

**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

**LETTER OF INTEREST**  
**LETTRE D'INTÉRÊT**

Comments - Commentaires

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

<b>Title - Sujet</b> Permanent Resident Card	
<b>Solicitation No. - N° de l'invitation</b> B8362-120420/B	<b>Date</b> 2014-04-28
<b>Client Reference No. - N° de référence du client</b> B8362-120420	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$CW-020-65044
<b>File No. - N° de dossier</b> cw020.B8362-120420	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2014-05-13</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Werk(cw), Janet	<b>Buyer Id - Id de l'acheteur</b> cw020
<b>Telephone No. - N° de téléphone</b> (613) 998-3968 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF CITIZENSHIP AND IMMIGRATION ECONOMIC 365 LAURIER AVE W, JETS-14TH OTTAWA Ontario K1A1L1 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

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**Nature of Request for Information**

This is not a bid solicitation. This Request for Information (RFI) will NOT result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

The existence of this RFI does not imply that the Government of Canada (Canada) has made a final decision on any of the initiatives discussed. The GOC may not select any of the equipment identified in any response nor proceed any further in any procurement action as a result of this RFI, and shall not be liable under any circumstances to any supplier who has prepared a response.

**Purpose of this Request for Information**

This RFI seeks information from vendors with respect to the evaluation criteria and pricing grid being proposed to assess bids in an upcoming Request for Proposal (RFP). Interested parties are encouraged to provide information they feel that the Canada should be aware of in determining the appropriate evaluation criteria and pricing grid. This RFI includes a draft version of the complete RFP.

**Nature of Responses Requested**

Respondents are at their own discretion in this regard, but Canada is seeking relevant information, simply and directly stated, in order to avoid undue work by respondents and undue effort by Canada to analyze the results.

Responses from potential suppliers to this RFI will assist Canada in formulating a procurement strategy that meets Canada's business and operational requirements. Respondents are requested to review the draft RFP particularly the evaluation criteria and grid, Annex B Basis of payment and provide feedback as to whether the criteria are too restrictive and if the pricing breakdown is fair and reasonable. Only written responses will be accepted.

Respondents should explain any assumptions they make in their responses.

Respondents may submit comments, concerns, suggestions and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied or improved upon. Respondents may also submit comments regarding the content, format and/or organization of Annex A.

Respondents should note that Annex A is a draft document and remains a work in progress. Respondents should not assume that components or requirements could not be added to, deleted or revised in any bid solicitation that could ultimately be issued by Canada. Comments regarding any aspect of the draft document are welcome.

**Format of Responses**

Cover Page: If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the RFI number, the volume number and the full legal name of the respondent.

**Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:

- \* the title of the respondent's response;
- \* the name and address and email of the respondent;
- \* the name, address, email and telephone number of the respondent's contact;
- \* the date; and
- \* the RFI number.

**Number of Copies:** submit one hard copy (one [1] soft copy may be required to be provided upon request by the Contracting Authority.)

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.

### **Response Costs**

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

### **Treatment of Responses**

**Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.

**Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the Access to Information Act.

**Follow-up Activity:** Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response. Canada reserves the right to invite any or all respondents to present their submissions to this RFI and/or perform a product demonstration.

### **Enquiries:**

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority: Janet Werk  
E-mail Address: [janet.werk@pwgsc-tpsgc.gc.ca](mailto:janet.werk@pwgsc-tpsgc.gc.ca)  
Telephone: 613-998-3968  
Facsimile: 613-993-2581

### **Submission of Responses**

**Time and Place for Submission of Responses:** Respondents should send responses herein by the date specified on the front page of this RFI to PWGSC Bid receiving unit:

Public Works and Government Services Canada  
Bid Receiving Unit  
Place du Portage, Phase III  
Core 0A1 - 11 Laurier Street

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Gatineau, Quebec  
K1A 0S5

Responsibility for Timely Delivery: Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.

Identification of Response: Each respondent should ensure that its name and return address, the RFI number and the closing date appear legibly on the outside of the response.

Canada retains the right to negotiate with suppliers on any procurement.

Documents may be submitted in either official language of Canada.

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**DRAFT REQUEST FOR PROPSAL****TABLE OF CONTENTS****TITLE Permanent Resident Card****"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.**

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2. Summary
3. Debriefings

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2. Submission of Bids
3. Enquiries - Bid Solicitation
4. Applicable Laws
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Solicitation No. - N° de l'invitation

B8362-120420/B

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

cw020

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

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- 8.      Certifications
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- 10.     Priority of Documents
- 11.     Insurance

**List of Annexes:**

- Annex "A"      Statement of Requirement
- Annex "B"      Basis of Payment
- Annex "C"      Security Requirements Check List
- Annex "D"      Federal Contractors Program for Employment Equity - Certification
- Annex "E"      Evaluation Criteria and Grid

**TITLE: Permanent Resident Card****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 and Financial: 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 Requirement, the Basis of Payment, the Security Requirements Checklist and IT Security Guide, the Federal Contractors Program for Employment Equity - Certification, and Evaluation Criteria and Grid.

**2. Summary**

Citizenship and Immigration Canada (CIC) issues status identification cards, known as Permanent Resident Cards (PR Cards), to new and existing permanent residents of Canada. The purpose of the PR Card is to provide a secure and reliable means to verify permanent resident status, thereby reducing the incidence of fraud and illegal activity encountered with the status verification aspect of the inspection process. CIC requires the services of a Contractor to provide a PR Card design, manufacturing and distribution solution that meets the requirements defined in the Statement of Requirements (SOR) over the term of the Contract which is for a period of three (3) years with 2 x 1 year option periods.

This SOR defines the objectives and deliverables associated with the CIC initiative for issuance of modern and highly secure PR Cards, containing a RFID computer integrated circuit (IC).

Volume is an intended purchase of an estimated annual volume of 300,000 cards. This number is a minimal guarantee of volume; since 2008 the lowest actual annual production volume for PR Cards measured was over 371,000 cards.

Because production rates vary through the year, the Contractor must have a minimum production capacity of 12,000 cards per week.

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. For more information on personnel and organization security screening or security clauses, bidders should refer to

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the Canadian Industrial Security Directorate (CISD), Industrial and Security Program of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

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

Comprehensive Land Claims Agreement(s) (CLCAs) are applicable to this procurement.

The national security exceptions provided for in the trade agreements have been invoked; therefore, this procurement is excluded from all of the obligations of all the trade agreements.

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.

### **3. Debriefings**

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing will be in writing.

## **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 (2014-03-01) 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 twenty (120) 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**



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All enquiries must be submitted in writing to the Contracting Authority (**janet.werk@pwgsc-tpsgc.gc.ca**) no later than **nine (9)** 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 question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered 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.

#### **5. Basis for Canada's Ownership of Intellectual Property**

The Department of Citizenship and Immigration Canada has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, on the following grounds: 6.5 & 6.1.

## 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 (4 hard copies and 1 soft copy on *USB*)

Section II: Financial Bid (1 hard copy and 1 soft copy in excel format on *USB*)

Section III: Certifications (1 hard copy)

Section IV: Additional Information (2 hard copies)

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>). To assist Canada in reaching its objectives, bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and 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 and describe their approach 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 Applicable Taxes must be shown separately.

**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 all the Bidder's proposed site or premises for which safeguard measures are required for Work Performance.

name:

Address:

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

City, Province, Territory / State

Postal Code / Zip Code

Country

What work is performed at this location?

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## 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.

#### 1.1 Technical Evaluation

Mandatory and point rated technical evaluation criteria are included in Annex E.

#### 1.2 Financial Evaluation

*SACC Manual* Clause A0220T (2013-04-25), Evaluation of Price

### 2. Basis of Selection - lowest price per point

- 1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation;
  - b. meet all mandatory technical evaluation criteria; and
  - c. Meet a the miniumum pass mark indicated in each rated criteria (minimum of 75%).
- 2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.

## PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and associated information 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 in carrying out any of its obligations under the Contract, if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, 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 and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

### 1. Certifications Required Precedent to Contract Award

#### 1.1 Integrity Provisions - Associated Information

By submitting a bid, the Bidder certifies that the Bidder and its Affiliates are in compliance with the provisions as stated in Section 01 Integrity Provisions - Bid of Standard Instructions 2003 . The associated information required within the Integrity Provisions 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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list ([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) available from [Employment and Social Development Canada \(ESDC\)](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) - 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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" 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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" 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 Required 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 inform the Bidder of a time frame within which to provide the information. Failure to comply with the request of the Contracting Authority and to provide the certifications within the time frame provided will render the bid non-responsive.

## 2.1 Status and Availability of Resources

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, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, 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.

## PART 6 - SECURITY AND FINANCIAL 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 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;
- (c) the Bidder's proposed location of work performance or document safeguarding must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
- (d) 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 contract award, the following conditions must be met:

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

#### 2. For additional information on security requirements, bidders should refer to the Canadian Industrial Security Directorate (CISD), Industrial Security Program of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

### 2. Financial Capability

*Manual SACC clause A9033T (2012-07-16) Financial Capability*

#### 1. Financial Capability Requirement: 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.
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.
  3. If the Bidder is a subsidiary of another company, then any financial information in 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 by itself 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.
  4. Financial Information Already Provided to PWGSC: The Bidder is not required to resubmit any financial information requested by the Contracting Authority that is already on file at PWGSC with the Contract Cost Analysis, Audit and Policy Directorate 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.



- 
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. 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.c. A-1, Section 20(1) (b) and (c).
  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).

## PART 7 - RESULTING CONTRACT CLAUSES

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

### 1. Requirement

The Contractor must provide the items detailed under the "Requirement" 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 (2014-03-01), General Conditions - Higher Complexity - Goods, apply to and form part of the Contract.

#### 2.2 Supplemental General Conditions

4002 (2010-08-16) Software development and modification services apply to and form part of the Contract.

4007 (2010-08-16) Canada to own all intellectual property rights in foreground information apply to and form part of the Contract.

### 3. Security Requirement

3.1 The following security requirement (SRCL and related clauses) applies and form part of the Contract.

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Facility Security Clearance at the level of SECRET, with approved Document Safeguarding and Production Capabilities at the level of SECRET, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

2. The Contractor/Offeror personnel requiring access to PROTECTED/CLASSIFIED information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of RELIABILITY STATUS or SECRET as required, granted or approved by the CISD, PWGSC.

3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store any sensitive PROTECTED/CLASSIFIED information until CISD/PWGSC has issued written approval. After approval has been granted, these tasks may be performed at the level of PROTECTED B and an IT Link at the level of PROTECTED B.

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:

- C;
- (a) Security Requirements Check List and security guide (if applicable), attached at Annex
  - (b) Industrial Security Manual (Latest Edition).

### 3.2 Contractor's Site or Premises Requiring Safeguard Measures

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:

Name:

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 from date of Contract to February 1, 2018 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 two (2) additional one (1) year period(s) 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 at least 15 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.

## 5. Authorities

### 5.1 Contracting Authority

The Contracting Authority for the Contract is:

Janet Werk

Supply Specialist

Communication Procurement Directorate

Public Works and Government Services Canada

360 Albert Street, Constitution Square, 12th Floor, Ottawa, Ont, K1A0S5

Email: janet.werk@pwgsc-tpsgc.gc.ca

Telephone: 613-998-3968, Facsimile: 613-993-2581 / 613-991-5870

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 Project Authority

The Project Authority for the Contract is: TBD

In its absence, the Project Authority is: TBD

The 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 Project Authority; however, the 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 Contractor's Representative (to be filled in and returned with your bid)

Project manager,  
Name  
Telephone number  
Fax Number  
Email

back up to the project manager  
Name  
Telephone number  
Fax number  
Email

## 6. Payment

### 6.1 Basis of Payment- Firm Unit Price(s)

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm unit price(s) as specified in Annex B.

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 Applicable Taxes are extra.

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 Project Authority and the Contracting Authority identified under the section entitled "Authorities" of the Contract.

7.3 The Contractor must invoice CIC on a monthly billing cycle, by calendar month, in the shortest possible delay. At the beginning of the month, the Contractor must send an invoice for all Cards produced and shipped during the previous month only. (Example: October 1<sup>st</sup> – October 31<sup>st</sup>, billing exclusively for this month).

At a minimum, invoices must show:

On-going operations section: includes day to day production and distribution, with associated costs as applicable

- Number of Cards personalized
- Number of Cards mailed to individuals by Canada Post and cost of postage
- Number of Cards and packages shipped to CIC offices with related shipping costs

Special items section: includes charges not directly related to the daily production and distribution of Cards such as ad hoc CIC requests for systems testing or other.

## 8. Certifications

### 8.1 Compliance

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing associated information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, fails to provide the associated information, or if 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 Employment and Social Development Canada (ESDC)-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 ESDC will constitute the Contractor in default as per the terms of the Contract.

## 9. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of 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 supplemental general conditions  
4002 (2010-08-16) Software development and modification services  
4007 (2010-08-16) Canada to own all intellectual property rights in foreground information
- (c) 2030 (2014-03-01) the general conditions - Higher Complexity - Goods, apply to and form part of the Contract;
- (d) Annex A, Statement of Requirement;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List & IT Security Guide
- (g) Annex D, Federal Contractors Program for Employment Equity - Certification (*if applicable*);
- (h) the Contractor's bid dated \_\_\_\_\_, (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award:* ", as clarified on \_\_\_\_\_" ).

## 11. Insurance

SACC *Manual* clause [G1005C](#) (2008-05-12) Insurance.

**ANNEX "A"****STATEMENT OF REQUIREMENT****TABLE OF ACRONYMS**

CBSA – Canada Border Services Agency  
 CCS - CIC's Card Control System  
 CIC – Citizenship and Immigration Canada  
 CPC – Case Processing Centre  
 EPC – Electronic Product Code  
 FOSS – Field Operations Support System  
 GCMS – Global Case Management System  
 GFP – Government Furnished Property  
 GOC – Government of Canada  
 IC – Integrated Circuits  
 ICAO – International Civil Aviation Organization  
 IM/IT - Information Management / Information Technology  
 NCITS – International Committee for Information Technology Standards  
 ISO – International Organization for Standardization  
 ISO/IEC - International Organization for Standardization/International Electrotechnical Commission  
 MRZ – Machine Readable Zone  
 NHQ – CIC National Headquarters  
 OCR – Optical Character Recognition  
 OVD – Optical Variable Device  
 OVI – Optical Variable Ink  
 PC – Polycarbonate  
 PR Card – Permanent Resident Card  
 RFID – Radio Frequency Identification  
 SOR – Statement of Requirements  
 WHTI – Western Hemisphere Travel Initiative

**A. 1. BACKGROUND AND OBJECTIVE****A. 1.1 Background**

Citizenship and Immigration Canada (CIC) issues status identification cards, known as Permanent Resident Cards (PR Cards), to new and existing permanent residents of Canada. The purpose of the PR Card is to provide a secure and reliable means to verify permanent resident status, thereby reducing the incidence of fraud and illegal activity encountered with the status verification aspect of the inspection process.

The current Canadian PR Card is a wallet size, polycarbonate card which used to be compliant with the machine reading and data layout principles contained in the international standards published by the International Civil Aviation Organization (ICAO) and the International Organization for Standardization (ISO) for Machine Readable Travel Documents. CIC is committed to issuing all its current and future travel documents in accordance with the ICAO approved specifications and guideline materials contained in Part 3 of ICAO Document 9303 for ID-1 Cards, with the exception of having the cardholder signature printed on the card.

The global environment is demanding a card more capable of interacting with border control systems. To this end, CIC plans to incorporate RFID chips designed to interface with the CBSA border control infrastructure in the next generation of the PR Card.

### A. 1.2 Objective

To acquire, for Canada, the services of a contractor to provide a PR Card design, manufacturing and distribution solution that meets the requirements defined in this SOR over the term of the Contract.

### A. 2. Requirements

This Statement of Requirements (SOR) defines the objectives and deliverables associated with the CIC initiative for issuance of modern and highly secure PR Cards, containing a RFID computer integrated circuit (IC). The Contractor must provide a PR Card solution to enable CIC to issue cards compatible with the latest ISO/IEC and ICAO standards and specifications (with the exception of the cardholder signature requirement). In all instances where ISO/IEC or ICAO standards or specifications are referenced throughout this document, the reference is understood to be the Latest Edition of the standard or specification.

The overall solution includes components provided by CIC, which will be detailed in this Statement of Requirements (SOR) as well as those provided by the Contractor.

The Contractor is solely responsible for the supply of all goods and services required to complete the requirements described in this SOR. These include, but are not necessarily limited to:

- Consultation and design services for developing the next generation PR Card;
- Provision of a secure production site with all equipment, personnel and systems required for a complete turnkey solution;
- Supply Chain Management of sub-contractors for all components required to manufacture the PR Card;
- Warehouse/Inventory Management of all components required to maintain uninterrupted production of the PR Card;
- IM/IT Infrastructure required for interfacing with CIC systems, accepting and processing cardholder data, managing card production and shipping and completing all reporting functions required;
- Card production incorporating a chip and antenna array and multiple security printing and manufacturing processes;
- Card personalization incorporating cardholder biographical information and photograph used for visual inspection by an authorized person and also encrypted for use with a card reader;
- Ensuring that all security requirements of the contract are adhered to;
- Establishing and maintaining a Quality Assurance (QA) program covering the complete workflow required to produce the PR Cards.

The PR Card must provide authorized individuals, who determine an individual's right to travel to and enter into Canada, with a reliable, fraud-resistant method for positive identification of the cardholder. The card design and production must incorporate security features that allow for multiple tiers of verification which can be rapidly confirmed, primarily by visual examination without magnification or with simple hand held devices in various indoor and outdoor lighting conditions.

- **Tier I** security features allow verification and detection of falsification with the use of the human senses alone, in an average light environment condition, such as an airport ticket/boarding counter.
- **Tier II** security features are not clearly visible to the naked eye and require a device to aid detection. Examples, such as micro line printing and ultraviolet ink, require small pocket tools for inspection (E.g. magnifier, retro-viewer, UV light sources).



- **Tier III** security features require specialized knowledge and/or sophisticated tools such as microscopes, or an electronic reader such as bar code readers, chip readers or other readers.

### A. 3. SCOPE

#### A. 3.1 Card Volumes

Volume is an intended purchase of an estimated annual volume of 300,000 cards. This number is a minimal guarantee of volume; since 2008 the lowest actual annual production volume for PR Cards measured was over 371,000 cards.

Because production rates vary through the year, the Contractor must have a minimum production capacity of 12,000 cards per week.

#### A. 3.2 Service Standards

The following provisions relative to levels of service apply to the time elapsed between the receipt of a production request by the Contractor and the shipping of the card from the Contractor's facility.

##### A.3.2.1 Standard Service

Turnaround time of less than three (3) working days (Monday to Friday, 8am-4pm, excluding statutory holidays) based on projected volumes of cards, measured from the time a production request is received from CIC, to the time the personalized card is ready for delivery.

##### A.3.2.2 Priority Service

Priority service for not more than 5% of card production requests:

Priority requests are to be averaged over one production-week. Such priority service must include turnaround times not to exceed one (1) production-day, as measured from the time the production request is received from the CIC system during working days.

##### A.3.2.3 Production Continuity Standard

Ensure through appropriate redundancies that at no time production of cards be shut down or otherwise unavailable for a period greater than *two* (2) consecutive 'production-days'.

### A.3.3 Card Specifications

#### A.3.3.1 Dimensions of the PR Card

The dimensions of the PR Card must be as follows:

##### A.3.3.1.1 Nominal dimensions.

The nominal dimensions of the PR Card must be 53.98 mm X 85.60 mm (2.125 in X 3.370 in), as specified in ISO/IEC 7810 for the ID-1 type card.

##### A. 3.3.1.2 Edge tolerances.

The edges of the PR Card must be within the area circumscribed by concentric rectangles as defined in ISO/IEC 7810 for an "unembossed card".

##### A. 3.3.1.3 Thickness.

The thickness of the PR Card, including any surface protection materials, must be as defined in ISO/IEC 7810.

### A. 3.3.2 Card Material

A.3.3.2.1 PR Cards must be made of Polycarbonate (PC) substrate material and accommodate multiple laser engraving.

A.3.3.2.2 The surface layer(s) on both sides of the PR Card must accommodate a printing methodology of permanent printing and engraving black for text and mix of greyscale for the photograph such as laser printing and engraving technologies as specified in this document.

A.3.3.2.3 The top surface layer on both sides of the card must be capable of responding to surface structure creation and relief laser engraving (printing with tactile effect).

A.3.3.2.4 Surface defects, such as pits, scratches, dents greater than 0.2 mm in height or depth in an area of 1000 mm<sup>2</sup>, must not be found in more than 3% of cards in a given sample of the card stock.

A.3.3.2.5 There must be no more than 50 mg of debris per 100 cards in a stock sample.

A.3.3.2.6 The PR Card must exhibit no toxic element while under normal use during its estimated life.

A.3.3.2.7 The PR Card must resist the effect of chemicals due to normal handling and use during its estimated life.

A.3.3.2.8 The PR Card cannot lose its flexibility after having been stored at a relative humidity ranging from 0% to 100%.

A.3.3.2.9 The PR Card printed components and data must not deteriorate due to exposure to normal light during its intended life of five years.

The GOC prefers to use controlled materials or stock that cannot be easily acquired for other than official purposes. The core layer must be made of a material that ensures the card life span for at least five years. Where materials or stock are not of a controlled variety additional security features must be integrated with these materials. Where different types of materials are integrated to form the PR Card, they must be assembled in a manner to deter successful reuse and reassembly following separation for purposes of fraudulent alteration.

#### A.3.3.3 Visual Inspection Zones

The Dimension, Content, Layout and Use of the Visual Inspection Zones I to VI (VIZ), the Eye/Machine Readable Zone (MRZ – Zone VII) are defined in the document ICAO Document 9303 – Part 3.

A.3.3.3.1 The PR Card must, in normal use throughout its period of validity, meet the specifications defined in ISO/IEC 7810 for deformation, toxicity, resistance to chemicals, dimensional stability and warping with temperature and humidity, flammability, and durability.

A.3.3.3.2 The PR Card must, in normal use throughout its period of validity, meet the specifications defined in ISO/IEC 7816-1 for x-rays, ultraviolet light and bending properties.

A.3.3.3.3 The PR Card must, in normal use throughout its period of validity, meet the specifications defined in ISO/IEC 11693 for contamination, light transmittance, atmospheric requirements, and default test environment and conditioning, where applicable.

A.3.3.3.4 The PR Card and its laser engraved printed data must resist deterioration from exposure to light encountered during normal use.

A.3.3.3.5 Material choices for the PR Card must remain at the discretion of CIC and must comply with ISO/IEC 7816-1 for x-rays, ultraviolet light, and bending properties.

#### A.3.3.4 Optical Character Recognition (OCR) – Machine Readable Zone (MRZ)

There must be an area for the MRZ in place on the backside of the card.

A.3.3.4.1 A white background must be created as per the ICAO Document 9303 Standard compliant format in the MRZ of the PR card. It must be located at the base of the PR card on its back and cover approximately 40% of the surface. The printing must be laser-printed.

A.3.3.4.2 The MRZ must be designed to be readable by OCR readers either manually or automatically at border control points. The content of this MRZ must be laser engraved at the time of personalization, be compliant with ICAO standards and must be readable by commonly used readers.

A.3.3.4.3 Machine readable data must be printed in OCR-B type font, size 1, constant stroke width characters, at a fixed width spacing of 2.54 mm (0,1 in); i.e. horizontal printing density of 10 characters per 25.4 mm (1.0 in) as specified in ISO 1073-2. Printed characters are restricted to those defined in Appendix 2 of the ICAO 9303 Part 3.

#### A.3.3.5 Photograph

The Card will have a laser engraved photograph of the card holder conforming to the requirements of ICAO Machine Readable Travel Documents, document 9303 Part 3.

#### A.3.3.6 RFID Tag

The card will contain an embedded RFID tag and antenna that will identify the card holder by means of a unique card identifier when activated at a CBSA border control crossing, by a CBSA reader.

All components associated with the RFID tag and antenna array must retain their integrity for the five (5) year validity period of the PR Card, once it is encoded and locked.

The RFID tag must, at a minimum, include the functionality to:

1. Adhere to the WHTI RFID Tag standards
2. Support EPC Global Class 1 Generation 2, also known as ISO 18000-6C
3. Provide the entire RFID tag EPC value (96 bits) to the CBSA's network infrastructure

### A.3.4 Card Life Span

Cards have a maximum validity of five (5) years; therefore, the minimum physical life span for cards is five (5) years.

The Card life is considered ended if the card ruptures, creases, or becomes "unreadable". "Unreadable" is defined as read degradation to the point where read errors occur 5% of the time or more, by a specification compliant chip or other card reader, MRZ reader, or bar-code reader.

Any protective layer bonding chemical material (if applicable) must be capable of lasting at least five years of life span, resist standard humidity and general flexion as per the ISO card standards.

Life cycle of the cards must also apply to fading when exposed to bright light or heat for extended periods.

The Contractor must replace at no charge to CIC all cards that fail during the validity period, except cards that are shown to have been subjected to undue abuse and/or wilful damage.

#### **A.4. STATEMENT OF WORK**

The Contractor must provide consultation and complete all work required for designing, testing, implementing and maintaining production and distributing the PR Card over the term of the Contract.

##### **A.4.1 Consultation**

The Contractor must provide experienced personnel to work with the CIC Project Authority to finalize the Card design and project implementation and management plans provided in their proposal. As required, sub-sets of any of the plans, or additional plans, may be developed during this process. Once the CIC Project Authority has accepted the plans, the Contractor must provide one copy of each to the CIC Project Authority in an agreed to format, and retain a copy in a secure location.

At a minimum, documentation provided by the Contractor must address:

- Card design and testing
- Project Management for the Contract
- Procurement supporting the Card production
- Software Development and Information Management
- Production Management
- Quality Assurance
- Transition at end of contract

##### **A. 4.2 Card Design**

The GOC has selected a wallet size format for the card and adopted the machine reading and data layout principles contained in the International Standards published by ICAO and ISO for Machine Readable Travel Documents (Part 3 of ICAO's Document 9303).

Document 9303, entitled Machine Readable Travel Documents is issued in three separate parts to cover a complete range of travel documents. The Permanent Resident Card will follow the specifications and guideline materials contained in the latest edition of Document 9303 (Part 3), for ID-1 Cards, with the exception of the cardholder signature requirement.

Advanced security features and OCR technologies must be incorporated into the Permanent Resident Card in order to conform to the ICAO and other business needs of CIC stakeholders.

As well as meeting the CBSA card reader requirements, the design of the PR Card must enhance the capability of authorized individuals to positively identify the cardholder and confirm the card's authenticity primarily by visual examination without magnification or with simple hand held devices in various indoor and outdoor lighting conditions.

The Contractor must provide experienced personnel to work with the CIC project authority to develop a secure PR Card design incorporating the required IC type, allowance for the personalization requirements and multi-layered security features.

##### **4.2.1 Card Design Deliverables**

The design group composed of Contractor and CIC personnel will jointly develop and finalize the specifications for all elements that comprise the overall card design. The Contractor must produce the master card templates in electronic and hard copy formats. The Contractor must provide one copy of the master templates and specifications to the CIC Project Authority in an agreed to format, and retain a copy in a secure location in compliance with the Contract requirements for document safeguarding.

The Contractor must produce the master Card proofs in digital and printed format as necessary for the process. Once the proofs have been finalized, they will be signed off as "Master Proofs" by both the relevant CIC and Contractor authorities. The Contractor must retain copies for Quality Assurance reference in a secure location that complies with the Contract requirements for document safeguarding and protects them from factors such as heat, light, humidity, or anything which may alter the approved images.

Canada will retain all rights to the designs, master templates, proofs and specifications. These will remain the exclusive property of Canada and must not be provided, sold or released in any manner to anyone or to any organization unless permission is obtained in writing by an authorized representative of Canada.

The Contractor must destroy all preliminary versions, drafts or mock-ups developed during the process in compliance with the security provisions of the Contract upon receiving instructions from the CIC Project Authority to do so.

In addition, the design group will jointly finalize the Card testing plan and inspection standards for the on-going Card production. The Contractor must provide one copy of the Card testing plan and inspection standards to the CIC Project Authority in an agreed to format and must retain copies for reference, as required, during production. The Contractor is solely responsible for ensuring that all relevant staff are aware of the inspection standards and fully comply with them.

#### 4.2.2 Minimum Design Features

The security features listed are those that will be included in the base Card design. The Contractor may propose additional features for enhancing the security and functionality of the card. The CIC Project Authority will approve all texts and graphics (including photograph) and security features for the card design.

##### **Guilloche pattern**

These drawing features must be applied to the substrate material according to the approved artwork design. Filigree patterns (fine details) will be part of the overall design embedded in the Guilloche pattern.

##### **Microline or microtext (approx. 0,2 mm) printing with authentication features.**

The microline text & patterns must be unique to the Government of Canada i.e., it must not have been provided, sold, or released to anyone other than authorised CIC officials. Its size, spacing, alignment and font must be consistent.

##### **Rainbow Printing**

Rainbow printing must have subtle colouring, with at least two predominant overall background colours.

##### **UV Reactive Ink**

At least one of the inks comprising the images overprinted on selected areas of the background design must be UV reactive within a specified wavelength range.

##### **Anti Copy Ink**

Anti copy ink must be incorporated into the card design.

### **Optical Variable Ink**

The card design must incorporate printed OVI imaging of at least two and ideally, three levels of colours. CIC wishes to have the inclusion of optically variable ink that offers dynamic colour shift, with apparent movement, in the design considerations for the PR Card.

### **Optical Variable Device**

The current card design incorporates a Kinegram feature, manufactured by The Kurz Group. The Kinegram design is proprietary to CIC and is currently applied to the card surface by a hot stamping method. While CIC wishes to maintain the Kinegram feature in the card production, hot stamping is no longer considered to provide sufficient protection to the Kinegram.

In order to enhance the security of this OVD, CIC has decided to incorporate an Embedded Transparent Kinegram in the PR Card design. CIC also wishes to introduce changes to the image of the Kinegram itself. The Contractor will be responsible for leading the Kinegram design modifications, and once the modifications are approved by CIC, the Contractor will have to enter a contractual agreement with The Kurz Group to have the new Kinegrams produced. The new Kinegram design will also be proprietary to CIC.

### **Titles and Field names**

The fonts will be based on non-standard characters. The type: "Permanent Resident Card" must be black, in French and English. The field names on the front of the card must be blue at the manufacturing stage, in a specific spectrum difficult to reproduce in a photomechanical way.

### **Area of the Photograph**

In the current card, the area of the photograph is located in the Zone V of the ICAO standard for TD-1 card. The area has a smooth surface to accept laser engraved smooth surface printing effect.

The basic design considerations for the area of the photograph are:

- The area must have a white background in accordance with ICAO standards, with embedded filigrees (thin hairlines) passing through this area, being part of the background design.
- The edge must gradually blend and overlap with the coloured background print design creating an overlap with the portrait edge.
- The card layers must be compatible with laser engraving. The photograph must be imaged in black and white greyscale.
- Photo image size printed on the PR Card is to be at the mid range of the ICAO size standard (30mm X 37 mm)

### **OCR – MRZ area**

The card design must comply fully with the card specifications stated at point 3.3.4,

### **Multiple Portrait Images**

One or more scaled down secondary photo image(s), or ghost image(s) must be incorporated into the card design.

### **Card serial number**

The design must include allowance for a unique bar code and eye readable serial number located on the top edge of the back of the card. The bar code that stores the Card serial number must be readable with bar code readers through the manufacturing and production phases.

### **Embossing**

An embossment feature on the surface of the card must be incorporated into the lamination process for the card construction. This embossment may feature fine linework and variable sized microtext.

### **Transparent Window**

A transparent, laser-receptive window must be incorporated into the design for the card construction. The design must ensure the window is free of ink or card core obstructions and allow laser-engraved personalization features, such as a reduced version of the main photo, to link the front and back faces of the card.

### **Tactile Black Laser Text**

The design should allow for including a raised surface texture version of specified text characters marked through the use of a Black laser.

### **Tactile CO2 ("Clear") Laser Text**

The design should allow for including a raised surface texture version of specified text characters marked through the use of a Clear laser.

### **Laser Engraving**

Laser Engraving must be incorporated into the card design for card personalization as well as for additional security features.

#### **4.2.2.1 Optional Design Features**

The following security features may be included into the Card design:

#### **Optical Variable Ink (OVI)**

The Card design specifications for the OVI may include Charms™, produced by JDS Uniphase. Should this feature be incorporated into the final design, the Contractor will be solely responsible for managing all sub-contractor arrangements required to develop the formula and maintain the supply of the ink.

#### **4.2.3 Card Design Deliverable**

At the end of the design process, the Contractor must provide to the CIC Project Authority an electronic and hard copy template of the card design as well as detailed technical specifications for each of the security features included in the final design.

#### **4.2.4 Design Modifications**

The Contractor must participate in discussions as required to modify the card design in order to enhance security or functionality over the term of the Contract. The Contractor must provide experienced personnel, as required, to work with CIC project authority to complete any design modifications necessary. The design group composed of Contractor and CIC personnel will jointly finalize the specifications for all modifications to the overall card design.

Once the requirements for the modification(s) have been determined

- If there are associated costs, the Contractor must provide an estimate giving a detailed breakdown of all activities, materials and related costs to the CIC Project Authority;
- If the modifications are sufficient to require a change to the SOR the Contractor must provide a description of the modification for inclusion in a contract amendment.

The Contractor must not undertake any work related to implementing design modifications without first receiving authorization from the CIC Project Authority and/or a contract amendment.

### 4.3 Card Testing

The scheduled rollout for the new version PR Card is February 1, 2015. Successful tests must be completed before rollout and must include standard tests of the integrity of the card.

#### 4.3.1 Card Testing Laboratory

The Contractor must contract with an independent testing laboratory to complete all tests listed. The Contractor must demonstrate to the satisfaction of the CIC Project Authority that the laboratory:

- Is independent of the Contractor,
- Is capable of completing all required tests,
- Holds the required security clearance of SECRET, or equivalent, as approved by PWGSC.

The laboratory must, at a minimum, complete the following tests:

Tests must be performed in accordance with ISO/IEC 10373, section 5.10 and NCITS 322:2002

- |  |                    |
|--|--------------------|
| • Card Dimensional Stability                           | (ISO/IEC 13073-1)  |
| • Adhesion or Blocking                                 | (ISO/IEC 13073-1)  |
| • Dynamic Bending Stress                               | (ISO/IEC 13073-1)  |
| • Dynamic Torsion Test                                 | (ISO/IEC 13073-1)  |
| • Delamination (Peel strength 90)                      | (ISO/IEC 13073-1)  |
| • Resistance to Chemicals (including art perspiration) | (ISO/IEC 13073-1)  |
| • Ultraviolet Light Exposure                           | (ISO/IEC 13073-1)  |
| • Surface Abrasion                                     | (NCITS 322:2002)   |
| • Bar Code Abrasion                                    | (NCITS 322:2002)   |
| • Card Structural Integrity                            | (NCITS 322:2002)   |
| • Test methods-Vicinity Cards                          | *(ISO/IEC 13073-7) |

\*Chip function must be tested to the most appropriate standard(s), based on how the card will be used. It is the responsibility of the Contractor to ensure appropriate tests are conducted to ensure chip functionality.

#### 4.3.1.1 Card Testing Timeframe

- Within 60 days after contract award the Contractor must submit, for approval by the CIC Project Authority, the agreement made with their selected laboratory concerning:
  - The method of shipping, tracking and confirmation of receipt of the Cards;
  - The protocol for reporting any lost or inventory discrepancies related to the Cards;
  - The protocol for tracing any inventory discrepancies related to the Cards.
  - CIC reserves the right to audit these conditions.
- No later than sixteen weeks after contract award, the Contractor must ship 100 units of personalized Cards to the approved testing laboratory.
- The laboratory must submit their report on the test results to the Contractor, with a copy to the CIC Project Authority, within 4 weeks.
  - The Contractor must ensure that the laboratory returns all reports
- Once tests are completed, the Contractor must ensure that test Cards are returned to their facility.
  - The Contractor must hold all returned test Cards until they receive instructions to either destroy the Cards or provide them to the CIC Project Authority.
  - Should any Cards be destroyed during testing a certificate of destruction, signed by authorized laboratory officials, must be provided with the test report.



The Contractor must ensure that the inventory of test Cards and related documents are monitored and accounted for at all times during the test process in accordance with the security requirements of the Contract.

The Contractor must not share the test results with any third party unless the CIC Project Authority grants permission in writing. The Contractor must provide a copy of the non-disclosure agreement between them and the laboratory wherein the laboratory agrees that no information will be shared, in any manner with any third party.

#### 4.3.1.2 Card Testing Timeframe – CIC Cards

When the Contractor ships test Cards to the selected laboratory they must also ship 100 Cards to the CIC Project Authority for testing the functionality of the Cards by CIC and CBSA. The procedures for these tests are:

- The Contractor will receive 100 dummy Client ID identifiers from the CIC Project Authority;
- The Contractor must laser engrave the dummy Client ID identifiers in the required eye-readable and bar code format on the Card; and
- Record the matching dummy Client ID identifiers onto the RFID tags on the Cards;
- The Contractor must include a report identifying each Card, and associated dummy Client ID identifier, with the shipment;
- CIC and CBSA will jointly test the functionality of the Cards;
  - The Contractor may be requested to participate in these tests;
- The Contractor will be advised of the test results - acceptable or not acceptable;
  - If the tests results are not acceptable the Contractor must consult with the CIC Project Authority to correct the faults, and
  - Submit another batch of test Cards within an agreed to timeframe.

#### 4.3.2 On-going Production Testing

The Contractor must provide a test environment consisting of a server that is separate from a production environment, which can connect with CIC in a way that mimics the Production process, for end-to-end testing. This environment must provide CIC the capability to input test data to the system and obtain card samples. The test server must have the capacity to connect to the production systems in order to produce test cards. The Contractor must maintain this test environment throughout the term of the contract.

### 4.4 CIC Permanent Resident Card Functional Process

The Contractor must complete all card production and personalization processes starting at the point of data transfer from CIC to card shipment to clients or delivery to specified Immigration offices within a secure production site located within Canada.

#### 4.4.1 Data Transfer - Current CIC Infrastructure:

For internal operations, CIC currently operates the Global Case Management System (GCMS) to automate and streamline immigration processing in Canada. GCMS provides an electronic case management system to store, transmit, access and retrieve immigration information electronically for processing of citizenship and immigration applications and immigration enforcement cases. It contains records of immigration and citizenship clients (applicants for citizenship and immigration services and statuses, as well as enforcement action and statuses) as well as application and case records, and other associated records. Associated components store electronic documents which can be retrieved through GCMS. GCMS enables CIC and CBSA staff at CIC and CBSA offices in Canada, at the Canadian border and overseas to search for clients and applications, including for client immigration history, and process applications and cases to completion, to generate valid control documents.

For external interaction with the Contractor, GCMS interfaces with the Contractor's systems to transfer the data necessary to produce cards, including the person's photograph and all other necessary data.

As a feedback mechanism, GCMS also receives and manages production data from the Contractor's systems, including validity dates, card serial numbers, etc.

Note:

- PR Card service requests are currently being sent by both the CCS **and** the GCMS system (with accompanying images) until such time that the CCS system is deactivated. *Note that the CCS system is to be deactivated prior to the GCMS 7.0 Release (Nov.2014), but the specific point in time is yet to be determined.*
- After CCS is deactivated, GCMS will serve as the only system of record for all PR Card requests.
- PR Card images are still captured by the Dunord scanning application, and are transmitted to back end GCMS and CCS systems for inclusion in Card Requests sent to the Contractor.
- Once CCS is deactivated, the scanned images will no longer be forwarded on to the CCS system.

Data Transfer Infrastructure Requirements:

Currently all data transfer is over a secure link between CIC and the Contractor. CIC has provided as Government Furnished Property (GFP) all cabling, routers, and other devices to securely connect the Contractor's systems to the CCS system. CIC is responsible for the maintenance of this equipment. CIC will provide the contractor with required GFP for this contract.

The current transfer method employees:

- SSL for all communications.
- Encryption of the data payload from CIC to the Contractor.
- Data remains encrypted in the Contractors server.

Future Infrastructure Requirements/Considerations:

- Current interface requirements only require that web services are implemented on the Contractor's web server. If requirements changes dictate that services are also to be provided by CIC, the inverse communication will need to be established with the now Contractor serving as the client for specific message exchanges. Communications between client/server will still be transmitted through a secure link as described above.

Interface Design Requirements:

The CIC system(s) currently interface with the Contractor through a suite of Web Services in order to perform the following functional operations;

- 1) Initiate new PR Card Requests
- 2) Delete completed requests from the Contractor's system/database.
- 3) Request updates for existing Card Status requests.

In all of the above operations, the currently defined message exchange pattern is such that the 'client' CIC system sends synchronous requests to provided web service(s) provided by the Contractor.

All data being exchanged between CIC and the Contractor is represented in a well formed XML request, and is sent using SOAP over HTTPS. The structure/format of the request and response message bodies, for all Contractor provided web services, is specified by the respective WSDLs.

Future Interface Technical Requirements/Considerations

- There are no current business requirements to amend the data being sent on the Card Requests.

- 
- PR Card Status updates are currently retrieved as a batch 'polling' process whereby GCMS initiates a web service request for a Card Status update for each 'pending' card request. This is an inefficient process which results in a large volume of redundant requests being transmitted between systems on an hourly basis.
  - In order to reduce the volume of transactions being sent between CIC and the Contractor, the current batch polling process should be replaced by a process to 'update' transactions as part of a 'push' process, rather than a 'pull'.
  - Once the Contractor has received/acknowledged the initiating PR Card Request from CIC, CIC will subscribe to future updates on this Card request. CIC expects that any updates to this Card Request would be initiated from the Contractor system only when the state/status of a Card Request has been updated.
  - Frequency of updates will be subject to detailed business requirements. A batch process update from the Contractor would be permissible.
  - The Message Exchange Pattern for this specific transaction may require that the Contractor has a means of processing the response from a CIC-provided web service in order to update the card request record. The purpose will be to indicate delivery of the status update transaction to the CIC server so that they need not be sent again.

#### A.4.4.2 Data Transfer Interface

The Contractor must provide the infrastructure for accepting and processing of card production requests and for the management of information relevant to the supply of the cards under the contract. During the term of the contract the Contractor must always retain CIC information in secure databases meeting the requirements of all applicable privacy legislation.

Data types transmitted from CIC will include, but not necessarily be limited to:

- Requests for production of cards, including card data
- Requests to delete card request data from Contractor's system
- Query for status of production requests
- Requests for change of priority for individual cards
- Requests for production reports
- Requests for audit trail data

Data types transmitted from the Contractor must include, but not necessarily be limited to:

- Card request status updates

The interface must be able to map data fields from one system to the other to pass information and updates. The Contractor's system must be capable of processing product information in uppercase and lowercase format and, in the case of the French language, be able to represent all accents and related characters.

##### A.4.4.2.1 Layout for Card Production Request Table:

- The request table for card production is filled by the data transmitted from GCMS.
- After the card is created, additional data elements including RFID control number will be filled by the Contractor's Production System.
- One table is used for the input and output process.
- Data elements will include transmission data, client personal data, immigration data, card specific data, address data, signature and photograph image data.
- The layout of the card production request table will be the responsibility of the Contractor.

Each card record transmitted by CIC will contain a CRI, (**Card Request Identifier**). This CRI will be used for the following:

- 
- Method of identifying and tracking the card throughout the complete production process.
  - Method of identification by which CIC requests for information, or instructions to the Contractor, concerning the status of any card in process will be transmitted to the Contractor.
  - The Contractor's Production Systems must read the CRI and record it for transmission back to CIC with the associated PR Card Number, production date and such tracking information, as requested.

#### A.4.4.3 Card Production Request Processing

Following reception, the card production requests must be removed from the reception server and entered into the Contractor's production management system. The Contractor's system must process all card production requests (including all necessary data such as photo image, production request identifier, Client Identification), build and manage production queues and provide production and tracking reports as required.

The Contractor's production management system must be of sufficient size and capacity to store 15 days of pending production requests.

The system must be capable of allowing an operator to initiate a re-make of a rejected card, and must record the card ID number of both the rejected card and the re-made card for transmission back to CIC.

The Contractor will have access to the CIC protected information for the life of the production cycle alone and must retain the information only long enough to do so. After each transmission is completed, and following shipping of cards and confirmation from CIC, the Contractor must purge the card production requests in a recognised method for destruction of Protected B data

A.4.4.3.1 The Contractor's production management system must integrate with any other relevant systems such as purchasing or inventory/warehouse management systems to ensure a sufficient supply of components and consumables is available to maintain production.

#### A.4.4.4 Technical Personnel

The Contractor must develop the interface between CIC and their internal systems based on direction from the CIC Project Authority. The Contractor must provide technical personnel to work with CIC representatives to set up and maintain the data management systems. The Contractor must work with CIC representatives over the term of the contract to implement any expansions to the services required under the contract.

### 4.5 Card Production

The Contractor must complete all operations required to maintain a production site meeting the security requirements of the contract and including all the equipment, personnel and information management systems required to provide a complete turnkey solution. The Contractor is solely responsible for managing the supply of all materials, components and consumables required to maintain production of the PR Card.

#### 4.5.1 Card Construction

The Contractor is solely responsible for integrating all components such as the RFID tag and antenna, embedded Kinegram, clear windows or other features, as determined through the design process, into the card body whether completed internally or by sub-contractors.

#### A.4.5.2 Card Blank

A PR Card Blank is defined as a Card containing all printed information and integrated security features before personalization. All pre-printed Eye Readable Data on Card Blanks must appear in English and French.

The Contractor is solely responsible for completing all production operations required to produce the Card Blanks, incorporating all information and security features resulting from the design process.

#### A.4.5.3 Personalization

The Contractor is solely responsible for completing all operations required for laser engraving the card recipient's information onto the card. The Contractor must ensure that the laser engravers used for personalizing text and image data (Black & White, greyscale) on both the front and back of the PR Card are capable of printing spectrally correct (i.e. B900 compatible) OCR text in the MRZ.

Personalization of Text and Image Details for the Visual Inspection Zones (Zones I-V), Reverse Side Optional Data Zone (Zone VI), and the MRZ (Zone VII) must adhere to the specifications included in Part 3 of ICAO Document 9303. Once again, there will be an exception with regards to the requirement of including the cardholder's signature on the card.

The Contractor is responsible for ensuring the accuracy of the data transfer of the card production request information to the personalization production and its incorporation into the card. At a minimum, the Contractor must laser engrave in true black with a smooth (non-tactile) effect the following elements:

- Recipients photograph laser engraved at a minimum of 300 dpi to a maximum of 500 dpi. The photograph must be printed at 30mm by 37mm.
- Biographical Text on the front and back of the card
- Micro-text printed sinusoidal way starting from 1mm to 0.2mm repeating the defined personalised data of the cardholder.
- Machine-readable OCR-B information in ICAO-9303 compliant format that has the optical absorption spectrum as specified in ICAO-9303.
- Card Serial Number – Eye Readable and 1D Bar Code  
For each card manufactured, a unique serial number must start with a letter representing the type of card made for the Canadian Government (R: Permanent Resident), followed by the alphabetic nomination for a check digit, month (MM) and year (YY) of manufacture followed by six digits, e.g. for the March 2012 the card serial will read RA0312123456.

The card serial number information must be located on the top edge of the back of the card. The bar code that stores the Card serial number must be readable with bar code readers through the manufacturing and production phases

The serial number is used to control the inventory of this document and production synchronisation of each card manufactured throughout the production cycle. It is also a unique document number for CIC internal use.

##### A.4.5.3.1 RFID Tag

The card ID serial number must be laser engraved into the card in the eye readable and 1D Bar Code format. The card ID serial number and number for the chip must link to the CIC client identifier for reporting and for initiating the CBSA / CIC database information flow.

The Contractor is solely responsible for generating the serial numbers and must ensure that the correct sequence of numbers is used and that the bar code matches the eye readable serial number.

#### **A.4.6 Card Distribution**

The Contractor must distribute Cards by two methods:

Approximately 90% of the total cards produced annually are distributed by mail directly to the address of the individual client, postage paid by CIC.

The remaining 10% of the Cards are shipped by courier, paid by CIC, to the 40 in-Canada CIC offices.

##### **A.4.6.1 Distribution Preparation**

Following personalization, and the Contractors final quality assurance test, the finalized card must be affixed to an insertion letter in a manner that will permit the recipient to easily remove the Card from the letter and without residue remaining on the Card or the Card being damaged. This 1-page (double side print on 8.5 x11 paper) letter and Card must be inserted into a double window envelope.

The Contractor must supply the printed envelopes:

#10 Double window envelopes

Brown Kraft envelopes- 4 ¼ X 9 ¼ or 9 ½ (exact size to be confirmed)

Black printing on front and back

The Contractor must supply the printed letter:

8.5" x 11" on white multipurpose paper

Printed on 2 sides in black ink

##### **A.4.6.1.1 Insertion for mailing (bulk insertion)**

The name, personal address of the cardholder and the card serial number bar code must be printed on the letter. This information must be seen as being the destination address in the envelope windows after the letter has been inserted. Additional information is printed on the letter, front and back. All printing is black.

The Contractor is solely responsible for ensuring:

- The personal information printed on the letters corresponds to the Card
- The correct matching of the Card and letter.

##### **A.4.6.2 Distribution**

Canada Post:

The Contractor must complete all mail preparations operations required to obtain the best incentive rate possible and deliver each day's production of Cards to the closest Canada Post facility suitable for processing the envelopes for mailing. The Contractor must provide an electronic Statement of Mailing for any delivery upon request by the CIC Project Authority.

Cards mailed directly to individual homes are currently sent by regular mail and have no postal tracking number associated with them. However, CIC may eventually require that these cards be sent by registered mail.

**Bulk Package:**

When the contractor has to ship cards to in-Canada CIC offices (10% of cards), envelopes are shipped in boxes of different sizes to accommodate different volumes. Some boxes will accommodate volumes of less than 100 cards while some boxes will hold as many as 500.

The Contractor must print and affix the shipping labels and include a packing slip detailing the contents and quantity in each package. An electronic e-packing slip replicating this information must be sent by email to the CIC project authority and applicable local CIC offices.

The Contractor must provide an electronic report for each shipment in an agreed to format to the applicable local CIC office. This report must contain a 'file' for each PR Card, with the client name, address, language preference (English or French), and any other information as requested.

The file format must allow CIC to track card shipments and to generate individual notices to clients without the need to key in client data.

The Contractor must also have established procedures for monitoring the distribution of the personalized PR cards from their facility to the destined CIC offices whether through the use of their corporately owned vehicles or by sub-contractor.

- The Contractor must establish procedures either internally or with a sub-contractor for providing a tracking number unique to each shipment.
- Tracking numbers for each shipment must be entered into an information management system and be available to the CIC Project Authority as shipments are prepared.
- The procedures must permit the CIC Project Authority to independently track the progress of each shipment.

#### **A.4.7 Inventory / Warehouse / Supply Chain Management**

During the period of the Contract, the Contractor is solely responsible for ensuring:

- The quantity of all materials in their inventory of material is sufficient to maintain the level of production required for the PR Cards;
- The supply of all materials is sufficient to maintain the level of production required for the PR Cards;
- The quality of all materials under their management is sufficient to maintain the level of production and functionality required for the PR Cards;
- The security of the sub-contractor supply chain as well as material in their physical inventory is maintained in accordance with the security requirements of the Contract;
- A quantity of Card blanks sufficient to meet the contingency requirements of the Contract is maintained;
- Their corporate Information Management systems are sufficiently integrated to provide near real-time information on all material being managed.

##### **A.4.7.1 PR Card Blanks**

Throughout the period of the Contract and starting with the receipt, or initial production run, of PR Card Blanks, the Contractor must maintain a contingency supply of a minimum quantity of one hundred thousand (100,000) Card Blanks in inventory.

- This minimum quantity will be referred to as the Safety Stock;
- The Contractor must rotate the Safety Stock into production as required to ensure the Card functionality during its validity period;
- The Contractor must include the Safety Stock in any discussions with CIC concerning inventory levels and replenishment requirements.

##### **A.4.7.2 Inventory Replenishment**

The Contractor must work with the CIC Project Authority to establish the replenishment point and replenishment time frames for all material maintained in inventory. Once the inventory standards have been established:

- The Contractor must maintain regular consultation with the CIC Project Authority to review the status of the inventory and replenishment requirements;

- 
- When any item reaches the established supply reorder point, the Contractor's system must highlight that item as ready for replenishment and enable the CIC Project Authority to obtain status of the item in a format that:
    - 1. Identifies the item,
    - 2. Provides the replenishment point,
    - 3. Provides the quantity on hand at the time of the product status request,
    - 4. Provides the estimated timeframe required for replenishment.
  - The Contractor must also advise the CIC Project Authority of any factors potentially impacting the requirements for replenishing material in accordance with the established procedures;
  - The Contractor must monitor the supply chain for the Cards; advise the CIC Project Authority of any factors potentially affecting the supply of material and, as necessary, propose alternatives in time to avoid a disruption in production;
  - The Contractor is solely responsible for the costs incurred in disposing of any waste material in excess of the amount required to meet CIC needs.

#### A.4.7.3 Inventory and Warehouse Management

The Contractor is responsible for the storage of all materials related to production as well as the Card Blanks/Safety Stock in a manner that complies with the security requirements of the Contract.

The Contractor must use an automated warehouse management system for the recording of material into the inventory and continuous tracking of all activities affecting the levels of material in the inventory in all areas of the Contractor's facility.

- The Contractor's system must provide secure information management for all material in the Card inventory, separate from any other of the Contractor's clients.
- The Contractor's system must be scalable in order to accommodate increases in the CIC inventory, without diminishing the performance of the system.
- The Contractor's system must be capable of tracking material on an agreed to identifier basis (e.g. SKU, serial numbers).
- The Contractor's system must be capable of continuously compiling information on the status of material in inventory in order to fulfill the reporting functions required by the CIC Project Authority.

#### A.4.7.4 Supply Chain Management

The Contractor must have established procedures for monitoring the supply of material obtained from sub-contractors.

- The Contractor must ensure that any sub-contractors hold the security clearance required for the product/material supplied by the sub-contractor;
- The Contractor must ensure that all packaging and shipping completed by sub-contractors is completed in accordance with the security requirements of the Contract;
- The Contractor must track the supply of material during order placement, production, shipping from the sub-contractor and material reception by the Contractor;
- All information must be captured in the Contractor's Information Management Systems and be available to the CIC Project Authority as each process is completed;
- The Contractor's systems must be capable of compiling reports when requested by the CIC Project Authority;
- Following reception and inspection of the material, the Contractor must provide a statement showing quantity of material ordered and quantity of material received. The statement must include any information on spoiled material and, as applicable, must account for serial numbers.

#### A.4.8 Quality Assurance and Control



The Contractor is solely responsible for implementing the quality assurance policies and procedures required to ensure:

- The compliance of the Card with relevant ICAO and ISO standards,
- The functionality of the Card for its intended use,
- The integrity of the Card, and all components, for the intended life cycle for what would be considered normal use,
- Continuity of the appearance of the Cards produced over the period of the Contract,
- The quality of all goods, components and consumables provided by sub-contractors.

The Contractor must implement and maintain a quality control program covering the complete production cycle, including management of the supply chain for the Card, from data reception to distribution of the Cards. The program must include any automated and manual operations deemed necessary to ensure the complete functionality of the Card for its intended use.

The Contractor must provide any Card Inspection equipment, automated or manually operated, necessary to ensure all operations required for a comprehensive quality control program are successfully completed.

#### A.4.8.1 Inspection Requirements

Cards must meet all of the inspection standards established in the design specifications before they are shipped by the Contractor.

- All Cards that fail inspection at any point in the production stream must be removed from production
- The reason for rejection must be noted in an audit log. Rejected cards must be secured until destruction. Destruction must be documented and reported to the CIC Project Authority on an ongoing basis in a report sent by email.
- The system must be capable of allowing an operator to initiate a re-make of a rejected card.
- Any Cards failing inspection must be remade in accordance with the production protocols established by the Contractor for the PR Card.

#### A.4.9 Secure Destruction

The Contractor must ensure that all materials that have a security designation and are destined for disposal are subjected to monitored destruction in a manner required by the security classification and is in accordance with the security requirements of the Contract.

The Contractor must ensure that all sub-contractors destroy any material destined for disposal in a manner that complies with the security classification of the material they are supplying.

When Cards have to be destroyed, the Contractor must:

- Record the Card serial numbers in their information management system;
- Complete a *Certificate of Destruction/Transfer/Receipt of Transferred Key Control Form*, signed by two employees who have witnessed the destruction, that lists the Card serial numbers and attests to the means and date of destruction;
- Ensure all certificates are retained in a secure manner;
- Provide a copy to the CIC Project Authority upon request.

CIC will monitor destruction actions and investigate if necessary.

#### A.4.10 Reporting

The Contractor must provide a reporting module in their information management systems that provides near real time reporting on warehousing and production operations. At a minimum the Contractor must permit the CIC Project Authority and/or designate to:

- 
- Query the inventory levels of the CIC material identified for being individually recorded in the Contractor's system
  - View the replenishment point for each of the items individually recorded
  - View the status of material procured from sub-contractors by:
    - Order date
    - Estimated and actual production date
    - Estimated and actual shipping date
    - Estimated and actual reception date
  - View the status of Card Production Requests by received, production status, shipping status
  - Compile information on inventory, production and shipping by time period e.g. month to date, year to date
  - View information on Card spoilage by Card Production Request and by specified time periods
  - View information on Card destruction by Card identifiers and by specified time periods

In addition to providing the reporting module in their information management systems, the Contractor must provide each of the following within 24 hours, if so requested:

- Responses to status queries
- Responses to priority change requests
- Error or warning conditions
- Audit information.

#### **A.4.11 Records Management**

The Contractor must back-up and retain all electronic records pertaining to the CIC inventory and production activities for the period of the Contract unless otherwise instructed by the CIC Project Authority.

The Contractor must store all hard copy records pertaining to the CIC inventory and production activities for the period of the Contract unless otherwise instructed by the CIC Project Authority.

The Contractor must provide any records requested by the CIC Project Authority within one (1) working day of a request for the records being submitted by the CIC Project Authority.

The CIC Project Authority may require that the Contractor delete all or any part of the electronic records or shred all or any part of the hard copy records at 24 month intervals dating from the award of the Contract. Written instructions, signed by the CIC Project Authority, detailing the records to be deleted or shredded will be provided to the Contractor.

**ANNEX "B"****BASIS OF PAYMENT**

Bidders must provide pricing in the format specified in this Annex B - Basis of Payment. Failure to provide prices in the format specified will render the proposal non-responsive.

Bidders must submit firm, all-inclusive prices in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded, FOB destination to the Closest Canada Post outlet, Canadian customs duties and excise taxes included. Shipping costs are extra.

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 proposal will be found non-compliant and no further evaluation will be done.

Prices must include all materials and operations (of all consultation, design, development, testing, hardware, materials, infrastructure, storage and operations necessary to produce and to ship the Permanent Resident Cards to the closest Canada Post facility, as specified in Annex A - Statement of Work) to supply the final products and ready the items for shipping.

Payment for PR Cards will not be made until such time as individual orders are placed for personalization and delivery of personalized PR Cards. Payment for PR Cards will be made in accordance with the quantities specified in each individual request for personalization and delivery. Payment for PR Cards will be made on a monthly basis based on the number of complete delivery of the personalized PR Cards to the final destination specified in each request.

**DELIVERY / SHIPPING/ CANADA POSTCHARGES**

The Contractor will be reimbursed for the shipping costs reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead. A copy of the bill of lading from the carrier must be submitted to the Project Authority with the invoice. All payments are subject to government audit.

The Quantity for Evaluation shown in the pricing grid of the Annex B - Basis of Payment are estimates for evaluation purposes only and are not indicative nor a guarantee of the actual number of items to be ordered.

**BIDDERS ARE RESPONSIBLE TO ENTER THEIR PRICES ON THE MS EXCEL SPREADSHEET SUPPLIED TO THEM AND RETURN IT ON USB ALONG WITH A PRINT OUT OF THE COMPLETED ANNEX B: BASIS OF PAYMENT WITH THEIR PROPOSAL.**

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 ANNEX "B".

**P2010T Escalation for Paper**

1. The resulting contract will contain a provision for price adjustment (increase or decrease) of the portion of the price directly related to the base transaction cost of paper. Price adjustment will apply only to increase or decrease of the base transaction cost of paper that may occur at any time during the resulting contract period but not before thirty (30) days after contract award.

2. Bidders must provide their base transaction cost(s) and the quantity of the paper on which the base transaction cost is established in their bid as follows:

a. cover stock (if applicable): \_\_\_\_\_ lb. at a base transaction cost per Cwt. of \$\_\_\_\_\_, and which represent \_\_\_\_\_ percent of the unit price(s).

Brand name and paper supplier: \_\_\_\_\_ .

b. text stock (if applicable): \_\_\_\_\_ lb. at a base transaction cost per Cwt. of \$\_\_\_\_\_, and which represent \_\_\_\_\_ percent of the unit price(s).

Brand name and paper supplier: \_\_\_\_\_ .

3. Upon request from the Contracting Authority, bidders must provide supporting documentation to confirm the base transaction cost. Such documentation may consist of copy of quotation from the paper supplier(s).

#### **P2010C Escalation for Paper**

1. The portion of the price directly related to the base transaction cost of paper is subject to price adjustment (increase or decrease) at any time during the contract period but not before \_\_\_\_\_ (insert the date corresponding to the end of the 30-day period after contract award). The price will be adjusted using the percentage of the announced increase or decrease that came into effect by applying it to the applicable base transaction cost.

2. To request a price adjustment, the Contractor must provide the Contracting Authority with a notice indicating the increase or decrease in the base transaction cost of the paper necessary to complete the requirement of the Contract, if applicable. Such notice must contain the price as publicly announced by at least three (3) paper supplier who supply the grade specified in the Contract and the date the price came into effect.

3. The base transaction cost of paper subject to price adjustment is as follows:

a.cover stock (if applicable): \_\_\_\_\_ lb. at a base transaction cost per Cwt. of \$\_\_\_\_\_, and which represent \_\_\_\_\_ percent of the unit price(s).

Brand name and paper supplier: \_\_\_\_\_ .

b.text stock (if applicable): \_\_\_\_\_ lb. at a base transaction cost per Cwt. of \$\_\_\_\_\_, and which represent \_\_\_\_\_ percent of the unit price(s).

Brand name and paper supplier: \_\_\_\_\_ .

4. The Contractor must provide a copy of the quotation from the paper supplier(s) to support the above base transaction cost and a copy of the invoice(s) from the paper supplier(s) to support the adjusted base transaction cost.

5. Any price adjustment must be approved by the Contracting Authority and will be evidenced through a contract amendment.

**Annex B**  
**Basis of Payment**

<b>contract period</b>			
	<b>A</b> <b>Price for the design</b>	<b>B</b> <b>Quantity for Evaluation</b>	<b>C</b> <b>A x B = C</b>
<b>Item # 1:</b>	All inclusive price for the design of the PRCARD	1	\$ -
	<b>A</b> <b>Price per card</b>	<b>B</b> <b>Quantity for Evaluation</b>	<b>C</b> <b>A x B = C</b>
<b>Item # 2:</b>	For the Test Production Run of PRCards, 200 test PRCards. All inclusive price per card as specified in the Annex A SOR.	200	\$ -
<b>Item # 3:</b>	All inclusive price for the destruction of unsuccessful test cards	50	\$ -

	<b>A</b> <b>Price per card</b>	<b>B</b> <b>Quantity for Evaluation per year</b>	<b>C</b> <b>A x B x 3 = C (contract period = 3 years)</b>
<b>Item # 4:</b>	All inclusive price per card, for the minimum quantity of 300,000 permanent residence cards per year. All inclusive price per card, for the printing, supply, storage, personalization, on going testing, and delivery of cards as specified in Annex A SOR.	300,000	\$ -
<b>Item # 5:</b>	For each additional order of PRCards (over and above the minimum quantity of 300,000 PR cards per year )	120,000	\$ -
<b>Item # 6:</b>	For the Destruction of unsuccessful cards	15,000	\$ -

<b>First (1st) option period</b>			
	<b>A</b> <b>Price per hour</b>	<b>B</b> <b>Quantity for Evaluation</b>	<b>C</b> <b>A x B = C</b>
<b>Item # 7:</b>	All inclusive price for a redesign of the PRCARD	30	\$ -
	<b>A</b> <b>Price per card</b>	<b>B</b> <b>Quantity for Evaluation</b>	<b>C</b> <b>A x B = C</b>
<b>Item # 8:</b>	All inclusive price per card, for the minimum quantity of 300,000 permanent residence cards per year. All inclusive price per card, for the printing, supply, storage, personalization, on going testing, and delivery of cards as specified in Annex A SOR.	300,000	\$ -
<b>Item # 9:</b>	For each additional order of PRCards (over and above the minimum quantity of 300,000 PR cards per year )	120,000	\$ -
<b>Item # 10:</b>	For the Destruction of Unsuccessful Test cards	5,000	\$ -

Solicitation No. - N° de l'invitation

B8362-120420/B

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

cw020

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

B8362-120420

cw020B8362-120420

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**Second (2nd) option period**

		<b>A Price per hour</b>	<b>B Quantity for Evaluation</b>	<b>C A x B = C</b>
<b>Item #11:</b>	All inclusive price for a redesign of the PRCARD		30	\$ -
		<b>A Price per card</b>	<b>B Quantity for Evaluation</b>	<b>C A x B = C</b>
<b>Item # 12:</b>	All inclusive price per card, for the minimum quantity of 300,000 permanent residence cards per year. All inclusive price per card, for the printing, supply, storage, personalization, on going testing, and delivery of cards as specified in Annex A SOR.		300,000	\$ -
<b>Item # 13:</b>	For each additional order of PRCards (over and above the minimum quantity of 300,000 PR cards per year )		120,000	\$ -
<b>Item # 14:</b>	For the Destruction of unsuccessful cards		5,000	\$ -

Bidder 0

**Total Evaluated Price = \$**  
**-**  
**(total of all column C)**

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**ANNEX "C"****SECURITY REQUIREMENTS CHECK LIST (3 pages)****and SECURITY IT GUIDE**IT SECURITY GUIDE**1. INTRODUCTION**

This document outlines the IT Security requirements for the Department's current contract for the processing of sensitive data up to and including the level identified on the SRCL. In absence of a formal Threat-Risk Assessment (TRA) and due to the IT portion of the Security clearance being contract specific, the intent of this document is to state the minimum safeguards required in order that the processing of sensitive information be approved by the Department's IT Security Coordinator (ITSC).

Security is based upon layers of protection; that is, in order for the requirements of the IT Security (ITS) to effectively safeguard the information, they must be preceded and supported by other aspects of security and the associated policies. The physical, personnel and information security safeguards in accordance with the Policy on Government Security and ITS related Standards must exist prior to the implementation of ITS safeguards.

**2. MANDATORY PREREQUISITES****2.1. PWGSC Validation for Physical Security**

The application of the security safeguards listed in this document are based on the mandatory requirement that the physical premises have been inspected, certified and accredited to process and store sensitive information by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services.

A CISD Field Industrial Security Officer (FISO) may perform a bi-annual inspection to ensure that premises PWGSC certification is maintained.

**2.2. Personnel Security**

All personnel who have access to the material being processed must hold valid Government of Canada "Reliability Status" or security clearance if they possess significant knowledge of the design process and have each employee must have a "need to know".

**2.3. Information Security**

All hard copy documents and other media formats must be handled and transported in accordance with Government of Canada guidelines. All applicable hard copy documents and other media will be marked with the Protected B security classification. Any covering letter, transmittal form or circulation slip will be marked to indicate the highest level of classification of the attachments.

Transportation of information associated with this contract into or out of the physical premises must adhere to RCMP G1-009 "Transport and Transmittal of Protected and Classified Information" as it relates to Protected B information. Personnel may only transport documents associated with a CIC contract into or out of the security zone with the approval of the CIC DSO.

### 3. MINIMUM IT SECURITY REQUIREMENTS

#### 3.1 Adherence to Government of Canada Policies

All information technology related operations must adhere to the overall requirements outlined in the Operational Security Standard: Management of Information Technology Security, specifically, sections 16-18 referring to prevention, detection, response and recovery.

##### 3.1.1 Prevention

Prevention safeguards protect the confidentiality, integrity, and availability of information and IT assets.

##### 3.1.2 Physical Security within the IT Security Environment

All equipment processing sensitive information is to reside in an operations zone outlined in G1-026 (RCMP Technical Security Branch - "Guide to the Application of Physical Security Zones" as it applies to Protected B requirements.

The equipment within the operations zone, which is used to process the sensitive information, must be standalone (self-contained, used for the purposes of processing the information related to the contract and have no external connection to the internet or other network, internal or otherwise).

The use of wireless technology for the processing of sensitive information is prohibited.

##### 3.1.3 Storage, Disposal and Destruction of IT Media

All material such as CD/DVDs, flash/thumb drives, workstation hard disks, server hard disks, backup tapes and any other devices used to process or store sensitive information must be identified and itemized by model and serial number for hard disks, and by label for any other media which cannot be identified by model or serial number. These devices or material must be retained and properly stored or disposed of by CIC IT Security personnel in the event of failure and replacement of the equipment or termination of the final contract.

In the event that equipment requires maintenance, support or replacement, no hardware associated with the processing or storage of sensitive information may be given to an outside vendor.

All media, when not in use, must be stored in a storage container which is RCMP-approved for the storage of sensitive information to the adequate level identified in the SRCL, G1-001 "Security Equipment Guide". The storage container must be verified by CISC.

##### 3.1.4 Mobile Computing and Teleworking

Due to the fact that the requirements have stipulated a standalone configuration, mobile computing and teleworking need not be expressly addressed; however, it is important to state that the processing of sensitive information associated with CIC-related contracts may only be performed in the facility which has been validated by the CISC.

##### 3.1.5 Malicious Code

Due to the isolation of the systems being used to process sensitive information (standalone network) these systems are less exposed to malicious code such as viruses, Trojan horses, and network worms;



however, without proper procedures for introducing new equipment or information into the environment, they are still vulnerable. Therefore, the Contractor must install, use and regularly update antivirus software and conduct scans on all electronic files from external systems.

### 3.2. Detection

It is important to have the ability to detect security related issues within the operating environment which processes sensitive information. Even though the systems are isolated, it is still useful to use sources such as system logs (event viewer), virus protection software and other system tools to monitor systems. In order to adequately protect information there must exist the ability to detect activity such as unauthorized access, unplanned disruption of systems or services or unauthorized changes to system hardware, firmware, or software. Detection mechanisms which are used by the Contractor must be documented and provided to CISD.

#### 3.2.1 Incident Response

The Policy on Government Security requires departments to 'establish mechanisms to respond effectively to IT incidents and exchange incident-related information with designated lead departments in a timely fashion. Similarly, CIC requires the Contractor to have a documented incident response process. All documentation pertaining to incident response must be provided to CIC DSO.

#### 3.2.2 Incident Reporting

It is paramount that the CIC DSO is made aware of any security-related incidents with respect to the facilities and equipment used to process and store sensitive information associated with CIC contracts.

The Contractor must report any security-related incidents to CIC DSO within two hours of an incident being detected or reported.

#### 3.2.3 Recovery

The ability to recover systems and information is extremely important in any IT environment. CIC requires that the Contractor demonstrate the ability to address systems recovery by providing documentation relating to systems and server backup policies (e.g. processes used, tests restores, retention periods and storage of backup media). This documentation shall be forwarded to the CIC DSO.

## ANNEX "D" to PART 5 - BID SOLICITATION 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 any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit Employment and Social Development Canada (ESDC)-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 ESDC-Labour.

**OR**

- ☐ A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-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 ESDC-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 E Evaluation Criteria and Grid



Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat

B8362-120420 (AMENDED) (1)

Security Classification / Classification de sécurité  
UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)  
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART 1 - CONTRACT INFORMATION / PARTIE 1 - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	CITIZENSHIP AND IMMIGRATION CANADA / CIC	
2. Branch or Directorate / Direction générale ou Direction		
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 DESIGN, PRODUCTION AND DISTRIBUTION OF PERMANENT RESIDENT CARDS		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non 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? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non 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? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Non Oui (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)		
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. <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non 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? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non 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 <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies) / Préciser le(s) pays	Specify country(ies) / Préciser le(s) pays	Specify country(ies) / Préciser le(s) pays
PLEASE SEE SECURITY GUIDE FOR CLARIFICATION		
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input checked="" type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité  
UNCLASSIFIED

Canada



Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat

B8362-120420 (AMENDED) (1)

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**PART A: SUPPLIER / PARTIE A: FOURNISSEUR**

9. 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? ☒ No / Non ☐ Yes / Oui

If Yes, indicate the level of sensitivity.

Si Oui, indiquer le niveau de sensibilité :

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 ☐ Yes / Oui

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 FIABILITE



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 :

PLEASE SEE SECURITY GUIDE FOR CLARIFICATION

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 unescorted personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir octroyer des parties du travail? ☒ No / Non ☐ Yes / Oui

If Yes, will unescorted personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté?

☐ No / Non ☐ 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? ☐ No / Non ☒ 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 ☐ Yes / Oui

**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 ☒ Yes / Oui

**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? ☐ No / Non ☒ Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Exposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☐ No / Non ☒ Yes / Oui

TES/SCY 350-103(2004-72)

Security Classification / Classification de sécurité  
UNCLASSIFIED

Canada





Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat

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Security Classification / Classification de sécurité

UNCLASSIFIED

**PART C - SUMMARY / PARTIE C - RÉSUMÉ**

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 / PROTÉGÉE			CLASSIFIED / CLASSIFIÉE			NATO				COMSEC			
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COMSEC TOP SECRET	PROTECTED / PROTÉGÉE	CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIAL		TRÈS SECRET	NATO RESTRICTED	NATO CONFIDENTIAL		COMSEC TRÈS SECRET	A	B	C	CONFIDENTIAL
Information / Informations														
Manufacturing / Fabrication														
Support / Soutien														
Logistics / Logistique														

- 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, classifiez 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, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Solicitation No. - N° de l'invitation

B8362-120420/B

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

B8362-120420

Amd. No. - N° de la modif.

File No. - N° du dossier

cw020B8362-120420

Buyer ID - Id de l'acheteur

cw020

CCC No./N° CCC - FMS No./N° VME

## ANNEX E - EVALUATION CRITERIA AND EVALUATION GRID

Bidder: \_\_\_\_\_

Date: \_\_\_\_\_

### EVALUATION SUMMARY - MANDATORY CRITERIA

MET

NOT MET

### EVALUATION SUMMARY - POINT RATED CRITERIA

POINT RATED CRITERIA	Maximum Points	Score Achieved	Pass Mark
R.1 Corporate Capability	40	/40	28
R.2 PR Card Design	26	/26	18
R.3 Contract Management Plan	30	/30	21
R.4 Card Design Implementation and Testing	28	/28	19
Minimum required total points: 86		Total Points /124	

### MANDATORY TECHNICAL CRITERIA

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

#### M.1 CORPORATE CAPABILITY

To demonstrate that the Bidder has the corporate experience in producing secure ID cards incorporating RFID technology, the Bidder must provide a description of contracts by, the Bidder's parent organization, and/or the Bidder's affiliated organization (started or completed) since June 30 2007, that collectively include the provision of all of the following:

M1.1 Security Design services

M1.2 IM/IT services for on-going data transfer, processing and reporting

M1.3 Card production incorporating individual card personalization

M1.4 Card distribution to individual recipients

M1.5 Inventory and Supply Chain management supporting on-going production

M1.6 Equal or exceed the annual card quantities guaranteed under the contract (300 000/year)

The contract descriptions must identify and describe any activities undertaken by sub-contractors, joint venture partners, the Bidder's parent organization, and/or the Bidder's affiliated organization for requirements M1.1 through M1.6.

The Bidder must provide contact information for the client to whom the Bidder, the Bidder's parent



organization, and/or the Bidder's affiliated organization provided the identified services.

<b>M1. Corporate Capability</b>	<b>Mandatory Met</b>	<b>Mandatory Not Met</b>
Security Design services		
IM/IT services for on-going data transfer, processing and reporting		
Card production incorporating individual card personalization		
Card distribution to individual recipients		
Inventory and Supply Chain management supporting on-going production		
Equal or exceed the annual card quantities guaranteed under the contract (300 000/year)		
Client contact information provided		

## **M2. PROJECT MANAGEMENT**

M.2.a The Bidder must provide the name of the overall Project Manager for this requirement, including project implementation. The Bidder must provide a concise summary of the Project Manager's experience with projects of comparable variety and complexity of required output. Responses must include a description of one (1) project worked on by the person named, the size and duration of the project and a client reference with contact information for the project. The Project Manager must have a minimum of 1 year experience. To demonstrate one (1) year experience the bidder must provide the start and end dates (month and year) of the period when the experience was acquired.

M.2.b The Bidder must provide the name of the Production Manager for this requirement. The Bidder must provide a concise summary of the Production Manager's previous experience with projects of comparable variety and complexity of required output. Responses must include a description of one (1) project worked on by the person named, the size and duration of the project and a client reference with contact information for the project. The Production Manager must have a minimum of 1 year experience. To demonstrate one (1) year experience the bidder must provide the start and end dates (month and year) of the period when the experience was acquired.

Bidder's proposals that do not provide the name and details requested for the Project Manager and the Production Manager will be deemed non-responsive and will not be evaluated further.

For the project description:

"Comparable variety and complexity of required output" is defined as a project involving two (2) or more of the following items:

- Experience as a project/production manager responsible for an output of over 100,000 personalized ID cards per year, compliant with ICAO standards,
- Experience as a project/production manager responsible for the production of any secure ID document (PR Card, passport, driver's license, or other) contract of a total value superior to 1 million dollars,
- Experience as a project/production manager responsible for personalized ID cards that include the incorporation of vicinity RFID technology.

<b>M2.a Project Manager</b>	<b>Mandatory Met</b>	<b>Mandatory Not Met</b>
Name and information of the Project Manager		
Summary of the Project Manager's previous experience with projects of comparable variety and complexity of required output provided		
Project: Client reference with contact information provided		
<p>The project involved two (2) or more of the following processes:</p> <ul style="list-style-type: none"> <li>a) Experience as a project manager (account manager) responsible for an output of over 100,000 personalized ID cards per year, compliant with ICAO standards,</li> <li>b) Experience as a project manager (account manager) responsible for the production of any secure ID document (PR Card, passport, driver's license, or other) contract of a total value superior to 1 million dollars,</li> <li>c) Experience as a project manager (account manager) responsible for personalized ID cards that include the incorporation of vicinity RFID technology.</li> </ul>		

<b>M2.b Production Manager</b>	<b>Mandatory Met</b>	<b>Mandatory Not Met</b>
Name and information of the Production Manager		
Summary of the Production Manager's previous experience with projects of comparable variety and complexity of required output provided		
Project: Client reference with contact information provided		
<p>The project involved two (2) or more of the following processes:</p> <ul style="list-style-type: none"> <li>a) Experience as a production manager responsible for an output of over 100,000 personalized ID cards per year, compliant with ICAO standards,</li> <li>b) Experience as a production manager responsible for the production of any secure ID document (PR Card, passport, driver's license, or other) contract of a total value superior to 1 million dollars,</li> <li>c) Experience as a production manager responsible for personalized ID cards that include the incorporation of vicinity RFID technology.</li> </ul>		

### **M3. CARD SAMPLES**

The Bidder will be provided with a CD containing 1 client image and cardholder data, at 35 mm by 45 mm. The Bidder must produce four (4) sample cards using the client image (and associated cardholder data) provided by CIC at any resolution proposed that the bidder believes is sufficient to enable cardholder identity verification at border control points. The photos must be laser engraved at 30 mm by 37 mm on polycarbonate substrate. The cards will be further assessed under Rated requirement R2.2.4.



M3. Card Samples	Mandatory Met	Mandatory Not Met
Bidder has produced our (4) sample cards		

#### **TECHNICAL EVALUATION - POINT RATED TECHNICAL CRITERIA**

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 and describe their approach 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.

Assessment of proposals will be based solely on the information in the Proposal. Canada may seek further information or clarification from the bidder.

The points allocated for selected criteria will be multiplied by the specified weighting factor (w.f.) where applicable.

#### **R1 CORPORATE CAPABILITY (MAXIMUM 40 POINTS)**

The Bidder should provide a corporate description demonstrating their experience and capacity for designing and producing the secure ID cards in the quantities and in the time periods described in the ANNEX A Statement of Requirements.

For the purposes of R.11, R.1.2 and R.1.3 only the experiences of the Bidder will be evaluated. For R.1.4 the Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder will be evaluated.

R1.1.1 The Bidder should clearly describe its manufacturing infrastructures capability for producing the types of cards that, at a minimum include:

1. Compliance with ICAO and ISO standards
2. Laser Engraving: personalization and multiple other security techniques
3. Incorporation of RFID chip and antenna array
4. Application of OVD
5. Guilloche pattern incorporated in design
6. OVI Printing
7. Rainbow printing
8. UV reactive Inks
9. Micro-printing
10. Embossing techniques
11. Transparent Window

R1.1.2 The Bidder should provide the quantity of the types of cards described in the Annex A Statement of Requirements that the Bidder is currently capable of producing per week in their facility or facilities identified for this requirement.

R1.1.3 The Bidder should describe its Supply Chain infrastructure for maintaining the supply of materials necessary for manufacturing secure ID cards. The description should include:

- The corporate procedures for vetting supplier's production capability; Quality Assurance and Security practices;
- The procurement procedures for ensuring best value of functionality and price;
- The information management for monitoring the overall supply of material.

R1.1.4 The Bidder should provide the number of years the Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder have been producing secure ID Cards for use with Border Control Points.

**R.1.1.1** The Bidder should clearly describe their manufacturing infrastructures capability for producing the types of cards that, at a minimum include:

Compliance with ICAO and ISO standards				
Yes No				
Laser Engraving: personalization and multiple other security techniques				
Yes No				
Incorporation of RFID chip and antenna array				
Yes No				
Application of OVD				
Yes No				
Guilloche pattern incorporated in design				
Yes No				
OVI printing				
Yes No				
Rainbow printing				
Yes No				
UV reactive inks				
Yes No				
Micro-printing				
Yes No				
Transparent Window				
Yes No				
Embossing techniques				
Yes No				
The Bidder has a fully functioning facility, or facilities in Canada, capable of producing the types of cards requiring 1-2 of the above listed security features of the Permanent Resident cards	The Bidder has a fully functioning facility, or facilities in Canada, capable of producing the types of cards requiring 3-6 of the above listed security features of the Permanent Resident cards.	The Bidder has a fully functioning facility, or facilities in Canada, capable of producing the types of cards requiring 7-8 of the above listed security features of the Permanent Resident cards.	The Bidder has a fully functioning facility, or facilities in Canada, capable of producing the types of cards requiring 9-10 of the above listed security features of the Permanent Resident cards.	The Bidder has a fully functioning facility, or facilities in Canada, capable of producing the types of cards requiring <b>all</b> the above listed security features of the Permanent Resident cards.
1 point _____	2 points _____	3 points _____	4 points _____	5 points _____
Points Allocated for R.1.1: _____ /5 Multiplied by a weighting factor of 2 = : _____ /10				

**R1.1.2** The number of cards requiring laser engraving and the other security features as per Annex A Statement of Requirement of the Permanent Resident cards that the Bidder is capable of producing per week in their facility, or facilities.

The Bidder has a current capability to produce less than 8,000 cards per week	The Bidder has a current capability to produce 8,001 to 11,999 cards per week.	The Bidder has a current capability to produce 12,000 cards per week.	The Bidder has a current capability to produce 12,001 cards per week or more.
1 point _____	2 point _____	3 points _____	4 points _____
Points Allocated for R.1.1.23: _____ /4			



**R1.1.3** The Bidder should describe its Supply Chain infrastructure for maintaining the supply of materials necessary for manufacturing secure ID cards. The response should include a clear explanation of corporate procurement processes in place, with mention of security, QA, inventory management and obtaining the best price.

	Description does not provide any information or missing information or does not demonstrate any corporate procurement processes are in place. 0 points	Description provides clear and complete information; demonstrates corporate procurement processes are in place. 1 point
The Bidder provides a clear explanation of its corporate procurement processes with respect to obtaining the best price for the materials/services procured.		
The Bidder provides a clear explanation of its corporate procurement processes with respect to vetting suppliers and security considerations.		
The Bidder provides a clear explanation of its corporate procurement processes with respect to inventory management, in order to avoid disruptions in the supply chain.		
Points Allocated for R.1.1.3: _____/3		

**R.1.1.4** The Bidder should provide the number of years the Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder have been producing secure ID Cards for use with Border Control Points.

The Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder has less than one year experience producing cards used at Border Control Points/Not enough information provided to rate the bidders' response.  0 points _____	The Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder has 1-2 years experience producing cards used at Border Control Points.  1 point _____	The Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder has 3-4 years experience-producing cards used at Border Control Points.  2 points _____	The Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder has 5 or more years experience producing cards used at Border Control Points.  3 points _____
Points Allocated for R.1.1.4: _____/3			

**R.1.2. CORPORATE CLIENTS**

To demonstrate their capability, the Bidder should provide a description of two (2) projects for two (2) different clients for which the Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder has produced secure personalized ID cards requiring the types of production and security features described in the Annex A Statement of Requirements. The Description should provide the information on the quantities produced, the end use and security features incorporated into the cards, the project title and/or the contract number for each project as well as the client's names. The Bidder should provide a contact name and contact coordinates for each.

**PROJECT 1**

R.1.2.1a The average annual quantity of personalized cards, including laser engraving, produced over the period of the contract.

Not enough information provided to evaluate the Bidders' response.	The Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder produced an average of less than 250,000 per year for the client.	The Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder produced an average of 250,000 to 350,000 cards per year for the client.	The Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder produced an average of 350,000 cards per year for the client.
0 points	1 point	2 points	3 points

Points Allocated for R.1.2.1a: /3

R.1.2.2a The Bidder demonstrates that the end use of the card is/was used to validate the cardholder's identity and status at border control points.

The end use of the card is/was not used to validate the cardholder's identity and status at border control points	The end use of the card is/was used to validate the cardholder's identity and status at border control points
0 points	2 point

Points Allocated for R.1.2.2a: /2



R.1.2.3a The number of listed features incorporated in the client cards.

List of features				
Compliance with ICAO and ISO standards			Yes	No
Laser Engraving: personalization and multiple other security techniques			Yes	No
Incorporation of RFID chip and antenna array			Yes	No
Application of OVD			Yes	No
Guilloche pattern incorporated in design			Yes	No
OVI printing			Yes	No
Rainbow printing			Yes	No
Transparent Window			Yes	No
UV reactive inks			Yes	No
Micro-printing			Yes	No
Embossing techniques			Yes	No
3 or less features listed were incorporated in the client cards. 1 point _____	4 features listed were incorporated in the client cards. 2 points _____	5 features listed were incorporated in the client cards. 3 points _____	6 features listed were incorporated in the client cards. 4 points _____	At least 7 features listed were incorporated in the client cards. 5 points _____
Points Allocated for R.1.2.3a: _____/5				

**PROJECT 2**

R.1.2.1b The average annual quantity of personalized cards, including laser engraving, produced over the period of the contract.

Not enough information provided to evaluate the bidders' response.  0 points _____	The Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder produced an average of less than 250,000 per year for the client.  1 point _____	The Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder produced an average of 250,000 to 350,000 cards per year for the client.  2 points _____	The Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder produced an average of more than 350,000 cards per year for the client.  3 points _____
Points Allocated for R.1.2.1b: _____/3			

R.1.2.2b The Bidder demonstrates that the end use of the card is/was used to validate the cardholder's identity and status at border control points.	
The end use of the card is/was not used to validate the cardholder's identity and status at border control points 0 points _____	The end use of the card is/was used to validate the cardholder's identity and status at border control points 2 point _____
Points Allocated for R.1.2.2 b: _____ /2	

R.1.2.3b The number of features incorporated in the client cards.				
List of features				
Compliance with ICAO and ISO standards		Yes	No	
Laser Engraving: personalization and multiple other security techniques		Yes	No	
Incorporation of RFID chip and antenna array		Yes	No	
Application of OVD		Yes	No	
Guilloche pattern incorporated in design		Yes	No	
OVI printing		Yes	No	
Rainbow printing		Yes	No	
Transparent Window		Yes	No	
UV reactive inks		Yes	No	
Micro-printing		Yes	No	
Embossing techniques		Yes	No	
3 or less features listed were incorporated in the client cards. 1 point _____	4 features listed were incorporated in the client cards. 2 points _____	5 features listed were incorporated in the client cards. 3 points _____	6 features listed were incorporated in the client cards. 4 points _____	At least 7 features listed were incorporated in the client cards. 5 points _____
Points Allocated for R.1.2.3 b: _____ /5				

**R.1 TOTAL POINTS = \_\_\_\_\_ /40**

## **R.2 PROPOSED PERMANENT RESIDENT CARD DESIGN (MAXIMUM 26 POINTS)**

The Bidder should provide a proposed design for the Permanent Resident Card. This design should include a description of the specific security features proposed and the rationale for each of these features as well as a description of the overall design philosophy indicating the reasons behind the selection of the proposed design and a high level overview of the design strategy.

### **R2.1 DESIGN CONCEPT**

The explanation of the design concept should clearly demonstrate that the design can meet the current and future needs of CIC PR Cards as defined in the Annex A SOR.

Canada will not accept any proposed security features, production processes and/or methods that are proprietary to the Respondent.

The Bidder should explain the design concept with regard to how the inter-operability layering of the



security features of the design will enhance the functionality of the Card for its intended use.

*"The PR Card must provide authorized individuals, who determine an individual's right to travel to and enter into Canada, with a reliable, fraud-resistant method for positive identification of the cardholder. The card design and production must incorporate security features that allow for multiple tiers of verification which can be rapidly confirmed, primarily by visual examination without magnification or with simple hand held devices in various indoor and outdoor lighting conditions."*

The explanation should emphasize how the design meets the Tier I, II and III verification requirements while minimizing the threats from Forgery, Counterfeiting and Impostors.

"Forgery" is defined, as the fraudulent alteration of any part of the PR Card. Reliable security measures must be incorporated to facilitate the visual and automated detection of any attempted unauthorized alteration to the PR Card.

"Counterfeit" is defined as the unauthorized reproduction of the PR Card by whatever means. To facilitate the visual and/or automated detection of counterfeits, a combination of reliable security features must be incorporated in the PR Card.

"Impostor" is defined as someone representing him or herself to be some other person. Security features must be incorporated to facilitate the visual and/or automated detection of the fraudulent use of a PR Card by an impostor.

R2.1.1 The Bidder should provide a clear explanation for the proposed design concept that focuses on the inter-operability layering of security features and on how the design meets the needs of CIC as it relates to the use of the card and its protection against fraudulent activity.			
	No information provided or doesn't demonstrate that it meets the SOR requirements or response includes proprietary features 0 point	Some information unclear or missing information. Demonstrates the functionality of the card features 1 point	Information clear and complete. Demonstrates the functionality of the card features 2 points
Design concept is complex enough to combat illegal use of the card: a combination of 2-4 complex security features (tier II and tier III) are proposed			
Design concept is simple enough to enable authorities to quickly recognize a genuine card: 2-4 tier Tier I security features are proposed			
Design concept demonstrates how ICAO standards are met			
Design concept incorporates at the required personalization features as stated in the Annex A SOR and in ICAO's document 9303			

Design concept clearly explains the inter-operability of the various security features			
Points Allocated for R.2.1.1: _____/10			

## R.2.2 DESIGN OVERVIEW

Bidders should provide a design overview. This may consist of sample cards or scaled diagrams showing a high-level card design for visual review that address the requirements indicated below. Any readers necessary to read features of the card electronically e.g. Bar Code or RFID array should be mentioned as part of the proposal. The design overview will be evaluated for:

R2.2.1 Integration of the elements required for the Card as stated in the Annex A SOR.

R2.2.2 How the Personalization of Text and Image Details for the VIZ (Zones I-V), Reverse Side Optional Data Zone (Zone VI), and the MRZ (Zone VII) is compliant with the specifications included in Part 3 of ICAO's Document 9303.

R2.2.3 Security Features proposed for the PR Card Blanks.

The Bidder should demonstrate how the proposed solution protects the security features from attempted removal, substitution, counterfeiting and alteration. The Bidder is requested to address these requirements and recommend various approaches available.

R2.2.4 Personalization and Photo Sample

Bidders will be provided with a CD containing sample personal client data in a text file format, with the field name followed by a tab character and then the field information plus one (1) client image.

Bidders should produce four (4) sample cards using the data provided. The cards should demonstrate an overall clarity of the images engraved into the polycarbonate substrate.

The personal information and 1D bar code on each card will be assessed for completeness, legibility and accuracy in terms of quality, position and readability.

The photo should be reproduced at any resolution proposed that the bidder believes is sufficient to enable cardholder identity verification at border control points. The photo must be laser engraved at 30 mm by 37 mm. Sample cards should demonstrate a laser engraved clear photo that exhibits more than acceptable factors including but not limited to brightness, lines, quality, background, size and position. The photo should be of the appropriate size, should not contain any errant lines or markings and should have a consistent level of brightness and intensity across the photo. The photo should display appropriate contrast with the client's facial features being clearly delineated. The photo will be assessed as to the qualities of sharpness and clarity and functional utility in verification of client identity.



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Amd. No. - N° de la modif.  
File No. - N° du dossier  
cw020B8362-120420

Buyer ID - Id de l'acheteur  
cw020  
CCC No./N° CCC - FMS No./N° VME

R2.2.1 The Design Overview illustrates the integration of the elements required for the Card as stated in the Annex A SOR.			
	No information provided or design overview does not illustrate the integration of the elements for the card as stated in the Annex A SOR.  0 point	Missing information or information is unclear. Design overview illustrates the integration of the elements for the card as stated in the Annex A SOR 0.5 point	Information is clear and complete. Design overview clearly illustrates the integration of the elements for the card as stated in the Annex A SOR 1 point
Laser Engraving: personalization and multiple other security techniques			
Incorporation of RFID chip and antenna array			
Application of OVD			
Guilloche pattern incorporated in design			
OVI printing			
Rainbow printing			
UV reactive inks			
Micro-printing			
Embossing technique			
Transparent Window			
Subtotal = _____ /8 points /1.6 (wf) =			
Points Allocated for R.2.1.2: _____/5			

R2.2.2 The Bidder should provide an explanation as to how the Personalization of Text and Image Details for the VIZ (Zones I-V), Reverse Side Optional Data Zone (Zone VI), and the MRZ (Zone VII) is compliant with the specifications included in Part 3 of ICAO's Document 9303. Relevant sections of Document 9303 are quoted to support the explanation.

	0 points	0.5 points	1 points
The description should provide sufficient information to provide an:	Description not provided or does not demonstrate compliance with the specifications included in Part 3 of ICAO's Document 9303	Information incomplete or unclear. Demonstrates compliance with the specifications included in Part 3 of ICAO's Document 9303	Information complete and clear. Demonstrates compliance with the specifications included in Part 3 of ICAO's Document 9303
Explanations for Zones I-V are provided, along with relevant quotes from Document 9303 to demonstrate compliance with the specifications included in part 3 ICAO's document 9303.			
Explanation for Zone VI is provided, along with relevant quotes from Document 9303 to demonstrate compliance with the specifications included in part 3 ICAO's document 9303.			
Explanation for Zone VII is provided along with relevant quotes from Document 9303 to demonstrate compliance with the specifications included in part 3 ICAO's document 9303.			
Points Allocated for R.2.2.2: _____/3			

R2.2.3 Security features proposed for PR Card blanks: the Bidder should provide a description to demonstrate how the solution protects each security feature from attempted removal, substitution, counterfeiting and alteration. The Bidder is requested to address these requirements and recommend various approaches available.

Description demonstrate how the following features are protected:	Description not provided or information provided does not demonstrate how the solution protects from attempted removal, substitution counterfeiting and alteration 0 points	Information incomplete or unclear. Does not clearly demonstrate how the solution protects from attempted removal, substitution counterfeiting and alteration 1 point	Information complete and clear. Clearly demonstrates how the solution protects from attempted removal, substitution counterfeiting and alteration 2 points
Laser Engraving			
Incorporation of RFID chip and antenna array			
Application of OVD			
Guilloche pattern incorporated in design			
OVI printing			
Rainbow printing			
UV reactive inks			
Micro-printing			
Embossing technique			
Transparent window			
Subtotal = _____ / 8 / 2 (wf) = 0.5			
Points Allocated for R.2.2.3: _____ / 4			



R2.2.4 Personalization and Photo Sample: The four (4) sample cards provided by the Bidder should demonstrate an overall clarity of the images engraved into the polycarbonate substrate.	
Sample engraved photo clearly identifies the card holder (acceptable level of brightness)	1 point
Absence of any errant lines or markings on the photo	1 point
Background, size and position of image are compliant with ICAO standards.	1 point
Cardholder data is clear and legible	1 point
Points Allocated for R.2.2.4: _____/4	

**R.2 TOTAL POINTS = \_\_\_\_\_/26**

### **R.3. CONTRACT MANAGEMENT PLAN (MAXIMUM 30 POINTS)**

The Bidder should provide a Contract Management Plan that clearly describes how the Bidder proposes to work with CIC Project Authority to meet the operational and management requirements in all areas related to this requirement over the term of the Contract. In doing this, the plan should give a comprehensive description of all procedures and activities which will be carried out or managed by the Bidder, as well as, how all of the activities are integrated in order to provide the required service.

The Contract Management Plan should contain sub-plans describing how the Bidder proposes to manage the implementation and on-going supply of the services required during the period of the Contract. Any or all of these plans may be accepted as proposed or further refined during the consultation and design phases of the Contract implementation.

#### **R3.1 PROJECT MANAGEMENT**

For the purposes of R.3.1.1, R.3.1.2.1, R.3.1.3 and R.3.1.4 only the experiences of the Bidder will be evaluated.

For R.3.1.2.2 the Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder will be evaluated.

The Bidder should provide details on how it will project manage the contract implementation. The plan should include the Bidder's internal and external resources such as subcontractors or Joint Venture Partners. At a minimum, the plan should include and describe how the Bidder proposes to address:

##### R3.1.1 Project Organization

The Bidder should provide a detailed description of their proposed Contractor/Client project organization. The description should include a comprehensive work breakdown structure identifying activities, roles, related responsibilities and information flow. The Bidder should also provide a Project Organization Chart that fully and clearly demonstrates the Bidder's accountability and reporting relationships.

##### R3.1.2 Risk Management

R 3.1.2.1 The Bidder should describe the risks/threats it perceives as potentially impacting the

successful implementation and on-going production and distribution of Cards; categorize the identified risks/threats by severity to the overall service; identify related aspects of the service potentially impacted; propose mitigation strategies and provide timeframes that show how the risks/threats are progressively reduced during the mitigation period.

R 3.1.2.2 The Bidder, the Bidder's parent organization or any subsidiary organization of the Bidder should provide an example of how they have successfully implemented risk mitigation strategies for a similar Identification card requirement.

#### R3.1.3 Problem Resolution

The Bidder should provide a detailed description demonstrating how its problem escalation process will operate in providing clear access to senior management. The response should include a detailed organization chart identifying individual positions and role in the organization. The chart should show reporting relationships and describe what decision-making authority each position has.

#### R3.1.4 Change Management

The Bidder should demonstrate how it would manage major change to the service provided under the Contract. To demonstrate their capability the Bidder should provide responses to the scenarios below. For the scenario the Bidder should describe:

- The Change Management Team they would have in place
- The Risk Assessment and Mitigation Strategies they would implement to minimize negative impacts to the service
- The Communication Strategies they would implement to keep CIC apprised of progress
- The Monitoring and Reporting Strategies they would implement at the internal level and CIC
- Key Performance Indicators for determining the success of the Change Management Strategies

**R3.1.1** The Bidder should provide a description of proposed Contractor/Client project organization, including implementation, and Contractor/Client relationship. The description should include a comprehensive work breakdown structure identifying activities, roles, related responsibilities and information flow. The Bidder should also provide a Project Organization Chart that demonstrates clear Bidder accountability and reporting relationships.

In the Description	Description not provided 0 points	Description incomplete or unclear. 1 point	Description complete and clear. 2 points
The Bidder provides a comprehensive work breakdown structure with clearly defined roles for all key players involved in project management			
The Project Organization Chart demonstrates the Bidder accountability/reporting relationships			
Information flow between CIC and the Bidder is clearly mapped out in the Chart			
The Bidder provides an explanation that shows the Bidder plans to work with the Client to manage each phase of contract implementation.			
The Bidder explains how the Bidder plans to work with the Client to manage each phase of contract after the launch of the new cards.			
Points Allocated for R.3.1.1: _____/10			



**R3.1.2 Risk Management:** the Bidder should describe the risks/threats perceived as potentially impacting the successful implementation and on-going production and distribution of Cards at all stages of the contract but not limited to the design implementation testing and production; categorize the identified risks/threats by severity to the overall service; identify related aspects of the service potentially impacted; propose mitigation strategies and provide timeframes that show how the risks/threats are progressively reduced during the mitigation period. The Bidder should provide an example of how they have successfully implemented risk mitigation strategies for a similar requirement.

Description demonstrates the following:	Description not provided 0 points	Description is incomplete or unclear. 1 point	Description is complete and clear. 2 points
<b>R3.1.2.1</b> The Bidder describes realistic risks/threats to the successful implementation and on-going production and distribution of Cards.			
<b>R3.1.2.1</b> Mitigation strategies to address the risks/threats are logical and relevant.			
<b>R3.1.2.1</b> Timeframes for the implementation of the mitigation strategies and mitigation period are realistic.			
<b>R3.1.2.2</b> Concrete example of how the Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder has managed risk in a previous contract has been provided, the example addresses risk identification, mitigation and overall results.			
Points Allocated for R.3.1.2: _____/8			

**R3.1.3 Problem Resolution:** the Bidder must provide a description demonstrating how their problem escalation process will operate in providing clear access to senior management. The response must be supported by an organizational chart identifying individual positions and the respective roles in problem resolution. The chart should show reporting relationships and describe the decision-making authority of each position.

The description should provide sufficient information to:	Description not provided 0 points	Information incomplete or unclear. 1 point	Information complete and clear. 2 points
The description demonstrates how CIC can access the Bidder's senior management.			
The description and the organizational chart identify the role each employee plays in the problem resolution process.			
The organizational chart demonstrates and identifies the decision making authority of each position, along with reporting relationships			
Points Allocated for R.3.1.3: _____/6			

**R3.1.4 Change Management:** the Bidder should demonstrate how they would manage change to the service provided under the Contract in the following scenario: card design change requested by CIC due to an increase in fraudulent activity with regards to the PR Card. Response should address the Bidder's research and development and technical capabilities, timelines for implementation of change and delivery. The response must be supported by a concrete example of how change management was implemented to meet Client requirements under a previous contract (no specific Client or employee names need to be mentioned).

Bidder provides a description of R&D/technical teams' capabilities and linkages with regards to changing elements of Card design on relatively short notice (1-2 months).	1 point
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Bidder provides realistic and acceptable timelines (1-2 months) for implementation of changes to the Card design.	1 point
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Bidder provides a concrete example of how change management was implemented in the past to meet Client requirements; the example should mention the change request (high level explanation), the key players involved (no names need to be provided), the implementation timelines and the overall result.	1 point
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Points Allocated for R.3.1.4: _____/3 Multiplied by a weighting factor of 2 = : _____/6
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**R.3 TOTAL POINTS = \_\_\_\_\_/30**

#### **R4 CARD DESIGN IMPLEMENTATION AND TESTING (MAXIMUM 28 POINTS)**

##### **R4.1 Card Design**

The Bidder should provide a work plan for implementing the design concept provided in response to R2.1.

**DESIGN CONCEPT.** The work plan should include a work breakdown structure for the design process encompassing the design phases from concept review through final approval. The work breakdown structure should include a proposed process schedule that includes presentation milestones, feedback process and dependencies for obtaining CIC final approval. (For the purposes of R.4, the bidder should note that the final CIC approval may take up to four (4) weeks.)

The Bidder should ensure it clearly demonstrates it has considered the requirements of the Statement of Work article A.4.2 (Card Design), in developing the design.



R4.1.1 The Bidder provides a work plan for implementing the design concept provided in response to <b>R2.1. Design Concept</b> . The response should include a clear work breakdown structure of the entire design phase, with realistic timelines and milestones. Feedback mechanisms are in place to keep the CIC Project Authority informed of any event that can impact the design concept implementation.			
The description should provide sufficient information to demonstrate :	Description not provided 0 points	Information incomplete or unclear. 1 point	Information complete and clear. 2 points
The Bidder's work breakdown structure, along with roles and responsibilities of the personnel involved in design concept implementation.			
The Bidder's timelines for the design concept implementation, which takes into account dependencies such as Client consultations and securing approvals, are realistic.			
The Bidder identifies relevant milestones and associated dependencies.			
The Bidder demonstrates that a feedback mechanism is in place to ensure the CIC Project authority is informed of any changes or events that can impact the design concept implementation.			
The Bidder's work plan is consistent with the Bidder's responses provided in R2.1. <b>Design Concept</b> (i.e. same security features are mentioned)			
Points Allocated for R.4.1.1: _____/10			

## R4.2 Card Testing

The Bidder should provide a work plan for completing the Card testing as described in the Statement of Work article 4.3 (Card Testing).

The work plan should clearly demonstrate how the Bidder proposes to meet the requirements of article A 4.3.1, A 4.3.1.1 and A 4.3.1.2 of the Statement of Work.

The Bidder should clearly demonstrate how they propose to meet the requirements of article A 4.3.2 (On-going Production Testing), of the Statement of Work.

The Bidder should provide a work plan for completing the Card testing as described in article A 4.3, Card Testing, of the Annex A SOR. The response should list the applicable tests, with emphasis on tests for chip functionality, provide realistic timelines, the method for selecting the laboratory and details regarding ongoing production testing.

## R4.2.1 Card Testing:

The Bidder's work plan should provide details to describe how the required testing will be performed for the following:	Description not provided 0 points	Information incomplete or unclear. 1 point	Information complete and clear. 2 points
Card Dimensional Stability			
Adhesion or Blocking			
Dynamic Bending Stress			
Dynamic Torsion Test			
De-lamination (Peel strength 90)			
Resistance to Chemicals (including art perspiration)			
Ultraviolet Light Exposure			
Surface Abrasion			
Bar Code Abrasion			
Card Structural Integrity			
Test methods-Vicinity Cards			
Points Allocated for R.4.2.1: _____/20 Multiplied by a weighting factor of 0.5 = : _____/10			

## R4.2.2 Workplan

The Bidder's work plan should provide details to describe and demonstrate the following:	Description not provided or does not demonstrate capability of meeting CIC requirement as per A4.3 0 points	Information incomplete or unclear. Demonstrates capability of meeting CIC requirement as per A4.3 1 point	Information complete and clear. Demonstrates capability of meeting CIC requirement as per A4.3 2 points
The method used to select the laboratory, which includes ensuring the laboratory possesses the proper experience/certifications.			
A rationale for the proposed tests to ensure chip functionality.			
Timelines that meet CIC requirements as per article A 4.3.1.1 of the Annex A SOR (Card Testing Timeframe)			
The Bidder's capability in terms of personnel, equipment and infrastructure to ensure on-going production testing.			
Points Allocated for R.4.2.2: _____/8			

R.4 TOTAL POINTS = \_\_\_\_\_/28

