



**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**

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**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  
Business Operations Support Systems Division/Systèmes  
de soutien des activités opérationnelles  
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K1A 0S5

<b>Title - Sujet</b> ePassport Solution		
<b>Solicitation No. - N° de l'invitation</b> B7021-170031/A		<b>Date</b> 2016-06-29
<b>Client Reference No. - N° de référence du client</b> B7021-170031		<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$XS-002-30320
<b>File No. - N° de dossier</b> 002xs.B7021-170031	<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 2016-08-11</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 type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>		
<b>Address Enquiries to: - Adresser toutes questions à:</b> Hradecky, Michael		<b>Buyer Id - Id de l'acheteur</b> 002xs
<b>Telephone No. - N° de téléphone</b> (819) 420-2212 ( )		<b>FAX No. - N° de FAX</b> (819) 997-8303
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF CITIZENSHIP AND IMMIGRATION 70 CREMAZIE STREET GATINEAU Quebec 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>

Solicitation No. - N° de l'invitation  
B7021-170031/A  
Client Ref. No. - N° de réf. du client  
B7021-170031

Amd. No. - N° de la modif.  
File No. - N° du dossier CCC No./N°  
002xs B7021-170031

Buyer ID - Id de l'acheteur  
002xs  
CCC - FMS No./N° VME

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## CITIZENSHIP AND IMMIGRATION CANADA

# **ePassport Solution – Development, Production and Personalization Delivery Services**

Request for Information #1

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## Purpose and Contents of this Request for Information

This is the Request for Information (RFI) #1 pertaining to the ePassport Solution for the Passport Program of Citizenship and Immigration Canada (CIC). The purpose of this RFI is to inform industry of CIC's requirement for the ePassport and to give industry the opportunity to provide feedback on the requirement and subsequent engagement activities. The general contents of this Request for Information document are:

**PART I: Request For Information Process:** Information about the intent of this Request for Information and the procedure for industry to follow for responding to this Request for Information.

**PART II: ePassport Solution Background; Objectives; Security, Privacy, Official Languages and Intellectual Property Requirements; and Engagement Approach:** ePassport Solution background; objectives of this RFI; Government of Canada requirements including security, privacy, official languages and intellectual property; and the proposed engagement approach.

**PART III: Questions to Industry:** Questions asked to solicit feedback from industry that will help Canada define its technical and commercial requirements, as well as to inform it of any challenges respondents may foresee.

**Annex A: Glossary of Terms and Acronyms**

**Annex B: Estimated Passport Production Volumes**

**Annex C: Background Information on Current ePassport Production**

**Annex D: Canada's ePassport Issuance Service Standards**

**Annex E: Rules of Engagement:** Respondents wishing to participate in the additional engagement activities must complete, sign, and return this form.

**Annex F: Registration Form for One-on-One Sessions**

## **Part I: Request for Information Process**

### **1. INTRODUCTION**

This is the Request for Information (RFI) #1 pertaining to the ePassport Solution for the Passport Program of Citizenship and Immigration Canada (CIC).

The purpose of this RFI is to inform industry of CIC's requirement for the ePassport and to give industry the opportunity to provide feedback on the requirement and subsequent engagement activities. Responses to this RFI will assist Canada in initiating a dialogue about the requirements and possible solutions.

RFI #1 will be followed by separate one-on-one sessions with interested suppliers.

#### **1.1 Nature of this Request for Information**

This is not a bid solicitation. This RFI will not result in the award of any contract. 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 a 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 subject matter described in this RFI.

### **2. INSTRUCTIONS FOR RESPONDING TO THIS REQUEST FOR INFORMATION**

#### **2.1 Nature and Format of Responses Requested**

Respondents are reminded that this is an RFI and not a Request for Proposals (RFP). As such, respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. RFI responses should also clearly identify any additional information and/or clarifications that respondents suggest be incorporated into any future solicitation documents. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses. Any marketing or promotional information submitted as part of the responses will not be reviewed.

Responses will not be used for competitive or comparative evaluation purposes, and thus the response format is not as rigorously defined as would normally be for an RFP. However, for ease of use and in order for the greatest value be gained from responses, Canada requests that respondents follow the structure outlined in section 2.7.

#### **2.2 Response Costs**

Canada will not reimburse any organization for expenses incurred in responding to this RFI, including, but not limited to, expenses incurred for participating in the additional engagement activities.

## 2.3 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 the procurement approach, as well as any draft documentation contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, at its discretion, review responses received after the RFI closing date.

**Review Team:** A review team composed of representatives of Citizenship and Immigration Canada (CIC) and Public Works and Government Services Canada (PWGSC) will review the responses. Canada reserves the right to hire any independent consultant or to use any Government of Canada (GOC) resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

**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*.

## 2.4 Follow-up Activity

Canada may, at its discretion, contact any respondent to follow up with additional questions or to clarify any aspect of a response.

**Additional Engagement Activities:** This RFI #1 is part of Engagement Phase 1 and will be followed by separate one-on-one sessions with interested suppliers. For more details, please refer to the following sections:

- Section 12.2: Engagement Phase 1 Activities Subsequent to RFI #1
- Annex F: Registration Form for One-on-One Sessions

**Media:** Media cannot participate in any of the one-on-one sessions.

## 2.5 Communication with Industry

During the additional engagement activities for this Engagement Phase, the Contracting Authority may communicate with registered industry participants through direct email rather than by posting additional notices on the *BuyandSell* Web site.

## 2.6 Contents of the RFI

The information contained in this document remains a work in progress and respondents should not assume that new requirements will not be added to any bid solicitation that is ultimately published by Canada. Nor should respondents assume that none of the requirements will be deleted or revised. Comments regarding any aspect of the draft documents are welcome. This RFI also contains specific questions addressed to the industry.

## 2.7 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 solicitation number, the volume number and the full legal name of the respondent.

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**Title Page:** The first page after the cover page should be the title page, which should contain the following information:

- (i) the title of the respondent's response and the volume number;
- (ii) the name and address of the respondent;
- (iii) the name, address and telephone number of the respondent's contact;
- (iv) the date, and
- (v) the RFI number.

**Number of Copies:** Canada requests that respondents submit their response in unprotected (i.e. no password) PDF format by email, if the size of the document is less than 6MB, to:

[Michael.hradecky@tpsgc-pwgsc.gc.ca](mailto:Michael.hradecky@tpsgc-pwgsc.gc.ca)

Alternatively, Canada requests that respondents save a copy of their PDF (2003 or later) document onto each of four USB memory drives and deliver them by mail to the address specified in section 2.8.

Responses to this RFI may be in either of Canada's official languages, English or French.

## 2.8 Enquiries

All enquiries and other communications related to this RFI and associated industry engagement activities shall be directed exclusively to the PWGSC Contracting Authority. Since this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all respondents; however, respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority: Michael Hradecky

Public Works and Government Services Canada

Place du Portage III, 12C1  
11 Laurier Street  
Gatineau, Quebec  
K1A 0S5

Email address: [Michael.hradecky@tpsgc-pwgsc.gc.ca](mailto:Michael.hradecky@tpsgc-pwgsc.gc.ca)

Telephone: 819-420-2212

Facsimile: 819-934-1235

The use of email to communicate is preferred.



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## 2.9 Submission of Responses

**Time and Place for Submission of Responses:** Organizations interested in providing a response should deliver it to the Contracting Authority identified above by the time and date indicated on page 1 of this solicitation document.

**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, return address, the solicitation number and the closing date appear legibly on the outside of the response.

**Return of Response:** Responses to this RFI will not be returned.

## 2.10 Fairness Monitor

Canada has engaged the services of an organization to act as an independent, third-party Fairness Monitor (FM) for the ePassport Solution procurement process. The role of the Fairness Monitor is to provide an attestation of assurance on the fairness, openness, and transparency of the monitored activities.

The Fairness Monitor's duties will include, but will not be limited to the following:

- i. observing all or part of the procurement process (including, but not limited to, the engagement and contemplated RFP processes);
- ii. providing feedback to Canada on fairness issues; and
- iii. attesting to the fairness of the procurement process.

Please note that, for the purpose of carrying out its Fairness Monitor related obligations, the Fairness Monitor will be granted access to industry responses and related correspondence received by Canada pursuant to this RFI (any subsequent RFI and any resulting RFP) and may act as an observer at the subsequent follow-up engagement and contracting activities indicated in section 2.4 above and sections 12.1 and 12.2 below.

## **Part II: ePASSPORT SOLUTION BACKGROUND; OBJECTIVES; SECURITY, PRIVACY, OFFICIAL LANGUAGES AND INTELLECTUAL PROPERTY REQUIREMENTS; AND ENGAGEMENT APPROACH**

### **3. ePASSPORT SOLUTION BACKGROUND**

- 3.1** The Government of Canada (GOC) currently issues machine-readable electronic passports (ePassports) through the Passport Program of Citizenship and Immigration Canada (CIC). The current passport contains a number of features:
- 3.1.1 Custom artistic design;
  - 3.1.2 Custom paper substrate including a watermark and inclusions;
  - 3.1.3 Secure printing (offset, UV, IR, Intaglio, OVI, letterpress, registered features, etc.);
  - 3.1.4 Quality cover material, hot foil stamping and an ultraviolet multi-color sewing thread;
  - 3.1.5 Dye-based Inkjet personalization;
  - 3.1.6 Secure holographic laminate; and
  - 3.1.7 ICAO Doc 9303 part 9 compliant contactless electronic passport chip.
- 3.2** The data page of the ePassport is personalized at Passport Program print sites. The passport holder's machine-readable biographical information and digitized picture are stored on the embedded chip in data groups 1 and 2 as a digital signature. This information can be verified at border crossings using ePassport readers. To prove this data has not been tampered with and is authentic, a security feature called passive authentication is used. The personal information stored on the chip is privacy protected by Basic Access Control (BAC).
- 3.3** Canada recognizes that the evolving international environment has created increasingly sophisticated threats to the security and integrity of the Canadian passport. In order to increase the security of Canadian passports and maintain their integrity as a means of identifying Canadian citizens, the Passport Program joined other countries in upgrading the security features of the passport and issued the first ePassport on February 4, 2013.
- 3.4** Canada is exploring options for the production, and planned issuance in 2020, of a highly secure passport manufactured in accordance with standards (Doc 9303) published by the International Civil Aviation Organization (ICAO). The ePassport Solution will be focused on the production process and will provide the best combination of service to the public, reduced administration and enhanced cost control to the GOC.
- 3.5** Canada would like to enhance the security features of the ePassport book and is initiating the Request for Information (RFI) process to be able to design and be ready to print new secure passport books in approximately five years. The delivery of a secure ePassport that will reduce the risk of tampering and identity fraud is a key component of Canada's mandate. By having stronger features to support identity and other checks, secure ePassports reduce the risk of other countries putting visa requirements on travelers. Canada is therefore exploring the possibility of moving to the following personalization processes:
- 3.5.1. An all pigment-based inkjet personalization process;
  - 3.5.2. A UV-curable inkjet printing process; or
  - 3.5.3 A laser-engraved polycarbonate data page.
- Canada will not explore dye diffusion thermal transfer, dye sublimation, toner or other personalization technologies.

**3.6** This is projected to be a complex, multi-year requirement composed of closely linked components. After gathering and reviewing the industry's comments and recommendations, there may be a possibility for Canada to initiate a second RFI process. Future procurement actions may result in the award of one contract with an initial period of seven (7) years with an option to extend the period of the contract by up to seven (7) additional one (1) year periods.

**3.7** Canada has identified the following as components required for the production of the next generation ePassport:

- 3.7.1 Passport books incorporating a microchip and antenna array;
- 3.7.2 PKI environment (Certificate Authority, Document Signer, Links to ICAO PKD);
- 3.7.3 Personalization of passport books by one of the processes described in section 3.5;
- 3.7.4 Encoding solution;
- 3.7.5 Interfaces between the different components of the solution;
- 3.7.6 Quality assurance/quality control equipment and/or services; and
- 3.7.7 Passport book design.

**3.8** Canada recognizes that certain materials, hardware and consumables required for an ePassport Solution may have to be sourced from outside Canada.

## **4. OBJECTIVE OF THIS RFI**

**4.1** This RFI is being issued with the objective of:

- 4.1.1 Engaging the industry and providing initial context pertaining to Canada's requirements early in the process to better understand both needs and available solutions prior to the drafting of the Statement of Requirements. The target audience will be potential suppliers of the solution;
- 4.1.2 Alerting industry and obtaining feedback on replacing the current ePassport Solution;
- 4.1.3 Following the RFI, one-on-one meetings with interested suppliers will take place. These meetings will be intended to give industry participants an opportunity to engage in an open dialogue with Canada on options for the solution being sought; and
- 4.1.4 Helping Canada to gain efficiencies in our business process and to obtain the pertinent information that will assist in developing a strong business case.

**4.2** The RFI seeks industry input concerning potential technologies, current technologies and a range of costs associated with current technologies deployed in the field that may be relevant in future procurement actions taken by Canada for the replacement of the current type of ePassport.

**4.3** At present, Canada believes that the components listed in section 3.7 above could be included in a turnkey type solution to be contracted to the private sector. The decision concerning the type of contract that may be awarded for the ePassport is not firm at this time. Information obtained from this RFI process will be used in helping to determine the procurement strategy that Canada may undertake in order to achieve the final ePassport Solution. Possibilities for future procurements include:

- 4.3.1 A single contract for implementing a turnkey ePassport Solution with responsibility for personalization of the passport books remaining with Canada; and
- 4.3.2 A single contract for implementing a turnkey ePassport Solution with outsourcing of the personalization of the passport books.

**4.4** This RFI does not imply that Canada has made a final decision on any of the procurement possibilities. Canada may not select any of the solutions or equipment identified in the responses. Canada shall not be liable under any circumstances to any supplier who has prepared a response to this RFI.

- 4.5** For maximum benefit of this RFI process, respondents with technologies in development are encouraged to provide preliminary information and pricing.
- 4.6** The option to update information and pricing is open to all respondents up to the time of the issuance of any future procurement documents.
- 4.7** The information gathered from this RFI will be used to:
- 4.7.1 Obtain a better understanding of the available technical and operational solutions that could be incorporated into developing a new ePassport Solution; and
  - 4.7.2 Decide what personalization strategy will be adopted. Other factors such as project management, integration, accountability, quality control, and risk mitigation will also play a role in deciding how a future procurement could be conducted.

## **5. SECURITY REQUIREMENTS**

- 5.1** There are no security requirements associated with this RFI.
- 5.2** Any future procurement actions undertaken in support of the ePassport Solution will, at a minimum, require service providers to hold the following mandatory security clearances:
- 5.2.1 All personnel involved in the design and implementation of the Canadian ePassport Solution shall hold, at a minimum, a SECRET clearance issued by their respective domestic Industrial Security Program.
  - 5.2.2 All facilities hosting the ePassport Solution, or a portion of it, shall hold a SECRET clearance issued by their respective domestic Industrial Security Program.
- 5.3** Any future procurement actions may also include expanded security requirements as mandatory criteria for contract award.
- 5.4** The proposed ePassport Solution will have to meet the Policy on Government Security or international equivalent.
- 5.5** Additional information concerning security requirements governing domestic contracts may be found on the Industrial Security Sector web site at: <http://iss-ssi.pwgsc-tpsgc.gc.ca/ssi-iss-services/sc-cs-eng.html>.
- 5.6** Suppliers should be aware that where the use of a foreign subcontractor is contemplated to supply any component that is deemed to have a security marking, security requirements will apply to that subcontractor. The prime contractor must report a subcontract to the Industrial Security Program (ISP) for approval when there are security requirements.

The ISP will verify and confirm the security status of foreign organizations before a supplier can enter into any commercial commitment. In addition, the supplier must obtain release authorization from the ISP before transferring any sensitive information to a foreign organization or arranging visits.

Currently, the ISP has international bilateral industrial security instruments with the countries listed on the following PWGSC Web site: <http://ssi-iss.tpsgc-pwgsc.gc.ca/gvrnmnt/risi-iisr-eng.html>.

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## 6. SECURITY CLEARANCE

**6.1** A security clearance is a certification that is granted by the respective domestic Industrial Security Program of a Supplier. Security requirements will be set out in the Request for Proposal (RFP). As the requirement is refined, Canada will finalize the Vendor Security Profile requirements, however Canada currently anticipates that Successful Suppliers and/or Bidders will require the following:

- 6.1.1 Secret Clearance from Canada for any Successful Supplier and/or Bidder who will have access to any Sensitive Information (or for foreign Supplier and/or Bidder, a Secret Clearance from their respective domestic industrial security program);
- 6.1.2 Facility Security Clearance (FSC) and Document Safeguarding Capability (DSC) from their respective domestic Industrial Security Program for the facility at which the Successful Supplier and/or Bidder intends to use and store Sensitive Information; and
- 6.1.3 Information Technology Security capability approved by their respective domestic Industrial Security Program for the facility at which the successful Supplier and/or Bidder intends to use and store Sensitive Information, in order for the Successful Supplier and/or Bidder to be able to process, store or transmit Sensitive Information electronically.

**6.2** Service providers should expect that personnel assigned to participate in the work will be required to be security cleared to Secret.

Service providers are advised that works and services to be carried out for the Solution may be accompanied by special security measures and may be subject to national security constraints. Consequently, successful suppliers and bidders will be required to accept the conditions set out in future request documents relating to national security and national interest, which requires vetting and security checks for designated individuals involved in the initiative. Service providers should anticipate that there will be stringent requirements and the absolute need to comply with them.

Canada currently expects that any resulting contract may require some or all of the following contractual obligations and restrictions:

- 6.2.1 Individuals employed by the service provider, who are required to work with the Solution drawings/documents or visit some of the government sites, must have Secret clearance;
- 6.2.2 All persons performing service provider duties under the initiative must have a security clearance at the appropriate level. Accordingly, the service provider must ensure that the appropriate personnel have the required security clearance levels, and the service provider must ensure that security clearances for its personnel are processed in advance so that they are in place when required; and
- 6.2.3 Security requirements and protocols will exist to ensure that sensitive information and ownership in the control of the service provider, the facility, and the initiative are not acquired by any person who does not have appropriate security clearances as a result of any assignment, transfer, or disposition by the service provider, change in control of the service provider, exercise of remedies by lenders, or otherwise.

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## 7. INDUSTRIAL SECURITY SECTOR PROCESSES

- 7.1** Security clearances (issued by CISD) will allow service providers to work on GOC premises and have access to confidential or sensitive information if/as required. GOC Security Policy requires that individuals undergo a personnel screening process if their duties or tasks necessitate access to Classified/Protected information and assets. Service providers must be sponsored by a representative from GOC in order to start the process of obtaining or upgrading a security clearance directly in support of the initiative and can send enquiries to the Contracting Authority.

Early submission of all applications for security clearances is strongly encouraged. Service providers are strongly encouraged to submit applications for security clearances for all key individuals and any other persons who may be required during the implementation phases to have access to sensitive information and/or access to secured sites.

Similar processes apply, with variances, to all of the countries with which Canada has bilateral security instruments. We encourage foreign suppliers to research the requirements of their own domestic industrial security programs to discover whether they are eligible to meet these requirements, and what the specific procedures that apply to their country might be. As mentioned, early submission is strongly encouraged.

Procurements will not be delayed in order to provide time for service providers to obtain required security clearances.

## 8. PRIVACY

- 8.1** The Solution will be required to ensure that information is accessible only to those authorized. The Solution will be required to comply with the statutory obligations under the *Privacy Act* and the *Access to Information Act*.

## 9. NATIONAL SECURITY EXEMPTION

- 9.1** In order to protect the sovereignty of its data, and to protect the national interest, Canada may invoke its right under national and international trade agreements to use a National Security Exception (NSE) for this procurement.

An NSE allows Canada to remove a procurement from some or all of the obligations of the relevant trade agreement where Canada considers it necessary to do so in order to protect its national security or other related interests specified in the text of the national security exceptions.

## 10. OFFICIAL LANGUAGES

- 10.1** Any future contract for an ePassport Solution will require the Contractor to provide all documentation and technical and client support in both official languages.

## 11. INTELLECTUAL PROPERTY RIGHTS

- 11.1** Any future procurement action for an ePassport Solution will contain provisions awarding to the Government of Canada ownership of the intellectual property rights to foreground information and a license to intellectual property rights to background information.

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## 12. PROPOSED ENGAGEMENT APPROACH

### 12.1 Industry Engagement

The industry engagement process begins with this RFI and concludes when an official RFP or other competitive process is distributed to suppliers who have qualified under the Invitation to Qualify (ITQ) process (Phase 3 below), or when the GOC advises participants that the engagement process has concluded. The process may involve the following activities:

1. Initial contact with industry through this RFI
2. One-on-one meetings with individual suppliers
3. Invitation to Qualify (ITQ)
4. Draft Request for Proposal (draft RFP) including a Statement of Requirements (SOR)

Participation in the engagement process will be strictly reserved for registered individuals who sign and submit, to the PWGSC Contracting Authority named herein, the Terms and Conditions of Engagement Process, provided in Annex E to this notice.

There will be no short listing of participating suppliers (suppliers with individuals that have signed and submitted the Terms and Conditions of Engagement Process) for purposes of undertaking any future work as a result of phases 1 and 2 of this process. Similarly, participation in phases 1 and 2 of this process is not a condition or prerequisite for participation in any ITQ(s). Industry representatives that do not participate in the process or that leave in the middle of the process will remain eligible to submit a response to any future ITQ relating to this requirement.

#### Phase 1 - Initial Contact with Industry

This RFI is posted on *BuyandSell* to seek interest from companies in participating in the industry engagement process. It is a chance for industry to share with CIC information on the current marketplace, available technology and supplier capabilities.

#### Phase 2 - One-on-One Industry Meetings

Following Canada's review of the responses to RFI #1, respondents will be invited to one or more individual sessions. These sessions will represent an additional opportunity for RFI respondents to clarify or expand on their response. These sessions also represent an additional opportunity for Canada to learn more about the industry and gather additional information.

#### Phase 3 – Invitation to Qualify (ITQ)

The ITQ is the first phase in the procurement process for the ePassport Solution. The objective of the ITQ is to identify and select qualified suppliers to proceed to subsequent phases of the industry engagement and RFP processes. The ITQ will be posted on *BuyandSell* and the responses submitted by suppliers interested in continuing to the draft RFP phase (Phase 4) will be evaluated for compliance against published technical criteria. Only those suppliers whose responses are deemed to meet all ITQ requirements will be invited to participate in Phase 4 (draft RFP).



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#### **Phase 4 – Draft Request for Proposal (draft RFP) including a Statement of Requirements (SOR)**

A draft RFP will be issued to those suppliers whose responses have been deemed compliant under Phase 3 (ITQ) to further refine the requirement by addressing industry concerns and considering industry recommendations.

##### **Rules of Engagement**

All participants must sign and submit to the Contracting Authority the Rules of Engagement Form (Annex E) prior to their participation in any of the industry engagement information sessions, one-on-one sessions, or working group sessions.

#### **12.2 Engagement Phase 1 Activities Subsequent to RFI #1**

Following the closure of this RFI, copies of the responses to this Request for Information #1 will be distributed to representatives of CIC and PWGSC for review and consideration. Copies of the responses will also be made available to the Fairness Monitor (FM) for review.

Respondents to this RFI who wish to participate in any of the follow-up activities (one-on-one sessions) must complete, sign, and submit to the Contracting Authority the Rules of Engagement Form (Annex E herein) prior to their participation. Participants should complete and submit the Registration Form for the one-on-one sessions (Annex F herein) to indicate their intention to participate in the subsequent engagement activities. Participants are encouraged to submit these forms to the Contracting Authority as soon as possible (i.e. prior to the closing date of this RFI solicitation).

Registration for the One-on-One Sessions must be submitted by the closing date of this RFI to be assured a meeting. Registrations received after this date will be accommodated at Canada's discretion. Requests for one-on-one meetings outside of the scheduled one-on-one session dates will be accommodated at Canada's discretion. At the time of registration, suppliers may submit their preferred dates for the one-on-one session. Canada will do its best to accommodate the requests. Suppliers will be contacted directly by the Contracting Authority with their one-on-one session date and time no later than five days prior to their one-on-one session date.

##### **One-on-One Sessions**

One-on-one session(s) with individual participants will be held to discuss requirements in more detail and possible options for service delivery models. Participants will be provided a list of questions at least three working days prior to their scheduled session based on their response to this RFI #1. Participants are invited to respond to these questions during their session or otherwise make use of their allotted time as they see fit.

One-on-One Sessions will be held in the month of September in the National Capital Region (Ottawa, Ontario and Gatineau, Quebec). Each participant will be allotted a maximum of two hours.



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## PART III: QUESTIONS

### 13. NATURE AND FORMAT OF RESPONSES REQUESTED

Canada is interested in receiving short written answers (short paragraphs or bullet points) in the following areas:

#### 13.1 Company History

- 13.1.1 Provide a short description of your firm and the types of services and products it provides, as well as some of the projects that your firm has completed that are relevant to the ePassport project.
- 13.1.2 Provide a description of your firm's experience in manufacturing blank electronic passport booklets for personalization processes using inkjet and/or laser engraving on polycarbonate, as well as in implementing personalization equipment for these processes.
- 13.1.3 Provide a breakdown of the annual volumes of electronic passports that your firm has manufactured over the last five years and of your current and potential capacity to meet the forecast in Annex B in addition to your current manufacturing obligations.
- 13.1.4 Provide information on your firm's facilities and locations and on whether you foresee any barriers to attaining the security levels stipulated in section 5 herein.
- 13.1.5 Provide any supporting information that would be beneficial to Canada, including any product demo videos, white papers, data sheets, pamphlets, equipment specifications, etc., as well as any case studies/examples of projects that are similar to our requirements that you have previously implemented.

#### 13.2 Technology

- 13.2.1 What component(s) of an ePassport Solution, listed in section 3.7, would you be interested in providing and how you would propose to deliver these products/solutions?
  - 13.2.1.1 What constraints to completing a solution might you identify and how would you mitigate them?
  - 13.2.1.2 How would your firm help Canada meet the Service Standards (detailed in Annex D)?
  - 13.2.1.3 How would your firm meet the performance requirement for ICAO compliance, as well as the Government of Canada's security and official languages requirements as stipulated in sections 5, 6 and 10?
- 13.2.2 Suggest how you would envision the various components identified in section 3.7 to be best combined to maximize the strengths of your firm.
- 13.2.3 If you have technical solutions or other security enhancement technologies or processes that can enhance your solutions and improve the overall quality of the ePassport, identify these enhancements in your response. Identify any industry standards that regulate or otherwise influence the technical and operational solutions that are in your response.

**13.2.4** Provide a description of the services or products that your firm and team can provide that are unique and which can offer added value to the ePassport Solution project. When describing your value-added services or products, specify whether you will require changes or additions to the other components of the ePassport Solution to ensure overall operational and technical quality.

**13.2.5** The ePassport Solution may need to integrate and/or interoperate with other components of the current ePassport (for example, the migration of the current Country Signing Certificate Authority (CSCA) to a new Public Key Infrastructure). What information would assist you in proposing how to implement these integrations and/or interoperability?

### **13.3 Costing**

**13.3.1** Provide pricing models associated with your production model and recommendations on the most suitable model for this requirement.

**13.3.2** Provide projected costs for the following components for each of the three personalization processes specified in section 3.5:

13.3.2.1 Blank book; and

13.3.2.2 Consumables (i.e. film, ink or similar materials used in personalizing blank ePassports, if applicable) measured on a per-book basis.

**13.3.3** Provide projected cost differential between the following, for each of the three personalization processes specified in section 3.5:

13.3.3.1 Support and maintenance;

13.3.3.2 Buying the personalization equipment vs. a fixed price per passport to lease the equipment; and

13.3.3.3 Design cost integrated in the passport cost vs. paid separately under a Task Authorization to the contract.

**13.3.4** Canada wishes to explore in-book observation printing using low-cost, direct, in-book printers in order to abandon its current pressure-sensitive label and dry-seal system. The printers must rely on pigment-based or UV-curable black ink only. Provide an estimate of the cost of an individual printing station including software and other required components, and describe the solution.

**13.3.5** For each of the three personalization processes specified in section 3.5, Canada would like to obtain the following information regarding high-volume and low-volume personalization equipment:

13.3.5.1 Manufacturer and model;

13.3.5.2 Throughput capacity in passports per hour for individual printer units. If applicable, specify the configuration under sections 13.3.5.3 and 13.3.5.4 utilized to attain this calculation;

13.3.5.3 Does the printer unit possess multiple parallel chip encoders to increase throughput? If so, how many parallel encoders can a single printer house?

13.3.5.4 Does the printer unit possess multiple parallel printing or laser heads to increase throughput? If so, how many parallel heads can a single printer house?

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- 13.3.5.5 What are the printer unit's mains power requirements?
- 13.3.5.6 Does the printer unit require any special HVAC or other facilities, such as fume extraction, forced air, cooling, etc.?
- 13.3.5.7 What physical footprint do the printer units occupy? Specify required spacing or area required for the circulation of personnel or maintenance.
- 13.3.6** Canada wishes to familiarize itself with the quality issues that relate to the production of passports containing polycarbonate data pages. Please provide a list of known process variances and quality defects affecting the production and personalization of polycarbonate data pages. Specify industry standard acceptable tolerances for these defects and process variances or in-house capabilities if better than industry standards.
- 13.3.7** Canada would also like to validate industry practices regarding the following process variances and quality defects. Specify industry standard acceptable tolerances for these defects and process variances or in-house capabilities if better than industry standards:
- 13.3.7.1 The horizontal and vertical alignment of the offset printing between two separate collated pages in an assembled passport booklet;
- 13.3.7.2 The horizontal and vertical position of hot foil stamping on the front cover of a passport;
- 13.3.7.3 The size and severity of laser perforation burn marks; and
- 13.3.7.4 The horizontal and vertical alignment of subsurface Diffractive Optical Variable Image Devices (DOVIDS) embedded in polycarbonate data pages.
- 13.3.8** Canada would like to explore options to secure a polycarbonate data page against counterfeiting and alteration, as well as to ensure the durability of such a data page and passport. Please provide information regarding the following:
- 13.3.8.1 Polycarbonate data page construction. Specify the materials employed, layering of the data page and assembly methods. Describe how these features contribute to preventing counterfeiting and alteration of the data page;
- 13.3.8.2 Hinges for attaching a polycarbonate data page to a saddle sewn booklet. Describe the hinge's features and construction and how these contribute to its durability;
- 13.3.8.3 Diffractive Optical Variable Image Device in the form of a patch. Describe the types of devices you feel can adequately secure a main photograph and data page. Specify the features, product name and manufacturer; and
- 13.3.8.4 Describe other security features you can offer that will help secure a polycarbonate data page against counterfeiting and alteration.

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### **13.4 Supply Chain Management**

- 13.4.1 Provide information about your supply chain and how it is managed vis-à-vis inventory;
- 13.4.2 Describe lead times to obtain materials for the manufacturing of blanks books and any processing that must be accomplished by intermediaries before delivery to the client;
- 13.4.3 Provide information on how many partners your firm has, if any, and where they are located; and
- 13.4.4 Provide information about any inventory management system that may be available to your clients for finished products and/or consumables.

### **13.5 General**

- 13.5.1 What is the essential information that Canada should provide to assist you in proposing a solution for our requirement?
- 13.5.2 How should Canada prepare to transition its business processes to use a new solution?
- 13.5.3 Identify any challenges or concerns about any aspects of this project that would limit your firm's ability to successfully undertake and complete one or more components of this project. Identify any suggested changes that would be beneficial to both the project and your firm; and
- 13.5.4 Include in this section any additional explanations or other topics that you wish to provide.

Canada will not impose any future obligations or commitments on respondents with respect to claims or cost information contained within their responses.

## ANNEX A: GLOSSARY

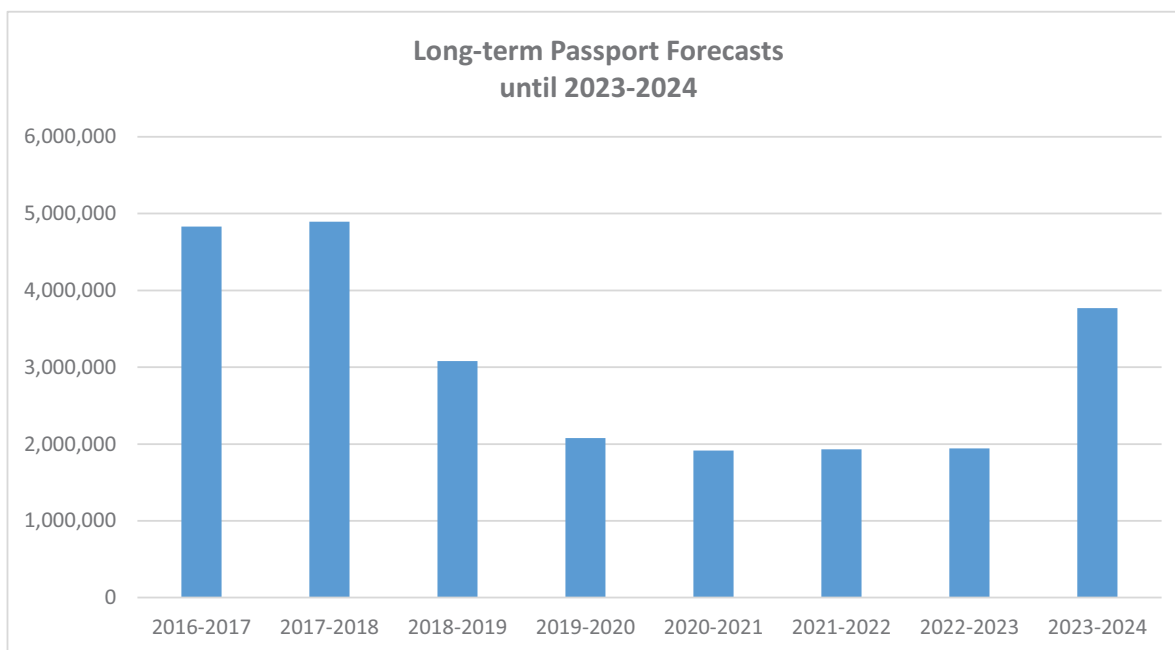
Acronym	Description
<b>AIT</b>	Agreement of Internal Trade
<b>BAC</b>	Basic Access Control
<b>CIC</b>	Citizenship and Immigration Canada
<b>CISD</b>	Canadian Industrial Security Directorate
<b>DOVID</b>	Diffractional Optical Variable Image Device
<b>DSC</b>	Document Safeguarding Capability
<b>ePassport</b>	Electronic passport
<b>ePassport Solution</b>	Defined by a new book design, all blank travel documents and consumables, a Public Key Infrastructure, a printing solution and a support and maintenance plan.
<b>FSC</b>	Facility Security Clearance
<b>GOC</b>	Government of Canada
<b>HVAC</b>	Heating Ventilation and Air Conditioning
<b>ICAO</b>	International Civil Aviation Organization
<b>ISO</b>	International Standards Organization
<b>ITQ</b>	Invitation to Qualify
<b>PKI</b>	Public Key Infrastructure
<b>PKD</b>	Public Key Directory
<b>PWGSC</b>	Public Works and Government Services Canada
<b>RFI</b>	Request for Information
<b>RFID</b>	Radio Frequency Identification
<b>RFP</b>	Request for Proposal

## ANNEX B: ESTIMATED PASSPORT PRODUCTION VOLUMES

Canada currently issues eight different types of passport documents. Canada's 36-page ePassport with an electronic chip and a 5- or 10-year validity option for Canadians age 16 and over is available to all Canadians since July 1, 2013.

The charts below provide approximate forecasts of expected ePassport production. The quantities are based on information available at the time of posting this RFI and are not a guarantee that the same quantities will be produced under any future RFP and/or contract. This data is for information purposes only.

Year	Forecast
2016-2017	4,829,056
2017-2018	4,894,579
2018-2019	3,079,162
2019-2020	2,077,734
2020-2021	1,913,308
2021-2022	1,930,702
2022-2023	1,944,759
2023-2024	3,769,325



## ANNEX C: BACKGROUND INFORMATION ON CURRENT ePASSPORT PRODUCTION

Canada currently uses two Print Centres for personalizing about 80% of the volume of ePassports issued using high-volume printers. The remaining 20% are printed locally in the Regional Offices. There is an ePassport reader in each office. See chart below for a representative overview.

Print Centres	High-volume printers	ePassport reader
<b>Gatineau</b> (Size of print room: 1128 pi <sup>2</sup> / 104.8 m <sup>2</sup> )	5	3
<b>Mississauga</b> (Size of print room: 1017 pi <sup>2</sup> / 96.5 m <sup>2</sup> )	4	2

Regional Offices	Regional printers	ePassport readers
<b>Calgary</b>	2	1
<b>Edmonton</b>	1 (+1)*	1
<b>Regina</b>	1 (+1)*	1
<b>Saskatoon</b>	1 (+1)*	1
<b>Surrey</b>	1 (+1)*	1
<b>Vancouver</b>	2	1
<b>Victoria</b>	1 (+1)*	1
<b>Winnipeg</b>	1 (+1)*	1
<b>Calgary South</b>	0	1
<b>Kelowna</b>	0	1
<b>Richmond</b>	0	1
<b>Hamilton</b>	1	1
<b>Kitchener</b>	1	1
<b>London</b>	1	1
<b>Mississauga</b>	2	1
<b>North York</b>	2	1
<b>Scarborough</b>	2	1
<b>St. Catharines</b>	1	1

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<b>Thunder Bay</b>	1 (+1)*	1
<b>Toronto</b>	2	1
<b>Windsor</b>	1 (+1)*	1
<b>Brampton</b>	0	1
<b>Whitby</b>	0	1
<b>Fredericton</b>	1 (+1)*	1
<b>Gatineau</b>	2	1
<b>Halifax</b>	1 (+1)*	1
<b>Laval</b>	1	1
<b>Montreal</b>	2	1
<b>Ottawa</b>	1	1
<b>Québec</b>	1 (+1)*	1
<b>Saguenay</b>	1 (+1)*	1
<b>St. John's</b>	1 (+1)*	1
<b>Saint-Laurent</b>	1	1
<b>Pointe-Claire</b>	0	1

\*: + 1 back-up on site but not in use

**Note:** These numbers are representative and not actual.



## ANNEX D: CANADA'S ePASSPORT ISSUANCE SERVICE STANDARDS

The following tables contain Canada's Passport Program service standards. These standards include services from the receipt of the application to the delivery of the ePassport to the applicant. It should be noted that the personalization process constitutes 20% of the whole process. Service standards publicly state the level of performance that citizens can reasonably expect from the Passport Program under normal circumstances.

### Performance information

The Passport Program service standards apply only to properly completed applications. They do not include time required for postal delivery, complex verifications and security checks, or status/citizenship verifications. The standards for all Passport Program services were implemented in July 2013, unless otherwise stated.

The performance target for these applications is for 90% of complete applications to be processed within the published service standards.

### Services for Canadians in Canada

Service	Service standard	Results for 2014-2015
<b>Services for Canadians in Canada</b>		
Passport application in person at a Passport Canada-branded office	10 business days	99.64%
Passport application by mail	20 business days	99.84%
Passport application in person at a Receiving Agent	20 business days	99.81%
<b>Services for Canadians outside of Canada</b>		
Regular passport application at a Government of Canada office abroad	20 business days	96.39%
Temporary passport	20 business days	99.44%
Emergency travel document	20 business days	98.86%
<b>Services for non-Canadians in Canada</b>		
Certificate of identity	20 business days	94.81%
Refugee travel document	20 business days	95.73%

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### Expedited services in Canada

Service	Service standard	Results for 2014-2015
Urgent service	By the end of the next business day	99.40%
Express service	2 to 9 business days	99.94%
Pick-up service	10 business days	99.78%
Same day out of regular hours of service	Same day	97.18%

Note: Applicants who apply in person at a Passport Canada-branded office may qualify for urgent, express or pick-up services. Additional fees apply.

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## ANNEX E: RULES OF ENGAGEMENT

### (Mandatory form for participants)

An overriding principle of the industry engagement is that it be conducted with the utmost fairness and equity between all parties. No one person or organization shall receive nor be perceived to have received any unusual or unfair advantage over the others.

All GOC documentation provided throughout the industry engagement process, which begins with the RFI #1 and concludes when an official Request for Proposal (RFP) or other competitive process is distributed to suppliers who have qualified under the ITQ process or when the GOC advises participants that the industry engagement process ("Process") has concluded, will be provided to all participants who have agreed to and signed the Terms and Conditions of Engagement Process ("Participant").

The GOC will not disclose proprietary or commercially sensitive information concerning a participant to other participants or third parties, except and only to the extent required by law.

### TERMS AND CONDITIONS

The following terms and conditions apply to the Process. In order to encourage open dialogue, participants agree:

- To discuss their views concerning the ePassport Solution requirement and to provide positive resolutions to the issues in question. Everyone shall have equal opportunity to share their ideas and suggestions;
- To allow the GOC to record and/or make notes during the one-on-one session should clarification of information be required;
- NOT to reveal or discuss any information to the MEDIA/NEWSPAPER regarding the ePassport requirement during the engagement process. Any media questions will be directed to the PWGSC Media Relations Office at 819-420-5501;
- To direct enquiries and comments only to authorized representatives of the GOC, as directed in notices given by the Contracting Authority from time to time. Any communication to unauthorized representatives of Canada may be subject to full disclosure by Canada on *BuyandSell*;
- That the GOC is not obligated to issue any Request for Proposal (RFP) or to award any contract for the ePassport requirement;
- That if the GOC does release an RFP, the GOC retains absolute discretion over the terms and conditions of the RFP;
- That the GOC will not reimburse any person or entity for any cost incurred in participating in this Process;
- To direct all enquiries with regard to the procurement of the ePassport Solution to the Contracting Authority;
- That participation is not a mandatory requirement. Not participating in this Process will not preclude a supplier from submitting a response to the ITQ;

- That failure to agree to and to sign the Terms and Conditions will result in the exclusion from the Process;
- That any information submitted to the GOC as part of this Process may be used by the GOC in the development of a subsequent competitive RFP. However, the Government is not bound to accept any expression of interest or to consider it further in any associated documents such as a RFP;
- That the GOC may disclose the names of participating suppliers that choose to participate in the Process;
- That other participants may join the Process at any time in the process until the closing date of the ITQ; and,
- That a dispute resolution process to manage impasses throughout this Process shall be adhered to as follows:

### **Dispute Resolution Process**

1. By informal discussion and good faith negotiation, each of the parties shall make all reasonable efforts to resolve any dispute, controversy or claim arising out of or in any way connected to this industry engagement.
2. Any dispute between parties of any nature arising out of or in connection with this industry engagement shall be resolved by the following process:
  - a. Any such dispute shall first be referred to the participating supplier's Representative and the PWGSC Procurement Manager managing the industry engagement. The parties will have three (3) business days in which to attempt to resolve the dispute;
  - b. In the event that the representatives of the parties specified in Article 2.a. above are unable to resolve the dispute, it shall be referred to the participating supplier's Project Director and the PWGSC Senior Director of the Directorate responsible for managing the industry engagement. The parties will have three (3) business days to attempt to resolve the dispute;
  - c. In the event that the representatives of the parties specified in Article 2.b. above are unable to resolve the dispute, it shall be referred to the participating supplier's Vice President and the PWGSC Director General of the Sector responsible for managing the industry engagement. The parties will have three (3) business days to attempt to resolve the dispute;
  - d. In the event that the representatives of the parties specified in Article 2.c. above are unable to resolve the dispute, it shall be referred to the participating supplier's President and the PWGSC Assistant Deputy Minister of the Branch responsible for managing the industry engagement. The parties will have five (5) business days to attempt to resolve the dispute; and,
  - e. In the event that the representatives of the parties specified in Article 2.d. above are unable to resolve the dispute, the Contracting Authority shall within five (5) business days render a written decision which shall include a detailed description of the dispute and the reasons supporting the Contracting Authority's decision. The Contracting Authority shall deliver a signed copy thereof to the participating supplier.

By signing this document, the individual represents that they have full authority to bind the participating supplier listed below and that the individual and the company agrees to be bound by all the terms and conditions contained herein.

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**Company Name of  
Participating Supplier:**

**Name of Individual:**

**Telephone:**

**Email:**

**Signature:**

**Date:**

**IMPORTANT:** Suppliers interested in participating in the ePassport Solution industry engagement process must agree to and sign this mandatory form.

Participants are requested to return this completed form via email to:

[Michael.hradecky@tpsgc-pwgsc.gc.ca](mailto:Michael.hradecky@tpsgc-pwgsc.gc.ca)

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## **ANNEX F: REGISTRATION FORM FOR ONE-ON-ONE SESSIONS**

**Company Name of  
Participating Supplier:**

**Contact Name:**

**Title:**

**Email:**

**Telephone:**

**Fax:**

**Mailing Address:**

**Attendance:**    Yes \_                      No \_

**Attendees:**

**Name: Title:**

1.

2.

3.

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### Preferred Meeting Schedule

Please rank your preferred meeting time(s) (i.e. 1st choice = 1, 2nd choice = 2, etc.). One meeting time will be allocated to each participant, primarily on a first-come-first-served basis. Resolution of conflicts will be attempted; however, the Contracting Authority reserves the right to assign meeting times at their sole discretion.

Canada's preference is to hold in-person meetings however requests for video or web-conferencing will be considered.

#### Day 1 – Monday, September 12, 2016

Time	Event
9:30 am – 11:30 am (Eastern Time)	One-on-One Session A
1:00 pm – 3:00 pm (Eastern Time)	One-on-One Session B

#### Day 2 – Tuesday, September 13, 2016

Time	Event
9:30 am – 11:30 am (Eastern Time)	One-on-One Session C
1:00 pm – 3:00 pm (Eastern Time)	One-on-One Session D

#### Day 3 – Wednesday, September 14, 2016

Time	Event
9:30 am – 11:30 am (Eastern Time)	One-on-One Session E
1:00 pm – 3:00 pm (Eastern Time)	One-on-One Session F

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**Day 4 – Thursday, September 15, 2016**

Time	Event
9:30 am – 11:30 am (Eastern Time)	One-on-One Session G
1:00 pm – 3:00 pm (Eastern Time)	One-on-One Session H

**Day 5 – Friday, September 16, 2016**

Time	Event
9:30 am – 11:30 am (Eastern Time)	One-on-One Session I
1:00 pm – 3:00 pm (Eastern Time)	One-on-One Session J

**Day 6 – Monday, September 19, 2016**

Time	Event
9:30 am – 11:30 am (Eastern Time)	One-on-One Session K
1:00 pm – 3:00 pm (Eastern Time)	One-on-One Session L



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**Day 7 – Tuesday, September 20, 2016**

Time	Event
9:30 am – 11:30 am (Eastern Time)	One-on-One Session M
1:00 pm – 3:00 pm (Eastern Time)	One-on-One Session N

**Day 8 – Wednesday, September 21, 2016**

Time	Event
9:30 am – 11:30 am (Eastern Time)	One-on-One Session O
1:00 pm – 3:00 pm (Eastern Time)	One-on-One Session P

Additional days for one-on-one sessions may be added as required.

Please advise if any attendee requires special venue arrangements for any of the meetings (i.e. persons with special needs).