



REQUEST FOR INFORMATION (RFI) #2

No: 1000326422/B

TITLE:

MANAGEMENT AND PROVISION OF COMMUNITY-BASED
SUPERVISION OF IMMIGRATION CLIENTELE



Purpose and Contents of this Request for Information

This second Request for Information (RFI) pertaining to the Management and Provision of Community-Based Supervision of Immigration Clientele seeks to build upon the first RFI. Following the low rate of responses to the first RFI, this RFI introduces the opportunity for potential eventual suppliers to propose alternative service delivery models that meet the agency's goals in hopes of generating more industry feedback.

The Request for Information consists of the following parts:

- **PART I - Request For Information Process:** Information about the intent of this Request for Information and the procedure for responding;
- **PART II – Questions For Industry:** Questions that industry is invited to answer in their RFI response;
- **PART III: APPENDICES:** Will provide information on the current Canada Border Services Agency (CBSA) Management and Provision of Community-Based Supervision of Immigration Clientele
- **ANNEX A: Glossary of terms**
- **ANNEX B: Definitions**



PART I: REQUEST FOR INFORMATION PROCESS

The purpose of this Request for Information (RFI) is to obtain detailed information from Vendors. The CBSA has outlined below a list of questions and are requesting Vendors to respond in detail, so that CBSA can compile information about the Management and Provision of Community-Based Supervision of Immigration Clientele.

This RFI is not a commitment with respect to future purchases or contracts. In preparing their responses the Vendor community should refer to Appendix A.

1. Introduction

The Canada Border Services Agency (CBSA) is to collect information on the availability and feasibility of obtaining the following services detailed in Appendix A.

The CBSA is seeking input from industry on the following:

- i) Their service availability and ability to meet the services provided in Part III Appendix A of this RFI; and
- ii) The questions provided in Part II of this RFI.

The CBSA intends to use input from (i) and (ii) to help determine the “way forward” as to whether and how this service should be acquired, delivered, and managed and if so, to solidify its procurement approach.

The purpose of this Request for Information (RFI) is to develop a better understanding of the capabilities and maturity of industry with respect to the ability of the private sector to provide Management and Provision of Community-Based Supervision of Immigration Clientele to the CBSA.

2. Nature and Format of Responses Requested

This is not a bid solicitation. This 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.



3. Response Costs

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

4. Treatment of Responses

- (a) **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.
- (b) **Review Team:** A review team composed of representatives of the client will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.
- (c) **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*.
- (d) **Follow-up Activity:** Canada may, at its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response. Canada may also publish further RFIs related to this initiative.

5. Contents of the RFI

The documents included in the RFI remain a work in progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that is ultimately published by Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft document are welcome.

6. Terminology

Terms used throughout this RFI have been defined in Annex A – Glossary of Terms.

7. Volumetric Data

The volumetric information being provided to respondents is purely for information purposes. Although it represents the best information currently available, Canada does not guarantee that the data is complete or free from error.



8. Format of Responses

- (a) **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.
- (b) **Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:
 - 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.
- (c) **Numbering System:** Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.
- (d) **Number of Copies:** Canada requests that Respondents submit their response in unprotected PDF (e.g. no password) format by email to Sophon.Proulx@cbsa-asfc.gc.ca if the size of the document is less than 6MB. Alternatively, Canada requests that Respondents save a copy of their PDF (2003 or later) document onto each of 2 compact discs (CD-R) or 2 digital video discs (DVD-R) and send the discs by mail to the address specified in section 9 below.

9. Enquiries

Since this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all Respondents. Enquiries are to be submitted no later than **July 29, 2016**. Respondents may direct their enquiries to:

Contracting Authority:

Sophon Proulx, A/ Team leader
Strategic Procurement and Contracting Operations Directorate
Comptrollership Branch
Canada Border Services Agency
355 North River Road
K1A 0L8
Telephone: (343) 291-5725
E-mail address: Sophon.Proulx@cbsa.gc.ca



10. 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 **July 29, 2016**.

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.



PART II: QUESTIONS FOR INDUSTRY

The CBSA is asking the Vendor community to provide the following:

1. CORPORATE PROFILE

Each Vendor should provide the following information:

- a. Company name, address, telephone & fax numbers and e-mail address.
- b. Company contact name and telephone number.
- c. Company background information (location of parent company, contact information for company representative and or distributor in Canada if any, type of product sold and web site address. The CBSA may ask for additional contact information at any point in time.

2. QUESTIONS

The CBSA is asking the Vendor community to respond to the questions below.

CBSA Question	Vendor Response
1. Please clearly outline your organization's mandate and organizational structure.	
2. How does your organization's mandate and structure contribute to its ability to provide a Case Management function for the CBSA, including managing and coordinating immigration detainees released into appropriate community supervision programs?	
3. Please clearly outline the services that would be available through your organization.	
4. Does your organization have the capability to provide or have the ability to acquire these services from a third party that meet the requirements as described in Appendix A	
5. What is your organization's proposed detainee intake and management process?	



CBSA Question	Vendor Response
6. Where in the process flow would case management principles be implemented?	
7. How would they touch on client needs?	
8. What relevant qualifications does your staff possess to ensure the effective delivery of the above noted services?	
9. What would you anticipate being the approximate client/staff ratio maintained by your organization?	
10. Does your organization have the capacity to provide or secure housing/accommodations, including supervision up to and including 24/7 supervisory services?	
11. Does your organization have the capacity to support Electronic Supervision programs?	
12. Will your organization be equipped to provide these services to the entire group of clientele outlined in the web link (http://www.cbsa-asfc.gc.ca/security-securite/arr-det-eng.html#_s1)? If not, please indicate the group that could not be accommodated and/or the specific services that would not be available to a particular group.	
13. Are your organization's services available on a national basis or are they regionally-specific?	
14. Where are you able/interested in providing these services to the CBSA (Please clearly identify the Regions where you are able to provide services)?	
15. Please provide any other relevant information relating to your organization's ability to meet the CBSA's requirements for case management and community supervision services.	
16. In regards with the low rate of response to RFI#1, do you have any suggestions of modifications to the requirement that would allow your firm to potentially offer services to the CBSA?	



CBSA Question	Vendor Response
17. Is the National scope of this potential requirement problematic for your firm? How would you suggest the CBSA pursues standardization of its program across the country?	

3. ALTERNATIVE SUGGESTIONS

Do you (the Responder) have any suggestions and or concerns with respect to the tasks and questions listed in Annex A? If so, please outline your suggestion(s), concern(s) and any recommendations to resolve them.



PART III: APPENDICES

APPENDIX A – MANAGEMENT AND PROVISION OF COMMUNITY-BASED SUPERVISION OF IMMIGRATION CLIENTELE

INTRODUCTION

The Canada Border Services Agency (CBSA) is seeking feedback from industry with respect to the management and provision of a risk management based Alternative to Detention (ATD) program including a Community Supervision program supported with Electronic Supervision tools, for persons detained under the *Immigration and Refugee Protection Act* (IRPA). The information provided will contribute to the development of the CBSA's ATD program, particularly the development of a National Community Supervision program to better respond to the Agency's needs. More information on the CBSA's detention program can be found at: <http://www.cbsa-asfc.gc.ca/security-securite/arr-det-eng.html>.

A Community Supervision Program would allow for the release of an individual from detention through the provision of supervision and community services that effectively mitigate risk of release, as identified in a supervision plan developed by the CBSA. A supervision plan could include any or all of the following elements:

- reporting requirements;
- specialized programming (e.g. substance abuse);
- employment/education requirements; and
- residency obligations

BACKGROUND

Under the IRPA, the CBSA is the sole federal accountable immigration detention authority and as such is responsible for the care and control of immigration detainees. The selective use of detention is a key part of the CBSA's overall immigration enforcement mandate to protect Canada from criminals and security risks; to prevent human smuggling and trafficking; ensure compliance with the refugee determination system and to respond appropriately when evidence to the contrary is present.

The CBSA's application of its detention authorities is risk-based and supports the selective use of detention. Detention is a last resort and alternatives are always considered. Guidelines clearly indicate that officers must consider alternatives to detention (ATD) before ordering a person detained. In efforts to continually improve the detention program, and address current detention pressures, including the need for increased national consistency, efficiency through improved risk management and sustainable infrastructure, the CBSA is considering the expansion of its current ATD program through the development and implementation of an expanded ATD Program.



Case management is a holistic service delivery approach tailored to individual needs and identified risk levels. The core elements of the case management model include screening (particularly for vulnerabilities) and assessment, case planning, intervention, ongoing review and case closure.

A case management approach in the Canadian immigration detention context would assist individuals maintain compliance until their removal from Canada, or until their case is otherwise resolved, while always maintaining the level of supervision considered essential for each individual. A case management service provider would contribute to the management of that risk through facilitating and coordinating the acquisition of necessary services, as documented in a supervision plan (developed by the CBSA), based on a comprehensive assessment of the client's risk and needs, and providing for appropriate monitoring and intervention, as required.

Based on current detention and release numbers, the CBSA anticipates that approximately 600 clients across Canada at any one time would require case management and community supervision services.

An ideal case management partner would possess the following key attributes:

- ❖ Operating as a profit or non-profit corporation;
- ❖ Understand and support the intent of the Mission and Mandate of the CBSA
- ❖ Possess a strong understanding of the CBSA's detention population, and the tools and programming required to effectively mitigate risk associated with their release from detention;
- ❖ Extensive knowledge of, and working relationships with, community resources (i.e. social housing, social services, employment services, addiction services, mental expertise/services), and the ability to use their referral network and expertise to provide assistance and guidance to persons under their supervision;
- ❖ Possess a broad knowledge base in relation to high need and high risk populations (see 2e);
- ❖ Be able to deal effectively and professionally with persons detained under the IRPA, lawyers, or other counsel and members of the public in a professional and ethical manner, and be aware of the rights and obligations of individuals;
- ❖ Communicate effectively, both verbally and in writing, and have the ability to write reports, protect evidence, and conduct themselves appropriately before the IRB;
- ❖ Be prepared and able to support in-person and biometric reporting;
- ❖ Be prepared to operate on a national scale; and
- ❖ Be able to obtain an Enhanced Reliability security clearance with the CBSA.

COMMUNITY SUPERVISION THROUGH CASE MANAGEMENT

The CBSA is seeking information from service providers that may offer a national case management service that manages and coordinates the release of immigration detainees into community supervision programs. The case management service provider would contribute to the management of risk through facilitating and coordinating the acquisition of necessary services, as documented in a detailed supervision plan established by the CBSA, based on a comprehensive assessment of client risk and need.



The service provider would be expected to carry out the following functions on behalf and/or in partnership with the CBSA:

Individual Case Management & Planning

- Manage a caseload of files and offer expertise to a multi-disciplinary team comprised of CBSA officers and management, correctional and/or criminal justice partners and/or independent third parties regarding the availability of relevant community supervision programs;
- Initiate client supervision plans and coordinate and facilitate a comprehensive assessment, intervention and referral process to address individual client needs and risk;
- Communicate with clients, institutional and community counterparts and other external partners and stakeholders to initiate release plans and facilitate the transition from the institution into the community;
- Refer clients to appropriate resources in the community and provide access or make referrals to mental health professionals;

Intervention

- Establish, foster and maintain effective, meaningful and professional interactions with clients through direct intervention and counselling to build rapport and encourage clients to comply with all release conditions;
- Possess working relationships with community resources, which would include:
 - maintaining contact with community agencies and partners who provide reintegration and support services to assist clients, where necessary;
 - taking steps to ensure a positive relationship with the community;
 - liaising with local law enforcement to facilitate communication.

Referral to, or Provision of, Community Supervision Services

As an extension of the case manager role, or through additional third-party service providers, the CBSA would require the following services be made available under a single, or a variety of community supervision service providers:

a) Verification Services for Supervision

- Includes verifying assessments of client risk and need against individual facility and/or program admission criteria as well as the capacity of the organization to address client-specific needs.

b) Supervisory/Monitoring Services

Provide supervisory and monitoring services on behalf of the CBSA, which may include the reporting of any breach to reporting/residency/curfew obligations, as established by the CBSA. This would include:

- On-site and awake staff 24 hours per day at any residential facilities
- Periodically checking individual residents' activities and destinations while the resident is away from the facility and record the results of these checks
- Monitoring client's behaviour and reporting:
 - Any violation of conditions of release;



- Any significant increase in the clients' risk of absconding and/or re-offending; and,
- Any other relevant information concerning the offender's behaviour and performance in the community
- Reporting to the CBSA if client cannot be located within an established and agreed-upon timeframe

c) Support Services

The community supervision service providers would also be required to draw upon a range of services to assist released individuals in meeting release conditions imposed by the CBSA. At a minimum, the service provider would be required to provide, when necessary:

- Health and mental health services;
- Addictions counselling;
- Social/employment services and/or assistance obtained through existing community/provincial resources;
- Assist individuals, through ongoing support, in areas such as crisis management, personal or family problems, and employment;
- Provide residents with a supportive group living environment; and,
- Monitor and support client activities against release plans.

d) Enhanced Services

Any community supervision service provider would be required to provide, on a case-by-case basis, enhanced services and or specialized programs to support the release of high risk offenders, including those with mental health issues. This population of clients may have/be:

- Extensive history of violence and violent crimes;
- Sexual offenders;
- Affiliations with gangs and organized crime;
- Substance abuse histories and problems;
- Mental health disorders; and/or
- Propensity to abscond.

e) Accommodation/Meals

- Provide 24 hour residential services for specific individuals referred to them by the CBSA, and/or a Case Management Partner on behalf of the CBSA.
- Provision of three (3) meals a day to residents, or the provision of a meal allowance

Ongoing File Review

- Provide continued assessment and management of risk, including encouraging and assisting clients to remain compliant with CBSA, and/or third party release conditions.
- Monitor progress against, and make adjustments as required to, clients' release plans and prepare release plan updates along with pre-and post-release reports in consultation with the CBSA.
- Provide timely, statistical and narrative information, as determined in consultation with the CBSA, on program caseload, including reporting against established performance indicators.



Case Closure

The case is closed when the individual departs the country or is granted the right to remain in Canada. In the case of departure, the Case Manager would be responsible for providing information services to persons facing removal from Canada in the form of in-person interviews and information packages and other tools to allow for easier integration of the person in their country of removal.

* The above noted services would need to accommodate a wide range of clientele, as identified in the link referenced in the introduction. Particular requirements will need to be made available, when required, to accommodate unaccompanied minors, family units and/or other vulnerable populations.



ANNEX A: Glossary of terms

ANNEX A: Glossary of key terms

Acronym	Description
ATD	Alternative to Detention
CBSA	Canada Border Services Agency
IRPA	Immigration & Refugee Protection Act

ANNEX B: Definitions

Term	Definition
Alternative to Detention	Any legislation, policy or practice that allows asylum-seekers to reside in the community subject to a number of conditions or restrictions on their freedom of movement (UNHCR)
Case Management	Case management is a holistic service delivery approach tailored to individual needs and identified risk levels. The core elements of the case management model include screening (particularly for vulnerabilities) and assessment, case planning, intervention, ongoing review and case closure.
Community Supervision	Supervision and monitoring services delivered in the community on behalf of the CBSA, including the reporting of any breach to reporting/residency/curfew obligations, as established by the CBSA.
Electronic Supervision	The use of electronic technologies and systems to confirm participant identity and location while facilitating mobility and encouraging participant compliance.