



This amendment is raised to add the following:

**1.0 UNDER Annex "A" Statement of Work, paragraph A4 Software Applications:**

**ADD** the following:

**The procedure to obtain a x509(PKI) certificate is as follows:**

- 1- Once the Standing Offers are awarded, each Standing Offer (SO) holder will be contacted by the IRB Linguistic Services Directorate to set up an appointment with the IRB.
- 2- SO holders must, at their own cost, purchase the Entrust software and then identify one person as the main contact with a valid e-mail address.
- 3- If the SO holder is near an IRB office:
  - a. IRB will proceed with the creation of the x509(PKI) credentials for the SO holder by submitting the request to Shared Services Canada (SSC).
  - b. The SO holder's main contact must present him/herself, at the SO holder's cost, to an IRB office location with one photo identification to prove his/her identity (i.e. Passport, driver's license).
  - c. IRB will confirm the identity and provide the x509(PKI) to the SO holder.
- 4- If the SO holder is not near an IRB office:
  - a. IRB will submit the request to SSC;
  - b. SO holder will receive their reference number from SSC and must send their reference number to IRB;
  - c. SO holder's main contact must have his/her identification verified by an accredited Service Canada agent (IRB will provide assistance);
  - d. IRB will create the certificate with generic password via another e-mail with instructions on how to change the password for the SO holder.

IRB offices are located in:

**OTTAWA**

Immigration and Refugee Board of Canada  
Minto Place, Canada Building  
344 Slater Street  
Ottawa, Ontario K1A 0K1

**MONTREAL**

200 René-Lévesque Boulevard West  
Guy Favreau Complex  
East Tower, Room 102  
Montréal, Quebec H2Z 1X4

**TORONTO**

74 Victoria Street  
Suite 400  
Toronto, Ontario M5C 3C7



**VANCOUVER**

Suite 1600  
Library Square  
300 West Georgia Street  
Vancouver, BC V6B 6C9

The IRB will provide assistance in finding the nearest location of a Service Canada point of service for the SO holder.

**2.0 All other terms and conditions of the RFSO remain unchanged.**