected A data, they must be preceded by and/or adhere to the mandatory operational and technical constraints and the mandatory physical, personnel, and information security prerequisites.

For further information, please contact the CBSA Technical/Project Authority. (In this document CBSA Project Authority and CBSA Technical /Project Authority are interchangeable).

1. MANDATORY OPERATIONAL AND TECHNICAL CONSTRAINTS

The CBSA Project Authority will supply the contractor with the artwork via an electronic file in PDF or JPEG format on a CD or DVD in a single gum-sealed envelope with no security marking or in person by the client if the contractor is located within the National Capital Region.

CBSA data must be processed and/or stored on a standalone workstation and backup media (e.g. CD, DVD, USB key, tape) provided by the contractor.

In the event that CBSA data must be removed from the contractor's premises, pre-approval to do so must be obtained from the CBSA Project Authority.

2. MANDATORY PREREQUISITES

2.1. Physical Security

The contractor's physical premises have been inspected, certified, and accredited to process, store, and transmit Protected A data by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC) or the Security and Professional Standards Directorate (SPSD), CBSA.

Note:

A Field Industrial Security Officer (FISO) may perform a bi-annual inspection to ensure that the contractor's physical premises certification and accreditation previously issued by CISD PWGSC or SPSP CBSA is maintained.

2.2. Personnel Security

All contractor resources working on Canada Border Services Agency (CBSA) contract # 47060-14-6146 are in possession of a valid personnel security clearance to the level of Reliability Status and have the "need to know".

2.3. Information Security

All soft copy and hard copy documents as well other media (e.g. backups) will be marked with the appropriate security classification in accordance with Government of Canada (GoC) policies, directives, standards, guidelines, etc. to indicate the highest level of sensitivity.

3. MINIMUM IT SECURITY REQUIREMENTS

3.1. Incidents or Problems

Any incidents or problems affecting CBSA data on the contractor's standalone workstation, backup media, and the original media provided by the client must be promptly reported to the CBSA Project Authority.

3.2. Access Control

Administration, support, and use of the contractor's standalone workstation, backup media, and the original media provided by the client must be restricted to only those contractor resources in possession of a valid personnel security clearance.

3.3. Audit

The contractor's standalone workstation must have the capability to produce audit records that capture events performed by user accounts. Copies of these records must be able to be provided electronically or on paper to the CBSA Project Authority or the CBSA Departmental Security Officer (DSO) upon request.

3.4. Data Segregation

CBSA data on the contractor's standalone workstation, backup media, and the original media provided by the client must be segregated from other parties data that are under contract with the contractor, if present.

3.5. Data Destruction

In the event that the contractor's standalone workstation and backup media needs to be redeployed or repaired/replaced by an outside vendor, the contractor must erase the memory and/or hard disk drives on them. If this is not possible, degaussing or physical destruction are the only other permitted alternatives. These requirements also apply upon termination or completion of this contract after the return of CBSA data to the CBSA Project Authority.

3.6. Physical Security within the IT Environment

The contractor's standalone workstation, backup media, and the original media provided by the client must not be connected to or used outside of the contractor's isolated system.

The contractor must ensure that backup media and the original media provided by the client when not in use or in transit is locked in an approved storage container.

4. MINIMUM IT SECURITY REQUIREMENTS

4.1. Incidents or Problems

Any incidents or problems affecting CBSA data on the contractor's standalone workstation, backup media, and the original media provided by the client must be promptly reported to the CBSA Project Authority.

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Administration, support, and use of the contractor's standalone workstation, backup media, and the original media provided by the client must be restricted to only those contractor resources in possession of a valid personnel security clearance.

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The contractor's standalone workstation must have the capability to produce audit records that capture events performed by user accounts. Copies of these records must be able to be provided electronically or on paper to the CBSA Project Authority or the CBSA Departmental Security Officer (DSO) upon request.

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CBSA data on the contractor's standalone workstation, backup media, and the original media provided by the client must be segregated from other parties data that are under contract with the contractor, if present.

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In the event that the contractor's standalone workstation and backup media needs to be redeployed or repaired/replaced by an outside vendor, the contractor must erase the memory and/or hard disk drives on them. If this is not possible, degaussing or physical destruction are the only other permitted alternatives. These requirements also apply upon termination or completion of this contract after the return of CBSA data to the CBSA Project Authority.

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The contractor must ensure that backup media and the original media provided by the client when not in use or in transit is locked in an approved storage container.