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**LETTER OF INTEREST  
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Quebec  
K1A 0S5

<b>Title - Sujet</b> CIBIDS	
<b>Solicitation No. - N° de l'invitation</b> B8986-180075/A	<b>Date</b> 2018-01-30
<b>Client Reference No. - N° de référence du client</b> B8986-180075	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$XQ-010-32150
<b>File No. - N° de dossier</b> 010xq.B8986-180075	<b>CCC No./N° CCC - FMS No./N° VME</b>
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<b>Address Enquiries to: - Adresser toutes questions à:</b> Philippe, André	<b>Buyer Id - Id de l'acheteur</b> 010xq
<b>Telephone No. - N° de téléphone</b> (613) 408-0196 ( )	<b>FAX No. - N° de FAX</b> ( ) -
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## B8986-180075/A Request for Information (RFI)

**TITLE: Canadian Immigration Biometric Identification System (CIBIDS)**

### 1. Purpose and Nature of the Request for Information

Public Services and Procurement Canada (PSPC), on behalf of Immigration, Refugees, Citizenship Canada (IRCC), is requesting Industry feedback regarding the proposed strategies, approaches and requirements for the provision of maintenance and support services for the **Canadian Immigration Biometric Identification System (CIBIDS)** as outlined in the annexed draft Statement of Work and draft Request for Proposal (RFP).

This RFI is neither a call for tender nor a RFP. No agreement or contract will be entered into based on this RFI. The issuance of this RFI is not to be considered in any way a commitment by the Government of Canada, nor as authority to potential respondents to undertake any work that could be charged to Canada. This RFI is not to be considered as a commitment to issue a subsequent solicitation or award contract(s) for the work described herein.

Although the information collected may be provided as commercial-in-confidence (and, if identified as such, will be treated accordingly by Canada), Canada may use the information to assist in drafting performance specifications (which are subject to change) and for budgetary purposes.

Respondents are encouraged to identify, in the information they share with Canada, any information that they feel is proprietary, third party or personal information. Please note that Canada may be obligated by law (e.g. in response to a request under the Access of Information and Privacy Act) to disclose proprietary or commercially-sensitive information concerning a respondent (for more information: <http://laws-lois.justice.gc.ca/eng/acts/a-1/>).

Respondents are asked to identify if their response, or any part of their response, is subject to the Controlled Goods Regulations.

Participation in this RFI is encouraged, but is not mandatory. There will be no short-listing of potential suppliers for the purposes of undertaking any future work as a result of this RFI. Similarly, participation in this RFI is not a condition or prerequisite for the participation in any potential subsequent solicitation.

Respondents will not be reimbursed for any cost incurred by participating in this RFI.

The RFI closing date published herein is not the deadline for comments or input. Comments and input will be accepted any time up to the time when/if a follow-on solicitation is published.





## 2. Background Information:

Immigration, Refugees and Citizenship Canada (IRCC) and the Canada Border Services Agency (CBSA) are jointly responsible for the delivery of Canada's Immigration Program. In accordance with the Immigration and Refugee Protection Act (IRPA), IRCC and CBSA work together to manage the movement of people across and within Canada's borders. Among the issues addressed by these departments are the deterrence of illegal migration, prevention of entry to Canada of persons identified under IRPA as inadmissible (e.g. immigration violators, criminals, people involved in war crimes or crimes against humanity, etc.), and detention and removal of inadmissible persons from Canada.

Due to a global rise in identity fraud and the use of ever more sophisticated means to evade detection, a key challenge in Canada's immigration program is identifying applicants and managing their identity with confidence. Identity is at the heart of all decisions taken by IRCC abroad and by CBSA at ports of entry. These decisions form the first line of defence against individuals who pose a criminal or security threat to Canadian society and economic migrants who seek to take advantage of Canada's high standard of living. Further, because these decisions are relied upon by other federal, provincial and territorial departments to grant documents and benefits such as health care, there are important downstream implications if identity is not established with confidence at the outset.

To address these challenges, IRCC announced that they would begin biometrics collection for the Temporary Resident Program in 2009. In early 2012, a contract was signed for the development of the Temporary Resident Biometrics Program (TRBP), the project that would become the Canadian Immigration Biometric Identification System (CIBIDS), and the first official fingerprints were enrolled in 2013. The project is now known as the Canadian Immigration Biometric Identification System (CIBIDS)

This procurement will replace the current contract (B8184-100130/001/XQ) which was awarded on February 3, 2012 and will expire on May 5, 2019.

## 3. Potential Work Scope and Constraints:

The CIBIDS solution comprises a "Front-End" component used to collect biographical and biometric data from IRCC clients, and a "Backend" component responsible for the validation, transformation and communication of the information to downstream systems.

The CIBIDS solution relies on Shared Services Canada (SSC) Public Key Infrastructure (PKI) Internal Credential Management (ICM) for all its certificates needs. It is used across the world by IRCC in several different type of locations as Visa Application Centers, Visa offices within Global Affairs Canada, Canada Border Service Agency and Service Canada.

The potential scope of the work to be performed is as follows:

1. Provide maintenance and support of the licensed software used in the CIBIDS solution software;
2. Provide maintenance and support for hardware and components;



3. Provide hardware and components related to the CBIDS solutions as and when requested by Canada;
4. Grant the license(s) to use the Licensed Software described in the Contract;
5. Provide additional back-end software licenses and for any additional environments as and when requested by Canada ;
6. Provide additional front-end software licenses as and when requested by Canada;
7. Perform solution enhancement on an “as and when requested” basis in accordance with approved Task Authorization Task Authorizations (TA);
8. Provide professional services as and when requested by Canada;

#### **4. Legislation, Trade Agreements, and Government Policies:**

The following is indicative of some of the legislation, trade agreements and government policies that could impact any follow-on solicitation(s):

- a) North American Free Trade Agreement (NAFTA)
- b) World Trade Organization – Agreements on Government Procurement (WTO-AGP)
- c) the Canada-Chile Free Trade Agreement (CCFTA)
- d) the Canada Peru Free Trade Agreement (CPFTA)
- e) Canada-European Union Comprehensive Economic and Trade Agreement (CETA)
- f) Canadian Free Trade Agreement (CFTA)
- g) Federal Contractors Program for Employment Equity (FCP-EE)

#### **5. Schedule:**

In providing responses, the following schedule should be utilized as a baseline:

- Request for Information (RFI) Published on January XX, 2018
- RFI closing date: January XX, 2018
- RFP posting: March 2018
- Contract Award: October 2018

#### **6. Important Notes to Respondents:**

Interested Respondents may submit their responses to the PWGSC Contracting Authority, identified below, preferably via email:

Name: André Philippe  
Title: Supply Specialist  
Public Services and Procurement Canada  
Acquisitions Branch  
Special Procurement Initiatives Directorate  
Address: 11 Laurier Street, Portage III, 12C1-31, Gatineau QC K1A 0S5  
Telephone: 819-420-2209  
E-mail: andre.philippe@tpsgc-pwgsc.gc.ca



A point of contact for the Respondent should be included in the package.

Changes to this LOI may occur and will be advertised on the Government Electronic Tendering System. Canada asks Respondents to visit [Buyandsell.gc.ca](http://Buyandsell.gc.ca) regularly to check for changes, if any.

## 7. Response Format:

- 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 RFI 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) **Language of Response:** Responses may be provided in English or French, at the preference of the respondent.
- e) **Response Parameters:** Respondents are reminded that this is an RFI and not an RFP and, in that regard, respondents should feel free to provide their comments and/or concerns in addition to their responses, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. 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.
- f) **PSPC reserves the right to seek clarifications from a respondent for any information provided in response to this RFI, either by telephone, in writing or in person.**
- g) **Response Confidentiality:** Respondents are requested to clearly identify those portions of their response that are proprietary. The confidentiality of each respondent's response will be maintained. Items that are identified as proprietary will be treated as such except where PSPC determines that the enquiry is not of a proprietary nature. PSPC may edit the questions or may request that the respondent do so, so that the proprietary nature of the question is eliminated and the enquiry can be answered with copies to all interested parties. There is no page limit on the response to be provided. Respondents are requested to respond to all questions posted in Annex





A.

**8. Closing date for the LOI/RFI:**

Responses to this RFI are to be submitted to the PSPC Contracting Authority identified above, on or before \_\_\_\_ .

**9. Annexes and Attachments**

**ANNEX A:** Questions for Industry

**ANNEX B:** Draft Statement of Work

**ANNEX C:** Draft Request for Proposal





## ANNEX A QUESTIONS FOR INDUSTRY

### 1. What do we need to include in the RFP?

1. What do you anticipate you will need to fit up and set up the required environments to support this solution?
2. How long do you expect it will take to transition from the existing supplier to your organisation?
3. Is there anything missing from the SOW that would ensure an accurate proposal from your organisation?
4. How do you propose that the service level agreement, as outlined in the SOW, be enforced? How would your firm help Canada to meet these service levels?

### 2. What should we use for RFP Evaluation Criteria?

1. The solution involves various partnerships. How would your organisation demonstrate, in a RFP process, that it has the required partnerships or how partnerships will be established in time to support the current solution?
2. Does your organisation have a local presence in Ottawa/National Capital region? Would your organisation be willing to establish a presence in Ottawa/NCR?

### 3. How feasible is our approach?

1. IRCC does not anticipate redesigning the existing solution as it currently meets IRCC's business and functional requirements. Does this decrease your organisation's interest in providing the services as described in the SOW?
2. Describe how your organisation would maintain confidentiality and conformance to relevant laws and regulations with respect to third party intellectual property rights.
3. If your organization is awarded a contract as a result of a RFP process, what IRCC resources would your organisation anticipate requiring (e.g., licenses, information, data, staff resources, communication) during the course of migration and for future ongoing operations?
4. In the context of Q 3.1, identify any challenges or concerns about any aspects of the requirements, as outlined in the SOW, which 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.

### 4. What is the depth of experience available in the marketplace?

1. Describe the methodology/approach used by your organisation to transition custom developed code for other clients?
2. Describe your organisation's experience supporting Government of Canada or other similar large scale clients.
3. How many software and hardware support and maintenance contracts has your organisation taken ownership of in the past 10 years? Please describe how these contracts were similar to



what is stated in the SOW.

## ANNEX B DRAFT STATEMENT OF WORK



Public Works and  
Government Services  
Canada

Travaux publics et  
Services gouvernementaux  
Canada

Canada



## ANNEX C DRAFT REQUEST FOR PROPOSAL



# IMMIGRATION, REFUGEES, CITIZENSHIP CANADA

## CANADAIAN IMMIGRATION BIOMETRIC IDENTIFICATION SYSTEM (CIBIDS)

### STATEMENT OF REQUIREMENT

#B8985-180075/A

DRAFT

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## **1. Introduction**

### **1.1. Background**

Immigration and the granting of Canadian citizenship are vital to the continued growth and prosperity of Canada. To support the Government of Canada (GoC) outcomes of strong economic growth and a safe and secure world, a balance between the desire to welcome newcomers to Canada and the obligation to protect the health, safety and security of Canadian society must be maintained. Criminals, terrorists and other known inadmissible persons must not be allowed to enter or stay in Canada. Immigration, Refugees and Citizenship Canada (IRCC) and the Canada Border Services Agency (CBSA) are jointly responsible for the delivery of Canada's Immigration Program. In accordance with the Immigration and Refugee Protection Act (IRPA), IRCC and CBSA work together to manage the movement of people across and within Canada's borders. Among the issues addressed by these departments are the deterrence of illegal migration, prevention of entry to Canada of persons identified under IRPA as inadmissible (e.g. immigration violators, criminals, people involved in war crimes or crimes against humanity, etc.), and detention and removal of inadmissible persons from Canada.

Due to a global rise in identity fraud and the use of ever more sophisticated means to evade detection, a key challenge in Canada's immigration program is identifying applicants and managing their identity with confidence. Identity is at the heart of all decisions taken by IRCC abroad and by CBSA at ports of entry. These decisions form the first line of defence against individuals who pose a criminal or security threat to Canadian society and economic migrants who seek to take advantage of Canada's high standard of living. Further, because these decisions are relied upon by other federal, provincial and territorial departments to grant documents and benefits such as health care, there are important downstream implications if identity is not established with confidence at the outset.

### **1.2. Canadian Immigration Biometric Identification System**

To address these challenges, IRCC announced that they would begin biometrics collection for the Temporary Resident Program in 2009. In early 2012, a contract was signed for the development of the Temporary Resident Biometrics Program (TRBP), the project that would become the Canadian Immigration Biometric Identification System (CIBIDS), and the first official fingerprints were enrolled in 2013. The project is now known as the Canadian Immigration Biometric Identification System (CIBIDS),

### **1.3. CIBIDS Overview**

The CIBIDS solution comprises a "Front-End" component used to collect biographical and biometric data from IRCC clients, and a "Backend" component responsible for the validation, transformation and communication of the information to downstream systems.

The CIBIDS solution relies on Shared Services Canada (SSC) Public Key Infrastructure (PKI) Internal Credential Management (ICM) for all its certificates needs.

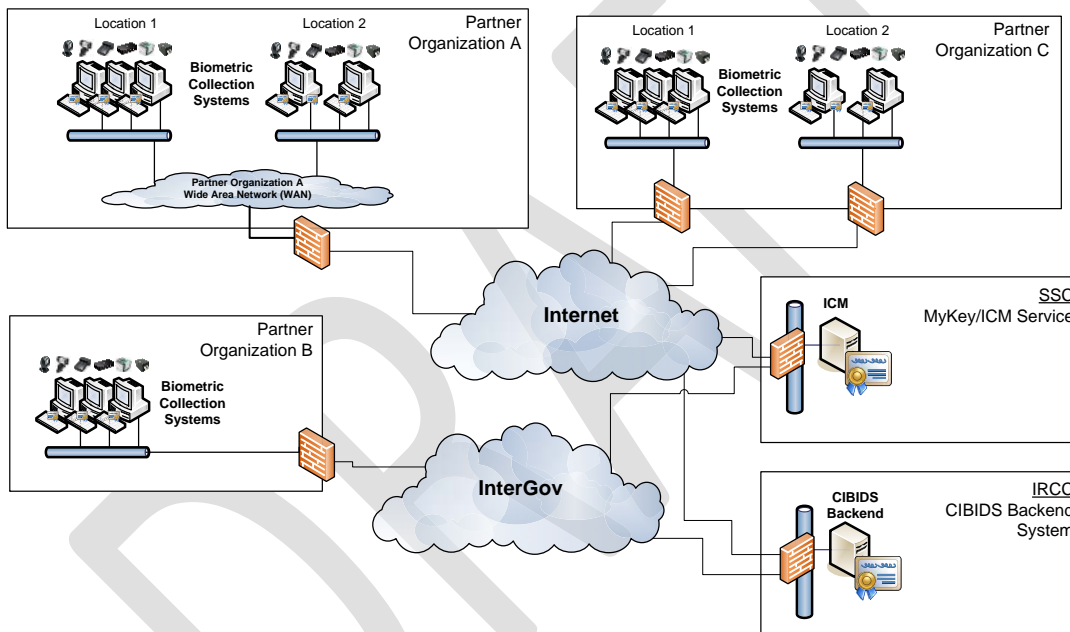
#### **1.3.1. CIBIDS – Front-End**

The CIBIDS Front-end solution called "Biometric Collection System" or BCS for short, consists of all the necessary hardware and software packages required to capture the biographical and biometric information from IRCC's clients. The BCS consists of:

1. an electronic fingerprint-capture device (EFCD) used to capture the applicant's fingerprints;
2. a digital camera used to capture the applicant's live photo;
3. a travel document reader used to retrieve the applicant's travel document information;
4. a bar-code reader used to retrieve the applicant's unique identifier number;
5. Label printer to print;
6. Smartcard and smart card reader; and
7. All the necessary software packages and device drivers required to capture the information.

The host platforms (Windows workstations) used to run the BCS software and connect the biometric components are provided by the Partner Organisations (Visa Application Centers and Global Affairs Canada).

All data captured through the CIBIDS BCS is encrypted and sent to the central IRCC National Head Quarters (NHQ) CIBIDS backend.



### 1.3.2. BCS locations

The CIBIDS BCS is used across the world by IRCC in several different type of locations as Visa Application Centers, Visa offices within Global Affairs Canada, Canada Border Service Agency and Service Canada.

#### 1.3.2.1. Visa Application Centers (VACs)

VACs are third party service providers managed by private companies authorized to provide specific administrative services related to the submission of a temporary resident application such as collecting biometrics (fingerprints and photographs).

ALL VACs have one or more CIBIDS BCSs booth.

VACs improve the service offering of the GoC by providing more points of service in countries where the Visa offices cannot or do not want to provide the services locally. VACs ensure that applications are complete, thereby reducing delays or refusals due to incomplete applications. VACs help reduce processing times for visa applications.

VACs do not process applications and play no role in the decision-making process. All decisions are made by IRCC visa offices.

As of November 1, 2017, IRCC's VAC network consists of 137 locations in 95 countries.

#### **1.3.2.2. Visa Offices (Global Affairs Canada (GAC) network)**

IRCC visa offices are located in Canadian embassies, high commissions and consulates. They use a standard BCS implementation to process applications for:

1. permanent immigration;
2. visitor visas (temporary resident visas);
3. study permits;
4. work permits;
5. refugee resettlement; and
6. Travel documents for permanent residents abroad.

They also collect the biometric and biographic data and applications for special cases, such as diplomats, where using a VAC would not be the preferred option. As of November 1, 2017, there are 53 Visa Office equipped with the CIBIDS BCS solution.

#### **1.3.2.3. Service Canada Centers (ESDC network)**

Service Canada Centers through the ESDC network will collect biometric information within Canada on behalf IRCC. It is expected that 90 BCS will be distributed across Canada in Service Canada offices.

#### **1.3.2.4. IRCC Domestic Office**

IRCC will internally use the CIBIDS BCS to collect biometric data in support of its various business lines. It is expected that 20 BCS will be distributed across Canada in IRCC offices across Canada.

#### **1.3.3. Video Monitoring System (VMS)**

Some Partner Organizations are required to video record their biometric enrolment sessions. IRCC provides these Partner Organizations the necessary video equipment (e.g. video camera and video recorder) to enable them to video record their enrolment sessions.

The enrolment session videos are temporarily stored on the video recorded and uploaded to the CIBIDS backend where they are stored in according with IRCC's retention policies. The videos are used for quality assurance and forensic purposes.

#### **1.3.4. MyKey/ICM Services**

Internal Credential Management (ICM) is the common GoC Public Key Infrastructure (PKI) credential management service for internal government business.



Serving over 120 GoC organizations, ICM was established in 2008 on behalf of the Treasury Board Secretariat (TBS), as a shared service that offers a robust infrastructure, economies of scale as well as common registration processes. This credential management service enables government personnel, devices & applications to securely authenticate to GoC applications and services, in addition to providing a method of sharing and exchanging important and sensitive information in a secure and trusted manner within (and with) the GoC.

ICM is fully managed and maintained by SSC on behalf of its clients and its business owner, TBS.

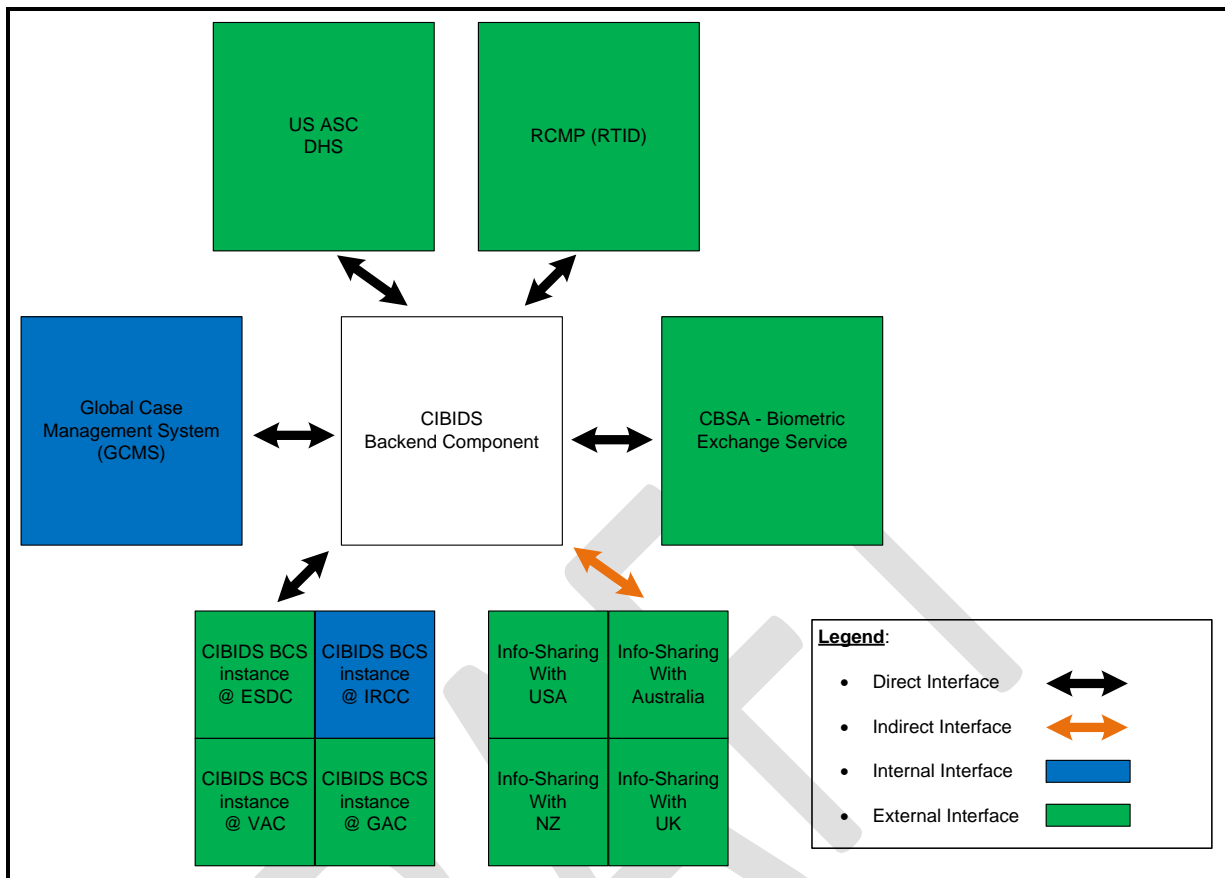
#### **1.3.5. CIBIDS Backend**

The CIBIDS Backend component refers to a set of services hosted at IRCC NHQ that perform collectively the following functions:

1. Reception of incoming biometric transactions from recognized partners;
2. Security validation of received transactions;
3. Systematic validation of transaction format and data;
4. Transformation of received data into sub-transactions;
5. Transmission of sub-transactions to partner organisations;
6. Work flow management;
7. CIBIDS event log management and reporting;
8. Central Management of the CIBIDS BCS:
  - a. parameters;
  - b. BCS Users privileges;
  - c. BCS lookup tables;
  - d. BCS x.509 certificates;
  - e. User's smart cards;
  - f. BCS software updates; and
9. Reception and management of Biometric Enrolment session video recordings.

The CIBIDS backend components interface with the following internal and external partners (refer to Figure 1):

1. Global Case Management System (GCMS): GCMS is IRCC internal immigration case management system and system of record;
2. RCMP: interface with the RCMP Real-time ID system (RTID)
3. US ASC: interface with the US Department of Homeland Security (DHS);
4. Biometric Information Sharing partners: interface with biometric information sharing partners: United States, Australia, New Zealand and the United-Kingdom;
5. CBSA: interface with the CBSA Biometric Exchange Service; and
6. BCS interface: interface with all BCS instances located in VAC, GAC, IRCC and Service Canada.



**Figure 1 – CIBIDS Internal and External interfaces**

## **2. Scope Of Work**

The scope of the work is as follows:

1. Provide maintenance and support of the licensed software used in the CIBIDS solution software;
2. Provide maintenance and support for hardware and components;
3. Provide hardware and components related to the CIBIDS solutions as and when requested by Canada;
4. Grant the license(s) to use the Licensed Software described in the Contract;
5. Provide additional back-end software licenses and for any additional environments as and when requested by Canada ;
6. Provide additional front-end software licenses as and when requested by Canada;
7. Perform solution enhancement on an “as and when requested” basis in accordance with approved Task Authorization Task Authorizations (TA);
8. Provide professional services as and when requested by Canada;

### **2.1. Provide Support and Maintenance of the Existing CIBIDS Solution Software and Hardware Components**

The Contractor must, within a 90 day period starting from the beginning of the contract, build the necessary development, test and production support environments:

1. to support the CIBIDS solution running in production at any time;
2. to support the development of the CIBIDS solution enhancements; and
3. to test the functionality and performance of newly added new hardware components, hardware firmware, new software packages, existing code enhancements to ensure that the new solution is bug free and performs as expected before the new hardware/software is delivered to IRCC.

#### **2.1.1. Support and Maintenance General Requirements**

The Contractor is required to provide a telephone and email service to IRCC to request support. As such, the Contractor must:

1. Provide a Canadian toll-free phone number for support requests;
2. Provide a support email address. Email support requests must be answered within 2 business days from original receipt and acknowledged within 15 minutes;
3. Provide support services in French and English;
4. Provide support services during the hours 07:00 – 20:00 EST, Monday through Friday, excluding Canadian statutory holidays;
5. Support the following type of calls:
  - a. Accept software related issues from IRCC;
  - b. Accept hardware related issues from IRCC;
  - c. Coordinate software issues escalations to the next tier;
6. Record electronically the details of service calls; at a minimum:
  - a. Date/Time of initial service call;
  - b. Client’s information: name, telephone #, email address;
  - c. Site location;
  - d. Machine ID;

- e. Nature of the service call;
  - f. Detailed issue and resolution notes;
  - g. Severity of the service call; and
  - h. Tracking number;
7. Provide the clients the tracking number assigned to their call.

The Contractor must hold support and maintenance agreements with all the 3<sup>rd</sup> party hardware and software suppliers currently used in the CIBIDS Solution.

The Contractor must notify the Technical Authority of any defects, malfunctions, security vulnerabilities and recalls related to any components of the CIBIDS Technical Solution as soon as such issues are known to the Contractor. Upon Canada's request, the Contractor must correct such defects, malfunctions, security vulnerabilities and recalls in accordance with the severity time period defined in the Table 1 Severity Levels and Time for Resolution.

The Contractor must maintain the CIBIDS Solution documentation throughout the contract period. The Contractor is required to update the relevant documents listed in Appendix D to reflect any changes made to the CIBIDS Solution by the Contractor initiated from either a Task Authorization, bug fixes or hardware replacement.

The Contractor will submit document updates to the Technical Authority in an electronic format approved by the Technical Authority. The following formats are approved:

- 1. Document, Spreadsheet: MS Office 2013 suite of products or any current product that IRCC could be using in the future; and
- 2. Diagrams: Visio 2013 or any current product that IRCC could be using in the future.

#### **2.1.2. Software Components Support and Maintenance**

Existing software licenses purchased under the previous TRBP contract will be transferred for the duration of the contract to the Contractor. The Contractor must manage the software licenses and ensure Canada is in good standing with all the 3<sup>rd</sup> party software vendors. For instance making sure that the necessary software support and maintenance annual fees are properly covered.

Upon Canada's request, the Contractor is required to provide software maintenance and support services, including:

- 1. Keep the software free from defects so that the software functions properly and in accordance with the functional requirements defined in the Functional Design Document (FDD) and Detailed Design Documents (TDD);
- 2. Maintain the software in good working order; and
- 3. Maintain the software by providing software updates and enhancements to:
  - a. Fix software bugs;
  - b. Enhance the software to keep current with the current hardware and operating system releases; and
  - c. Enhance the software to keep current with changes in biometric domain.

The Contractor must allow Canada to select the software components it wants to be covered under the software maintenance optional periods.

The maintenance and support cost for option years must be based on the software licenses accepted at the beginning of the maintenance and support period. For device software licenses still under warranty at the beginning of the maintenance and support period, the maintenance and support cost must be pro-rated for the months not covered by the warranty. If the device software license is accepted on day 1-15 of the month, the maintenance period starts on the 1<sup>st</sup> day of the month. If it is accepted on day 16-31, the maintenance period commences on the first day of the following month.

In the event that a new version of an operating system hosting the CIBIDS Solution is released during the warranty and/or contracted maintenance period, the Contractor must have commercially released version of the COTS software packages used in the CIBIDS Technical Solution available for the new operating system version within 12 months from the official release of the new operating system.

### **2.1.3. Hardware Components Support and Maintenance**

Upon Canada's request, the Contractor must provide hardware maintenance services, including:

1. Providing hardware maintenance services for the selected hardware items from Appendix B;
2. Replace failed hardware components with new or refurbished/like new and must not include non-original manufacturer components;
3. Provide "return-to-depot" hardware replacement for failed hardware units;

The Contractor is responsible for all costs associated with the shipping of the hardware components from the Contractor location or manufacturer's location to IRCC NHQ, Ottawa (e.g. courier fees, insurance, handling, duties).

The Contractor must ship a fully functional replacement to IRCC NHQ, Ottawa within 30 business days of the initial service call.

The maintenance and support cost for option years must be based on the hardware components accepted at the beginning of the maintenance and support period. For hardware components still under warranty at the beginning of the maintenance and support period, the maintenance and support cost must be pro-rated for the months not covered by the warranty. If the hardware component is accepted on day 1-15 of the month, the maintenance period starts on the 1<sup>st</sup> day of the month. If it is accepted on day 16-31, the maintenance period commences on the first day of the following month.

#### **2.1.3.1. Hardware Obsolescence**

Throughout the Contract period, the Contractor is required to manage the obsolescence of all hardware components currently being used and/or delivered for the CBIDS. As such the Contract will:

Identify replacement hardware with the same or better performance and functionality before the hardware component(s) becomes obsolete;

Be responsible for all costs associated with locating replacement vendor interface and engineering efforts to ensure compatibility with the CBIDS.

Ensure that the continued availability of the material be made in accordance with the Change Management requirements defined in the SOW; and

Provide written notice to Canada as soon as possible, but no less than six (6) months before the end-of life of the hardware component is announced to become obsolete;

## **2.2. Provisioning of New Software Licenses and Hardware Components**

Canada will require from time-to-time to purchase additional software licences and/or hardware components for new sites and/or to replace failed components. As such, the Contractor must make the necessary arrangements with all the current CIBIDS software vendors and hardware manufacturers to enable Canada to purchase additional software licenses and/or hardware components.

### **2.2.1. Provisioning of New Software Licenses**

The Contractor will supply all the software licences to meet the functional requirements defined in the Functional Design Document (FDD) and Detailed Design Documents (TDD), on an “as and when requested” basis. Appendix A refers to the main software licenses currently utilized in the CIBIDS solution.

#### **2.2.1.1. Software Warranties**

The Contractor must provide software warranty (including maintenance and support) on all Contractor-delivered software components for a period of 12 months from the successful date of the Site Acceptance Test sign-off.

During the warranty and any contracted maintenance periods, the Contractor must provide software updates and security patches.

The Contractor is required to provide Canada with irrevocable options for the duration of this contract and all activated extension periods.

Upon Canada’s request, the Contractor must provide software maintenance and support services, including:

1. Keep the software free from defects so that the software functions properly and in accordance with the specifications;
2. Maintain the software in good working order; and
3. Maintain the software by providing software updates and enhancements to:
  - a. Fix software bugs;
  - b. Enhance the software to keep current with the current hardware and operating system releases; and
  - c. Enhance the software to keep current with changes in biometric domain.

#### **2.2.2. Provisioning of New Current CIBIDS Hardware Components**

The Contractor will allow Canada to purchase the hardware items listed in Appendix B on an “as and when requested” basis upon receiving a completed Request on Contract (ROC) request;

The Contractor is required to deliver the purchased hardware components to IRCC NHQ within 60 days following receipt of a fully signed Request-on-Contract (ROC).

The Contractor must supply for each hardware components:

1. The necessary data cable, if applicable;
2. The necessary power cable, if applicable. The power cable must support the North American NEMA 1-15, or 5-15;

The Contractor is required to provide electrical components that meet the following specifications:

1. support both 110/220volts and 50/60 Hz;
2. support the electrical specifications of the countries it will be used and must ensure that all hardware components comply with the local countries electrical safety standards/laws of the countries where it will be used.

The Contractor is responsible for all costs associated with the shipping of new hardware components from the Contractor or manufacturer's location to IRCC NHQ, Ottawa (e.g. courier fees, insurance, handling and duties).

In the event that the Contractor is unable to negotiate an agreement with a hardware manufacturer, the Contractor must propose a replacement component that meet the minimum specifications in accordance with Appendix C. All cost associated with the substitution of hardware components (e.g. integration work necessary to make the component work with the CIBIDS solution) will be the responsibility of the Contractor.

The Contractor must be responsible for and manage the non-obsolescence of newly proposed hardware components it introduces in the CIBIDS solution. As such, the Contractor must:

1. Ensure the availability of replacement units for all new components delivered under the contract;
2. Identify replacements with the same or better performance and functionality before the components become obsolete; and
3. Be responsible for all costs associated with locating replacement, vendor interface, and the engineering efforts to integrate replacement component into the overall solution.

Newly introduced hardware components must comply with the minimum specification requirements defined in the Appendix C- System Specifications Requirements. Any new hardware component will require certification by IRCC prior to being accepted and will have to go through the IRCC Change Management process. The Contractor must demonstrate how the proposed new hardware complies with the specifications outlined in Appendix C – System Specifications Requirements.

Refer to Appendix B for the list of current hardware and consumables used for the CIBIDS Technical Solution.

#### **2.2.2.1. Hardware Warranty**

The Contractor is required to provide a warranty for all newly purchased hardware components under the contract, for a period of 12 months.

The Contractor is required to provide hardware warranty coverage starting after two (2) months after item has been received at IRCC NHQ.



The Contractor is required to provide “Return-to-Depot” hardware warranty services.

The Contractor is required to replace any hardware components with new or refurbished/like new and must not include non-original manufacturer components.

The Contractor is required to ship a fully functional replacement to IRCC NHQ, Ottawa within 30 business days of the initial service call.

The Contractor is responsible for all costs associated with the shipping of the hardware components from the Contractor or manufacturer’s location to IRCC NHQ, Ottawa (e.g. courier fees, insurance, handling, and duties).

### **2.3. Provide Solution Enhancements and Extensions**

Canada may choose to implement enhancements to the CIBIDS Solution to meet broader program needs and may require the Contractor’s assistance to design, implement and/or test such enhancements. As and when requested, Canada may obtain Contractor services in accordance with the Change management process detailed in section XXX of the Contract.

The Contractor will obtain written authorization from the Technical Authority to make changes to the approved/baselined designed solution. Such requests will be made via TA. Once a TA is duly completed, the Contractor must complete the necessary Engineering Change Proposal (ECP), containing all the pertinent technical details required to execute the change.

The Contractor cannot execute the work until the Engineer Change Proposal has been accepted by Canada.

The Contractor must be available for Ad-Hoc meetings at Canada’s request to discuss any changes in depth.

### **2.4. Professional Services**

Professional Services may be required on an as requested basis.

#### **2.4.1. Senior Project Manager**

The Contractor is required to provide appropriate and sufficient project management services to plan, monitor, report, track, and manage the successful maintenance and support of the CIBIDS technical solution.

In addition, they will also provide appropriate and sufficient project management services to plan, monitor, report, track, and manage the successful design, development, testing, deployment of enhancements and extensions of the CIBIDS technical solution as requested by Canada on an “as and when requested” basis.

To fulfill its project management responsibilities, the Contractor must provide a Senior Project Manager, who must be available as needed for the period from contract award until the end of the contract period and any option periods.

The minimum requirements for the Senior Project Manager are as follows:

1. Hold a current project management professional certification;

2. 10 years in Information Technology projects;
3. Demonstrated, in the past 5 years, efficient capability to interact effectively with members of a team;
4. Have delivered, in the past 10 years, at least two successful projects of a significant size;
5. Have Minimum of 5 years within the last 8 years of demonstrated experience in similar duties as described below; and
6. Be proficient in the English language (oral and writing)

The Senior Project Manager's duties include, but are not limited to:

1. Act as point of contact between CIBIDS Technical Authority and the Contractor;
2. Manage the execution of the work under the Contract, including any approved changes, TA or Requisition on a Contract (ROC), to ensure that adequate resources are made available, issues are dealt with in a timely manner and that all the work under the Contract is completed within the agreed time, cost and performance parameters.

#### **2.4.2. Professional Resources Skill Set**

Upon receipt of a TA requesting professional services, the Contractor must make available a:

##### **2.4.2.1. Project Manager**

The minimum qualifications for the Project Manager are as follows:

1. Hold a current project management professional certification;
2. Minimum of 8 years of experience in Information Management/Information Technology projects;
3. Minimum of 3 years within the last 5 years of demonstrated experience performing similar duties as described below;
4. Demonstrated capability in a previous project to interact effectively with members of a team; and
5. Be proficient in the English language (oral and writing).

The Project Manager's duties may include, but are not limited to:

1. Keep the Contractor's Senior Project Manager current on the status and issues related to the TA; and
2. Manage the execution of the TA to ensure the resources are made available and that the requirements of the TA's are fully operational within the previously agreed time, cost and performance parameters.

The Project Manager's deliverables may include, but are not limited to:

1. Provide feedback on the level of effort and cost;
2. Provide reporting on status;
3. Provide options to problems encountered and recommendations for resolution;
4. Delivery of new code base, implementation and testing coordination; and
5. Update design specification documentation.

#### **2.4.2.2. System Engineer**

Upon receipt of a TA requesting system engineering expertise, the Contractor must make available a System Engineer.

The minimum essential qualifications for the System Engineer are as follows:

1. 8 years of experience in Information Management/Information Technology projects;
2. 3 years within the last 5 years of demonstrated experience performing similar duties as described below;
3. 2 years demonstrated experience in fingerprint biometrics if specified in the TA request;
4. Demonstrated capability in a previous project to interact effectively with members of a team; and
5. Be proficient in the English language (oral and writing).

The System Engineer's duties may include, but are not limited to:

1. Act as the lead engineer for any TA that may or will alter the baseline application code;
2. Translate business or system requirements to system design and specifications;
3. Analyze functional requirements to identify information, procedures and design flows;
4. Develop and maintain complex systems and modules, programs, sub-systems, systems and procedures;
5. Transfer knowledge related to the TA to project staff;
6. Develop technical specifications for system development, design and implementation ;
7. Maintain information coordination between all partners; and
8. Lead projects technically through the entire Software Development Life Cycle (SDLC).

The System Engineer's deliverables may include, but are not limited to:

1. Design and document in detail all affected system components, their interfaces, relationship and operational environments;
2. Develop detailed system specifications;
3. Document system design, concepts and facilities, and present and obtain approval of the detailed design; and
4. Complete system documentation.

#### **2.4.2.3. Software Engineer**

Upon receipt of a TA requesting software engineering expertise, the Contractor must make available a Software Engineer.

The minimum essential qualifications for the Software Engineer are as follows:

1. 5 years of experience in Information Management/Information Technology projects;
2. 3 years within the last 5 years of demonstrated experience performing similar duties as described below;
3. 2 years demonstrated experience in fingerprint biometrics if specified in the TA request; and
4. Demonstrated capability in a previous project to interact effectively with members of a team.

The Software Engineer's duties may include, but are not limited to:

1. Analyze the TA's and interpret the impact and necessary modifications or enhancements to the baseline application code;
2. Design data structures and files, sub-systems and modules, programs and production monitoring procedures, testing strategies and system;
3. Review the analysis and the programming of other software developers to ensure quality;
4. Perform independent verification and validation of software applications and system functions and performance;
5. Prepare the system for production releases and coordinate all changes with impacted partners;
6. Transfer knowledge related to the TA to project staff;
7. Analyze performance and tune systems; and
8. Provide guidance and work leadership to other team members.

The Software Engineer's deliverables may include, but are not limited to:

1. Any and all analysis in the Contractor's notation that will be used by the software developer to make the necessary application code amendments and enhancements;
2. Develop and document detailed data conversion requirements based on client needs and system architecture guidelines;
3. Develop and document both high and low-level data mapping requirements and schemas across various corporate systems and databases; and
4. Complete system documentation.

#### **2.4.2.4. Software Developer**

Upon receipt of a TA requesting software development expertise, the Contractor must make available a Software Developer.

The minimum essential qualifications for the Software Developer are as follows:

1. 5 years of experience in Information Management/Information Technology projects;
2. 3 years within the last 5 years of demonstrated experience performing similar duties as described below;
3. 1 year demonstrated experience in fingerprint biometrics if specified in the TA request; and
4. Demonstrated capability in a previous project to interact effectively with members of a team.

The Software Developer's duties may include, but are not limited to:

1. Interpret the TA and any associated analysis, and implement any necessary application code changes;
2. Develop and maintain systems and modules, programs, sub-systems, and system procedures;
3. Analyze, design and develop classes and their methods, attributes and relationships;
4. Transfer knowledge related to the TA to project staff;
5. Design programs, present program design, and write modules and procedures;
6. Provide problem debugging and resolution; and
7. Provide other related software developer services.

The Software Developer's deliverables may include, but are not limited to:

1. Modify the application software build in accordance with the requirements of the TA;
2. Produce operational systems, including all forms, manuals, programs, input/outputs sources, procedures and training material;
3. Document program design and quality assurance standards to be used during the implementation phase; and
4. Complete system documentation.

#### **2.4.2.5. Tester**

Upon receipt of a TA requesting testing expertise, the Contractor must make available a Tester.

The minimum essential qualifications for the Tester are as follows:

1. 5 years of experience in Information Management/Information Technology projects;
2. 3 years within the last 5 years of demonstrated experience performing similar duties as described below;
3. 1 year demonstrated experience in fingerprint biometrics if specified in the TA request; and
4. Demonstrated capability in a previous project to interact effectively with members of a team.

The Tester's duties may include, but are not limited to:

1. Develop an overall test strategy;
2. Develop a set of test cases to validate that the requirements of the TA have been met, and ensure the test cases also include regression testing to confirm that existing functionality has not been negatively impacted by any application code modifications or enhancements;
3. Perform test planning and coordination;
4. Decide on testing tools, techniques and processes;
5. Develop, manage and monitor test plans for all testing;
6. Transfer knowledge related to the TA to project staff; and
7. Provide other related test services.

The Tester's deliverables may include, but are not limited to:

1. Provide reports to management on testing status and success;
2. Maintain and update relevant enhancements in manual or electronic files;
3. Develop standards and processes to follow with regards to system integration, testing and the preparation of systems for implementation and rollout; and
4. Provide a fully tested and production-ready application based on the requirements of the TA.

#### **2.4.2.6. Technical Writer**

Upon receipt of a TA requesting technical writing expertise, the Contractor must make available a Technical Writer.

The minimum essential qualifications for the Technical Writer are as follows:

1. 5 years of experience in Information Management/Information Technology projects;
2. 3 years within the last 5 years of demonstrated experience performing similar duties as described below;

3. Demonstrated capability in a previous project to interact effectively with members of a team; and
4. Be proficient in the English language (oral and writing).

The Technical Writer's duties may include, but are not limited to:

1. Work with the design team in determining any modifications required to the baseline Detail Design Specification;
2. Update the Detail Design Specification to incorporate any modifications;
3. Update user manuals, help text and any other technical documents;
4. Review document standards and existing design specification documents;
5. Investigate the accuracy of the information collected by making direct use of the material documented to date;
6. Transfer knowledge related to the TA to project staff; and
7. Prepare or coordinate the preparation of any required illustrations and diagrams.

The Technical Writer's deliverables may include, but are not limited to:

1. Update Detail Design Specification that accurately reflects any modifications to the baseline specification based on the approved TA;
2. Update detail design illustrations or diagrams;
3. Update affected help files; and
4. Update affected training material.

#### **2.4.2.7. Database Architect**

Upon receipt of a TA requesting database architecting expertise, the Contractor must make available a Database Architect.

The minimum essential qualifications for the Database Architect are as follows:

1. 5 years of experience in Information Management/Information Technology projects;
2. 3 years within the last 5 years of demonstrated experience performing similar duties as described below; and
3. Demonstrated capability in a previous project to interact effectively with members of a team.

The Database Architect's duties may include, but are not limited to:

1. Prepare, oversee and coordinate database and application designs;
2. Study and understand business data and information needs;
3. Participate in business development as an advisor;
4. Create and enforce Database Development Standards and Processes;
5. Transfer knowledge related to the TA to project staff; and
6. Ensure consistency across implementations.

The Database Architect's deliverables may include, but are not limited to:

1. Develop and document Logical Data Model;
2. Develop and document Data Dictionary
3. Define Data Archive/Purge Standards

4. Develop and document Physical Data Model; and
5. Prepare detailed Database Design Documents.

#### **2.4.2.8. Biometric Specialist**

Upon receipt of a TA requesting biometric expertise, the Contractor must make available a Biometric Specialist.

The minimum essential qualifications for the Biometric Specialist are as follows:

1. 5 years demonstrated experience in fingerprint biometrics;
2. 3 years within the last 5 years of demonstrated experience performing similar duties as described below; and
3. Demonstrated capability in a previous project to interact effectively with members of a team.

The Biometric Specialist's duties may include, but are not limited to:

1. Advise CIBIDS project management on current biometric trends;
2. Conduct research on biometrics related technologies, their usage, application feasibility, return on investment, compatibility with existing technologies;
3. Write technical reports according to industry standards;
4. Solve biometrics related technical or business incidents or problems;
5. Provide improvement plans on biometrics processes, technologies, resources;
6. Transfer knowledge related to the TA to project staff; and
7. Provide awareness sessions, workshops, and training.

The Biometric Specialist's deliverables may include, but are not limited to:

1. Technical report;
2. Training material; and
3. Presentations.

#### **2.4.2.9. Information Technology Security Specialist**

Upon receipt of a TA requesting security expertise, the Contractor must make available an Information Technology Security Specialist.

The minimum essential qualifications for the Information Technology Security Specialist are as follows:

1. 8 years of experience in Information Management/Information Technology projects;
2. 5 years within the last 8 years of demonstrated experience performing similar duties as described below;
3. Have experience with Government of Canada standards (e.g. Management of Information Technology Security);
4. Have demonstrated capability in a previous project to interact effectively with members of a team.

The Information Technology Security Specialist's duties may include, but are not limited to:

1. Perform IT Security assessments of IT systems;



2. Design and document security safeguards;
3. Document security services processes and procedures;
4. Investigate security incident; and
5. Produce reports on crypto export/import and useable laws and regulations applicable to countries where CIBIDS components may be exported.

The Information Technology Security Specialist's deliverables may include, but are not limited to:

1. Threat Risk Assessment;
2. System/network vulnerability assessment report;
3. Security Incident report; and
4. Security design document.

#### **2.4.2.10. Deployment Specialist**

Upon receipt of a TA requesting deployment expertise, the Contractor must make available a Deployment Specialist.

The minimum essential qualifications for the Deployment Specialist are as follows:

1. 5 years of experience in Information Management/Information Technology projects;
2. 3 years within the last 5 years of demonstrated experience performing similar duties as described below;
3. 2 years demonstrated experience in fingerprint biometrics if specified in the TA request;
4. Have demonstrated capability in a previous project to interact effectively with members of a team; and
5. Be proficient in the English language (oral and writing).

The Deployment Specialist's duties may include, but are not limited to:

1. Advise Project management on deployment risks, approaches and solutions;
2. Elaborate deployment strategies;
3. Coordinate deployment activities;
4. Aid in site assessments and analysis; and
5. Support establishment of stabilization criteria and activities.

The Deployment Specialist's deliverables may include, but are not limited to:

1. Deployment strategies and plans;
2. Deployment risk assessments;
3. Deployment status reports and presentations; and
4. Deployment schedule.

#### **2.4.2.11. Installer**

Upon receipt of a TA requesting installation services, the Contractor must make available an Installer.

The minimum essential qualifications for the Installer are as follows:

1. 1 year within the last 3 years of demonstrated experience performing similar duties as described below;

2. Have demonstrated experience in the installation of IT and/or biometric systems;
3. Have demonstrated capability in a previous project to interact effectively with members of a team.

The Installer's duties may include, but are not limited to:

1. Provide site preparation assistance;
2. Install TRBP Technical Solution components, including but not limited to:
3. Collect solution hardware, software and mounting equipment;
4. Process solution hardware, software and mounting equipment;
5. Reporting solution hardware, software and mounting equipment;
6. Provide installation training on specific CIBIDS Technical Solution components to select project team members; and
7. Transfer knowledge related to the TA to project staff.

The Installer's deliverables may include, but are not limited to:

1. Software and hardware installation guides;
2. Installation reports;
3. Provide telephone assistance to field installers; and
4. Perform actual installation of TRBP Technical Solution components.

#### **2.4.2.12. Operator**

Upon receipt of a TA requesting operational services, the Contractor must make available an Operator.

The minimum essential qualifications for the operator are as follows:

1. 1 year within the last 3 years of experience in similar duties as described below;
2. Have demonstrated knowledge and capability to operate similar biometric IT related systems;
3. Have demonstrated capability in a previous project to interact effectively with members of a team.

The Operator's duties may include, but are not limited to:

1. Operate the CBIDS Technical Solution components, including but not limited to:
2. Process solution;
3. Report solution;
4. Central management solution;
5. Perform configuration of system parameters;
6. Perform tier 1 maintenance activities;
7. Provide application and/or client support;
8. Transfer knowledge related to the TA to project staff; and
9. Liaise with technical, business and/or biometrics maintenance staff on operational issues.

The Operator's deliverables may include, but are not limited to:

1. Operate TRBP backend systems components;
2. Initiate operational change request related to the TRBP Technical Solution;
3. Prepare and document problem reports;

4. Prepare and document problem resolution documentation; and
5. Prepare and document operational status reports.

#### **2.4.2.13. Quality Assurance Specialist**

Upon receipt of a TA requesting quality assurance services, the Contractor must make available a QA Specialist.

The minimum essential qualifications for the QA Specialist are as follows:

1. 5 years within the last 8 years of experience in a similar duties as requested below;
2. Have demonstrated knowledge and capability to plan and monitor quality assurance of hardware and software components.
3. Have a minimum of 1 year demonstrated experience in fingerprint biometrics if specified in the TA request; and
4. Have demonstrated capability in a previous project to interact effectively with members of a team.

The QA Specialist's duties may include, but are not limited to:

1. Perform protocol, data, report, and in-lab phase inspections to verify conformance to applicable standards and requirements;
2. Notify management of quality/compliance trends and service failures;
3. Recommend changes to Standard Operating Procedures (SOP), policies, training materials, and other documents;
4. Ensure systems used in QA are properly maintained (e.g., QA audit records, training records);
5. Transfer knowledge related to the TA to project staff; and
6. Support product quality/co-manufacturing failure investigations, define investigational strategy.

The QA Specialist's deliverables may include, but are not limited to:

1. Prepare and document quality assurance plans;
2. Prepare and document quality assurance reports;
3. Execute QA test plan; and
4. Brief Management on QA test results.

#### **2.4.2.14. Training Specialist**

Upon receipt of a TA requesting training expertise, the Contractor must make available a Training Specialist.

The minimum essential qualifications for the Training Specialist are as follows:

1. 5 years within the last 8 years of demonstrated experience in the planning, design, development and delivery of adult training relevant to the technical and business outcomes for this project;
2. Have demonstrated capability to interact effectively with members of a team; and
3. Be proficient in the English language (oral and writing).

The Training Specialist's deliverables may include, but are not limited to:

1. Identify and assess training needs of staff by conferring with managers and supervisors or conducting surveys;
2. Prepare and document training plans;
3. Develop and document training procedure manuals and guides and course materials;
4. Evaluate training effectiveness and produce report; and
5. Deliver training modules;

#### **2.4.2.15. Technical Architect**

Upon receipt of a ROC requesting technical architecture expertise, the Contractor must make available a technical architect.

The minimum essential qualifications for the technical architect are as follows:

1. 8 years of experience in Major Information management/Information Technology projects;
2. 5 years within the last 8 of demonstrated experience performing similar duties as described below;
3. 2 years demonstrated experience in fingerprint biometrics;
4. Must have knowledge of industry standards such as IXM, NIST; and
5. Have demonstrated capability in a previous project to interact effectively with members of a team.

The Technical Architect duties may include, but are not limited to:

1. Develop technical architecture, frameworks and strategies, either for an organization or for a major application area, to meet biometrics business and application requirements;
2. Analyze and evaluate alternative technology solutions to meet business problems.
3. Ensures the integration of all aspects of technology solutions (biometrics and non-biometrics based).
4. Monitor industry trends within the biometrics community to ensure that solutions fir with the government and industry directions for technology.
5. Analyse functional requirements for fingerprint biometrics systems to identify information, procedures and decision flows.
6. Evaluate existing procedures and methods, identify and document database content, structure, and applications sub-systems, and develop data dictionary.
7. Define and document interfaces of manual to automated operations within application sub-systems, to external systems and between new and existing systems.
8. Define input/output sources, including detailed plan for technical design phase, and obtain approval of the system proposal.
9. Identify and document system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc.
10. Evaluate hardware and software relative to their ability to support specified requirements and, by determining potential and actual bottlenecks, improve system performance through recommended hardware changes.
11. Transfer knowledge related to the ROC to project staff;
12. Analyze performance and tune system; and
13. Provide guidance and work leadership to others.

The technical architect's deliverables may include, but are not limited to:

1. Technical reports
2. System Architecture documentation;
3. Physical Data Models;
4. Presentations.

### **3. Reports and Meetings**

The Contractor is required to produce an operational monthly report and forward the report electronically to the Technical Authority no later than 5 workdays after the end of the month. The Monthly report must, at a minimum contain the following items:

1. Accomplishments and Planned Activities
2. Change Management section, containing the list of all planned ECP/ECP;
3. Task Authorisation Status: containing the list of all active Task Authorisations (TA) and specific details: start and projected end dates, status, balance days, etc;
4. List of current solution issues/bug, severity and expected resolution;
5. Status report on TA – list of active TA, with remaining contract days;
6. Release Schedule identifying functionality release through release and builds; and
7. Action Items list with details: description, owner and target completion date.

The Contractor must organize, participate, and document monthly meetings. For each meeting, the Contractor must:

1. Schedule the review/meeting;
2. Produce review/meeting agenda and circulate supporting material for the meetings.; and
3. Produce meeting minutes.

### **4. Duration**

This contract is for a duration of 3 years plus 3 extensions of 1 year each for a possible total of 6 years.

### **5. Compliance Standards**

The Contractor's work and deliverables must comply with the following standards:

1. The RCMP National Police Services NIST Interface Control Document, Version 2.1.1 standard;
2. EFCD model(s) be certified to the FBI IAFIS Image Quality Specifications (IQS) (EFTS Appendix F) for both Identification Flats and Live Scan Systems at:  
<https://www.fbibiospecs.org/IAFIS/Default.aspx>.
3. EFCD model(s) producing image sizes in compliance with the RCMP NPS-NIST-ICD 2.1.1 Appendix A.
4. Machine Readable Travel Document (MRTD) device model(s) be compliant to the ICAO 9303, Machine Readable Travel Documents, Part 1-3, 2006 at:  
<http://www2.icao.int/en/MRTD/Pages/Downloads.aspx>.
5. Credential Token device be compliant to the Federal Information Processing Standard (FIPS) Publication 140-2.
6. Support and maintenance of the CIBIDS solution interface to :

- a. GCMS in accordance with the CIBIDS-GCMS ICD;
  - b. CBSA in accordance with the CIBIDS-CBSA ICD.
  - c. USCIS/ASC in accordance with the United States Federal Bureau of Investigation, Electronic Biometric Transmission Specification (EBTS),  
[https://www.fbibiospecs.org/docs/EBTS\\_v9-1\\_Final.pdf](https://www.fbibiospecs.org/docs/EBTS_v9-1_Final.pdf).
7. Support and maintenance of the CIBIDS solution implementation of the WSQ Grey-Scale Fingerprint Image Compression in accordance with the IAFIS-IC-0110 (V3.1), October 1, 2010, at: [https://www.fbibiospecs.org/docs/WSQ\\_Gray-scale\\_Specification\\_Version\\_3\\_1\\_Final.pdf](https://www.fbibiospecs.org/docs/WSQ_Gray-scale_Specification_Version_3_1_Final.pdf).

The Contractor services and deliverables must comply with the following:

1. ISO/IEC 19794-5:2005 - International Organization for Standardization/International Electrotechnical Commission, Information Technology-Biometric Data Interchange Formats-Part 5: Face Image Data, referred to within this document as ISO/IEC 19794-5
2. Treasury Board Of Canada Secretariat, Operational Security Standard: Management of Information Technology Security (MITS), at: <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12328>
3. Treasury Board Of Canada Secretariat, Policy on Privacy Protection, 1 April 2008, at: <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12510>
4. Treasury Board Of Canada Secretariat - Policy on Government Security – <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578>
5. Treasury Board Of Canada Secretariat - Policy on Management of Information Technology – <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12755>

## 6. Government Furnished Equipment

The Contractor must support and maintain the CIBIDS Solution to run on the following Government furnished infrastructure/platforms, portions of which are located at IRCC NHQ and others are located at various departments and partner organization's locations.

Table 1 – Government Furnished Equipment

Equipment	Description	Type of Site
<b>Network and all network connections</b>	Network connectivity is provided by Canada. Shared Services Canada (SSC) is responsible for all network infrastructure within IRCC, CBSA and GAC and between departments.	NHQ, Visa Office
	All network connectivity and bandwidth for Visa Application Centres (VACs) is the responsibility of the individual VAC service provider(s). The VAC service providers provide at a minimum 1 mbps download and 500kbps per BCS instance upload bandwidth to the Internet.	VAC

Equipment	Description	Type of Site
	<p>Load Balancing done via BigIP F5 load balancer</p> <p>Message Queue: IBM message queues are used to exchange biometric transaction between CBSA and IRCC</p>	
<b>Production Facilities</b>	The data center space, servers, operating systems, storage, infrastructure software components will be provided by Canada.	NHQ
<b>Validation and Implementation Test Facility</b>	<p>Canada will provide its own test, staging and production environments. As such, the Data center space, servers, operating systems, storage, infrastructure software components will be provided by Canada.</p> <p>Note: The Contractor must provide and host the IT environments necessary to fulfill its obligations under this SOW (e.g. development, test and maintenance environments).</p>	NHQ
<b>Server Platforms</b>	<p>The bulk of the CIBIDS servers run RHEL 6.9 (Red Hat Enterprise Linux) on virtual machine.</p> <p>A limited number of Windows servers are used as the CIBIDS LDAP/Active Directory service. The LDAP servers run on Windows 2008 R2 (64 bit).</p>	NHQ
<b>BCS Workstations</b>	<p>The workstations hosting the Biometric Collection Solution (BCS) application are provided by the different partner organization (e.g. ESDC, IRCC, GAC and the VAC Service providers). The minimum specifications requested from the partners organization are as follows:</p> <ol style="list-style-type: none"> <li>1. CPU: i5 @3.0 GHz, 2 cores minimum equivalent CPU</li> <li>2. Hard Disk: 500 Gb</li> <li>3. Memory: 8 Gb</li> <li>4. Operating System: windows 7 or Windows 10 running/configured for Canadian English or French</li> <li>5. Monitor: 17" LCD, colour, capable of a minimum resolution of 1024 x 900-</li> <li>6. Video card capable to display at a minimum: 1024 x 900</li> </ol>	All collection channels



Equipment	Description	Type of Site
	<ol style="list-style-type: none"> <li>7. Minimum of 4 USB ports (version 2 or 3) available (after keyboard and mouse use), but ideally 6 usb port – which will prevent the use of the USB hub.</li> <li>8. Up-to-date anti-virus/malware utility; and</li> <li>9. Must have .Net Framework 3.5 installed.</li> </ol>	
<b>AFIS</b>	The AFIS is provided by the RCMP.	NHQ
<b>SSC Public Key Infrastructure</b>	<p>The CIBIDS solution relies on the Public Key Infrastructure (PKI) service administered by SSC Internal Credential Management (ICM). The PK Infrastructure services are :</p> <ol style="list-style-type: none"> <li>1. Certification Authority</li> <li>2. Registration Authority</li> <li>3. Directory;</li> <li>4. Certificate Revocation List (CRL)</li> </ol> <p>Client Software available under the Entrust Enterprise License agreement (e.g. Entrust Security Provider, toolkits, etc.)</p>	NHQ

## Appendix A – CIBIDS Core Software Packages

The table below lists the major CIBIDS software components and associated software vendors.

#	Product	Ownership	Code Accessibility	Justification
1.	Aware Bio Components URC	Aware	No	Aware Licensed Product
2.	Aware Biometric SDKs	Aware	No	Aware Licensed Product
3.	Aware BioSP Core	Aware	No	Aware Licensed Product
4.	Aware Transaction Manager	Aware	No	Aware Licensed Product
5.	Aware Code Manager	Aware	No	Aware Licensed Product
6.	Aware Configuration Manager	Aware	No	Aware Licensed Product
7.	Aware Format Manager NIST	Aware	No	Aware Licensed Product
8.	Aware Application Integration Module	Aware	No	Aware Licensed Product
9.	Aware BioSP User Interface	Aware	No	Aware Licensed Product
10.	Aware Simulator	Aware	No	Aware Licensed Product
11.	BPEL Workflow for IRCC system	IRCC	Yes	
12.	BioSP Configuration Files	IRCC	Yes	
13.	Verification Files	IRCC	Yes	
14.	XSLT Mapping Configurations	IRCC	Yes	
15.	IRCC.URC Solution Visual Studio Solution	IRCC	Yes	
16.	URC Setup Solution	IRCC	Yes	
17.	AppLife Solution	IRCC	Yes / No	Contains all the files needed to create and maintain the AppLife packages for the BCS application. AppLife is licenced product, any developed code related to AppLife is available.
18.	Backend “Find Operator” module	IRCC	Yes	Extension code developed by Fujitsu is available
19.	Backend “Video Management Solution” module	IRCC	Yes	Extension code developed by Fujitsu is available
20.	Backend “Portal Application Security” module	IRCC	Yes	

#	Product	Ownership	Code Accessibility	Justification
21.	Backend "LDAP web service" module	IRCC	Yes	Extension code developed by Fujitsu is available
22.	Backend "Central Audit Logger" module	IRCC	Yes	Extension code developed by Fujitsu is available
23.	Backend "Asylum Ramp Up" module	IRCC	Yes	Extension code developed by Fujitsu is available
24.	Backend "Testing Dashboard" module	IRCC	Yes	Extension code developed by Fujitsu is available
25.	Backend "vSEC:cms: smart card management" module	Versasec	No	COTS package from Versasec. Configuration files are available
26.	Front end "vSEC: User Self-Serve (USS) client" module	Versasec	No	COTS package from Versasec. Configuration files are available
27.	VMS Upload PowerShell scripts	IRCC	Yes	Do we want the contractor to take over the maintenance of these scripts?
28.	BCS Readiness Script	IRCC	Yes	Do we want the contractor to take over the maintenance of this script?
29.	BCS Seed installer application	IRCC	Yes	Source code developed by Fujitsu is available

**Appendix B – CIBIDS Current Hardware Components and Consumables**

#	Component	Component Type	Model	Vendor
1.	Electronic Fingerprint Capture Device (EFCD)	electronic fingerprint capture device	Guardian L vs-CIC	Crossmatch
		firmware	LScan 500C LT	
		driver	LScan Essentials	
2.	Photographic Capture Device	Photographic Capture Device	LifeCam Studio	Microsoft
		Upper camera lighting	LED-48LR	JJC
3.	Photo camera stand VESA Desktop bracket & pole		Contractor to determined source	
4.	Photo camera bracket To affix camera to stand		Contractor to determined source	
5.	Photo Capture light switching for BCS Photo lights		Contractor to determined source	
6.	Photographic Backdrop		Contractor to determined source	
7.	Machine Readable Travel Document (MRTD) reader	Machine Readable Travel Document reader	OCR 601 S. TSIMON + RFID	Access IS
8.	Bar code reader	USB 2D barcode scanner	Magellan™ 1100i	DataLogic
9.	Bar code Label Printer with power cord	Barcode label printer 110/220	FP-32L	Fujitsu
10	Powered USB Hub	Hi-speed USB 2.07-port hub 110/220	F5U237v1	Belkin
11	Video Recorder with multiple increments of camera licenses		SV-16 SV-32	Genetec
12	Video Camera		WP-509	Panasonic

13	Network Switch – Power over Ethernet (POE) multiple models to accommodate 4 to 36 Ethernet connections			8 ports 24 ports 36 ports	
14	Power Surge – 110v & 220v	Power surge protector power bar 110v & 220v		Protect It! Surge Protector/Suppressor	Tripp Lite
15	Photographic Capture Device counter mount clam/vise mount (4 in 1 )	VESA Desktop bracket & pole		LCT100S	
16	Counter Mounting Equipment for EFCD	VESA Desktop Guardian L face adaptor plate		GPOGRDPLT	ScanFX
17	Credential smart card tokens			.NET IM v2+ Pre-Cut SIM	Gemalto
18	Smart card token shell			USB Shell Token V2 Black HWP115402C	Gemalto
<b>Consumables</b>					
19	Silicone Membrane Kits			Small Supply Kit: 5 silicone pads 5 tape cleaner pads 2 microfiber cloth 6 alcohol wipes	Crossmatch
20	Fujitsu FP-32L Label Printer paper roll	2.125" x 170FT thermal direct rolls on 1" cores with .125" tab		Each case contains 12 rolls of 500 labels (4" x 2") Total of 6000 labels	Fujitsu
21	VMS Recorders (two cameras license)	VMS recorder		SV-16	
22	Video Monitoring System (VMS)Cameras without license	HD Network camera 1/3 Vari-focus lens, 2.8-12mm		WV-SP508 1/3 Vari-Focus	

23	Adapter for Type A plug from 220 power bar			
24	Adapter for Type I plug from 220 power bar			
25	Adapter for Type C plug from 220 power bar			
26	USB Cable Standard			
27	Guardian Silicone Sheets			Crossmatch
28	Cloth & Alcohol Wipes			Crossmatch
29	EFCD Cleaning Sheets			Crossmatch
30	Label Printer (FP-32L) labels		.NET IM v2+ Pre-Cut SIM	Gelmalto
31	Label printers (SPP-R200)		Bixolon JE03-00024J	Bixilon

#### Appendix C- Hardware Component Specifications Requirements

Appendix C lists the CIBIDS hardware components specifications.

### 1.1 Common Requirements

All devices are required to:

- operate after an unexpected power interruption without adjustment, except for normal start-up procedures. Reinitialize/reboot after an unexpected power interruption in less than 1 minute. Should permit return of failure indicator via the device SDK in the event the component becomes inoperative or detects a failure condition. Provide the capability to permanently delete all operational data from device memory, such that it can never be retrieved by any means, conventional or otherwise.
- All devices are required to integrate with a Windows computing platform.
- provide a power-on indicator that is easily visible by an operator.
- include all necessary cables for proper operation.

All devices connected to the workstation via a USB cable are required to use USB 2.0 or higher.

All devices not powered over USB are required to operate under standard 110-220/220-240 volt AC line power and include international power connectors.

The device cables are required to accommodate variable lengths up to 5 metres.

All biometric workstation peripherals must include software drivers to allow use of the devices with the com

## 1.2 Electronic Fingerprint Capture Device (EFCD)

The EFCD device is required to:

- connect to the workstation using a single USB cable for supplied power and data transmission.
- be durable to protect from environmental wear and tear (e.g. sealed, ruggedized, etc.).
- include a removable protective covering for the platen surface that can be tethered to the device when not in use.
- not allow wireless functionality.
- be FBI IAFIS Image Quality Specifications (IQS);
- support the auto-capture of 1, 2 and 4 finger slaps;
- support the manual capture of 1, 2 and 4 finger slaps;
- support the capture of fingerprint images at 500 ppi with an image size as defined in the RCMP NPS-NIST-ICD2.1.1.1.
- capture an Applicant's slaps without physical intervention by the User.
- include mounting brackets that allow the EFCD to be mounted at an adjustable angle and height.
- permit being semi-permanently fixed to a mounting surface such that it can only be removed with non-specialized tools.
- be less than 7" wide by 7" deep by 5" high (or 17.78 cm by 17.78 cm by 12.7 cm).
- be factory calibrated.
- allow for software/firmware updates to be managed via the connected workstation.
- have a minimal Frame Rate of 20 frames per second.

The EFCD must provide visual and audible feedback to the Applicant to indicate the following at a minimum:

1. results of varying degrees of pressure;
2. a successful acquisition has been completed for a slap;
3. an unsuccessful capture has been completed for a slap.

The EFCD should include features to reduce the likelihood of poor quality prints due to common enrolment issues, such as, but not limited to, dry fingertips and halo effects due to excessive moisture.

The EFCD platen surface must be large enough to capture 4-finger slaps.

The EFCD should provide anti-spoofing capability (other than liveness detection).

## **1.3 PHOTOGRAPH CAPTURE**

The photograph capture backdrop must be compliant to ISO/IEC 19794-5: 2005 standard.

### **1.3.1 Photograph Capture Device Hardware**

The photographic capture device is required to:

- connect to the workstation using a single USB cable for supplied power and data transmission.
- capture digital images that comply with the ISO/IEC 19794-5: 2005 standard for facial images.
- have an automatic white balance feature.
- permit being fixed and/or mounted at a configurable angle and height.
- include a tamperproof casing which will not obstruct the lens or impact the picture quality.

The Photograph Capture Device is required to “portrait mode”.

The Photograph Capture Device must allow a minimum 120 pixels between the eyes.

The Photograph Capture Device must capture at a minimum 24-bit per pixel color images.

## **1.4 Machine Readable Travel Document (MTRD) Reader**

The MRTD reader must:

- read ICAO 9303 compliant documents.



- read biographic data from travel documents with integrated circuit chips (ISO 14443).

## 1.5 Barcode Printer

The barcode printer must:

- print labels containing a 1D or 2D barcode and plain text.
- print barcodes according to the Portable Data File (PDF) 417 barcode standard.
- print barcodes that can be read by Cipherlab 1105 CCD scanners and Fujitsu flatbed scanner models 6230 and 6240.

## 1.6 Barcode Reader

The barcode reader must read 1D and 2D barcodes. The barcode reader must read Adobe Portable Document Format (PDF) forms enhanced with dynamic 2D PDF-417 barcodes.

## 1.7 USB Hub

The USB hub must:

- integrate with all biometric workstation peripherals.
- support the high-speed USB 2.0 standard at a minimum.
- provide a minimum of 4 ports;
- provide a transfer speed of at least 480Mbps per port.

## 1.8 Power Surge Protection

The power surge device must:

- provide at a minimum an AC suppression rating of 3000 joules.
- provide a minimum of 6 outlets.
- have a minimum of 2 meters cord length. have a circuit breaker reset function.
- support an output power capacity of 1800 watts.

## 1.9 Mobile Collect Solution

The mobile collect solution must be portable.

The mobile collect solution, including all components and housing, must be within maximum airline carry-on dimensions.

The mobile collect solution, including all components and housing, must comply with aviation security standards for carry-on items.

The mobile collect solution must weigh less than 10 kg.

The mobile collect solution must operate in environments ranging from:

1. 0 to 40 C (operating condition);
2. 10 to 90% humidity (operating condition); and
3. 20 to 50 C (storage temp).

The mobile collect solution EFCD must be large enough to capture 4-finger slaps.

The mobile collect solution, including all components, must be self-powered to be operational for a minimum of 2 hours before recharging.

The mobile collect solution must provide the capability to recharge all components for which recharging is required.

The mobile collect solution must have sufficient hard disk capacity to store locally 100 enrolment transactions per day for up to 1 week, at a minimum.

## **1.10 Video Monitoring Solution (VMS)**

The VMS must include a video camera and a video recorder at a minimum.

The VMS should be capable of synchronizing time with the collect solution.

The VMS should provide the ability to locate the start of a specific enrolment session in the recorded video.

The VMS camera must capture video with a digital resolution of at least 1280 x 720.

The VMS camera must:

- capture video at a minimum of 15 frames per second.
- provide auto focus capability.
- permit being mounted at a configurable angle and height.
- must permit being fixed to a mounting surface.
- must provide automatic adjustment capability for varying light conditions.

- provide an adjustable field of view.

The VMS must:

- capture video in colour.
- record and provide video footage in 24-bit true colour at a minimum.
- provide secure camera to recorder communication.
- use Internet Protocol (IP) camera to recorder communication.
- provide MPEG-4 or M-JPEG video compression at a minimum.
- provide a white balance feature.
- provide at a minimum 500 MBytes of video storage before the recorder starts over-writing video files.

### 1.11 Credential Token

The Credential Token must:

- Support RSA key generation of 2048 bit minimum;
- Secure storage of private key // private key never export;
- Be validated to FIPS-140-2 level 2;
- Be interoperable with Entrust PKI infrastructure;
- Be interoperable with the Microsoft CAPI
- Support onboard digital signature;”

## Appendix D – CIBIDS Solution Documentation

The table below lists all the documents that the Contract must maintained.

#	Document Name	Original Author	Language	Maintained State	Audience
1.	TRBP-SE-004-FDD Process Solution	Fujitsu	English	Yes	Internal
2.	TRBP-SE-004 FDD Collect Solution	Fujitsu	English	Yes	Internal
3.	TRBP-SE-004 FDD Security Solution	Fujitsu	English	Yes	Internal
4.	TRBP-SE-004 FDD Central Management	Fujitsu	English	Yes	Internal
5.	TRBP-SE-004 FDD Video Monitoring System Solution	Fujitsu	English	Yes	Internal
6.	TRBP-SE-005 Logical Data Model	Fujitsu	English	Yes	Internal
7.	TRBP-SE-009 Data Dictionary	Fujitsu	English	Yes	Internal
8.	TRBP-SE-010 Physical Data Model	Fujitsu	English	Yes	Internal
9.	TRBP-SE-016 - Process Solution Operator, Admin and Support Manual	Fujitsu	English and French	Yes	All
10.	TRBP-SE-016 Biometric Collection System Operator, Admin and Support Manual	Fujitsu	English and French	Yes	All
11.	TRBP-SE-016 vSEC Operator Admin and Support Manual	Fujitsu	English	Yes	Internal
12.	TRBP-SE-017 Mobile Collect Solution Technical User Manual	Fujitsu	English and French	Yes	All
13.	TRBP-SE-017 Biometric Collection System Technical User Manual	Fujitsu	English	Yes	Internal
14.	TRBP-SE-022-TDD – Process Solution	Fujitsu	English	Yes	Internal
15.	TRBP-SE-022-TDD – Collect Solution	Fujitsu	English	Yes	Internal
16.	TRBP-SE-022 TDD Central Management and Security	Fujitsu	English	Yes	Internal
17.	TRBP-SE-025 Biometric Enrolment from Collect ICD	Fujitsu	English and French	Yes	All

## Appendix E - Acronyms

AC	Alternative Current – electrical
AUS	Australia
BCS	Biometric Collection System
BioSP	Biometric Services Platform (Aware)
CAPI	Crypto Application
CBSA	Canada Border Services Agency
CIBIDS	Canadian Immigration Biometric Identification System
CMS	Smart Card Management System
COTS	Commercial Off the Shelf (software)
CPU	Central Processing Unit
CRL	Certificate Revocation List
DHS	Department of Homeland Security
EBTS	Electronic Biometric Transmission Specification – US Department of Defence specification based on the American National Standards Institute (ANSI)/National Institute of Standards and Technology
ECP	Engineering Change Proposal
ECR	Task Authorization
EFCD	Electronic Fingerprint Capture Device
EFTS	Electronic Fingerprint Transmission Specification
ESDC	Employment and Social Development Canada
EST	Eastern Standard Time
FBI	Federal Bureau of Investigation – USA
FDD	Functional Design Document
FIPS	Federal Information Processing Standard
GAC	Global Affairs Canada
GCMS	Global Case Management System
GoC	Government of Canada
Hz	Hertz (formerly cycles per second)
IAFIS	Integrated Automated Fingerprint Identification System (FBI)
ICAO	International Civil Aviation Organization
ICD	Interface Control Document
ICM	Internal Credential Management
IP	Internet Protocol
IQS	Image Quality Standard (US FBI)
IRCC	Immigration, Refugees and Citizenship Canada
IRPA	Immigration and Refugee Protection Act
ISO/IEC	International Organization for Standardization / International Electrotechnical Commission
IT	Information Technology
IXM	IDENT Exchange Messages – Automated Biometric Identification System (IDENT) Exchange Messages (IXM), a standards-based service model for interacting with US- VISIT/IDENT applications
LDAP	Lightweight Directory Access Protocol

MIT5	Management of Information Technology Security (Canada)
M-JPEG	Motion Joint Photographic Experts Group – video compression algorithm
MPEG	Moving Picture Experts Group – video compression algorithm
MRTD	Machine Readable Travel Document
NEMA	National Electrical Manufacturers Association
NHQ	National Head Quarters
NIST	National Institute of Standards and Technology
NPS	National Police Services
NZ	New Zealand
PDF	Portable Data File
PKI	Public Key Infrastructure
POE	Power over Ethernet
PPI	Pixel Per Inch
QA	Quality Assurance
RCMP	Royal Canadian Mounted Police
ROC	Requisition on Contract
RSA	Rivest, Shamir, & Adleman (public key encryption technology)
RTID	Real-time Identification – RCMP
SC	Service Canada
SDK	Software Development Kit
SDLC	Software Development Life Cycle
SE	System Engineering – Document type
SOP	Standard Operating Procedures
SOW	Statement of Work
SSC	Shared Services Canada
TA	Task Authorization
TBS	Treasury Board Secretariat
TDD	and Detailed Design Documents
TRBP	Temporary Resident Biometrics Program
UK	United Kingdom
URC	Universal Registration Client (Aware)
US ASC	United State United State Application Service Center
USB	Universal Serial Bus
USCIS	United State Citizenship and Immigration Services
USS	User Self Service
VAC	Visa Application Centre
VESA	Video Equipment Standards Association
VMS	Video Monitoring System
VO	Visa Office
WSQ	Wavelet Scalar Quantization
XSLT	Extensible Stylesheet Language Transformations - is a language for transforming XML documents into other XML documents, or other formats

Solicitation No. - N° de l'invitation  
**B8985-10075/X**  
Client Ref. No. - N° de réf. du client  
**B7885-180075**

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

Buyer ID - Id de l'acheteur  
**010xq**  
CCC No./N° CCC - FMS No./N° VME

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**IMMIGRATION, REFUGEES, CITIZENSHIP  
CANADA**

**CANADAIAN IMMIGRATION BIOMETRIC  
IDENTIFICATION SYSTEM (CIBIDS)**

**MAINTENANCE AND SUPPORT RFP –  
DRAFT**

**#B8985-180075/**

**DRAFT – January 29, 2018**

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Requirement, the Pricing Tables, Security Requirements, the Security Requirements Checklist, the Electronic Payment Instruments, the Federal Contractors Program for Employment Equity - Certification, the Insurance Requirements, the Task Authorization Form and any other annexes., Requisition on Contract Form.

### **1.2 Summary**

#### **1.2.1 Background**

Immigration and the granting of Canadian citizenship are vital to the continued growth and prosperity of Canada. To support the Government of Canada (GoC) outcomes of strong economic growth and a safe and secure world, a balance between the desire to welcome newcomers to Canada and the obligation to protect the health, safety and security of Canadian society must be maintained. Criminals, terrorists and other known inadmissible persons must not be allowed to enter or stay in Canada. Immigration, Refugees and Citizenship Canada (IRCC) and the Canada Border Services Agency (CBSA) are jointly responsible for the delivery of Canada's Immigration Program. In accordance with the Immigration and Refugee Protection Act (IRPA), IRCC and CBSA work together to manage the movement of people across and within Canada's borders. Among the issues addressed by these departments are the deterrence of illegal migration, prevention of entry to Canada of persons identified under IRPA as inadmissible (e.g. immigration violators, criminals, people involved in war crimes or crimes against humanity, etc.), and detention and removal of inadmissible persons from Canada.

Due to a global rise in identity fraud and the use of ever more sophisticated means to evade detection, a key challenge in Canada's immigration program is identifying applicants and managing their identity with

confidence. Identity is at the heart of all decisions taken by IRCC abroad and by CBSA at ports of entry. These decisions form the first line of defence against individuals who pose a criminal or security threat to Canadian society and economic migrants who seek to take advantage of Canada's high standard of living. Further, because these decisions are relied upon by other federal, provincial and territorial departments to grant documents and benefits such as health care, there are important downstream implications if identity is not established with confidence at the outset.

To address these challenges, IRCC announced that they would begin biometrics collection for the Temporary Resident Program in 2009. In early 2012, a contract was signed for the development of the Temporary Resident Biometrics Program (TRBP), the project that would become the Canadian Immigration Biometric Identification System (CIBIDS), and the first official fingerprints were enrolled in 2013. The project is now known as the Canadian Immigration Biometric Identification System (CIBIDS)

#### 1.2.2 Procurement Timeline

Canada intends to award one contract resulting from this procurement. The length of the initial contract period will be 3 years, with options to extend the contract period for up to 36 months, in increments of no less than 12 months, for a total of up to 6 years.

The contract will include a transition-in phase as further described in the RFP. The length of time for the transition-in phase is to be proposed by the Bidder, as part of its proposed Transition-in Phase Work Plan. After the award of any resulting contract, the selected Service Provider will work collaboratively with Canada to develop a detailed implementation plan.

Given there is a current contract for the maintenance and support of the CIBIDS, which currently expires on May 5, 2019. The transition-in phase must be completed no later than April 2019 as Canada will have no remaining contract option periods.

1.2.3 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-PSPC.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-PSPC.gc.ca/esc-src/introduction-eng.html>) website.

1.2.4 The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Canada Peru Free Trade Agreement (CPFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA).

1.2.5 This bid solicitation allows bidders to use the epost Connect service provided by Canada Post Corporation for bid submission. Bidders must refer to Part 2 of the bid solicitation entitled Instructions to bidders for further information.

### 1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

## 1.4 Phased Bid Compliance Process

The Phased Bid Compliance Process (PCPB) applies to this requirement; as indicated in Part 4 of this solicitation.

## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2016-04-04) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

The 2003 standard instructions is amendment as follows:

- Section 5, entitled Submission of bids, is amended as follows:
  - Subsection 1 is deleted entirely and replaced with the following:

"Canada requires that each bid, at solicitation closing date and time or upon request from the Contracting Authority, for example in the case of epost Connect service, be signed by the Bidder or by an authorized representative of the Bidder. If a bid is submitted by a joint venture, it must be in accordance with the section entitled Joint venture.";
  - Subsection 2.d is deleted entirely and replaced with the following:

"send its bid only to the specified Bid Receiving Unit of Public Works and Government Services Canada (PSPC) identified in the bid solicitation, or to the address specified in the bid solicitation, as applicable;"
  - Subsection 2.e is deleted entirely and replaced with the following:

"ensure that the Bidder's name, return address and procurement business number, bid solicitation number, and solicitation closing date and time are clearly visible on the bid; and,"
  - Subsection 4 is amended as follows:

Delete: 60 days  
Insert: 240days
- Section 6, entitled Late bids, is deleted entirely and replaced with the following:

"PSPC will return bids delivered after the stipulated solicitation closing date and time, unless they qualify as a delayed bid as described in the section entitled Delayed bids. For bids submitted using means other

than the Canada Post Corporation's epost Connect service, the bid will be returned. For bids submitted using Canada Post Corporation's epost Connect service, conversations initiated by the Bid Receiving Unit via the epost Connect service that contain access, records and information pertaining to a late bid will be deleted."

- Section 07, entitled Delayed bids, is amended as follows:

-Subsection 1 is amended to add the following piece of evidence: "d. a CPC epost Connect service date and time record indicated in the epost Connect conversation activity."

- Section 8, entitled Transmission by facsimile, is deleted and replaced by the following:

"Transmission by facsimile or by epost Connect

1. Facsimile

- a. Unless specified otherwise in the bid solicitation, bids may be submitted by facsimile. The only acceptable facsimile number for responses to bid solicitations issued by PSPC headquarters is 819-997-9776 or, if applicable, the facsimile number identified in the bid solicitation. The facsimile number for responses to bid solicitations issued by PSPC regional offices is identified in the bid solicitation.
- b. For bids transmitted by facsimile, Canada will not be responsible for any failure attributable to the transmission or receipt of the faxed bid including, but not limited to, the following:
  - i. receipt of garbled or incomplete bid;
  - ii. availability or condition of the receiving facsimile equipment;
  - iii. incompatibility between the sending and receiving equipment;
  - iv. delay in transmission or receipt of the bid;
  - v. failure of the Bidder to properly identify the bid;
  - vi. illegibility of the bid; or
  - vii. security of bid data.
- c. A bid transmitted by facsimile constitutes the formal bid of the Bidder and must be submitted in accordance with the section entitled Submission of bids.

2. ePost Connect

- a. Unless specified otherwise in the bid solicitation, bids may be submitted by using the epost Connect service provided by Canada Post Corporation ([https://www.canadapost.ca/web/en/products/details.page?article=epost\\_connect\\_send\\_a](https://www.canadapost.ca/web/en/products/details.page?article=epost_connect_send_a)).
- b. To submit a bid using epost Connect service, the Bidder must either:
  - i. send directly its bid only to the specified PSPC Bid Receiving Unit, using its own licensing agreement for epost Connect provided by Canada Post Corporation; or
  - ii. send as early as possible, and in any case, at least six business days prior to the solicitation closing date and time, an email that includes the bid solicitation number to the specified PSPC Bid Receiving Unit requesting to open an epost Connect conversation. Requests to open an epost Connect conversation received after that time may not be answered.
- c. If the Bidder is sending an email to the Bid Receiving Unit, the Bid Receiving Unit will then initiate an epost Connect conversation which will allow the Bidder to transmit its bid afterward at any time prior to the solicitation closing date and time. The epost Connect conversation will create an email notification from Canada Post Corporation prompting

the Bidder to access the message within the conversation, and the Bidder can reply to the email notification by transmitting its bid.

- d. If the Bidder is using its own licensing agreement to send its bid, the Bidder must keep the epost Connect conversation open until at least 30 business days after solicitation closing date and time.
- e. The email address of PSPC Bid Receiving Unit in Headquarters is: [TPSGC.DGAreceptiondessoumissions-ABBidReceiving.PSPC@tpsgc-PSPC.gc.ca](mailto:TPSGC.DGAreceptiondessoumissions-ABBidReceiving.PSPC@tpsgc-PSPC.gc.ca). The solicitation number must be identified in the epost Connect message field of all electronic transfers.
- f. It should be noted that the use of epost Connect service requires a Canadian mailing address. Should a bidder not have a Canadian address, they may use the Bid Receiving Unit address specified on page 1 of the solicitation in order to register for the epost Connect service.
- g. For bids transmitted by epost Connect service, Canada will not be responsible for any failure attributable to the transmission or receipt of the bid including, but not limited to, the following:
  - i. receipt of a garbled or incomplete bid;
  - ii. availability or condition of the epost Connect service;
  - iii. incompatibility between the sending and receiving equipment;
  - iv. delay in transmission or receipt of the bid;
  - v. failure of the Bidder to properly identify the bid;
  - vi. illegibility of the bid;
  - vii. security of bid data; or
  - viii. Inability to create an electronic conversation through the epost Connect service.
- h. A bid transmitted by epost Connect service constitutes the formal bid of the Bidder and must be submitted in accordance with the section entitled Submission of bids."

### 2.1.1 SACC Manual Clauses

B3000T (2006-06-16), Equivalent Products

## 2.2 Submission of Bids

Bids must be submitted only to Public Services and Procurement Canada (PSPC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile to PSPC will not be accepted.

### 2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

#### Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the Financial Administration Act, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a) an individual;
- b) an individual who has incorporated;
- c) a partnership made of former public servants; or
- d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the Public Service Superannuation Act (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the Supplementary Retirement Benefits Act, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the Canadian Forces Superannuation Act, R.S., 1985, c. C-17, the Defence Services Pension Continuation Act, 1970, c. D-3, the Royal Canadian Mounted Police Pension Continuation Act, 1970, c. R-10, and the Royal Canadian Mounted Police Superannuation Act, R.S., 1985, c. R-11, the Members of Parliament Retiring Allowances Act, R.S. 1985, c. M-5, and that portion of pension payable to the Canada Pension Plan Act, R.S., 1985, c. C-8.

#### Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension?

Yes ( ) No ( )

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

- a) name of former public servant;
- b) date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of

the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

#### Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?

**Yes ( ) No ( )**

If so, the Bidder must provide the following information:

- a) name of former public servant;
- b) conditions of the lump sum payment incentive;
- c) date of termination of employment;
- d) amount of lump sum payment;
- e) rate of pay on which lump sum payment is based;
- f) period of lump sum payment including start date, end date and number of weeks;
- g) number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

## 2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

## 2.5 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

## 2.6 Improvement of Requirement during Solicitation Period



Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 10 days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

## **PART 3 - BID PREPARATION INSTRUCTIONS**

### **3.1 Bid Preparation Instructions**

If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 8 of the 2003 standard instructions and as amended in Part 2 - Bidder Instructions, Article 2.1 Standard Instructions, Clauses and Conditions. Bidders are required to provide their bid in a single transmission. The epost Connect service has the capacity to receive multiple documents, up to 1GB per individual attachment.

The bid must be gathered per section and separated as follows:

Section I: Technical Bid  
Section II: Financial Bid  
Section III: Certifications  
Section IV: Additional Information

If the Bidder is simultaneously providing a hard copy of the bid using another acceptable delivery method, and if there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the soft copy will have priority over the wording of the hard copy.

If the Bidder chooses to submit its bid in hard copies, Canada requests that Bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid - 2 hard copies, one marked as a Master Copy and 2 soft copies in Adobe PDF format, submitted on USB drives.

Section II: Financial Bid - 2 hard copies, 1 marked as Master Copy and 2 soft copy in Microsoft Excel, submitted on a USB drive.)

Section III: Certifications - 1 hard copy and 1 soft copy in Adobe PDF format, submitted on USB drive

Section IV: Additional Information - 1 hard copy and 1 soft copy in Adobe PDF format, submitted on USB drive

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](http://www.tpsgc-PSPC.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html) (<http://www.tpsgc-PSPC.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, Bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

#### **Section I: Technical Bid**

- a) In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability in a thorough, concise and clear manner for carrying out the work.
- b) The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.
- c) The Technical Bid consist of the following:
  - (i) **Bid Submission Form:** Bidders are requested to include the Bid Submission Form (attached as Form 1) with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name, the Bidder's Procurement Business Number, the Bidder's status under the Federal Contractors Program for Employment Equity, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.
  - (ii) Technical Response to Mandatory and Rated Requirements with all supporting documentation

#### **Section II: Financial Bid**

- 3.1.1** Bidders must submit their financial bid in accordance with the pricing schedule detailed in Annex "X" Pricing Tables. The total amount of Goods and Services Tax (GST) or Harmonized Sales Tax (HST) is to be shown separately, as applicable.
- 3.1.2** Bidders must submit their price(s) and (or) rate(s), Canadian customs duties and excise taxes included, as applicable, and GST or HST excluded.
- 3.1.3** When preparing their financial bid, bidders must include the completed pricing schedule detailed in Annex X Pricing Tables.
- 3.1.4** Bidders should include the following information in their financial bid:
- (a) Their legal name;
  - (b) Their Procurement Business Number (PBN); and
  - (c) The name of the contact person (including this person's mailing address, phone and facsimile numbers and email address) authorized by the Bidder to enter into communications with Canada with regards to:
    - (a) their bid; and
    - (b) any contract that may result from their bid.

**3.1.5 Exchange Rate Fluctuation**

C3011T (2013-11-06) - Exchange Rate Fluctuation

**3.1.6 SACC Manual Clauses**

**Section III: Certifications**

Bidders must submit the certifications and additional information required under Part 5.

**Section IV: Additional Information**

**3.1.7 Bidder's Proposed Sites or Premises Requiring Safeguarding Measures**

- 3.1.7.1** As indicated in Part 6 under Security Requirements, the Bidder must provide the full addresses of the Bidder's and proposed individuals' sites or premises for which safeguarding measures are required for Work Performance:

Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code  
Country

- 3.1.7.2** The Company Security Officer must ensure through the [Contract Security Program](#) that the Bidder and proposed individuals hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

**PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

#### **4.1 Evaluation Procedures**

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria listed in Attachment A to Part 4 of the RFP
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

The Evaluation Procedures and Basis of Selection are detailed in Attachment A to Part 4 of the RFP.

##### **4.1.1 Phased Bid Compliance Process (PBCP)**

###### **4.1.1.1 General**

- (a) Canada is conducting the PBCP described below for this requirement.
- (b) Notwithstanding any review by Canada at Phase I or II of the PBCP, Bidders are and will remain solely responsible for the accuracy, consistency and completeness of their Bids and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in Bids or in responses by a Bidder to any communication from Canada.

the bidder acknowledges that the reviews Phase I and II of this PBCP are preliminary and do not preclude a finding in Phase II that the Bid is non-responsive, even for Mandatory Requirements which were subject to review in Phase I or II and notwithstanding that the bid had been found responsive.

In such earlier phase, Canada may deem a bid to be non-responsive to a Mandatory Requirement at any phase.

The Bidder also acknowledges that its response to a notice or a compliance assessment report (CAR) (each define below) in Phase I or II may not be successful in rendering its bid responsive to the Mandatory Requirements that are the subject of the notice or CAR, and may render its bid non-responsive to other Mandatory Requirements.

- (c) Canada may, in its discretion, request and accept at any time from a Bidder and consider as part of the Bid, any information to correct errors or deficiencies in the Bid that are clerical or administrative, such as, without limitation, failure to sign the Bid or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge; failure to provide a procurement business number or contact information such as names, addresses and telephone numbers; inadvertent errors in numbers or calculations that do not change the amount the Bidder has specified as the price or of any component thereof that is subject to evaluation. This shall not limit Canada's right to request or accept any information after the bid solicitation closing in circumstances where the bid solicitation expressly provides for this right. The Bidder will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Bid being declared non-responsive.
- (d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2017-04-27) Standard Instructions – Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation expressly provides for this right, or in the circumstances described in subsection (c).

- (e) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Bidder must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Bidder at any address provided by the Bidder in or pursuant to the Bid is deemed received by the Bidder on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

#### **4.1.1.2 Phase I: Financial Bid**

- (a) After the closing date and time of this bid solicitation, Canada will examine the Bid to determine whether it includes a Financial Bid and whether any Financial Bid includes all information required by the solicitation. Canada's review in Phase I will be limited to identifying whether any information that is required under the bid solicitation to be included in the Financial Bid is missing from the Financial Bid. This review will not assess whether the Financial Bid meets any standard or is responsive to all solicitation requirements.
- (b) Canada's review in Phase I will be performed by officials of the Department of Public Works and Government Services.
- (c) If Canada determines, in its absolute discretion that there is no Financial Bid or that the Financial Bid is missing all of the information required by the bid solicitation to be included in the Financial Bid, then the Bid will be considered non-responsive and will be given no further consideration.
- (d) For Bids other than those described in c), Canada will send a written notice to the Bidder ("Notice") identifying where the Financial Bid is missing information. A Bidder, whose Financial Bid has been found responsive to the requirements that are reviewed at Phase I, will not receive a Notice. Such Bidders shall not be entitled to submit any additional information in respect of their Financial Bid.
- (e) The Bidders who have been sent a Notice shall have the time period specified in the Notice (the "Remedy Period") to remedy the matters identified in the Notice by providing to Canada, in writing, additional information or clarification in response to the Notice. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the Notice.
- (f) In its response to the Notice, the Bidder will be entitled to remedy only that part of its Financial Bid which is identified in the Notice. For instance, where the Notice states that a required line item has been left blank, only the missing information may be added to the Financial Bid, except that, in those instances where the addition of such information will necessarily result in a change to other calculations previously submitted in its Financial Bid, (for example, the calculation to determine a total price), such necessary adjustments shall be identified by the Bidder and only these adjustments shall be made. All submitted information must comply with the requirements of this solicitation.
- (g) Any other changes to the Financial Bid submitted by the Bidder will be considered to be new information and will be disregarded. There will be no change permitted to any other Section of the

Bidder's Bid. Information submitted in accordance with the requirements of this solicitation in response to the Notice will replace, in full, only that part of the original Financial Bid as is permitted above, and will be used for the remainder of the bid evaluation process.

- (h) Canada will determine whether the Financial Bid is responsive to the requirements reviewed at Phase I, considering such additional information or clarification as may have been provided by the Bidder in accordance with this Section. If the Financial Bid is not found responsive for the requirements reviewed at Phase I to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- (i) Only Bids found responsive to the requirements reviewed in Phase I to the satisfaction of Canada, will receive a Phase II review.

#### **4.1.1.3 Phase II: Technical Bid**

- (a) Canada's review at Phase II will be limited to a review of the Technical Bid to identify any instances where the Bidder has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Bid meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the PBCP. Mandatory technical criteria that are not identified in the solicitation as being subject to the PBCP, will not be evaluated until Phase III.
- (b) Canada will send a written notice to the Bidder (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Bid has failed to meet. A Bidder whose Bid has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Bid has been found responsive to the requirements reviewed at Phase II. Such Bidder shall not be entitled to submit any response to the CAR.
- (c) A Bidder shall have the period specified in the CAR (the "Remedy Period") to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.
- (d) The Bidder's response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Bidder which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Bid, the Bidder shall identify such additional changes, provided that its response must not include any change to the Financial Bid.
- (e) The Bidder's response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Bid, the wording of the proposed change to that section, and the wording and location in the Bid of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Bidder must include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Bidder's Bid, and failure of the Bidder to

do so in accordance with this subparagraph is at the Bidder's own risk. All submitted information must comply with the requirements of this solicitation.

- (f) Any changes to the Bid submitted by the Bidder other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, only that part of the original Bid as is permitted in this Section.
- (g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Bid, but will be considered by Canada in the evaluation of the Bid at Phase II only for the purpose of determining whether the Bid meets the Eligible Mandatory Criteria. It will not be used at any Phase of the evaluation to increase or decrease any score that the original Bid would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Bidder in response to the CAR. If so, the Bid will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Bidder shall bind the Bidder as part of its Bid, but the Bidder's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Bid
- (h) Canada will determine whether the Bid is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Bidder in accordance with this Section. If the Bid is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- (i) Only Bids found responsive to the requirements reviewed in Phase II to the satisfaction of Canada, will receive a Phase III evaluation.

#### **4.1.1.4 Phase III: Final Evaluation of the Bid**

- (a) In Phase III, Canada will complete the evaluation of all Bids found responsive to the requirements reviewed at Phase II. Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) A Bid is non-responsive and will receive no further consideration if it does not meet all mandatory evaluation criteria of the solicitation.

#### **4.1.2 Technical Evaluation**

##### **4.1.2.1 Mandatory Technical Criteria**

The Phase Bid Compliance Process will apply to all Mandatory Criteria.

## 4.2 Basis of Selection

Refer to Attachment A to Part 4 of the RFP

### 4.2.1 SACC *Manual* Clause A0027T (2012-07-16) , Basis of Selection – Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation; and
  - b. meet all mandatory criteria (see Annex X); and
  - c. obtain the required minimum points specified for each rated criterion for the technical evaluation (see Annex X), and
  - d. obtain the required minimum of XXX points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of XXX points
2. Bids not meeting (a) or (b) or (c) and (d) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be XX% for the technical merit and XX% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of XX %.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of XX%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).



**Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)**

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	Pricing Score	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
Combined Rating		83.84	75.56	80.89
Overall Rating		1st	3rd	2nd

**PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION**

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

**5.1 Certifications Required with the Bid**

Bidders must submit the following duly completed certifications as part of their bid.

**5.1.1 Integrity Provisions - Declaration of Convicted Offences**

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

**5.1.2 OEM Certification**

- a) Any Bidder that is not the Original Equipment Manufacturer (OEM) for every items of hardware proposed as part of its bid is required to submit the OEM's certification regarding the Bidder's authority to provide and maintain the OEM's hardware, which must be signed by the OEM (not the Bidder). No Contract will be awarded to a Bidder who is not the OEM of the hardware it

proposes to supply to Canada, unless the OEM certification has been provided to Canada. Bidders are requested to use the OEM Certification Form included with the bid solicitation (Refer to Form 1 attached to Annex X the RFP). Although all the contents of the OEM Certification Form are required, using the form itself to provide this information is not mandatory. For Bidders/OEMs who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided.

This clause only applies to the hardware items and components listed below:

- I. Crossmatch for the Electronic Fingerprint Capture Device (EFDC) Guardian L;
  - II. Access IS for the Machine Readable Travel Document (MRTD) Reader (OCR601-Mk2); and
  - III. Genetec for their Video Recorders (SV-16 and SV-32).
- b) If the hardware proposed by the Bidder originates with multiple OEMs, a separate OEM certification is required from each OEM.
- c) Bidders must provide a certification from the OEM of the proposed Electronic Fingerprint Capture
- d) Device(s) (EFCD) that it is not scheduled to go "End-of-life" for at least two (2) years from the date of completion of the Critical Design Phase and that product support will be available for that period.
- e) For the purposes of this bid solicitation, OEM means the manufacturer of the hardware, as evidenced by the name appearing on the hardware, on all accompanying documentation, on mandatory certification reports, and on any support software.

### **5.1.3 Software Publisher Certification and Software Publisher Authorization**

- a) The Bidder certifies that it has reviewed the requirements of SACC 4003 (13) Right to License and further certifies that it has the right to license the Licensed Software and full power and authority to grant to Canada all the rights granted under the Contract and that all the necessary consents to that grant have been obtained. Bidders are required to complete the certification form (Refer to Form 2 attached to Annex X of the RFP).

## **5.2 Certifications Precedent to Contract Award and Additional Information**

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

### **5.2.1 Integrity Provisions – Required Documentation**

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-PSPC.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-PSPC.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

### **5.2.2 Federal Contractors Program for Employment Equity - Bid Certification**

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/canada/esdc/labour's) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex titled Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

### **5.2.3 Additional Certifications Precedent to Contract Award**

#### **5.2.3.1 Status and Availability of Resources**

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive

#### **5.2.3.3 Education and Experience**

##### **5.2.3.4.1 SACC Manual clause A3010T (2010-08-16) Education and Experience**

## **PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS**

### **6.1 Security Requirements**

1. Before award of a contract, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
  - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
  - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
  - (d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 – Resulting Contract Clauses;
  - (e) the Bidders must provide the address of proposed sites or premises of work performance and document safeguarding as indicated in Part 3 – Section IV Additional Information.
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

## 6.2 Financial Capability

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

**6.2.1 Financial Capability Requirement:** The Bidder must have the financial capability to fulfill this requirement. To determine the Bidder's financial capability, the Contracting Authority may, by writ- ten notice to the Bidder, require the submission of some or all of the financial information detailed below during the evaluation of bids. The Bidder must provide the following information to the Contracting Authority within fifteen (15) working days of the request or as specified by the Contracting Authority in the notice:

- (a) Audited financial statements, if available, or the unaudited financial statements (prepared by the Bidder's outside accounting firm, if available, or prepared in-house if no external statements have been prepared) for the Bidder's last three fiscal years, or for the years that the Bidder has been in business if this is less than three years (including, as a mini- mum, the Balance Sheet, the Statement of Retained Earnings, the Income Statement and any notes to the statements).
- (b) If the date of the financial statements in (a) above is more than five months before the date of the request for information by the Contracting Authority, the Bidder must also pro- vide, unless this is prohibited by legislation for public companies, the last quarterly finan- cial statements (consisting of a Balance Sheet and a year-to-date Income Statement), as of two months before the date on which the Contracting Authority requests this informa- tion.

- (c) If the Bidder has not been in business for at least one full fiscal year, the following must be provided:

- (i) the opening Balance Sheet on commencement of business (in the case of a corporation, the date of incorporation); and
- (ii) the last quarterly financial statements (consisting of a Balance Sheet and a year- to-date Income Statement) as of two months before the date on which the Contracting Authority requests this information.

- (d) A certification from the Chief Financial Officer or an authorized signing officer of the Bid- der that the financial information provided is complete and accurate.
- (e) A confirmation letter from all of the financial institution(s) that have provided short-term financing to the Bidder outlining the total of lines of credit granted to the Bidder and the amount of credit that remains available and not drawn upon as of one month prior to the date on which the Contracting Authority requests this information.
- (f) A detailed monthly Cash Flow Statement covering all the Bidder's activities (including the requirement) for the first two years of the requirement that is the subject of the bid solicitation, unless this is prohibited by legislation. This statement must detail the Bidder's major sources and amounts of cash and the major items of cash expenditures on a monthly basis, for all the Bidder's activities. All assumptions made should be explained as well as details of how cash shortfalls will be financed.
- (g) A detailed monthly Project Cash Flow Statement covering the first two years of the requirement that is the subject of the bid solicitation, unless this is prohibited by legislation. This statement must detail the Bidder's major sources and amounts of cash and the major items of cash expenditures, for the requirement, on a monthly basis. All assumptions made should be explained as well as details of how cash shortfalls will be financed.

**6.2.2** If the Bidder is a joint venture, the financial information required by the Contracting Authority must be provided by each member of the joint venture.

**6.2.3** If the Bidder is a subsidiary of another company, then any financial information in 2.1. (a) to (f) above required by the Contracting Authority must be provided by the ultimate parent company. Provision of parent company financial information does not satisfy the requirement for the provi- sion of the financial information of the Bidder, and the financial capability of a parent cannot be substituted for the financial capability of the Bidder itself unless an agreement by the parent com- pany to sign a Parental Guarantee, as drawn up by Public Works and Government Services Canada (PSPC), is provided with the required information.

**6.2.4 Financial Information Already Provided to PSPC:** The Bidder is not required to resubmit any financial information requested by the Contracting Authority that is already on file at PSPC with the Cost and Price Analysis Group of the Policy, Risk, Integrity and Strategic Management Sec- tor, provided that within the above-noted time frame:

- (a) the Bidder identifies to the Contracting Authority in writing the specific information that is on file and the requirement for which this information was provided; and
- (b) the Bidder authorizes the use of the information for this requirement.

It is the Bidder's responsibility to confirm with the Contracting Authority that this information is le with PSPC.

**6.2.5 Other Information:** Canada reserves the right to request from the Bidder any other information that Canada requires to conduct a complete financial capability assessment of the Bidder.

**6.2.6 Confidentiality:** If the Bidder provides the information required above to Canada in confidence while indicating that the disclosed information is confidential, then Canada will treat the information in a confidential manner as permitted by the *Access to Information Act*, R.S., 1985, c. A-1, Section 20(1) (b) and (c).

**6.2.7 Security:** In determining the Bidder's financial capability to fulfill this requirement, Canada may consider any security the Bidder is capable of providing, at the Bidder's sole expense (for example, an irrevocable letter of credit from a registered financial institution drawn in favour of Canada, a performance guarantee from a third party or some other form of security, as determined by Canada).

### **6.3 Insurance Requirements**

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex "X".

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

## **PART 7 - RESULTING CONTRACT CLAUSES**

### **7.1 Statement of Requirement**

The Contractor must perform the Work in accordance with the Statement of Requirement at Annex "X".

#### **7.1.1 Optional Goods and/or Services**

The Contractor grants to Canada the irrevocable option to acquire the goods, services or both described at Annex X of the Contract under the same conditions and at the prices and/or rates stated in the Contract. The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment.

The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.

#### **7.1.2 Task Authorization**

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

##### **7.1.2.1 Task Authorization Process**

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

1. The Technical Authority will provide the Contractor with a description of the task using the Task Authorization" form specified in Annex X
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis and methods of payment as specified in the Contract.
3. The Contractor must provide the Technical Authority, within 10 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the Contracting Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

#### **7.1.2.4 Canada's Obligation - Portion of the Work - Task Authorizations**

Canada's obligation with respect to the portion of the Work under the Contract that is performed through task authorizations is limited to the total amount of the actual tasks performed by the Contractor.

## **7.2 Standard Clauses and Conditions**

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

### **7.2.1 General Conditions**

2035 (2016-04-04) General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

### **7.2.2 Supplemental General Conditions**

- I. 4001 (2015-04-01), Supplemental General Conditions - Hardware Purchase, Lease and Maintenance;
- II. 4002 (2010-08-16), Supplemental General Conditions- Software Development or Modification Services;
- III. 4003 (2010-08-16), Supplemental General Conditions- Licensed Software;
- IV. 4004 (2013-04-25), Supplemental General Conditions- Maintenance and Support Services for Licensed Software;

V. 4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual;

4006 applies to all Intellectual Property, as defined in 4006, except for Intellectual Property that is specifically related to the commercial-off-the-shelf software supplied under the Contract, the rights in respect of which are dealt with in 4003

### **7.2.3. Warranty**

- I. Despite inspection and acceptance of the Work by or on behalf of Canada and without restricting any provisions of the Contract or any condition, warranty or provision imposed by law, the Contractor, if requested by Canada to do so, must replace, repair or correct, at its own option and expense any work that becomes defective or fails to conform to the requirements of the Contract, where applicable. The warranty period will be 12 months after delivery and acceptance of the Work or the length of the Contractor's or manufacturer's standard warranty period, whichever is longer.
- II. Canada must pay the transportation cost associated with returning the Work or any part of the Work to the Contractor's plant for replacement, repair or making good, and the Contractor must pay the transportation cost associated with forwarding the replacement or returning the Work or part of the Work when rectified to the delivery point specified in the Contract or to another location as directed by Canada. If, in the opinion of Canada, it is not expedient to remove the Work from its location, the Contractor must carry out any necessary repair or making good of the Work at that location and will be reimbursed its reasonable travel and living expenses.
- III. The warranty period is automatically extended by the duration of any period or periods where the Work is unavailable for use or cannot be used because of a defect or non-conformance during the original warranty period. The warranty applies to any part of the Work replaced, repaired or corrected pursuant to subsection 1, for the greater of:
  - (a) the warranty period remaining, including the extension, or
  - (b) 90 days or such other period as may be specified for that purpose by agreement between the Parties.

### **7.2.4 Transportations costs**

If transportation costs are payable by Canada under the Contract and the Contractor makes the transportation arrangements, shipments must be made by the most direct and economical means consistent with normal shipping practice. The costs must be shown as a separate item on the invoice.

### **7.2.5 Transportation carriers' liability**

The federal government's policy of underwriting its own risks precludes payment of insurance or valuation charges for transportation beyond the point at which ownership of goods passes to the federal government (determined by the FOB point or Incoterms). Where increased carrier liability is available without charge, the Contractor must obtain the increased liability for shipment.

### **7.2.6 Shipment documentation**

For the shipment of goods, the transportation bill of lading must accompany the original invoice, except for "collect" shipments (if and when stipulated), in which event it must accompany the shipment. In



addition, a packing slip must accompany each shipment, showing item, quantity, part or reference numbers, description of the goods and contract number, including the CRN and PBN. If the goods have been inspected at the Contractor's plant, the signed inspection voucher must be attached to the packing slip normally enclosed in the packing note envelope.

#### 7.2.7 Ownership

- I. Unless provided otherwise in the Contract, the Work or any part of the Work belongs to Canada after delivery and acceptance by or on behalf of Canada.
- II. However if any payment is made to the Contractor for or on account of any work, either by way of progress or milestone payments, that work paid for by Canada belongs to Canada upon such payment being made. This transfer of ownership does not constitute acceptance by Canada of the Work or any part of the Work and does not relieve the Contractor of its obligation to perform the Work in accordance with the Contract.
- III. Despite any transfer of ownership, the Contractor is responsible for any loss or damage to the Work or any part of the Work until it is delivered to Canada in accordance with the Contract. Even after delivery, the Contractor remains responsible for any loss or damage to any part of the Work caused by the Contractor or any subcontractor.
- IV. Upon transfer of ownership to the Work or any part of the Work to Canada, the Contractor must, if requested by Canada, establish to Canada's satisfaction that the title is free and clear of all claims, liens, attachments, charges or encumbrances. The Contractor must execute any conveyances and other instruments necessary to perfect the title that Canada may require.

#### 7.2.8 Confidentiality

- I. The Contractor must keep confidential all information provided to the Contractor by or on behalf of Canada in connection with the Work and all information conceived, developed or produced by the Contractor as part of the Work. Information provided to the Contractor by or on behalf of Canada must be used solely for the purpose of the Contract and remains the property of Canada.
- II. Subject to the [Access to Information Act](#), R.S.C. 1985, c. A-1, and to any right of Canada under the Contract to release or disclose, Canada agrees not to release or disclose outside the Government of Canada any information delivered to Canada under the Contract that is proprietary to the Contractor or a subcontractor.
- III. The obligations of the Parties set out in this section do not apply to any information where the same information:
  - (i) is publicly available from a source other than the other Party; or
  - (ii) is or becomes known to a Party from a source other than the other Party, except any source that is known to be under an obligation to the other Party not to disclose the information, or
  - (iii) is developed by a Party without use of the information of the other Party.

#### 7.2.9 Copyright

- I. Anything that is created or developed by the Contractor as part of the Work under the Contract in which copyright subsists belongs to Canada. The Contractor must incorporate the copyright

symbol and either of the following notices, as appropriate: © Her Majesty the Queen in right of Canada (year) or © Sa Majesté la Reine du chef du Canada (année).

- II. At the request of the Contracting Authority, the Contractor must provide to Canada, at the completion of the Work or at such other time as the Contracting Authority may require, a written permanent waiver of moral rights as defined in the Copyright Act, R.S., 1985, c. C-42, in a form acceptable to the Contracting Authority, from every author that contributed to the Work. If the Contractor is an author, the Contractor permanently waives the Contractor's moral rights.

### **7.3 Security Requirements**

- 7.3.1** The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Contract.

#### **7.3.2 Contractor's Sites or Premises Requiring Safeguarding Measures**

- 7.3.2.1** Where safeguarding measures are required in the performance of the Work, the Contractor must diligently maintain up-to-date the information related to the Contractor's and proposed individuals' sites or premises for the following addresses:

Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code  
Country

- 7.3.2.2** The Company Security Officer must ensure through the Contract Security Program that the Contractor and individuals hold a valid security clearance at the required level.

### **7.4 Term of Contract**

#### **7.4.1 Period of the Contract**

The period of the Contract is for 36 months from the date of Contract award.

#### **7.4.2 Option to Extend the Contract**

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 90 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

#### **7.4.5 Delivery Points**

Delivery of the requirement will be made to delivery point(s) specified at Annex "X" of the Contract.

## **7.5 Authorities**

### **7.5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Name: André Philippe  
Title: Supply Specialist  
Public Services and Procurement Canada  
Acquisitions Branch  
Directorate: Special Procurement Initiatives  
Address: 11 Laurier St, Gatineau, QC, K1A 0A7  
Telephone: 819-420-2209  
E-mail address: andre.philippe@tpwsgc-PSPC.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

### **7.5.2 Technical Authority**

The Technical Authority for the Contract is:

Name: Daniel Langlois  
Title: Director  
Organization: Immigration, Refugees and Citizenship Canada  
Address: 219 Laurier Avenue West, Ottawa, ON,  
Telephone: 613-437-9625  
E-mail address: [Daniel.Langlois@IRCC.gc.ca](mailto:Daniel.Langlois@IRCC.gc.ca)

The Technical Authority named above is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority, however the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

### **7.5.3 Contractor's Representative**

The Contractor Representative is:

Name:  
Title:  
Organization:  
Address:  
Telephone:  
E-mail address:

## **7.6 Proactive Disclosure of Contracts with Former Public Servants**

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2012-2 of the Treasury Board Secretariat of Canada.

## **7.7 Payment**

### **7.7.1 Basis of Payment**

**7.7.1.1** For the Work described in the Statement of Requirement and its appendices, except for the Work subject to approved TAs and ROCs, the Contractor will be paid in accordance with the Pricing Tables in Annex "X".

**7.7.1.2** For the Work described in the Statement of Requirement and its appendices subject to approved TAs or ROCs, one of the following types of basis of payment will form part of the approved TA or ROC:

a) Firm Price TA's & ROC

In consideration of the Contractor satisfactorily competing all of its obligations under the approved ROC, the Contractor will be paid the firm price stipulated in the ROC, as determined in accordance with the Pricing Tables in Annex "B". Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Technical Authority before their incorporation into the Work

b) TAs & ROCs subject to a Limitation of Expenditure

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work in the approved ROC, as determined in accordance with the Pricing Tables in Annex "X", to the limitation of expenditure specified in the approved ROC.

Canada's total liability to the Contractor under the approved ROC must not exceed the limitation of expenditure specified in the approved ROC. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

No increase in the liability of Canada or in the price of the Work specified in the approved ROC resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the ROC Approval Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's liability being exceeded before obtaining the written approval of the Technical Authority. The Contractor must notify the ROC Approval Authority in writing as to the adequacy of the sum:

- i. when it is 75 percent committed, or
- ii. four (4) months before the final delivery date specified in the ROC, or
- iii. as soon as the Contractors considers that the funds provided are inadequate for the completion of the Work, whichever comes first. If the notification is for inadequate funds, the Contractor must provide to the ROC Approval Authority a written estimate for the additional funds required. Provision of such information does not increase Canada's liability.

c) TAs & ROCs that are Cost Reimbursable to a Ceiling Price:

For ROCs that are cost reimbursable to a Ceiling Price, the Ceiling Price specified in the approved ROC is the Ceiling Price and is subject to downward adjustment so as not to exceed the actual charges and costs reasonably incurred in the performance of the Work and computed in accordance with the pricing breakdown in the approved ROC. The requirements of the ROC shall be completed in accordance with the terms and conditions of this Contract and subject to the Ceiling Price. No additional funds shall be made available.

d) Travel and Living Expenses under Approved ROC's

The Contractor will be reimbursed for its authorized travel and living expenses, reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the *Treasury Board Travel Directive*, and with the other provisions of the directive referring to "travellers" rather than those referring to "employees".

All travel must have the prior authority of the Technical Authority.

All payments are subject to government audit.

**7.7.1.3 Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.

**7.7.1.4 Professional Services Rates:** In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor refuses, or is unable, to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole, Canada may impose sanctions or take other measures in accordance with the PSPC Vendor Performance Policy (or equivalent) then in effect, which may include prohibiting the Contractor from bidding on future requirements that include any professional services, or rejecting the Contractor's other bids for professional services requirements on the basis that the

Contractor's performance on this or other contracts is sufficiently poor to jeopardize the successful of the other requirements.

**7.7.1.5 Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services are described elsewhere in the Contract.

## **7.7.2 Limitation of Expenditure**

**7.7.2.1** Canada's total liability for the Contract shall not exceed \$(*insert the amount at contract award*) Goods and Services Tax (GST) or Harmonized Sales Tax (HST) extra, as appropriate.

**7.7.2.2** No increase in the total liability of Canada or in the price of Work resulting from any design changes, modifications or interpretations of specifications, made by the Contractor, will be authorized or paid to the Contractor unless such changes, modifications or interpretations, have been approved, in writing, by the Contracting Authority, prior to their incorporation into the work. The Contractor shall not be obliged to perform any work or provide any service that would cause the total liability of Canada to be exceeded without the prior written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum when:

**7.7.2.2.1** it is 75 percent committed, or

**7.7.2.2.2** four (4) months prior to the expiry date of this Contract, or

**7.7.2.2.3** if the Contractor considers the funds provided are inadequate for the completion of the Work, whichever comes first.

**7.7.2.3** In the event that the notification refers to inadequate funds, the Contractor must provide to the Contracting Authority, in writing, an estimate for the additional funds required. Provision of such notification and estimate for the additional funds does not increase Canada's liability.

**7.7.2.4** The above limitation of expenditure amount is included for the administrative purposes of Canada only and does not represent any commitment on the part of Canada to pay any amounts except as expressly set out in this Contract.

## **7.7.3 Method of Payment**

The following methods of payment may be used for work performed for this Contract:

### **7.7.3.1 Progress Payments**

**7.7.3.1.1.** Canada will make progress payments for work completed under ROCs and TAs in accordance with, the Annex "X" – Pricing Tables and the payment provisions of the Contract, no more than once a month, for cost incurred in the performance of the Work.

- a) an accurate and complete claim for payment using form PWGSC-TPSGC 1111, Claim for Progress Payment, and any other document required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b) the amount claimed is in accordance with the basis of payment;

- c) all certificates appearing on form PWGSC-TPSGC 1111 have been signed by the respective authorized representatives.

**7.7.3.1.2** Progress payments are interim payments only. Canada may conduct a government audit and interim time and cost verifications and reserves the rights to make adjustments to the Contract from time to time during the performance of the Work. Any overpayment resulting from progress payments or otherwise must be refunded promptly to Canada.

**7.7.3.1.3** Each claim must show the following:

- a) expenditures plus pro-rated profit or fee if applicable or, alternatively, the value of milestones during the claim period by line item as detailed in the payment terms of Contract;
- b) the totals of all previous claims against the Contract;
- c) Goods and Services Tax or Harmonized Sales Tax, as applicable, calculated on the amount in (a) above.

**7.7.3.1.4** The balance of the amount payable will be paid upon satisfactory completion of the Contract, or in the case of unit price contracts upon the delivery and acceptance of each unit, provided that a final claim for such payment is submitted. (Refer to the invoicing instructions in the Contract.)

**7.7.3.1.5** If specified herein, the form PWGSC-TPSGC 1111 shall be accompanied by the required copies of monthly progress reports.

**7.7.3.1.6** The Contractor shall prepare the original and two (2) copies of form PSPC-TPSGC 1111, and they shall be routed as follows:

- a) Technical Authority; and
- b) Contracting Authority.

**7.7.3.1.7 Payment Office**

- a) Payment by Canada to the Contractor for the Work shall be made:
  - i. in the case of a progress payment other than the final payment, within thirty (30) days following the date of receipt of a duly completed form PWGSC-TPSGC 1111;
  - ii. in the case of a final payment, within thirty (30) days following the date of receipt of the duly completed final form PWGSC-TPSGC 1111, or within thirty (30) days following the date on which the Work is completed, whichever date is the later.

**7.7.3.2 Payments for Optional Maintenance and Support Services upon Expiration of the Warranty Maintenance and Support Services**

**7.7.3.2.1** Canada will pay the Contractor monthly in arrears (1/12 of the annual cost as specified in the pricing tables) for the hardware and software maintenance and support services for Work performed during the month covered by the invoice in accordance with the payment provisions of the contract if:

- a) An accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b) All such documents have been verified by Canada;
- c) The Work performed has been accepted by Canada.

#### **7.7.4 Electronic Payment of Invoices – Contract**

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS (Over \$25M)

#### **7.7.5 Discretionary Audit**

1. The following are subject to government audit before or after payment is made:

- a) The amount claimed under the Contract, as computed in accordance with the Basis of Payment, including time charged.
- b) The accuracy of the Contractor's time recording system.
- c) The estimated amount of profit in any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier, for which the Contractor has provided the appropriate certification. The purpose of the audit is to determine whether the actual profit earned on a single contract if only one exists, or the aggregate of actual profit earned by the Contractor on a series of negotiated contracts containing one or more of the prices, time rates or multipliers mentioned above, during a particular period selected, is reasonable and justifiable based on the estimated amount of profit included in earlier price or rate certification(s).
- d) Any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier for which the Contractor has provided a "most favoured customer" certification. The purpose of such audit is to determine whether the Contractor has charged anyone else, including the Contractor's most favoured customer, lower prices, rates or multipliers, for like quality and quantity of goods or services.

2. Any payments made pending completion of the audit must be regarded as interim payments only and must be adjusted to the extent necessary to reflect the results of the said audit. If there has been any overpayment, the Contractor must repay Canada the amount found to be in excess.

#### **7.7.6 Time Verification**

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.



## **7.7 Invoicing Instructions**

**7.7.1** For work completed on an as and when requested basis, the Contractor must submit a claim for payment using form PSPC-TPSGC 1111, Claim for Progress Payment.

Each claim must show:

- a) the department (IRCC) which requested the work;
- b) all information required on form PSPC-TPSGC 1111;
- c) all applicable information detailed under the section entitled "Invoice Submission" of the general conditions;

Each claim must be supported by:

- a) a copy of time sheets to support the time claimed;
- b) a copy of the invoices, receipts, vouchers for all direct expenses, travel and living expenses (if applicable).

**7.7.2** The Contractor must prepare and certify one original and two (2) copies of the claim on form

PSPC-TPSGC 1111, and for ROCs or TAs, forward it to the IRCC Technical Authority identified under the section entitled "Authorities" of the Contract for appropriate certification after inspection and acceptance of the Work takes place.

## **7.8 Certifications and Additional Information**

### **7.8.1 Compliance**

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

### **7.8.2 Federal Contractors Program for Employment Equity - Default by the Contractor**

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

## **7.9 Applicable Laws**

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

### **7.10 Priority of Documents**

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement including any individual SACC clauses incorporated by reference in these Articles of Agreement;
- (b) 4001 (2015-04-01) , Supplemental General Conditions - Hardware Purchase, Lease and Maintenance;
- (c) 4002 (2010-08-16), Supplemental General Conditions- Software Development or Modification Services;
- (d) 4003 (2010-08-16), Supplemental General Conditions- Licensed Software;
- (e) 4004 (2013-04-25), Supplemental General Conditions- Maintenance and Support Services for Licensed Software;
- (f) 4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual;
- (g) The general conditions 2035 (2016-04-04) – Higher Complexity - Services
- (h) Annex "X", Statement of Requirement;
- (i) Annex "X", Pricing Tables;
- (j) Annex "X", Security Requirements Check List;
- (k) Annex "X", Insurance Requirements
- (l) Signed ROCs or TAs (including all of its annexes, if any);
- (m) the Contractor's bid dated \_\_\_\_\_ (To be identified in any resulting Contract), as amended \_\_\_\_\_ (To be identified in any resulting Contract), not including any software publisher license terms and conditions that may be included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of web link) in the bid.

#### **7.11 Personal Information**

To perform the maintenance and support required as part of the Work, the Contractor may be provided by Canada with limited personal information collected from third parties (Personal Information). This Personal Information will be provided to the Contractor and is subject to the following:

- (a) Personal Information shall be used by the Contractor only for the purposes of providing the maintenance and support services;
- (b) The Contractor agrees to receive, manage, access, use, retain, and dispose of the Personal Information only to perform the Work maintenance and support service in accordance with the Contract;
- (c) The Contractor agrees to segregate the Personal Information received from Canada from the Contractor's own information and records and agrees to restrict access to the Personal Information to people who require access to perform maintenance and support service the Work (for example, by using passwords);

- (d) The Contractor must safeguard the Personal Information at all times by taking all measures reasonably necessary to secure it and protect its confidentiality;
- (e) The Contractor must retain the Personal Information only for the limited period of time that is required for the provision of the maintenance and support service requested by Canada and immediately purge the Personal Information once the Personal Information is no longer required to provide the service;
- (f) The Contractor must notify the Contracting Authority immediately of any security breaches; for example, any time an unauthorized individual accesses any Personal Information; and
- (g) The Contractor must ensure that Personal Information is retained in Canada, unless the Technical Authority has first consented in writing.

#### 7.12 Hardware

- (a) The provisions of Supplemental General Conditions 4001 are modified, as applicable, in accordance with the following:

Part I – Article 02 – hardware Must be New	The Contractor must replace any hardware components with new or refurbished/like new and must not include non-original manufacturer components.
Article 04 – Special Site Delivery or Installation Preparation Requirements	Canada will prepare the sites at its own expense in accordance with Annex “X”.
Article 05, Installation, Integration and Configuration	Deleted – Installation, Integration and Configuration in accordance with instructions in Annex “X”
Article 08, Minimum Availability Level Requirement	Deleted – Replaced with requirements defined in Annex “X”.
Article 09, Availability-Level Testing Before Acceptance	Deleted
Article 10 - Acceptance	Delete – Replaced with requirements defined in Annex “X”.
Part III of 4001 applies to the Contract (Additional Conditions: Purchase)	Yes
Part IV of 4001 applies to the Contract (Additional Conditions: Lease)	No
Part V of 4001 applies to the Contract (Additional Conditions: Maintenance)	Yes
Delivery Location	As per Annex “X”.
Installation Site	As per Annex “X”.
Delivery Date	As per Annex “X”.
Contractor must deliver Hardware Documentation	Yes
Contractor must update Hardware Documentation throughout Contract Period	Yes
Hardware Documentation must include maintenance documentation	Yes

Special Delivery Requirements	Yes- as per the delivery requirements contained in Annex "X".
Contractor must install Hardware at time of Delivery	No
Contract must Integrate and Configure Hardware at time of Installation	No
Hardware is part of a System	Yes
Availability-level Testing will be performed before acceptance	No
Option to Extend Hardware Maintenance and Support Period	As per Article 6.4.2 of the Contract.
Class of Maintenance Service	Article 26, Classes of Hardware Maintenance Service: -Return-to-Depot Maintenance Service.
Toll-free Telephone Number for Maintenance Service	Yes, as per Annex "X".
Website for Maintenance Service	Yes, as per Annex "X".

### 7.13 Licensed Software

- (a) The provisions of Supplemental General Conditions 4003 are modified, as applicable, in accordance with the following:

Licensed Software	The Licensed Software, which is defined in 4003, includes all the products offered by the Contractor in its bid, and any other software code required for those products to function in accordance with the Software Documentation and the Specifications, including without limitation all of the following products: Aware Capture Suite LiveScanAPI v.3.9.2; Aware Capture Suite NISTPack (with WSQ) v 5.3.2; Aware Capture Suite SequenceCheck v 3.5.9; Aware PreFace v4.9.0 ; Aware ICAOPack v4.4.0; Aware Universal Registration Client (URC) v 1.1 ; Aware BioSP and modules v 7.2.9; Jaspersoft Enterprise Edition v4.2; Zoho Systems ManageEngine Desktop Central v7.0; Zoho Systems ManageEngine EventLog Analyser v7.0 ; Genetec Omnicast v4.7; MySQL CE (5.6); and Altova MapForce 2012 Enterprise Edition (win v2012 e-download)
Entity License (4003 06)	If the type of license is converted to an entity license during the contract or any extension thereto, the entity is defined as follows: a) For the Licensed Software listed in Annex "B" (Pricing Tables), Table 2-3, the entity is IRCC or any third party authorized by IRCC to use the Licensed

	Software for the IRCC Immigration Program (e.g. VAC Contractors);
Type of License being Granted	Device
Number of Devices Licensed	As per Annex "X"
Option to Purchase Licenses for Additional Devices	As per Article 7.4 of the Contract.
Language of Licensed Software	The Licensed Software must be delivered in both French and English.
Delivery Location	As per Annex "X"
Media on which Licensed Software must be Delivered	DVD
Software Warranty Period	12 Months
Source Code Escrow Required	No

#### 7.14 Licensed Software Maintenance and Support

- (a) The provisions of Supplemental General Conditions 4004 are modified, as applicable, in accordance with the following:

Software Support Period when Additional Licenses added during Contract Period	For any additional licenses purchased in accordance with the Contract, the Software Support Period currently underway will apply to the additional licenses purchased, so that the Software Support Period ends on the same date for all licences supported under the Contract.
Option to Extend Software Maintenance and Support Period	As per Article 6.4.2 of the Contract.
Hours for Providing Hot Line Support Services	As per Annex A
Contractor must keep track of software releases for the purpose of configuration control	Yes, as described in the SOR at Annex A
Contact Information for Accessing the Contractor's Support Services	<p>In accordance with Section 5 of 4004, the Contractor will make its Support Services available through the following:</p> <p>Toll-free Telephone Access: _____</p> <p>Toll-free Fax Access: _____</p> <p>Email Access: _____</p> <p><i>[Note to Bidders: This information will be completed at the time of contract award with information supplied by the Contractor. Bidders are requested to provide this information in their bids.]</i></p>
Website	In accordance with Section 5 of 4004, the Contractor must make Support Services available over the Internet. To do so, the Contractor must include, as a minimum, frequently asked

	questions and on-line software diagnostic routines and support tools. Despite the Hours for Providing Support Services, the Contractor's website must be available to Canada's users 24 hours a day, 365 days a year, and must be available 99% of the time. The Contractor's website address for web support is _____.  [Note to Bidders: The website address will be completed at the time of contract award with information supplied by the Contractor. Bidders are requested to provide this information in their bids]
Language of Support Services	The Support Services must be provided in both French and English, based on the choice of the User requesting support.
Article 07 – Canada's Responsibilities – Para 1	Canada will not maintain, for the software Support Period, a telephone line and Internet access for use in connection with the software support services.

#### 7.15 Foreign Nationals (Canadian Contractor)

SACC Manual clause A2000C (2006-06-16), Foreign Nationals (Canadian Contractor)

#### 7.16 Foreign Nationals (Foreign Contractor)

SACC Manual clause A2001C (2016-06-16), Foreign Nationals (Foreign Contractor)

#### 7.17 Insurance Requirements

##### 7.17.1 Compliance with Insurance Requirements

- (a) The Contractor must comply with the insurance requirements specified in Appendix "X". The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.
- (b) The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

- (c) The Contractor should forward to the Contracting Authority within ten (10) days after the date of award of the Contract a Certificate of Insurance evidencing the insurance coverage. Coverage must be placed with an Insurer licensed to carry out business in Canada and the Certificate of Insurance must confirm that the insurance policy complying with the requirements is in force. If the Certificate of Insurance has not been completed and submitted as requested, the Contracting Authority will so inform the Contractor and provide the Contractor with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within the time period will constitute a default under the General Conditions. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

## **7.18 Representations and Warranties**

The Contractor made statements regarding its and its proposed resources' experience and expertise in its bid that resulted in the award of the Contract. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding this Contract. The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

## **7.19 Safeguarding Electronic Media**

- (a) Before using them on Canada's equipment or sending them to Canada, the Contractor must electronically scan, using a regularly updated product, all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.
- (b) If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately notify the Technical Authority of any such loss or damage and replace it at its own expense.

## **7.20 Reporting Requirements**

The Contractor must provide the reports as detailed in the SOR and elsewhere throughout this Contract to the Technical Authority at the frequency and format specified herein.

### **7.20.1 Timely Problem Identification**

- i. The Contractor must immediately advise the Contracting Authority and Technical Authority in writing of any and all situations or difficulties that the Contractor considers will have a significant impact upon the scope of the Work, expected technical achievement, delivery schedule, person-power or cost to Canada. Notwithstanding the submission of any such report, the Contractor remains responsible for the completion of the Work in accordance with the terms of this Contract.

- ii. Such reports must include proposed detailed remedial action plans to resolve or alleviate the identified situations or difficulties. The plans must set out the Contractor's detailed estimates of any increase in time, resources and cost to affect such plans. Such plans must include all reasonable options for consideration by Canada plus the costs and consequences to Canada of taking no remedial action and must also provide a reasonable amount of time for Canada to review these options and obtain any necessary funding authorization.
- iii. The Contractor will be prohibited from claiming for any additional costs incurred in remedying a problem not reported as described above in a timely fashion, and will be required to remedy such problems at its own expense.

#### **7.21 Access to Canada's Property and Facilities**

- (a) Canada's property, facilities, equipment, documentation and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Technical Authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirement may apply.
- (b) Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered. Where the Contractor, its employees, subcontractors, or agents are providing services on government premises pursuant to this Contract and the said premises become non accessible due to, but not limited to, evacuation, closure of government offices or as a result of any strike or lockout, and consequently no Work is being performed as a result of the closure or when access was prevented, Canada will not be liable for payment to the Contractor for the period of closure or for the period when access was prevented.

#### **7.22 Government Property**

- (a) Canada agrees to supply the Contractor with a list of Government Furnished Equipment (GFE) as indicated in the SOR at Section 6.
- (b) (the "**Government Property**"). The section of the General Conditions entitled "Government Property" also applies to the use of the Government Property by the Contractor.

#### **7.23 Transition Services**

- a) The Contractor agrees that, in the period leading up to the end of the Contract Period and for up to 3 months afterwards, it will make all reasonable efforts to assist Canada in the transition from this Contract to a new contract with another supplier. The Contractor agrees that there will be no charge for these services.
- b) The Contractor will cooperate with the Technical Authority and with the incoming contractor to ensure a seamless transition and a continuance of service including transferring data, and winding down of services.

#### **7.24 Price Protection - Most Favoured Customer (New Labour Categories)**



- (a) Where Canada seeks to add a new labour category in respect of a requirement for a resource with different or additional skills to perform Work in accordance with the Contract, the Contractor certifies that to the best of the Contractor's knowledge, the pricing for the new category it is charging to Canada under this Contract is not higher than the lowest prices/rates that it has charged any other customer (including other Government of Canada entities) for a similar quality and quantity of services in the year before the labour category is added to this Contract.
- (b) The Contractor also agrees that, if after the Contract Award date of this Contract it reduces the prices/rates it charges to other customers for any New Labour Categories which were added to the Contract after the Contract Award Date for a similar quality and quantity of services, it will reduce the prices/rates for all remaining services performed by resources in the new labour category under this Contract (with notice to the Contracting Authority).
- (c) At any time during the 5 years after making the final payment under this Contract or until all outstanding claims and disputes are settled, whichever is later, Canada has the right to audit the Contractor's records to verify that it is receiving (or has received) prices/rates in accordance with this certification.
- (d) During this audit, the Contractor must produce invoices and contracts for similar services (similar quality and quantity) sold to other customers from one year before this Contract until the end of this Contract. If the Contractor is required by statute or contract to keep another customer's information confidential, the Contractor may black out any information on the invoices or contracts that could reasonably reveal the identity of the customer (such as the customer's name and address), as long as the Contractor provides, together with the invoices and contracts, a certification from its Senior Financial Officer describing the profile of the customer (e.g., whether it is a public sector or private sector customer and the customer's size and service locations).
- (e) In determining whether the services sold to another customer were of similar quality, the terms and conditions of the contract under which those services were delivered will be considered, if those terms and conditions are reasonably likely to have had a material effect on pricing.
- (f) If Canada's audit reveals that the Contractor charged lower prices/rates for a similar quality and quantity of services under any contract where services were made in the year before this Contract was issued, or that the Contractor delivered additional services under this Contract after reducing its prices for other customers but without reducing the prices/rates under this Contract, then the Contractor must pay to Canada the difference between the amount charged to Canada and the amount charged to the other customer, up to a maximum of 25% of the value of this Contract.
- (g) Canada acknowledges that this commitment does not extend to prices/rates charged by any affiliates of the Contractor.

## **7.25 Change Management Procedures**

- (a) Without in any way diminishing or restricting limitation, any of the responsibilities of the Contractor, the Technical Authority may, by giving notice to the Contractor, at any time and from time to time, request changes in the Work described in the Contract or in any approved ROC(s) or TA(s). Conversely, the Contractor may wish to propose a change to the Work described in the Contract or changes in any approved ROC(s) or TA(s).

- (b) Where the Technical Authority requests a change or modification, the Technical Authority will request a written Change Proposal from the Contractor for consideration. Where the Contractor wishes to propose a change or a modification, the Contractor will submit a written Change Proposal to the Technical Authority for consideration.
- (c) All changes, whether there is a cost or not, will require formal authorization through a ROC or TA or a Contract amendment.
- (d) As soon as reasonably possible, and no later than 10 working days after receipt of the request, the Contractor must either:
  - (i) give notice to the Technical Authority that the proposed modification is not sufficiently defined; or
  - (ii) submit to the Technical Authority a completed Change Proposal which must contain the following:
    - a) a description of the change(s);
    - b) the decrease or increase, if any, which the proposed change will cause to the Contract or ROC or TA price;
    - c) change(s) in delivery dates, if any, for any part of the Work affected by the directed or proposed changes;
    - d) the anticipated effect of the change(s) on the performance of the Work;
    - e) the plan or plans to minimize the effect of the change(s) on the performance of the Work;
    - f) recommended plan or plans for the completion of the Work;
    - g) any other change in the provisions of the ROC or TA or this Contract; and
    - h) such additional information as may be reasonably required by the Technical Authority.
- (e) If the Contractor's Proposal is accepted, the Technical Authority and the Contractor agree to commence negotiations with respect to changes in the Work described in the Contractor's Proposal as soon as practicable.
- (f) All proposed changes by the Contractor to any previously approved deliverable will require the revised deliverable to be resubmitted by the Contractor to the Technical Authority for acceptance in accordance with this Contract.
- (g) No change in the Work, or in price, in the Contract or any resulting ROC or TA, resulting from changes in the Work, will be recognized under this Contract or any resulting ROC(s) or TA(s), except in accordance with the provisions described in this Article. No one other than the Contracting Authority has the authority to approve any amendments or changes to this Contract or any resulting ROC(s) or TA(s).

- (h) If any directed change or changes approved after consideration of the Proposal, causes an increase or decrease in the price of the Contract or any resulting ROC or any resulting TA or the time for performance, then the price of the respective ROC or TA, the time for performance and other affected provisions of the Contract or the respective ROC or TA must be adjusted accordingly, provided that, at no time, must the Contractor be entitled compensation for any loss of anticipated profits. The Contractor must not carry out any Work arising from a change proposed by the Contractor or requested by the Technical Authority until negotiations between the Contractor and Canada are completed to a mutual agreement, and the Contractor is in receipt of written authorization to proceed with the change as received from the Contracting Authority.
- (i) It is the responsibility of the Contractor to verify with the Technical Authority and the Contracting Authority whether the Work activity falls within the scope of the Contract or any approved ROC(s) or any approved TA(s), in the event that any uncertainty exists.
- (j) If preparation of a Change Proposal requires significant effort (10 working days or more) on the part of the Contractor, the Contractor will notify the Technical Authority and the Contracting Authority of the Contractor's costs to prepare any such Change Proposal, that is, the "Estimated Cost". In such event, the Contracting Authority will:
  - (i) withdraw the request for the Change Proposal response; or
  - (ii) authorize the Contractor to proceed to prepare the Change Proposal through the issuance of a ROC or TA, in which event Canada will be liable for the Contractor's costs to prepare the Change Proposal up to an amount not to exceed the Estimated Cost.
- (k) If the number of Change Proposals that the Contractor is required to prepare in any month will, in the aggregate, require significant effort on the part of the Contractor, the Contractor's Representative will give notice thereof to the Contracting Authority and the Technical Authority. In such event, the parties will meet promptly to:
  - (i) identify the Change Proposal requests that may be withdrawn and prioritize those remaining; or
  - (ii) identify the Estimated Cost to prepare the change proposals, and Canada must then authorize or withdraw the change requests in a similar manner as described in sub-article j) above.
- (l) The costs of any changes pursuant to this Article will be negotiated based on pricing contained in the Contract.

## **7.26 Dispute Resolution**

- (a) If a dispute arises out of, or in connection with this Contract, the parties agree to meet to pursue resolution through negotiation or other appropriate dispute resolution process before resorting to litigation.
- (b) All information exchanged during this meeting or any subsequent dispute resolution process, shall be regarded as "without prejudice" communications for the purpose of settlement negotiations and shall be treated as confidential by the parties and their representatives, unless otherwise required by law. However, evidence that is independently admissible or discoverable

shall not be rendered inadmissible or non-discoverable by virtue of its use during the dispute resolution process.

- (c) The parties agree that the representatives selected to participate in the dispute resolution process will have the authority required to settle the dispute or will have a rapid means of obtaining the requisite authorization.
- (d) These clauses shall not affect any of Canada's rights of cancellation or termination contained in this Contract.

## 7.27 Review Process for Written Deliverables

- (a) The Technical Authority and the Contractor shall determine an acceptable review process in order to facilitate inspection of the Work. Unless otherwise indicated herein or in any ROC or Data Item Description, the following terms shall define the Review Period for all written deliverables.
- (b) The "Review Period" means a period of a number of working days as specified in the table below from the date on which the Deliverable(s) are submitted to Canada in accordance with the terms of the Contract or the actual date of submission of those Deliverable(s) by the Contractor whichever is the later.

Number of Pages in Document	0-99	100-199	200-299	300+
Maximum Working Days to Review	10	12	14	2 additional days per every additional 100 pages

- (c) Notwithstanding paragraph (b) above, when multiple documents are submitted concurrently, additional review time will be allowed on the basis that IRCC will have a total of 10 days plus 2 days per 100 pages or part thereof. If necessary, the parties will agree to a schedule to accommodate the review period based on the priority of the documents.
- (d) During the Review Period, Canada shall review the Deliverables submitted by the Contractor and, within 1 working day following the end of the Review Period, shall advise the Contractor in writing whether or not the Deliverables have passed the review.
- (e) If the Deliverables submitted by the Contractor are inconsistent with or fail in any other way to meet the requirements of the Work, Canada shall provide a single and annotated copy of the deliverable identifying the required changes or prepare a written description of the deficiencies, and shall deliver such required changes or description to the Contractor within 1 working day following the end of the Review Period.
- (f) Upon receipt of Canada's description of the deficiencies mentioned in sub-article (e) herein, the Contractor shall then modify the Deliverables to correct the deficiencies and shall promptly submit the corrected Work to Canada for review with revisions highlighted.
- (g) During the second or any subsequent Review Period, Canada will review the corrected Work submitted to Canada only to review corrected deficiencies and any other areas of the original Deliverable affected by corrections, and unless otherwise agreed to by the parties, sub-articles (b) to (g) inclusive, above, shall apply to the review.

## 7.28 Joint Venture Contractor

**Note to Bidders** *This Article will be deleted if the bidder awarded the Contract is not a joint venture. If the Contractor is a joint venture, this clause will be completed with information provided in its bid.*

- (a) The Contractor represents and warrants that the name of the joint venture is \_\_\_\_\_ and that it is comprised of the following members: (Contract will include a list of all joint venture members named in the Contractor's original bid).
- (b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:
  - (i) \_\_\_\_\_ has been appointed as the "representative member" of the joint venture Contractor and has full authority to act as agent for each member regarding all matters relating to this Contract;
  - (ii) by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
  - (iii) all payments made by Canada to the representative member will act as a release from all the members.
- (c) All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada's opinion, affects the performance of the Work in any way.
- (d) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.
- (e) The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the provisions of the General Conditions.
- (f) The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

## 7.29 Joint Venture Agreement (The following section will be removed if the Contractor is not a Joint Venture)

To witness their agreement with the terms and conditions of this Contract, Canada and the Contractor (by its agent, the Lead Member of the joint venture Contractor) have signed the cover page of this Contract. To witness that each member of the joint venture Contractor is a party to this Contract and is jointly and severally and solitarily liable for the performance of all the Work, each member of the joint venture Contractor, including the Lead Member, has signed below.

**[Insert Full Legal Name of Lead Member]**

By its Authorized Signatory,

Solicitation No. - N° de l'invitation  
B8985-10075/X  
Client Ref. No. - N° de réf. du client  
B7885-180075

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

Buyer ID - Id de l'acheteur  
010xq  
CCC No./N° CCC - FMS No./N° VME

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Print Name of Authorized Signatory:

\_\_\_\_\_

Print Title of Authorized Signatory:

\_\_\_\_\_  
**[Insert Full Legal Name of Second Member]**

By its Authorized Signatory,

\_\_\_\_\_

Print Name of Authorized Signatory: \_\_\_\_\_

Print Title of Authorized Signatory: \_\_\_\_\_

**[Insert Full Legal Name of Third Member - add or subtract as many signature blocks as necessary so that each member of the Joint Venture is signing the Contract]**

By its Authorized Signatory,

\_\_\_\_\_

Print Name of Authorized Signatory: \_\_\_\_\_

Print Title of Authorized Signatory: \_\_\_\_\_

### **7.30. Limitation of Liability - Information Management/Information Technology**

(a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.

**(b) First Party Liability:**

- (i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
  - A. any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
  - B. physical injury, including death.

- (ii) The Contractor is liable for all direct damages affecting real or tangible personal property owned, possessed, or occupied by Canada.
- (iii) Each of the Parties is liable for all direct damages resulting from any breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of any unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
- (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.
- (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor in any way relating to the Contract, including:
  - A. any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
  - B. any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of .75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total EstimatedCost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$2,000,000.
  - C. In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or \$2,000,000 whichever is more.
- (vi) If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

**(c) Third Party Claims:**

- (i) Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.

- (ii) If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite Sub-article (i), with respect to special, indirect, and consequential damages of third parties covered by this Section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.
- (iii) The Parties are only liable to one another for damages to third parties to the extent described in this Sub-article (c).



# Attachment A to Part 3 of RFP #

## Bid Preparation instructions

### 1 Purpose

The purpose of this document is to provide instructions to Bidders on how to complete its Technical Proposal and the Submission Tables in response to this Request for Proposal (RFP).

### 2 Technical Proposal Format

The Bidder should provide a Table of Contents listing all of the documents and material included in its Proposal, and all material(s) specified as Proposal submission requirements that are used by the Bidder as reference materials in the Proposal.

To facilitate bid preparation and bid evaluation, the Bidder should prepare and submit its Technical Bid using the following Table of Contents:

#### Section 1: General Information

The following should be included

1. An executive summary and corporate profile at the Bidder's discretion;
2. Completed and signed Bid Submission Form per Part 3 of the RFP and/or a signed copy of Page 1 of this RFP (which is deemed to include all amendments);
3. The Name and Telephone Number of a single person that may be contacted by Canada concerning any issues relating to the RFP (referred to herein as the "Bidder's RFP Point of Contact");
4. A Statement that the Bidder will comply with all the mandatory requirements in the solicitation including: the Statement of Work and all its appendices, the terms and conditions of the solicitation and the resulting contract terms and conditions.

Section 2: Submission Table addressing Mandatory Requirements as per instructions in 3.1 below.

Section 3: Submission Table addressing Rated Requirements as per instructions in 3.2 below.

Section 4: Corporate References and Project Profiles as per Mandatory Requirement XX instructions in 4 below.

Section 5: Key Personnel (Core Team) Resumes as per Mandatory Requirement XX and Rated Requirements XX to XX in Attachments B to Part 4 of the RFP.

Section 6: Draft Plans and Project Schedule as specified in the Mandatory and Rated Requirements (Attachments C to Part 4 of the RFP):

1. Draft Transition Schedule
2. Draft Transition Management Plan
3. Draft Contract Management Plan

### 3 Response to Evaluation Requirements

The Bidder is to provide a Technical Proposal that responds to the Mandatory and Rated requirements in the format set out in Attachments B and C to Part 4 of the RFP. It should be noted that the Bidder may expand the tables to accommodate its response.

#### 3.1 Mandatory Requirements

The Bidder must respond to each evaluation Mandatory Requirement by completing the Technical Proposal Evaluation and Submission Table in Attachment B to Part 4 of the RFP in accordance with the following instructions:

**Column No:** This is the assigned evaluation requirement number and is prefaced with an "M".

**Column Mandatory Requirements / Bid Submission Instructions:** This states the mandatory evaluation requirement.

**Column Bidder's Response:** The Bidder must provide substantiation in this column on how it meets the requirement. The Bidder may supply any additional information in this column that it deems pertinent.

**Column Bidder Referenced Info:** Where it is necessary to refer to other documentation that is included in the proposal, Bidders should include the precise location of the reference material including the title of the document, and the page and paragraph numbers.

#### 3.2 Rated Requirements

The Bidder should respond to each Rated Requirement by completing the Technical Proposal Evaluation and Submission Table in Attachments C to Part 4 of the RFP in accordance with the following instructions:

**Column No.:** This is the assigned evaluation requirement number.

**Column Rated Requirements / Evaluation Criteria:** This states the rated evaluation requirement and how points will be assigned.

**Column Maximum Points:** This indicates the maximum score that can be achieved for that requirement.

**Column Bidder's Response:** The Bidder is to indicate in this column if it complies with the requirement, to what extent and provide an explanation and substantiation to support the claim. The Bidder may supply any additional information in this column that it deems pertinent.

**Column Bidder Referenced Info:** Where it is necessary to refer to other documentation that is included in the proposal, Bidders should include the precise location of the reference material including the title of the document, and the page and paragraph numbers.

### 4 Corporate Project References

In response to this solicitation, in Attachment B to Part 4 of the RFP, the Bidder must provide corporate project references for Mandatory requirement X. **The information for all of these project references**

**must be certified as accurate and signed by an authorized representative of the client organization.**

The corporate project references must:

1. be unrelated to each other;
2. only include one reference for any client; and
3. not be from a client that is related, owned or controlled by the Bidder, including any affiliated body corporate of the Bidder (as defined in the Canada Business Corporations Act).

For each corporate project reference provided in the proposal response to mandatory requirement XX , the Bidder must include the information specified in Table 1 below (except where it is specified as optional) to facilitate the evaluation.

The Bidder may use its own format in providing this information.

The Bidder is also encouraged to complete the template at Table 2 (which includes an example) in order to facilitate the evaluation of experience duration for corporate projects while ensuring that overlapping time is not double-counted and that any gaps in time are noted.

The Bidder may make reference to these tables when responding to the evaluation requirements by either the Project acronym or by assigning each client/project reference a Project # (e.g. Project #1 is Project ABC) as long as the information is clearly identified in the project reference.

For each Project Reference, there must be a:

1. Client Organization Name
2. Client Reference Point of Contact name, title, telephone number and email address of a person who can confirm the goods and/or services provided by the Bidder, was directly employed by the referenced client corporate entity at the time and otherwise is independent of the Contractor. The Client Contact should be willing and available to be contacted for a reference check and be able to communicate with the evaluators in either English or French for clarifications. If the Bidder has not provided all the contact information in its bid, the Bidder must provide this information when requested by PSPC within the number of days specified in the request.
3. Value of the Bidder's Contract (or teaming member's contract)
4. Start and End Date (month and year)
5. Role of the Bidder in the reference project, including a description of the goods or services or both provided to the client

For all project references, for any of the references provided in response to XX, the information in Table 1 must be certified as accurate by an authorized representative (preferably the Client Reference Point of Contact) of the Client organization (Bidder must provide the name/title and contact information if this is not the client contact who is named in the project reference).

If Canada is unable to contact the named client contact during the evaluation period, the Bidder will be given an opportunity to submit the name and contact information of an alternate client contact from the same client. Bidders will have the number of days specified in the request for an alternate client contact and failure to comply with the request may result in the bid being declared non-responsive.

Solicitation No. - N° de l'invitation  
B8985-10075/X  
Client Ref. No. - N° de réf. du client  
B7885-180075

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

Buyer ID - Id de l'acheteur  
010xq  
CCC No./N° CCC - FMS No./N° VME

**Table 1: Corporate Project Reference Information**

<b>Project Acronym or Project # (optional):</b>	
<b>Project Name:</b>	
<b>Client Organization:</b>	
<b>Client Reference Point of Contact:</b> <b>Name:</b> <b>Title:</b>	
<b>Client Reference Telephone No.:</b>	
<b>Client Reference Email:</b>	
<b>Approximate Overall Project Value (optional):</b>	
<b>Approximate Value of Bidder's Contract:</b>	
<b>Start Date (month/year*) of Bidder's Contract:</b> <i>* Bidder should also provide the day</i>	
<b>Finish Date (month/year*) of Bidder's Contract:</b> <i>* Bidder should also provide the day</i>	
<b>Role and Responsibilities of Bidder (including a description of the goods or services or both provided to the client):</b>	
<b>Duration of the Project including the Start Date and the major milestone dates (optional)</b>	
<b>Scope of Project (including whether it was a biometric solution, or if deployed to multiple countries) (optional):</b>	
<b>Description on how this project reference is similar to CIBIDS:</b>	
<b>Whether the Client requirement was for immigration and/or border control and/or passport solution (optional):</b>	
<b>Scope and duration of any on-going warranty and/or maintenance and support services:</b>	

<p><b>Whether proposed team has worked together successfully on Bidder's reference project(s), i.e. resources within the bidder's organization or the bidder and its major subs (optional):</b></p>	
<p><b>Any additional information that the Bidder deems is pertinent (optional):</b>  <i>Bidders may add additional rows to accommodate additional information</i></p>	
<p>The information in this Corporate Project Reference Information is certified to be accurate.</p> <p><b>Signed Certification of Accuracy of Information by Authorized Representative of Client Organization</b></p> <p><b>Name/Title/Contact information</b>  <i>(if other than the Client Reference Point of Contact herein).</i></p>	

**Table 2: Corporate Project Experience Template (and Example)**

Project Name	State Date	Finish Date	2008	2009	2010	2011	Et c.	Total Months
Project 1	1 May 2008	31 Mar 2013	8	12	12	12		44
Project 2	1 Jan 2009	31 Dec 2011	0	12	12	12		36
Project 3	1 Jan 2008	31 Dec 2010	12	12	12	0		36

# Attachment A to Part 4 of RFP #

## Evaluation Procedures and Basis of Selection

### 1 Purpose

This document describes the process that the Immigration, Refugees and Citizenship Canada (IRCC) and the Public Services Procurement Canada (PSPC) will follow to evaluate bids received, and select the recommended Bidder.

### 2 Bidder's Compliance to the Solicitation Requirements and the Evaluation Process

By submitting a proposal, the Bidder agrees

1. to comply with all the mandatory requirements in the solicitation including the Statement of Work and all its appendices, the terms and conditions of the solicitation, and the terms and conditions specified that will be in any resulting contract; and
2. to be bound by the process set out in this solicitation regarding the conduct of the evaluation process and that it will comply with all requirements specified in evaluation procedures.

### 3 Evaluation Team

An evaluation team composed of representatives of the IRCC and PSPC will evaluate the proposals on behalf of Canada. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.

### 4 Information to Evaluate

Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

The following information will be used to evaluate the bids received:

1. All information provided in the Bidder's proposal to the stated requirements as defined in this RFP;
2. Clarifications obtained from references of an otherwise compliant Bidder by the Evaluation Team;

3. Clarifications from the Bidders, which may be requested and provided during the evaluation process.

## 5 Steps to Conduct the Evaluation

The Evaluation Team will be conducting the evaluation in several steps. Notwithstanding that the evaluation and selection methodology will be conducted in steps, the fact that Canada has proceeded to a later step should not be interpreted to mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada reserves the right to conduct steps of the evaluation in parallel or concurrently.

The following is a list of the steps, which are described in more detail in the sections following.

- Step 1: Evaluation of the Bidder's Response - Compliance to the Mandatory Requirements
- Step 2: Evaluation of the Technical Bid - Rated Requirements
- Step 3: Reference Validation
- Step 4: Evaluation of the Financial Bids
- Step 5: Determination of Combined Technical merit and Price
- Step 6: Selection of Successful Bidder for Recommendation

## 6 Evaluation of Experience of Bidder's Teaming Members

In the Bidder's response to each requirement where corporate or key personnel experience is being evaluated, the Bidder should specify the name of the entity whose experience is being submitted for evaluation (i.e., whether the experience is that of the Bidder, the parent organization, a Joint Venture partner, etc.). In addition, in the event that the Bidder is using the experience of a parent, an affiliated organization, any subsidiary organization or any major first tier subcontractors, the Bidder should clearly indicate under each requirement, as applicable, that it has a teaming agreement or contract with this entity, as per the certification provided below following this section.

For the purpose of this solicitation, a Team Member is any entity that the Bidder is proposing to perform any part of the work and whose experience is being used to meet an evaluation requirement. Team Members under this solicitation can ONLY include the following:

- a) For **corporate** experience, except where otherwise expressly specified, only the experience of joint venture partners, a parent organization, an affiliated organization, any subsidiary organization and any major first-tier subcontractor;
- b) For **key personnel** experience, the experience of an individual from a joint venture partner, a parent organization, an affiliated organization, any subsidiary organization or any major first-tier subcontractor.

Eligible Work Experience: as applicable, the following will apply in assessing the Bidder's response to the mandatory or rated requirements.

- A) For Both Corporate and Key Personnel Experience

- (i) Experience listed without providing any supporting data to describe where, how and by whom such experience was obtained will result in the experience not being included for evaluation purposes.
- (ii) Except where otherwise expressly provided, Corporate Team Members or Key Personnel cannot pool their abilities to satisfy any single point-rated requirement of this solicitation. Wherever substantiation of a point-rated requirement is required, the Bidder is requested to indicate which team member or individual satisfies the requirement.
- (iii) Experience listed must include the month and year for both the start and finish dates and should also include the day. If the day is not provided, it will be evaluated as the last day of the month in the case of the start date and the first day of the month in the case of the finish date.
- (iv) For a month of experience to be considered, the experience must be for at least 12 working days in the month.

Example:

A bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the bidder have 3 years of experience providing maintenance services, and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single requirement, such as the requirement for 3 years of experience providing maintenance services, the bidder cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-compliant. (Note: this example is not specific to this solicitation and does not relate to the requirements of this solicitation - it is provided only for illustrative purposes.)

**B) For Corporate Experience**

- (i) The corporate experience identified by the Bidder to meet specific criteria must be work for which the Bidder was directly responsible. Corporate experience, as a result of work carried out by a parent organization, any affiliated organization and/or any subsidiary organization that may be associated with the Bidder or joint venture member or general partner of the Bidder, as applicable will only be considered if the experience is accessible to the Bidder and the Bidder can rely upon and use the experience of the Team Member throughout the performance of any resulting Contract. The Bidder is required to demonstrate this accessibility through the certification provided under Annex 1 to this Attachment. This certification is required to include the name(s) of the entity whose experience is being presented for evaluation or the experience will not be considered by the Evaluation Team. The Bidder is requested to provide this certification with its proposal at bid closing.
- (ii) The Bidder may, however, consist of several firms putting one bid together as a joint venture. In the case of such a joint venture, except as otherwise specified, the experience of the firms forming the joint venture will be considered in determining the Bidder's compliance with the criteria.



### C) For Key Personnel Experience

For any of the Bidder's proposed personnel, the month(s) of experience listed for a project whose time frame overlaps that of another referenced project, will only be counted once. For example: Project 1 time frame is July 2001 to December 2001; Project 2 time frame is October 2001 to January 2002; the total months of experience for these two project references is seven (7).

## 7 Step1: Compliance to the Mandatory Requirements

Each bid will be reviewed for compliance with the mandatory requirements of this solicitation. The Technical evaluation mandatory requirements are specified in Attachment B to Part 4 of the RFP. All elements of the bid solicitation that are mandatory requirements are identified specifically with the words "must" or "mandatory". Bids that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified.

Where specified, Bidders must substantiate their compliance with the evaluation mandatory requirements by providing specific information or supporting documentation. Canada will not consider information from external references e.g. web pages, books, standards, etc. Where so required, Bidders must substantiate compliance with the mandatory requirement by completing the Technical Proposal Evaluation and Submission Table (Attachment B to Part 4 of the RFP).

Proposals meeting all the mandatory requirements will advance to Step 2.

## 8 Step 2: Evaluation of Rated Requirements

Each bid will be evaluated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated", "should" or by reference to a score. Bidders who fail to provide complete bids with all the information requested by this bid solicitation will be assessed accordingly. The rated requirements are described in Attachments C to Part 4 of the RFP.

Each requirement will be scored individually and the score will be determined through a consensus process. The maximum allowable points for each rated requirement are indicated in Attachment C to Part 4 of the RFP.

The following Table 1 specifies the maximum points available (out of XXX points) for each section of the rated requirements in the written proposals, as well as the minimum thresholds and the minimum scores that apply to each section and to the overall score.

**Table 1: Summary of Technical Evaluation Sections and Subsections**

Technical Evaluation Sections	Maximum Score for Each Section	Minimum Section / Overall Pass Threshold	Minimum Score
1. Corporate and Core Team Experience	XX	XX%	XX

<b>2. Transition Management</b>	<b>XX</b>	<b>XX%</b>	<b>XX</b>
<b>3. Service Delivery Management</b>	<b>XX</b>	<b>XX%</b>	<b>XX</b>
<b>MAXIMUM TECHNICAL SCORE</b>	<b>XX</b>	<b>XX%</b>	<b>XX</b>

Any bid that does not meet or exceed the Minimum Score Threshold of XX% for each section or the Overall Technical Score Threshold of XX% will be considered non-compliant and will receive no further consideration.

### 8.1 Guidelines for Rated Criteria

The following guidelines will be used by evaluators to differentiate between the available ratings when using the qualitative criteria provided in the RFP.

<b>Rating</b>	<b>General Guidelines</b>
<b>Excellent Understanding</b>	The Bidder has addressed all the requirements extremely well, has generally provided a significant level of detail and, where applicable, has tailored its response to the CIBIDS. The evaluator has a very high degree of confidence that the Bidder understands the requirement and its proposal will meet the objectives of the requirement.
<b>Good Understanding</b>	The Bidder has addressed all the requirements well, has generally provided a good level of detail and, where applicable, has tailored its response to the CIBIDS sufficiently. The evaluator has a high degree of confidence that the Bidder understands the requirement and its proposal will meet the objectives of the requirement. Overall, there are very minor problems with the response.
<b>Adequate Understanding</b>	The Bidder has addressed all the requirements, has generally provided an adequate level of detail and, where applicable, has tailored its response to the CIBIDS in some areas. The evaluator has a degree of confidence that the Bidder understands the requirement and its proposal will meet the objectives of the requirement. Overall, there are no major problems with the response.
<b>Not Adequate or Poor Understanding</b>	The Bidder has not addressed all the requirements or provided an adequate level of detail on many requirements and, where applicable, has not tailored its response to the CIBIDS in many areas. The evaluator has some concerns that the Bidder does not fully understand the requirement or that its proposal will not meet all objectives of the requirement. Overall, there is at least one major problem with the response.
<b>Lacks Understanding or Insufficient Information</b>	The Bidder has not addressed most of the requirements or provided an adequate level of detail on most of the requirements and, where applicable, has not tailored its response to the CIBIDS at all. The evaluator does not have any degree of confidence that the Bidder fully understands the requirement or that its proposal will not meet the objectives of the requirement. Overall, there are two or more major problems with the response.

## 9 Step 3: Reference Validation

Canada may conduct reference validations on all the Bidders who have met all the mandatory requirements in Step 1 and may contact the references provided by the Bidder for clarification purposes as specified below.

The Bidder's RFP Point of Contact identified in its Proposal will act as an intermediary between Canada and the client references for the purpose of arranging follow-up communications between the Evaluation Team and the client reference as required. The Bidder's RFP Point of Contact must make every reasonable effort to arrange for such communication with the subject project reference in a timely and professional manner so as to reasonably accommodate Canada's review and evaluation schedule. Canada will act reasonably to accommodate the business and operational requirements of the project reference and will provide the Bidder's Contact no less than three business days written notice of its intention to initiate contact.

The purpose of the reference validations is to allow the Evaluation Team to confirm and validate information provided by the Bidder in its proposal. Any of the information provided by the Bidder with respect to the reference projects may be verified through the reference validation process.

Canada may contact the references for clarification purposes in writing by e-mail (unless the contact at the reference is only available by telephone). These communications will be conducted in both official languages of Canada, English or French, at the preference of the client contact.

If Canada is unable to contact the named client contact during the evaluation period, the Bidder will be given an opportunity to submit the name and contact information of an alternate contact from the same client. Canada may also contact the client contacts directly as well as by email.

If the Bidder submits more than the stipulated maximum number of reference projects, only the maximum number will be evaluated in the order presented in the Bidder's proposal.

If there is any inconsistency or conflict between the Bidder's experience qualifications as indicated in the Bidder's proposal and the Bidder's experience qualifications as expressed by a client contact during the reference validation process, then Canada will re-evaluate the Bidder experience using the information provided by the client contact.

There will be no points assigned in this step of the evaluation process. Once the reference validations have been completed, the information obtained through this process will be used to either confirm if mandatory requirements have been met, or validate the scoring assigned to the Bidder during Step 2 (Evaluation of Rated Requirements) of the evaluation process in accordance with the published evaluation criteria.

In the event that, once the reference information is taken into account, the Bidder is unable, or only partially able, to demonstrate or substantiate the accuracy of its response and its ability to fulfill a mandatory requirement as stated in its bid, its bid will be evaluated as non-compliant and will receive no further consideration.

In the event that, once the reference information is taken into account, the Bidder is unable, or only partially able, to demonstrate or substantiate the accuracy of its response and its ability to fulfill a rated requirement as stated in its bid, depending on the nature and degree of the discrepancy, the score for that specific rated requirement may be adjusted downwards. In no case will the scoring be adjusted upwards when the information obtained through the reference validation process is assessed.

## **10 Step 4: Evaluation of Financial Bids**

As part of the evaluation process, the financial bids of those Bidders that are still considered compliant after Step 3 will be evaluated.

PSPC will independently assess the financial bids of all technically compliant bids.

For each bid under consideration, a Total Bid Evaluation Price will be calculated as the arithmetic sum of the items listed in Table 2 below using the information that the Bidder provided in its Financial Proposal in response to the Pricing Tables at Annex X to the RFP:

**Table 2: Total Bid Evaluation Price**

<b>Annex X Pricing Tables</b>	<b>Pricing Description</b>	<b>Total Price</b>
Table 1-1	Back-End Software Licenses Related to the CIBIDS (firm quantities)	\$
Table 1-2	Front-End (Client) Software Licenses Related to the CIBIDS (firm quantities)	\$
Table 2-1	Hardware for the CIBIDS on "as and when requested" basis (per costing model)	\$
Table 2-2	Components Related to the CIBIDS on "as and when requested" basis (per costing model)	\$
Table 2-3	Optional Consumable Items Related to the CIBIDS Solution on "as and when requested basis" (per costing model)	\$
Table 3-1	Professional Services for Task Authorizations on "as and when requested basis" (per costing model)	\$
Table 4-1	Optional Maintenance and Support for Back-End Software Licenses Related to the CIBIDS Solution (firm quantities)	\$
Table 4-2	Optional Maintenance and Support for Front-End (Client) Software Licenses Related to the CIBIDS Solution per Device (firm quantities)	\$
Table 4-2a	Optional Maintenance and Support for Front-End (Client) Software Licenses Related to the CIBIDS Solution for Entity (firm quantities)	\$
Table 4-3	Optional Maintenance and Support for Hardware for the CIBIDS (per costing model)	\$
<b>Total Bid Evaluation Price</b>		<b>\$</b>

The Financial Bid Score for each Bidder will be calculated as follows:

$$(\text{TBEP}/\text{TBEP}) \times 100$$

Where:

**TBEP** = Total Bid Evaluation Price of the Bidder

**TBEPL** = Total Bid Evaluation Price of the Lowest Priced Compliant Bidder

## 11 Step 5: Determination of Combined Rating Technical Merit and Price and Ranking of Bidders

PSPC will independently determine each compliant Bidder's **Combined Rating Technical Merit and Price** in accordance with the weightings as shown in Table 3 below.

**Table 3: Combined Rating Technical Merit and Price**

Score Bid Section	Weighting
Technical Bid (adjusted Total Technical Score)	TBD
Financial Bid (Financial Bid Score)	TBD
<b>Combined Rating Technical Merit and Price</b>	<b>100%</b>

The Combined Rating Technical Merit and Price will be out of a maximum 100 points. Therefore the Technical Scores determined in Step 2 (which are out of a maximum of XX) will be appropriately adjusted to reflect this by dividing each compliant Bidder's Total Technical Score by X. Then the adjusted Total Technical Scores will be multiplied by the weighting of X% to determine the Weighted Technical Score for the Combined Rating Technical Merit and Price. The Financial Bid Score calculated in Step 4 will be multiplied by the weighting of X% to determine the Weighted Technical Score for the Combined Rating Technical Merit and Price. In the event of a tie, the compliant proposal with the higher/highest Financial Proposal Score (i.e. lower/lowest total bid evaluation price) will prevail.

## 12 Step 6: Selection of Successful Bidder for Recommendation

To be declared responsive, a bid must:

- a) comply with all the requirements of the bid solicitation;
- b) meet all mandatory technical evaluation requirements; and
- c) obtain the required minimum section scores and an overall Total Technical Score of XX points for the technical evaluation subject to point rating.

Bids not meeting (a) or (b) or (c) will be declared non-responsive.

The Bidder that submits the compliant proposal achieving the highest Overall Proposal Score (i.e. Combined Rating Technical Merit and Price) will be recommended for Contract award. In the event of a tie, the compliant proposal with the higher/highest Financial Proposal Score (i.e. lower/lowest total bid evaluation price) will prevail.

Canada will evaluate the first-ranked Bidder's financial capability, to ensure its capability to undertake the project and deliver within the expected Contract framework and time frame. Bidder financial capability is a mandatory condition precedent to Contract award. If the first ranked Bidder does not pass this evaluation, the Bidder's bid will be declared non-responsive, and a revised ranking will be established in accordance with the procedures herein.

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File No. - N° du dossier

Buyer ID - Id de l'acheteur  
010xq  
CCC No./N° CCC - FMS No./N° VME

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Whether any bid is recommended for contract award depends on all the provisions of this bid solicitation (for example, the vendor performance provisions of Standard Instructions 2003 would affect whether an otherwise responsive bid were recommended for award, as would factors such as financial capability).

Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract.

Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.

## ANNEX 1 TO ATTACHMENT A OF PART 4 TO THE RFP TEAM CERTIFICATION

Canada believes that there is a strong correlation between the success of an initiative and a Contractor with well-established relationships with its team members (joint venture partners, partners, parent organization, affiliated organization, any subsidiary organization and major tier-one subcontractors).

Therefore, by signing the certification below, the Bidder hereby certifies that:

- (i) All of the Bidder's team members identified in its proposal have a signed teaming agreement or signed Contract in respect of the services to be provided under any contract resulting from this RFP, prior to the bid closing date (A signed letter of intent from a team member is not sufficient);
- (ii) Where the team member is a related organization (i.e. parent, affiliated and/or subsidiary organization), the teaming agreement or Contract for the services to which the experience relates, must stipulate that the Bidder can rely upon and use the experience of the team member throughout the performance of any resulting Contract; and
- (iii) Where the team member is a major tier-one subcontractor or limited partner, the teaming agreement or Contract must stipulate that the team member whose experience is being presented for evaluation will be actively responsible for the delivery of those services to which the experience relates under any resulting Contract.

In order to demonstrate that it meets this requirement, the Bidder is requested to provide the following certification:

### CERTIFICATION SIGNATURE

We hereby certify compliance with the above noted requirements and have signed teaming agreements that meet the above requirements with the following team members:

**(Bidders must enter the names of the organization(s) for which teaming agreements or Contracts are in place).**

We also certify that the signature below is that of a person authorized to sign on behalf of the Bidder.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title of person authorized to sign on behalf of the Bidder

\_\_\_\_\_  
Name of the Bidder

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# Attachment B to Part 4 of RFP #

## Technical Proposal Evaluation and Submission Tables

### Mandatory Requirements

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# Attachment C to Part 4 of RFP #

## Technical Proposal Evaluation and Submission Tables

### Rated Requirements

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# Attachment D to Part 4 of RFP #

## Evaluation Cost Model

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# Annex “X” to RFP #

## Statement of Requirement

# Annex “X” to RFP #

## Pricing Tables

### **Pricing Requirements**

Bidders must identify all pricing information to meet the requirements of the RFP for the entire contract period and any option years.

Bidders are requested to detail any pricing assumptions.

Any and all costs associated with meeting the requirements detailed in this RFP, including any travel and living expenses incurred as a consequence of any relocation required to satisfy the terms of the Contract, are the responsibility of the Bidder. For travel with respect to work under a Requisition on Contract (ROC) or Task Authorization (TA), pre-approved by the Technical Authority, travel and living expenses will be paid in accordance with the Basis of Payment in the Contract.

Should there be an error in the extended pricing of the Bidder's proposal, the unit pricing shall prevail and the extended pricing shall be corrected in the evaluation.

Any errors in quantities in the Bidder's proposal shall be changed to reflect the quantities stated in the RFP.

It should be noted that the tables herein can be expanded to accommodate the pricing information that the Bidder is required to provide.

## 1. Software Licenses for CIBIDS Solution

### 1.1 Back-End Software Licenses Related to the CIBIDS Solution

The Bidder must provide **firm lot prices for maintenance and support services**, in table 1-1 for each of the environments, for the backend licenses during the contract period and for any additional environments for each contract and optional year.

Canada will authorize the acquisition of the backend software licenses throughout the initial contract and any extended period on an “as and when requested” basis.

For purposes of evaluation, an imputed assessed price will be calculated using a costing model with an estimated number of additional environments for each of the initial and optional periods listed in Table 1-1. The costing model, Attachment D to Part 4 of the RFP, will be applied to each bidder consistently. The estimated number of additional environments in the costing model will be multiplied by the proposed lot price for that environment in the respective year. This will be done for each year. This in no way is to be considered a commitment by Canada.

TABLE 1-1						
Description	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
<b>1. Backend Process Solution</b> for the following environments:						
Price for fixed costs to provide the on-going software maintenance and support services (firm annual rate)	\$	\$	\$	\$	\$	\$
Production/ HA Environment: For each Individual Device License (firm unit rate per annum)	\$	\$	\$	\$	\$	\$
Test Environment: For each Individual Device License (firm unit rate per annum)	\$	\$	\$	\$	\$	\$
Training Environment: For each Individual Device License (firm unit rate per annum)	\$	\$	\$	\$	\$	\$
Annual Maintenance Cost for Production/ HA	\$	\$	\$	\$	\$	\$

TABLE 1-1						
Description	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
Environment for Asylum (FCC) Ramp-up initiative						
Annual Maintenance Cost for Test Environment for Asylum (FCC) Ramp-up initiative	\$	\$	\$	\$	\$	\$
<b>2. Backend Report Solution for the following environments:</b>						
Price for fixed costs to provide the on-going software maintenance and support services (firm annual rate)	\$	\$	\$	\$	\$	\$
Production/ HA Environment: For each Individual Device License (firm unit rate per annum)	\$	\$	\$	\$	\$	\$
Test Environment: For each Individual Device License (firm unit rate per annum)	\$	\$	\$	\$	\$	\$
Training Environment: For each Individual Device License (firm unit rate per annum)	\$	\$	\$	\$	\$	\$
<b>3. Backend Security for the following environments:</b>						
Price for fixed costs to provide the on-going software maintenance and support services (firm annual rate)	\$	\$	\$	\$	\$	\$
Production/ HA Environment: For each Individual Device	\$	\$	\$	\$	\$	\$

TABLE 1-1						
Description	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
License (firm unit rate per annum)						
Test Environment: For each Individual Device License (firm unit rate per annum)	\$	\$	\$	\$	\$	\$
Training Environment: For each Individual Device License (firm unit rate per annum)	\$	\$	\$	\$	\$	\$
<b>IDAmin 200 user annual silver support – Vsec:CMS User</b>	\$	\$	\$	\$	\$	\$
Volume 100-499	\$	\$	\$	\$	\$	\$
Volume 500-999	\$	\$	\$	\$	\$	\$
Volume 1,000-4,999	\$	\$	\$	\$	\$	\$
<b>4. Backend Central Management</b> for the following environments:						
Price for fixed costs to provide the on-going software maintenance and support services (firm annual rate)	\$	\$	\$	\$	\$	\$
Production/ HA Environment: For each Individual Device License (firm unit rate per annum)	\$	\$	\$	\$	\$	\$
Test Environment: For each Individual Device License (firm unit rate per annum)	\$	\$	\$	\$	\$	\$
Training Environment: For each Individual Device License (firm unit rate per annum)	\$	\$	\$	\$	\$	\$
<b>5. PreFace SDK Annual Support (Aware)</b>						
Volume 1-100 (firm unit rate per annum)	\$	\$	\$	\$	\$	\$

TABLE 1-1						
Description	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
<b>6. PreFace production one year maintenance &amp; support 32 Core (Aware)</b>						
Volume 1	\$	\$	\$	\$	\$	\$
<b>7. PreFace Non Production one year maintenance &amp; support (Aware)</b>						
Volume 1	\$	\$	\$	\$	\$	\$

## 1.2 Front-End (Client) Software Licenses Related to the CIBIDS Solution

- The Bidder must provide **firm unit prices for maintenance and support services**, for each specified volume range for individual device licenses and for an entity license, for each contract and optional year, in the following Table 1-2, for perpetual Front End (Client) Software Licenses to meet the requirements in the Statement of Requirement (SOR), Annex X to the RFP.
- The Bidder must provide **firm unit prices for maintenance and support services** in Table 1-2a (under an Legacy Entity License Model), a firm annual rate to provide software maintenance and support services for the legacy entity license, for the software products and components, to meet the requirements of the SOR, Annex X to the RFP.
- The Bidder must provide **firm unit prices for maintenance and support services** in Table 1-2b (under an New Entity License Model), a firm annual rate to provide software maintenance and support services for the legacy entity license, for the software products and components, to meet the requirements of the SOR, Annex X to the RFP. The Bidder must also provide the number of licenses that are required that would convert the new individual device licenses already purchased to an entity license.

Canada will authorize the acquisition of the software licenses throughout the initial contract and any extended period on an "as and when requested" basis.

Pricing for individual device licenses will be based on the total number of software licenses acquired during the contract period. For clarity, as the total number of software licenses acquired to date exceeds one volume range, the pricing of the next applicable volume range will apply to next purchases. When Canada has reached the total quantity to covert to an entity license, it will no longer pay for additional licenses.

For purposes of evaluation, an imputed assessed price will be calculated using a costing model with an estimated number for each item for each of the initial contract and optional periods listed in Table 1-2, 1-2a and 1-2b,. The costing model, Attachment D to Part 4 of the RFP, will be applied to each bidder



consistently. The estimated number of licenses in the costing model will be multiplied by the proposed unit price for the respective year, taking into consideration the appropriate volume pricing. This will be done for each year. This in no way is to be considered a commitment by Canada.

**(a) Device License Pricing Model**

TABLE 1-2						
Description	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
<b>IRCC Collect Solution</b>						
Volumes 1-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$
<b>IRCC Video Monitoring Solution Software Player</b> (to view video recording exported from the VMS recorder)						
Volumes 1-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
Entity License	\$	\$	\$	\$	\$	\$
Number of individual device licenses required to convert to an Entity License:						
<b>Altova MapForce 2012 Enterprise Edition</b>						
Volumes 1-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
Entity License	\$	\$	\$	\$	\$	\$
Number of individual device licenses required to convert to an Entity License:						
<b>TransactionEdit</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$

## b) Legacy Entity License Pricing Model

TABLE 1-2a						
Description	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
<b>IRCC Collect Solution</b>						
Price for fixed costs to provide the software maintenance and support services (firm annual rate)	\$	\$	\$	\$	\$	\$
Number of Licenses Owned: TBD						
<b>IRCC Video Monitoring Solution Software Player</b>						
Price for fixed costs to provide the software maintenance and support services (firm annual rate)	\$	\$	\$	\$	\$	\$
Number of Licenses Owned: TBD						

## c) New Entity License Pricing Model

TABLE 1-2b						
Description	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
<b>IRCC Collect Solution</b>						
Entity License: Price to provide software maintenance and support services (firm annual rate)	\$	\$	\$	\$	\$	\$
Number of individual device licenses required to convert to an Entity License:						
<b>IRCC Video Monitoring Solution Software Player</b>						
Price to provide software maintenance and support services (firm annual rate)	\$	\$	\$	\$	\$	\$

TABLE 1-2b						
Description	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
Number of individual device licenses required to convert to an Entity License:						

## 2. Hardware for CIBIDS Solution

The Bidder must provide firm unit prices including one year of maintenance support and warranty services, for each specified volume range for each hardware item or component in the following Table 2-1 for each contract and optional year, for all the hardware required to meet the requirements in Section 5 of the Statement of Requirement (SOR), Annex X to the RFP.

The Bidder must detail all the components that are included for each item in Table 2-1, providing the make, model and/or part number for each item of hardware proposed.

Canada will authorize the acquisition of the hardware throughout the initial contract and any extended period as the CIBIDS solution is deployed on an "as and when requested" basis. Pricing for each acquisition will be based on the volume specified of each order. For clarity, the applicable volume range will apply to each order and will not be based on the accumulated total of purchases to date.

For purposes of evaluation, an imputed assessed price will be calculated using a costing model with an estimated number for each item for each of the initial contract and optional 3 periods listed in Table 2-1. The costing model, Attachment D to Part 4 of the RFP, will be applied to each bidder consistently. The estimated quantities in the costing model will be multiplied by the proposed unit price for the respective volume range and year. This will be done for each year. This in no way is to be considered a commitment by Canada.

TABLE 2-1						
Description	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
<b>Mobile Collect Solution Hardware Kit without laptop</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Electronic Fingerprint Capture Device (EFCD)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$

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File No. - N° du dossier

Buyer ID - Id de l'acheteur  
010xq  
CCC No./N° CCC - FMS No./N° VME

TABLE 2-1						
Description	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Photograph Capture Device without brackets</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Machine Readable Travel Document (MRTD) Reader</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Credential Token Reader Device (if required by solution)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Bar Code Label Printer</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Bar Code Reader</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Label Printer for Mobile Kit</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Video Monitoring System (VMS) Cameras</b>						

TABLE 2-1						
Description	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Wireless Access Point Unit for VMS Recorders</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>VMS Recorders with switch and 1 license (WAP not included)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>VMS Recorders with switch and 2 licenses (WAP not included)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>VMS Recorders with switch and 3 licenses (WAP not included)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>VMS Recorder with switch and 4 licenses (WAP not included)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$

TABLE 2-1						
Description	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>VMS Recorder with switch and 5 licenses (WAP not included)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>VMS Recorder with switch and 6 licenses (WAP not included)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>VMS Recorder with switch and 7 licenses (WAP not included)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>VMS Recorders with 1 license (WAP and switch not included)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>VMS Recorders with 2 licenses (WAP and switch not included)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$

TABLE 2-1						
Description	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
<b>VMS Recorders with 3 licenses (WAP and switch not included)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>VMS Recorders with 4 licenses (WAP and switch not included)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>VMS Recorders with 5 licenses (WAP and switch not included)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>VMS Recorders with 6 licenses (WAP and switch not included)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>VMS Recorders with 7 licenses (WAP and switch not included)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Powered USB Hub</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$

TABLE 2-1						
Description	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
Volumes 10-49	\$	\$	\$	\$	\$	\$
<b>Power Surge Protection Device (North American 110 volts)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
<b>Power Surge Protection Device (European 220 volts)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Credential Token</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>USB Cradle</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Photo Capture Light Switching Control</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>TOTAL Table 2-1:</b>	To be determined through an evaluation costing model					

## 2.1 Optional Components Related to the CIBIDS

The Bidder must provide firm unit prices including one year warranty, for each component in the following Table 2-2 for each contract and optional year. For evaluation purposes, the pricing in Table 2-2 will not be included in the Bidder's Total Bid Evaluation Price



TABLE 2-2						
Component Description	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
<b>Counter Mounting Equipment for EFCD Option(s)</b>						
	\$	\$	\$	\$	\$	\$
<b>Wall Mounting Equipment for Photograph Capture Device Option(s)</b>						
	\$	\$	\$	\$	\$	\$
<b>Counter or Wall Mounting Equipment for Photographic Capture Device Options(s)</b>						
	\$	\$	\$	\$	\$	\$
<b>Tripod for Photograph Capture Device Option(s)</b>						
	\$	\$	\$	\$	\$	\$
<b>Wall Mounting Equipment for VMS Camera Option(s)</b>						
	\$	\$	\$	\$	\$	\$
<b>Ceiling Mounting Equipment for VMS Camera Option(s)</b>						
	\$	\$	\$	\$	\$	\$
<b>Photographic Backdrop - Manual Option(s)</b>						
	\$	\$	\$	\$	\$	\$
<b>Photographic Backdrop – Motorized Option(s)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Photographic Lighting Option(s)</b>						
	\$	\$	\$	\$	\$	\$
<b>Expandable wall/ceiling telescopic mount, 12” to 18” Option(s)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Expandable wall/ceiling telescopic mount, 24” to 40” Option(s)</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$

TABLE 2-2						
Component Description	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
Volumes 10-49						
	\$	\$	\$	\$	\$	\$
Volumes 50-99						
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Constant Force Arm EFCD Mount Option(s)</b>						
	\$	\$	\$	\$	\$	\$
<b>EFCD Mounting Pole Option(s)</b>						
	\$	\$	\$	\$	\$	\$
<b>Vortex Backdrop for Mobile Kit</b>						
	\$	\$	\$	\$	\$	\$
<b>Replacement case (with foam) for mobile biometric case</b>						
	\$	\$	\$	\$	\$	\$
<b>Replacement battery for mobile biometric case</b>						
	\$	\$	\$	\$	\$	\$
<b>Replacement fly leads for mobile biometric case</b>						
	\$	\$	\$	\$	\$	\$
<b>Re-Stocking fee to return Genetech V1 VMS Recorders</b>						
Per Unit returned	\$	\$	\$	\$	\$	\$
<b>Access IS 5V Power supply unit for Machine Readable Travel Document (MRTD) Reader</b>						
	\$	\$	\$	\$	\$	\$
<b>6ft Computer power cable Startech PXT 101</b>						
	\$	\$	\$	\$	\$	\$
<b>External Ethernet Adapter for VMS Recorder</b>						
Volumes 1-9	\$	\$	\$	\$	\$	\$
Volumes 10-49	\$	\$	\$	\$	\$	\$
Volumes 50-99	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>TOTAL Table 2-2:</b>	To be determined through an evaluation costing model					

### 3. Optional work under Task Authorization

#### 3.1 Professional Services Labor Rates

The Bidder must provide **firm per diem rates**, inclusive of all overheads and profit, for the labour categories specified in Table 3-1 below, in accordance with the minimum qualifications as

defined in the SOR, Section 2.4.2 (Professional Services Skill Set) that may be requested through the Task Authorization Process specified in the Contract. These rates will also be used in determining the price for changes to the work through the Change Management Procedures specified in the Contract.

For evaluation purposes, an imputed assessed price will be calculated for each of the initial contract and five optional periods specified in Table 3-1 using a costing model with an estimated number of days for all the periods, which has been broken down by category and period. The costing model, Attachment D to Part 4 of the RFP, will be applied to each bidder consistently. The estimated number of days in the costing model will be multiplied by the proposed per diem rate for the respective year. This will be done for each year. This in no way is to be considered a commitment by Canada.

TABLE 3-1						
SOR Ref / Description	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
2.4.2.1 Project Manager	\$	\$	\$	\$	\$	\$
2.4.2.2 System Engineer	\$	\$	\$	\$	\$	\$
2.4.2.3 Software Engineer	\$	\$	\$	\$	\$	\$
2.4.2.4 Software Developer	\$	\$	\$	\$	\$	\$
2.4.2.5 Tester	\$	\$	\$	\$	\$	\$
2.4.2.6 Technical Writer	\$	\$	\$	\$	\$	\$
2.4.2.7 Database Architect	\$	\$	\$	\$	\$	\$
2.4.2.8 Biometric Specialist	\$	\$	\$	\$	\$	\$
2.4.2.9 Information Technology Security Specialist	\$	\$	\$	\$	\$	\$
2.4.2.10 Deployment Specialist	\$	\$	\$	\$	\$	\$
2.4.2.11 Installer	\$	\$	\$	\$	\$	\$
2.4.2.12 Operator	\$	\$	\$	\$	\$	\$
2.4.2.13 Quality Assurance Specialist	\$	\$	\$	\$	\$	\$
2.4.2.14 Training Specialist	\$	\$	\$	\$	\$	\$
2.4.2.15 Technical Architect	\$	\$	\$	\$	\$	\$

#### 4. For the Hardware

The Bidder must provide **firm unit rates per annum** for each hardware item or component in the following Table 4-1 for each of the 3 optional periods listed, to provide on-going hardware

and component maintenance and support services for products and components listed in Table 2-1, to meet the requirements of the SOR, Annex X to the RFP.

For purposes of evaluation, an imputed assessed price will be calculated based on the same estimated number used in the costing model for Table 2-1 for each item and component below. The costing model, Attachment D to Part 4 of the RFP, will be applied to each bidder consistently. The estimated quantity in the costing model will be multiplied by the proposed unit rate per annum for the respective year based on the assumption that in the costing model for Table 2-1, all the units are purchased on the 1st day of the period and therefore, support services will commence at the beginning of the following period (based on 12 months of warranty included in the purchase price). This will be done for each year. This in no way is to be considered a commitment by Canada.

<b>Table 4-1</b>			
<b>Description</b>	<b>Option Year 1</b>	<b>Option Year 2</b>	<b>Option Year 3</b>
Mobile Collect Solution Hardware Kit without laptop	\$	\$	\$
Electronic Fingerprint Capture Device (EFCD)	\$	\$	\$
Photograph Capture Device	\$	\$	\$
Machine Readable Travel Document (MRTD) Reader	\$	\$	\$
Credential Token Reader Device	\$	\$	\$
Bar Code Label Printer	\$	\$	\$
Bar Code Reader	\$	\$	\$
Video Monitoring System (VMS) Cameras	\$	\$	\$
VMS Recorders	\$	\$	\$

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Buyer ID - Id de l'acheteur  
**010xq**  
CCC No./N° CCC - FMS No./N° VME

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# Annex “X” to RFP #

## Security Requirement Check List

# Attachment "A" to Part 5 of RFP #

## Bid Solicitation

### FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\) – Labour's](#) website.

Date: \_\_\_\_\_ (YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- ☐ A1. The Bidder certifies having no work force in Canada.
- ☐ A2. The Bidder certifies being a public sector employer.
- ☐ A3. The Bidder certifies being a [federally regulated employer](#) being subject to the [Employment Equity Act](#).
- ☐ A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- ☐ A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.

OR

- ☐ A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity \(LAB1168\)](#) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

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Buyer ID - Id de l'acheteur

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( ) B1. The Bidder is not a Joint Venture.

**OR**

( ) B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

# Annex "X" to RFP #

## Insurance Requirements

### 1. Introduction

The Contractor must comply with the insurance requirements specified in this Annex. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

### 2. Commercial General Liability Insurance

- a. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
- b. The Commercial General Liability policy must include the following:
  - i. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
  - ii. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
  - iii. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
  - iv. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.



- v. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
- vi. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- vii. Employees and, if applicable, Volunteers must be included as Additional Insured.
- viii. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
- ix. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- x. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
- xi. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- i. Litigation Rights: Pursuant to subsection 5(d) of the *Department of Justice Act*, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

Director Business Law Directorate,  
Quebec Regional Office (Ottawa),  
Department of Justice,  
284 Wellington Street, Room SAT-6042,  
Ottawa, Ontario, K1A 0H8

For other provinces and territories, send to:

Senior General Counsel, Civil  
Litigation Section, Department  
of Justice  
234 Wellington Street, East Tower  
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co- defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be

at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

### **3. Errors and Omissions Liability Insurance**

**3.1** The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of defence costs.

d. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

e. The following endorsement must be included:

Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

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# Annex “X” to RFP #

## Forms

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DEC 19 2017

Government  
of CanadaGouvernement  
du Canada

Contract Number / Numéro du contrat

B8986 - 180075

Security Classification / Classification de sécurité  
Unclassified

## SECURITY REQUIREMENTS CHECK LIST (SRCL)

## LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

## PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction	
IRCC		SIMB	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail The contractor will provide support and maintenance of the existing CIBIDS solution software and hardware components. The contractor will provision software licences and hardware peripherals, will perform solution enhancements and will provide resources on an "as and when requested" basis.			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED Information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>			
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>		No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>		NATO UNCLASSIFIED <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>		NATO NON CLASSIFIÉ <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO RESTRICTED <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO DIFFUSION RESTREINTE <input type="checkbox"/>	
SECRET <input type="checkbox"/>		NATO CONFIDENTIAL <input type="checkbox"/>	
TOP SECRET <input type="checkbox"/>		NATO CONFIDENTIEL <input type="checkbox"/>	
TRÈS SECRET <input type="checkbox"/>		NATO SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) <input type="checkbox"/>		NATO SECRET <input type="checkbox"/>	
TRÈS SECRET (SIGINT) <input type="checkbox"/>		COSMIC TOP SECRET <input type="checkbox"/>	
		COSMIC TRÈS SECRET <input type="checkbox"/>	
		PROTECTED A <input type="checkbox"/>	
		PROTÉGÉ A <input type="checkbox"/>	
		PROTECTED B <input type="checkbox"/>	
		PROTÉGÉ B <input type="checkbox"/>	
		PROTECTED C <input type="checkbox"/>	
		PROTÉGÉ C <input type="checkbox"/>	
		CONFIDENTIAL <input type="checkbox"/>	
		CONFIDENTIEL <input type="checkbox"/>	
		SECRET <input type="checkbox"/>	
		SECRET <input type="checkbox"/>	
		TOP SECRET <input type="checkbox"/>	
		TRÈS SECRET <input type="checkbox"/>	
		TOP SECRET (SIGINT) <input type="checkbox"/>	
		TRÈS SECRET (SIGINT) <input type="checkbox"/>	

TBS/SCT 350-103(2004/12)

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**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?

Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?

☒ No ☐ Yes  
Non Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?

Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?

☒ No ☐ Yes  
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

**PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)**

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

- |   |   |   |  |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS<br>COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL<br>CONFIDENTIEL           | <input type="checkbox"/> SECRET<br>SECRET           | <input type="checkbox"/> TOP SECRET<br>TRÈS SECRET               |
| <input type="checkbox"/> TOP SECRET- SIGINT<br>TRÈS SECRET - SIGINT         | <input type="checkbox"/> NATO CONFIDENTIAL<br>NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET<br>NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET<br>COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS<br>ACCÈS AUX EMPLACEMENTS              |   |   |  |

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?

Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?

☐ No ☒ Yes  
Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté?

☐ No ☒ Yes  
Non Oui

**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)**

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?

Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?

☐ No ☒ Yes  
Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?

Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?

☒ No ☐ Yes  
Non Oui

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?

Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?

☒ No ☐ Yes  
Non Oui

**INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)**

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?

Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?

☐ No ☒ Yes  
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?

Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?

☒ No ☐ Yes  
Non Oui



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**PART C - (continued) / PARTIE C - (suite)**

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL  CONFIDENTIEL	SECRET	TOP SECRET  TRÈS SECRET	NATO RESTRICTED  NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL  NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET  TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens Production		✓														
IT Media / Support TI		✓														
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non

☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non

☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).





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**PART D - AUTHORIZATION / PARTIE D - AUTORISATION**

**13. Organization Project Authority / Chargé de projet de l'organisme**

Name (print) - Nom (en lettres moulées)

Daniel Langlois

Title - Titre

Director, GCMS AppDev Portfolio

Signature

Telephone No. - N° de téléphone

613 437-9625

Facsimile No. - N° de télécopieur

E-mail address - Adresse courriel

daniel.langlois@cic.gc.ca

Date

Oct 26, 2017

**14. Organization Security Authority / Responsable de la sécurité de l'organisme**

Name (print) - Nom (en lettres moulées)

**Tracy Vitello** for Nigel

Title - Titre

Senior Sec Advisor

Signature

Telephone No. - N° de téléphone

613-437-8907

Facsimile No. - N° de télécopieur

E-mail address - Adresse courriel

tracy.vitello@cic.gc.ca

Date

OCT 30 2017

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?

Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

☐ No  
☐ Non ☐ Yes  
☐ Oui

**16. Procurement Officer / Agent d'approvisionnement**

Name (print) - Nom (en lettres moulées)

André Philippe

Title - Titre

Supply Specialist

Signature

Philippe, Andre

Digitally signed by Philippe, Andre  
Date: 2017.12.11 13:25:24 -05'00'

Telephone No. - N° de téléphone

819-420-2209

Facsimile No. - N° de télécopieur

E-mail address - Adresse courriel

andre.philippe@tpwsc-pwgsc.gc.ca

Date

2017-12-11

**17. Contracting Security Authority / Autorité contractante en matière de sécurité**

Name (print) - Nom (en lettres moulées)

Maria Mendoza

Title - Titre

Contract Security Officer, Contract Security Division

Signature

E-mail address - Adresse courriel

maria.mendoza@tpwsc-pwgsc.gc.ca

Telephone No. - N° de téléphone

613-954-1618

Facsimile No. - N° de télécopieur

613-954-4171

E-mail address - Adresse courriel

Date

Jan. 15, 2018