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Public Works and Government Services Canada
Ontario Region
33 City Centre Drive
Suite 480
Mississauga
Ontario
L5B 2N5

**LETTER OF INTEREST
LETTRE D'INTÉRÊT**

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Public Works and Government Services Canada
Ontario Region
33 City Centre Drive
Suite 480
Mississauga
Ontario
L5B 2N5

Title - Sujet CBSA - Security Guard Services	
Solicitation No. - N° de l'invitation 47636-11112/A	Date 2018-02-16
Client Reference No. - N° de référence du client 47636-11112	GETS Ref. No. - N° de réf. de SEAG PW-\$TOR-016-7487
File No. - N° de dossier TOR-7-40149 (016)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-04-27	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Grozdanovski, Tase	Buyer Id - Id de l'acheteur tor016
Telephone No. - N° de téléphone (905) 615-2081 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: See Herein	

Instructions: See Herein

Instructions: Voir aux présentes

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

Request for Information No. - N° de demande de renseignements
47636-111112/A

Amd. No. - N° de la modif.

Buyer ID - Id de
tor016

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

File No. - N° du dossier
TOR-7-40149

CCC No./N° CCC - FMS No./N° VME

**Request for Information for the
Canada Border Services Agency –
National Guard Services Program:**

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PURPOSE AND CONTENTS OF THIS REQUEST FOR INFORMATION

Public Services and Procurement Canada (PSPC) is requesting Industry feedback to assist with the formulation and implementation of a solution to perform security guard services on behalf of the Canadian Border Services Agency (CBSA) in support of the National Immigration Detention Framework (NIDF). The purpose of this Request for Information (RFI) is to solicit relevant input from Industry that could contribute to the Government of Canada (GoC) establishing one or multiple contracts for these services. This requirement would include the custody and control of all clients including their luggage and personal effects, transportation of the clients, and confirmation of the client's departure from Canada. The security guard services are required in five (5) of the CBSA's operational regions: Quebec Region (QUE), Greater Toronto Area Region (GTAR), Southern Ontario Region (SOR), Prairie Region (PRA), and Pacific Region (PAC). The general contents of this RFI document are:

PART I: Request for Information Process: Information about the RFI Process and the procedure for industry to follow for responding to this RFI.

PART II: CBSA - National Guard Services Program: Background; Objectives; Security Requirement; Official Languages; Engagement Approach

PART III: Questions to Industry: Questions asked to solicit feedback from industry that will help PSPC and CBSA define its requirements and business case.

ANNEX A: Context and Background of the Requirement

PART I: REQUEST FOR INFORMATION PROCESS

1. INTRODUCTION

This is the Request for Information pertaining to the CBSA's Detention Program, more specifically, the security guard services that are required in support of CBSA's detention decisions. The purpose of this RFI is to inform and prepare Industry for a potential future Request for Proposal (RFP) concerning the National Security Guard services and seek input and contribution regarding the project's scope, requirements, risks and potential costs.

The context and background of the National Security Guard services can be found in Annex A.

The purpose is to actively engage and consult Industry to ensure a successful project end-state. Feedback from industry will assist the CBSA and PSPC team to define:

- a. the Statement of Work (SOW) in a manner that is understandable by Industry and meaningful to the CBSA's operational context,
- b. the impact on people, processes and industry of various concepts proposed and the organizational changes that will be required to support each conceptual solution; and
- c. the most appropriate procurement strategy that delivers the right services to the CBSA in a timely manner, leveraging the purchases to create jobs and growth, and streamline procurement processes.

Suppliers will not be contacted by the CBSA as a result of this RFI. The Contracting Authority detailed in section 2.7 may communicate with industry to seek more information on responses. Any future industry engagement activity or procurement will be publically posted.

1.1 Nature of this Request for Information

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

2. INSTRUCTIONS FOR RESPONDING TO THIS REQUEST FOR INFORMATION

2.1 Nature and Format of Responses Requested

The purpose of this RFI is to solicit market information, including price and availability and delivery schedule, as well as to determine industry interest in responding to a potential future RFP for the needed resources.

Respondents are reminded that this is an RFI and not an RFP. As such, respondents are requested to provide their comments, concerns and recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents should explain any assumptions they make in their responses.

Responses will not be used for competitive or comparative evaluation purposes, and thus the response format is not as rigorously defined as would normally be for an RFP. However, for ease of use and in order for the greatest value be gained from responses, Canada requests that respondents follow the structure outlined in section 2.6.

2.2 Response Costs

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

2.3 Treatment of Responses

Use of Responses: Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify the procurement approach. Canada will review all responses received. Canada may, at its discretion, review responses received after the RFI closing date.

Review Team: A review team composed of representatives of PSPC and CBSA will review the responses. Canada reserves the right to hire any independent consultant or to use any Government of Canada (GOC) resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

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

2.4 Communication with Industry

The contracting authority may communicate with industry to seek more information for any response.

2.5 Contents of the RFI

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

2.6 Format of Responses

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

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

- a. the title of the respondent's response and the volume number;
- b. the name and address of the respondent;
- c. the name, address and telephone number of the respondent's contact;
- d. the date, and
- e. the RFI number.

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

Any information that is classified in nature should be placed in a separate envelope with the level of the classification listed and it will be respected.

2.7 Enquiries

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

Contracting Authority:

Name: Tase Grozdanovski
Title: A/Supply Team Leader
Department: Public Services and Procurement Canada
Branch: Procurement Branch
Address: 33 City Centre Drive, Mississauga, ON L5B 2N5
Telephone: (905) 615-2081
Email: tase.grozdanovski@pwgsc-tpsgc.gc.ca

2.8 Submission of Responses

Time and Place for Submission of Responses: Organizations interested in providing a response should deliver it to the Contracting Officer prior to the closing time and date indicated on page 1 of this document. Organizations interested in participating in the one on one meetings described in section 6.1, must deliver their response to the questions in part 3. These responses must be received by the Contracting Authority ten (10) business days prior to the industry day that the organization is interested in attending.

The RFI closing date 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 RFP is published.

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

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

PART II: NATIONAL GUARD REQUIREMENT SOLUTION: BACKGROUND, OBJECTIVES, SECURITY REQUIREMENTS, OFFICIAL LANGUAGES AND ENGAGEMENT APPROACH

1. SOLUTION BACKGROUND

1.1 See Annex A for further information.

2. OBJECTIVE OF THIS RFI

2.1 This RFI is being issued with the objective of:

- 2.1.1. Consult industry to determine the number currently available suppliers that could perform the National Guard Services Requirement;
- 2.1.2. Seek information from industry on the price and delivery schedule of National Guard Services Requirement;
- 2.1.3. Provide information to assist the CBSA in developing their requirement and assist in the internal planning and approval process that may potentially lead to a future RFP.

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

3. SECURITY REQUIREMENTS

3.1 There are no security requirements associated with this RFI.

3.2 It is expected that any future procurement actions undertaken in support of the National Guard Services Requirement will require:

- a. PSPC – Canadian Industrial Security Directorate clearances of at least Enhanced Reliability for applicable staff and facilities, and
- b. CBSA, will conduct its own personnel Enhanced Reliability Status assessment on the Contractor's personnel, and
- c. Airport Restricted Access Identity Card (RAIC) Pass.

4. ENGAGEMENT APPROACH

4.1 Industry Engagement

The industry engagement process begins with this RFI and concludes when an official RFP or other competitive process is distributed to suppliers. As the CBSA is in the early options analysis stage of this procurement the Industry Engagement approach beyond Phase 2 is still in development. As such this RFI may be amended or extended to add another phase for further consultations accordingly.

Phase 1 - Initial Feedback from Industry

This RFI is posted on buyandsell.gc.ca, as a chance for industry to share with PSPC and the CBSA information on the current marketplace, available technology and supplier capabilities. Please refer to the specific questions addressed to industry in Part III.

To assist, a draft Statement of Work is available for pick up. The draft Statement of Work is a 'Protected B' document. Therefore, it will only be available for pick up by organizations and individuals that meet the minimum security requirement associated with the handling of 'Protected B' documents. Interested suppliers must contact the Contracting Authority to coordinate.

Phase 2- Subsequent Information Sessions with Industry

Industry Days: Industry Days are provided to present Industry representatives with information about the CBSA Program, an overview of the current business requirements, and its future objectives for the consultative engagement process.

Industry Days are intended to be open for allowing PSPC to communicate, with interested suppliers, provide its requirements at a high level, and to allow Industry to ask questions and seek information in order to gain a better understanding of the business needs of the CBSA.

Industry Day is scheduled as follows:

Date: March 20th, 2018

Time: 10:00 EST.

Location: 100 Metcalfe St. Ottawa, ON K1P 5M1

One-on-One Meetings: One-on-One meetings with interested suppliers will take place after industry day and March 21st and March 22nd. These meetings are intended to provide industry participants an opportunity to engage in an open dialogue with PSPC and CBSA on the solutions being sought. Organizations interested in participating in the one on one meetings must deliver their response to the questions in part III. These responses must be received by the Contracting Authority five (5) business days prior to the industry day.

Registration Process for Industry Day & One-on-One meetings

Interested suppliers must register for the Industry Day and One-on-One meetings by:

- a. Informing the Contracting Authority identified in section 2.7, and
- b. Submitting their organization's response to the questions in part 3,
- c. Completing steps (a) and (b), five (5) business days prior to the industry day that the organization is interested in attending.

PART III: QUESTIONS TO INDUSTRY

QUESTIONS TO INDUSTRY

1. Please clearly outline your organization's mandate and organizational structure.
2. Please clearly outline the spectrum of services that would be available through your organization.
3. Does your organization have the capability to either provide or acquire services from a third party to work in all five (5) specified regions (Quebec, Greater Toronto Area, Southern Ontario, Prairie and Pacific)?
4. Has your company ever previously provided its services for the Federal Public Service?
5. If yes, were there any challenges faced that are inherent to the public sector?
6. What relevant qualifications do your employees possess to ensure the effective delivery of the required services?
7. What type of training do you require security personnel employed by your company to possess?
8. Does your company have training space available for employees?
9. Where or who does your company use to acquire training?
10. Can your company customize training programs based on client requirements?
11. Does your company have more than one level of guard services available (i.e., basic, advanced, etc.)?
12. Can your company provide resources that are licensed and have completed a basic security guard training course?
13. Can your company provide resources that are licensed and have completed an advanced security guard training course?
14. Can your company provide resources that have completed a course in subject movement or control and defensive tactics?
15. How is your company able to deal with fluctuating resourcing levels?
16. How many of your current guard service employees have been employed by your company longer than twelve months?
17. Describe the performance measurement methods, compensation system and incentive programs to reward and retain competent employees.

18. Do your employees possess Restricted Area Identity Card (RAIC) security clearance granted by Transport Canada?
19. Does your company have, or can it acquire, passenger vehicles to be used for transportation purposes?
20. How would your company structure the payment for this service?
21. Does your company expect that a single contract for all regions would generate economies of scale that you would allow your firm lower the prices to Canada?
22. How would your company manage and provide these services on short notice (e.g., 24 hour notice)?
23. What is the best method to evaluate guard service companies?
24. Please provide any other relevant information relating to your organization's ability to meet the CBSA's requirements for guarding, transporting, and confirming departures.

ANNEX A: CONTEXT AND BACKGROUND OF THE REQUIREMENT

Context:

The Canada Border Services Agency (CBSA) is seeking feedback from industry with respect to the Agency's requirements for contracted guard services.

The CBSA currently uses contracted guard services at its three immigration holding centres (IHCs) for the care and control of its detained clients, as well as in other various regions to provide transportation services for its clients. Furthermore, contracted guard services are used to confirm the departure of persons who are both detained and released under the Immigration and Refugee Protection Act (IRPA).

The Contractor's security resources perform the following tasks on behalf of the CBSA:

1. Maintain custody and control of all clients and their luggage and personal effects (for example, money, jewellery), and keep clients safe and secure through regular observation, monitoring, engagement and intervention, when and where necessary;
2. Transport clients along with their luggage and personal effects to and from various locations within the region and across Canada; and,
3. Confirm client's departure from Canada. These clients are subject to a removal order or have withdrawn an application to enter Canada and have been issued an allowed to leave document under the IRPA. This includes clients who are under a detention order, clients who are released in the community and present themselves independently for removal, as well as clients held within the airport awaiting their flight to their country of origin.

Security services are required in five (5) of CBSA's operational regions: Quebec Region (QUE), Greater Toronto Area Region (GTAR), Southern Ontario Region (SOR), Prairie Region (PRA), and Pacific Region (PAC).

Background:

CBSA's Detention Program

Canada's IRPA stipulates who is inadmissible to Canada for a variety of reasons, including but not limited to: security threats (espionage, subversion, terrorism, threat to Canadians etc.), human or international rights violators, and criminals (including organized crime). Under the IRPA, the CBSA has the authority to arrest, detain and remove permanent residents and foreign nationals who are found to be inadmissible to Canada.

The CBSA is the sole immigration detention authority, and as such, is responsible for the care and control of immigration detainees. Detention typically occurs at the beginning of the enforcement continuum but may also occur at the end of the continuum. Persons are only detained when grounds for detention exist and no alternatives are available that might mitigate the risk posed by the individual if released.

When making detention decisions, CBSA officers are guided by the IRPA and its regulations, as well as by the CBSA's detention policies and procedures for detention. Every decision must be assessed on its own merits, and officers must always consider the impact releasing someone into the community would have on the safety of Canadians, or the integrity of the immigration continuum.

Detention can occur when:

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

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

CBSA Removals Program

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

Any foreign national who is inadmissible to Canada may be subject to an inadmissibility report, written by either a Border Services Officer (BSO) at a point of entry (POE), or an Inland Enforcement Officer (IEO) if the client has entered Canada. Depending on the particular inadmissibility, a decision as to whether or not to issue a removal order will be made by a reviewing officer acting under the delegated authority of the Minister, or by the IRB.

The IRPA states that clients under an enforceable removal order must be removed as soon as possible. Once a client is removal ready, an interview is convened to ensure that a travel document is available. Travel arrangements are made and can range from driving a client to the Canada-United States (US) border, to chartering a plane when a client cannot be removed via commercial airliner. Decisions are made on whether the person needs to be escorted and what routing to take. If the routing requires transit in a third country, the authorities in the transiting country need to be notified. Once removal arrangements have been made, the individual is ready for removal from Canada. All clients who depart Canada voluntarily or who are removed must have their departure or removal confirmed by a delegated official under the IRPA. In many cases, this authority has been delegated to security guards contracted by the CBSA who perform the function of departure confirmation. A departure is confirmed once the client has boarded the plane, and the official watches the plane depart the gate; or, once the client has entered the US through a land border. In both instances, the departure is acknowledged officially on the Confirmation of Departure form by the security guard, signed and dated and submitted to a CBSA officer for processing.

CBSA Clientele

The CBSA categorizes its clientele as detained or non-detained. Clients who do not require detention are released from CBSA custody into the community, and may be required to report back to the CBSA at a future date for their subsequent removal (where legislatively warranted). Persons under examination at the POE may also be considered non-detained clients. The Contractor will be liaising with clients that fall under both the detained and non-detained category, depending on the task being performed.

When a client is detained, the CBSA performs a comprehensive risk assessment of each client subject to detention in order to determine the placement of the client to an Immigration Holding Centre (IHC) or a provincial correctional facility, as appropriate. Any client assessed to be a public safety risk or with significant behavioural or medical issues may be detained in a more secure facility, such as a provincial correctional facility. The CBSA maintains the authority to determine the placement of clients once the detention decision has been made.

CBSA clientele are comprised of five (5) distinct groups, and references are made throughout this document to these groups as follows:

- a) Male Adults;
- b) Female Adults;
- c) Families - A family is defined as one (1) female adult or one (1) male adult with dependent minor-aged children. These dependent minors may be either male or female, and are accompanying their parent(s) or a guardian residing at the IHC. The accompanied minor(s) may or may not have been referred for detention themselves;
- d) Unaccompanied Minors – An unaccompanied minor is defined as a male or female dependant minor-aged child not accompanied by either a parent or guardian; and,
- e) Other – In some instances an individual may be classified as a vulnerable population (pregnant, elderly, mental health concern, etc.) or who are not gender or sexually conforming (transgendered, transsexual, intersex, two-spirit, etc.). Special considerations for placement of these clients in CBSA facilities will be made on a case-by-case basis, as necessary.

All clients admitted to CBSA facilities are classified according to varying risk profiles. Risk level and placement within facilities will be based according to CBSA Post Orders and Standard Operating Procedures (POSOPs).

CBSA Locations

Quebec Region (QUE)

The QUE Region is comprised of the province of Quebec. The CBSA operates an IHC in the Quebec Region, located in Laval. The CBSA also requires guard services at two (2) satellite offices.

The current complement of required guards for this region is approximately 163 guard personnel.

Greater Toronto Area Region (GTAR)

The GTAR Region is comprised of the areas surrounding Toronto, including Mississauga, Scarborough, Hamilton, Barrie, Parry Sound, Owen Sound, Oshawa, London, Windsor, and surrounding communities. The CBSA operates an IHC in GTAR, located in Etobicoke .

The current complement of required guards for this region is approximately 162 guard personnel.

Southern Ontario Region (SOR)

The SOR is comprised of the cities of Windsor, Sarnia, London, Fort Erie and Niagara Falls, and their surrounding communities.

The current complement of required guards for this region is approximately 7 guard personnel.

Prairie Region (PRA)

The PRA Region is comprised of Alberta, Manitoba and Saskatchewan. The CBSA operates two (2) permanent locations located in Calgary and Edmonton, and on occasion requires services in Winnipeg, Saskatoon and Regina.

The current complement of required guards for this region is approximately 13 guard personnel.

Pacific Region (PAC)

The PAC Region is comprised of British Columbia. CBSA operates an immigration holding centre (IHC) in the Pacific Region, which is located in Vancouver.

The current complement of required guards for this region is approximately 28 guard personnel.

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

The CBSA is seeking input from service providers that are able to offer guard services within Canada for CBSA's national guard requirement.

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

1. Guarding (Care and Control of Clients)

Provide cell block monitoring services for detained individuals at Immigration Holding Centres (IHCs), and various other CBSA cell block sites and offices.

2. Transportation

Manage and provide the safe and secure transportation of CBSA clientele and their personal effects within regions. This would include transportation to and from provincial or federal detention facilities and other institutions, CBSA offices, medical facilities and hospitals, embassies or consulates, police stations or detachments, POEs including international airports, land border points, IRB sites, or other destinations as required.

Interprovincial transport of CBSA clientele and their belongings may be required by the CBSA at any time. Vehicles to transport persons of all ages and physical limitations, including the movement of baggage or personal effects are required.

3. Detained Client Departure Verification

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

4. Non-Detained Client Departure Verification

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

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