



REQUEST FOR INFORMATION (RFI)

No: 1000331553

TITLE:

GUARD, TRANSPORT, AND DEPARTURE CONFIRMATION
SERVICES FOR THE CBSA IN THE PRAIRIE REGION



Purpose and Contents of this Request for Information

This is a Request for Information (RFI) pertaining to the Guarding, Transporting, and Departure of Confirmation of Canada Border Services Agency (CBSA) clientele.

It is a document written for the purpose of engaging with and eliciting feedback from industry.

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
- **APPENDIX:** Information on the current Canada Border Services Agency (CBSA) Detention and Removals Programs



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 Guarding, Transportation, and Departure Confirmation of CBSA 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 Guarding, Transportation, and Departure Confirmation of CBSA clientele.

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. 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.

7. 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;



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- 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 (i.e., 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 two (2) compact discs (CD-R) or two (2) digital video discs (DVD-R) and send the discs by mail to the address specified in Section 8, below.

8. 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 **August 2, 2016 at 9:00AM**. 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

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 **August 2, 2016 at 9:00 AM**.

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 below questions:

CBSA Question	Vendor Response
1. Please clearly outline your organization's mandate and organizational structure.	
2. Does your organization have the capability to either provide or acquire services from a third party to work in all three (3) specified provinces (Alberta, Manitoba, and Saskatchewan)?	
3. Please clearly outline the spectrum of services that would be available through your organization.	
4. Has your company ever provided its services for the Federal Public Service?	
5. How will your organization manage the 'as required' requirement for Manitoba and Saskatchewan?	
6. What relevant qualifications do your employees possess to ensure the effective delivery of the above noted services?	
7. What type of training do you require security personnel employed by your company to possess?	



CBSA Question	Vendor Response
8. Can your company provide resources that have completed a basic security guard training course?	
9. Do you have resources that have completed a course in subject movement or control and defensive tactics?	
10. Do your employees possess Transport Canada security clearance?	
11. Does your company have, or can it acquire, seven (7) 7-passenger vans to be used for transportation purposes?	
12. How would your company structure the payment for this service?	
13. How would your company manage and provide these services on short notice (e.g., 24 hour notice)?	
14. Are your organization's services available on a national basis or are they regionally-specific?	
15. Please provide any other relevant information relating to your organization's ability to meet the CBSA's requirements for guarding, transporting, and confirming departures.	

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.



APPENDIX A

Guarding, Transporting, and Confirmation of Departure of CBSA Clientele

The Canada Border Services Agency (CBSA) is seeking feedback from industry with respect to the guarding, transporting, and departure confirming for persons detained and released under the *Immigration and Refugee Protection Act* (IRPA) within its Prairie Region (Alberta, Saskatchewan, and Manitoba). More information on the CBSA's detention program can be found at: http://www.cbsa-asfc.gc.ca/security-securite/arr-det-eng.html#_s1

CBSA's Detention Program

The IRPA stipulates who is inadmissible to Canada, including: security threats (espionage, subversion, terrorism, threat to Canadians etc.), human or international rights violators, and criminals (including organized crime). Under the IRPA, the CBSA is empowered with the right to arrest, detain and remove permanent residents and foreign nationals who are found to be inadmissible to Canada. The CBSA also has the statutory obligation to remove individuals as soon as possible. The CBSA is the sole federal accountable immigration detention authority, and as such, is responsible for the care and control of immigration Detainees.

Detention is normally used at the beginning of the enforcement process when the identity of the person is not established or the person is believed to be a danger to the public and, at the end of the process when removal is imminent and the person is unlikely to appear for removal.

The CBSA's policy and guidelines are clear; if detention is required for immigration purposes, detention should be for the shortest time possible. Several factors must be considered when deciding to detain, including the availability and potential use of alternatives to detention when appropriate; allowing a person to be released under specific terms and conditions, such as deposits and guarantees; and, reporting requirements. When making detention decisions, CBSA officers are guided by the IRPA and its regulations, as well as by the CBSA's guidelines for its detention. Each decision must be assessed on its own merits, and officers must always consider the impact releasing someone into the community would have on the safety of Canadians.

Detention can occur when:

- a) A CBSA officer has reasonable grounds to believe that the person is inadmissible and:
 - i. could pose a danger to the public;
 - ii. is unlikely to appear for immigration proceedings (flight risk); or,
 - iii. their identity has not been established;
- b) A CBSA officer has reasonable grounds to suspect that the person is inadmissible for security reasons, violating human or international rights, serious criminality, criminality or organized criminality;
- c) It is necessary to complete the immigration examination; or,
- d) A foreign national is designated as an irregular arrival by the Minister of Public Safety (16 years of age or older, only).



All individuals subject to detention are entitled to a detention review, according to timelines specified within the IRPA and its regulations. These detention reviews are conducted by the Immigration and Refugee Board (IRB), an independent quasi-judicial body that makes determinations on immigration related matters. In addition to detention reviews, most Detainees will be subject to immigration hearing procedures that are undertaken to rectify their immigration status within Canada. These hearings are also undertaken by the IRB, independent of the CBSA.

For more information, please see the Detention Fact Sheet: <http://www.cbsa-asfc.gc.ca/security-securite/arr-det-eng.html>.

CBSA's Removals Program

The CBSA has a statutory obligation under the IRPA to arrest, detain, and remove any foreign national who is inadmissible to Canada. Immigration removal is an integral part of the CBSA's security and public safety mandate.

Any foreign national who is inadmissible to Canada may be subject to an inadmissibility report, written by either a Border Services Officer at a Port of Entry (POE), or an Inland Enforcement Officer if the subject has entered Canada. Depending on the particular inadmissibility, a decision as to whether or not to issue a removal order will be made by a reviewing officer acting under the delegated authority of the Minister, or by the IRB. There are three types of removal orders: departure order, exclusion order, and a deportation order.

Immigration legislation states that those under an enforceable removal order must be removed as soon as possible. Once a person is removal ready, an interview is convened to ensure that a travel document is available. Travel arrangements are made and can be as simple as driving someone to the Canada-US border or as complicated as chartering a plane when a person cannot be removed by commercial airliner. Once removal arrangements have been made, the individual is ready for removal from Canada. All individuals who depart Canada voluntarily or who are removed must have their departure or removal confirmed by a delegated official under the IRPA. In many cases, this delegated authority has been passed on to security personnel contracted to the CBSA who perform the function of departure confirmation. A departure is confirmed once the individual has boarded the plane, and the official watches the plane depart the gate; or once the individual has entered the US through a land border. In both instances, the departure is acknowledged officially on the appropriate form by the security personnel, signed and dated and submitted to a CBSA officer for processing.

CBSA Clientele

The CBSA categorizes clientele as detained or released. The CBSA may only detain individuals where there is a legislative ground to do so, as defined above. Individuals who do not require detention, are released from CBSA custody into the general population, and may be required to report back to the CBSA at a future date for their subsequent removal (where legislatively warranted). The Contractor will be liaising with individuals that fall under both the detained and released category, depending on the function/task being undertaken.



GUARDING, TRANSPORTING, AND DEPARTURE CONFIRMATION FOR DETAINED AND RELEASED CBSA CLIENTELE

The CBSA is seeking information from service providers that may offer a service within the Prairie Region, specifically Edmonton, Alberta and Calgary, Alberta:

Edmonton, Alberta

Two (2) teams of two (2) security personnel is required to conduct detainee transports. Of the four (4) security personnel required daily, one (1) security personnel must be female at all times in order to accommodate instances when female Detainees are being transported. At this location, it is likely that an Operational Manager will be required to form one of those teams and assist with transportation duties or confirmation of departures.

Transport locations include, but are not limited to: Edmonton Inland Office, Edmonton Remand Center, Edmonton International Airport, St Albert. Probation/Community Corrections.

Calgary, Alberta

Two (2) teams of two (2) security personnel is required to conduct detainee transports. Of the four (4) security personnel required daily, one (1) security personnel must be female at all times in order to accommodate instances when female Detainees are being transported.

Transport locations include, but are not limited to: Calgary Inland Office, Calgary Remand Centre, Calgary International Airport.

The following locations require service on an as required basis: Winnipeg, Manitoba; Regina, Saskatchewan; and, Saskatoon, Saskatchewan.

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

1. Guarding

Provide cell block monitoring services for detained individuals at the Edmonton Enforcement and Intelligence Operations cell block site, as well as the Calgary Inland Enforcement Office.

2. Transportation

Manage and provide for the safe and secure transportation of Detainees and their personal effects within the Prairie Region, more specifically Edmonton, Calgary, Winnipeg, Saskatoon and Regina. Transportation would include transportation from and to Provincial or Federal detention facilities and other institutions, CBSA offices, medical facilities and hospitals, embassies or consulates, police stations or detachments, POEs including international airports, land border points, IRB sites, or other destinations as required.

Inter-provincial transport of Detainees and their belongings may be required by the CBSA at any time. This transport may be by land or air.



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Vehicles to transport persons of all ages and physical limitations, including the movement of baggage or personal effects would be required.

3. Detained Departure Verification

Maintain full custody, care and control of the Detainee and their belongings while in transit to an international airport or land POE to a point of departure verification.

4. Released Departure Verification

Meet a non-detained CBSA client at an international airport or other designated location, and verify departure.

* 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.