



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

**Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC**

**11 Laurier St./11, rue Laurier**

**Place du Portage, Phase III**

**Core 0B2 / Noyau 0B2**

**Gatineau**

**Québec**

**K1A 0S5**

**Bid Fax: (819) 997-9776**

**REQUEST FOR PROPOSAL  
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government  
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services  
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Comments - Commentaires**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du**

**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Communication Procurement Directorate/Direction de  
l'approvisionnement en communication

360 Albert St./ 360, rue Albert

12th Floor / 12ième étage

Ottawa

Ontario

K1A 0S5

<b>Title - Sujet</b> Security Printing	
<b>Solicitation No. - N° de l'invitation</b> A0334-174620/B	<b>Date</b> 2019-07-07
<b>Client Reference No. - N° de référence du client</b> A0334-174620	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$CW-010-77442	
<b>File No. - N° de dossier</b> cw010.A0334-174620	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2019-08-09</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Gagné, Kathleen	<b>Buyer Id - Id de l'acheteur</b> cw010
<b>Telephone No. - N° de téléphone</b> (613) 990-9189 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> See herein	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

**THERE IS A SECURITY REQUIREMENT ASSOCIATED WITH THIS REQUIREMENT**

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A0334-174620/B  
Client Ref. No. - N° de réf. du client  
A0334-174620

Amd. No. - N° de la modif.  
File No. - N° du dossier  
CW010.A0334-174620

Buyer ID - Id de l'acheteur  
CW010  
CCC No./N° CCC - FMS No./N° VME

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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 Work, the Basis of Payment, Security Requirements, the Security Requirements Checklist, the Task Authorization Form 572, the Electronic Payment Instruments, the Federal Contractors Program for Employment Equity – Certification, Additional Information, and the Evaluation criteria.

### 1.2 Summary

The Secure Certificate of Indian Status (SCIS), also known as the Status Card, is a secure identity document issued by Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC) to confirm that the cardholder is registered in accordance with the requirements of the Indian Act. The SCIS is provided to assist registered individuals in accessing a wide range of entitlements, programs and services and has also historically been accepted as identification at Canada-US land and marine border crossing locations.

CIRNAC requires the services of a contractor to provide the manufacturing, personalization, distribution, inventory, quality control, and any possible future redesign of the SCIS card that meets the requirements defined in the Annex "A" Statement of Work and this requirement over the term of the Contract. For security reasons, CIRNAC requires that the printing of the card and the personalization process both take place in a facility (or facilities) located in Canada.

The period of the Contract is for a period of five (5) years with three (3) option periods of one (1) year each.

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 of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website".

The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA).

The requirement is limited to Canadian services.

Comprehensive Land Claims Agreement(s) (CLCAs) are applicable to this procurement.

The Federal Contractors Program (FCP) for employment equity applies to this procurement; refer to Part 5 – Certifications and Additional Information, Part 7 - Resulting Contract Clauses and the annex titled Federal Contractors Program for Employment Equity - Certification.

This bid solicitation allows bidders to use the epost Connect service provided by Canada Post Corporation to transmit their bid electronically. Bidders must refer to Part 2 entitled Bidder Instructions, and Part 3 entitled Bid Preparation Instructions, of the bid solicitation, for further information.

The Phased Bid Compliance Process applies to this requirement.

### **1.3 Conflict of Interest**

Canada has employed the assistance of private sector contractors in the preparation of this solicitation. Responses to this solicitation from any such contractor or with respect to which such contractor is in any manner directly or indirectly involved will be deemed to be in conflict of interest (real or perceived) and will not be considered.

### **1.4 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 will be in writing.

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## 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>) 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 (2019-03-04) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days  
Insert: 120 days

### 2.2 Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated in the bid solicitation.

Note: For bidders choosing to submit using epost Connect for bids closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

[tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca)

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions 2003, or to send bids through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

Telephone : (819) 956-3370

**Due to the nature of the Request for Proposal, transmission of offers by facsimile to PWGSC will 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.

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## 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 ([Kathleen.gagne@tpsgc-pwgsc.gc.ca](mailto:Kathleen.gagne@tpsgc-pwgsc.gc.ca) and [TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca)) no later than ten (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 fifteen (15) calendar days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

## 2.7 Basis for Canada's Ownership of Intellectual Property

CIRNAC has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, for the following reasons, as set out in the [Policy on Title to Intellectual Property Arising Under Crown Procurement Contracts](#)

- *the Intellectual Property in Foreground Information consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software;*



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## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

#### 3.1.a epost Connect service

- If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

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 copies of its bid using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

#### 3.1.b USB Key

- If the Bidder chooses to submit its bid on a USB Key, Canada requests that the Bidder submits its bid in separately bound sections as follows:

Section I: Technical Offer (1 paper copy and/or 1 electronic copy on a USB Key\*)  
Section II: Financial Offer (1 paper copy and 1 electronic copy in Excel format on a USB Key\*)  
Section III: Certifications (1 paper copy and/or 1 electronic copy on a USB Key\*)  
Section IV: Additional Information (1 paper copy and 1 electronic copy on a USB Key\*)

*\*All the Sections may be saved on the same USB Key as long as each section is a separate file.*

- If there is a discrepancy between the wording of the electronic copy on electronic media (on USB Key) and the paper copy, the wording of the paper copy will have priority over the wording of the electronic copy on the USB Key.

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

**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 hard copy 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](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). 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**

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.

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.

## **Section II: Financial Bid**

**3.1.1** Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B".

### **3.1.2 Electronic Payment of Invoices – Bid**

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "E" Electronic Payment Instruments, to identify which ones are accepted.

If Annex "E" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

## **Section III: Certifications**

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

## **Section IV: Additional Information**

### **3.1.3 Bidder's Proposed Sites or Premises Requiring Safeguarding Measures**

**3.1.3.1** 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

**3.1.3.2** 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.

**3.1.4** Bidders must submit the additional information required in Annex "G".

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## **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.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.
- (c) Canada will use the Phased Bid Compliance Process described below.

#### **4.1.1 Technical Evaluation - Phased Bid Compliance Process**

##### **4.1.1.1 General**

- a) Canada is conducting the Phased Bid Compliance Process (PBCP) described below for this requirement.
- b) Notwithstanding any review by Canada at Phase I or II of the Phased Bid Compliance Process, 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 IN PHASE I AND II OF THIS PHASED BID COMPLIANCE PROCESS ARE PRELIMINARY AND DO NOT PRECLUDE A FINDING IN PHASE III 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 DEFINED 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) Without prejudice to its other rights, Canada shall have the right, in its absolute discretion, but shall not be obliged, to request and accept any time, before or after the solicitation closing date, and consider as part of the Bid, any document and materials from Bidders to clarify the Bid or to correct deficiencies or errors in the Bid that are not significant in Canada's absolute discretion, including all matters of form or error in computation or failure to confirm by signing or similarly verifying acceptance. 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.
- d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2018-05-22) 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.

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#### 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 Phased Bid Compliance Process. Mandatory technical criteria that are not identified in the solicitation as being subject to the Phased Bid Compliance Process, 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

Mandatory technical evaluation criteria are included in Annex "H".

The Phased Bid Compliance Process will apply only to mandatory technical criteria identified by the superscript <sup>(PB)</sup>. Mandatory technical criteria not identified by the superscript <sup>(PB)</sup> will not be subject to the Phased Bid Compliance Process.

Mandatory requirement	M.1 <sup>(PB)</sup>
Mandatory requirement	M.2 <sup>(PB)</sup>

Proposals submitted by bidders must meet all the mandatory technical criteria of the Request for Proposal (RFP). No further consideration will be given to proposals not meeting all of the mandatory criteria.

To meet the requirement described herein, the experience of the Bidder must be work for which the Bidder was under contract to clients. In the case of a joint venture, the combined experience of the parties forming the joint venture will be considered in the evaluation of the experience of the Bidder.

Listing experience without providing any supporting data to describe where and how such experience was obtained will result in the experience not being included for evaluation purposes.

The following definitions apply for the purposes of the Mandatory Criteria:

**"External client(s)"** means clients exterior to the Bidder's own legal entity (or joint venture partnership) and excludes the parent, subsidiaries or other affiliates of the Bidder.

**"Internal client(s)"** means clients within the Bidder's own legal entity (or joint venture partnership) and includes the parent, subsidiaries and other affiliates of the Bidder.

PROPOSALS NOT MEETING ALL OF THE MANDATORY REQUIREMENTS WILL NOT BE EVALUATED FURTHER AND WILL NOT BE GIVEN FURTHER CONSIDERATION.

#### 4.1.1.2 Point Rated Technical Criteria

Point Rated technical evaluation criteria are included in Annex "H".

Only those proposals which first meet the Mandatory Requirements will be considered in the second stage of the evaluation, the Technical Evaluation.

To be considered responsive, a proposal must obtain the required minimum points for each of the criteria which are subject to point rating (R.1 – R.7) **and** an overall passing mark of 70 percent of the points for the technical evaluation criteria which are subject to point rating.

The Phased Bid Compliance Process will apply only to mandatory technical criteria identified by the superscript <sup>(PB)</sup>. Point Rated Technical not identified by the superscript <sup>(PB)</sup> will not be subject to the Phased Bid Compliance Process.

Point rated requirement	R.1 <sup>(PB)</sup>
Point rated requirement	R.2 <sup>(PB)</sup>
Point rated requirement	R.3 <sup>(PB)</sup>
Point rated requirement	R.4 <sup>(PB)</sup>
Point rated requirement	R.5 <sup>(PB)</sup>
Point rated requirement	R.6 <sup>(PB)</sup>
Point rated requirement	R.7 <sup>(PB)</sup>

#### 4.1.3 Financial Evaluation

The prices requested in the Annex "B" Basis of Payment of this Request for Proposal will be multiplied by the corresponding quantities for evaluation and then added to determine the "Total Evaluated Price".

##### 4.1.3.1 Calculation of Total Evaluated Bid Price (EBP)

Calculation of Total Evaluated Bid price (EBP) will be based on the prices and hourly rates proposed by bidders in accordance with the Annex "B" Basis of Payment.

Bidder's Proposed Price	Units/Days	Bid Price
<b>Personalized Secure Certificate of Indian Status (SCIS) and SCIS Training Guide</b>		
\$_____ per Personalized Secure Certificate of Indian Status (SCIS)	200,000 cards	\$
\$_____ per SCIS Training Guide	2,000 copies	\$
\$_____ Per hour for Card Design Change	200 hours	\$
<b>Optional Design change Elements:</b>		
<b>Additional Price for Complex Clear Primary Window :</b> \$_____ per Personalized Secure Certificate of Indian Status (SCIS)	40,000 cards	\$



Solicitation No. - N° de l'invitation  
A0334-174620/B  
Client Ref. No. - N° de réf. du client  
A0334-174620

Amd. No. - N° de la modif.  
File No. - N° du dossier  
CW010.A0334-174620

Buyer ID - Id de l'acheteur  
CW010  
CCC No./N° CCC - FMS No./N° VME

<b>Additional Price for Satellite Window:</b> \$_____ per Personalized Secure Certificate of Indian Status (SCIS)	<b>40,000 cards</b>	<b>\$</b>
<b>Additional Price for Static Embossing</b> <b>(face of card)</b> \$_____ per Personalized Secure Certificate of Indian Status (SCIS)	<b>40,000 cards</b>	<b>\$</b>
<b>Total Evaluated Bid Price</b>		<b>\$</b>

Bidders should note that the number of cards, number of copies of SCIS Training Guide and the number of days used in the above EBP calculation are for bid evaluation purpose only. Those numbers do not reflect or represent the actual or anticipated number of cards and required number of days for professional services under the resulting Contract.

#### **4.1.3.1 Mandatory Financial Criteria**

The price of the bid will be evaluated in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded, FOB destination, Canadian customs duties and excise taxes included.

#### **4.2 Basis of Selection**

1. To be declared responsive, a bid must:
    - a. comply with all the requirements of the bid solicitation;
    - b. meet all mandatory technical evaluation criteria; and
    - c. obtain the required minimum points for the technical evaluation criteria which are subject to point rating.
  2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.
- 4.2.1 In the event of a tie score, (where two bids achieve the lowest price per point), the proposal with the highest number of points, will be recommended for contract award.



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## 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 website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

### 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 property agreement of the Ineligibility and Suspension Policy (<http://www.tpsgc-pwgsc.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 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 Canadian Content Certification**

This procurement is limited to Canadian services. The Bidder certifies that:

( ) the services offered are Canadian services as defined in paragraph 2 of clause A3050T.

**5.2.3.1.1** *SACC Manual* clause A3050T (2014-11-27) Canadian Content Definition.

#### **5.2.3.2 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

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## PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

### 6.1 Security Requirements

6.1.1. **At the date of bid closing**, 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's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
- (d) the Bidder must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.

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

- (e) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites\*;

\* The Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to comply with the request of the Contracting Authority and to provide the certifications within the time frame provided will render the bid non-responsive

2. For additional information on security requirements, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

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## PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

### 7.1 Statement of Work

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

#### 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 "A" and Annex "B" 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 – SCIS and Redesign Change/Modifications if required

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

1. The Project Authority will provide the Contractor with a description of the task using the Task Authorization form specified in Annex "D".
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 method of payment as specified in the Contract.
3. The Contractor must provide the Project Authority, within ten (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 PWGSC 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.

##### 7.1.2.2 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>) issued by Public Works and Government Services Canada.

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### 7.2.1 General Conditions

2030 (2018-06-21), General Conditions - Higher Complexity - Goods, apply to and form part of the Contract.

### 7.2.2 Supplemental General Conditions

4007 (2010-08-16), Supplemental General Conditions - Canada to Own Intellectual Property Rights in Foreground Information apply to and form part of the Contract.

### 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.

#### **SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE No A0334-17-4620**

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Facility Security Clearance at the level of SECRET, with approved Document Safeguarding and Production Capabilities at the level of PROTECTED B, issued by the Contract Security Program (CSP) of the Industrial Security Sector (ISS), Public Works and Government Services (PWGSC).
2. The Contractor/Offeror personnel requiring access to CLASSIFIED/PROTECTED information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of SECRET, granted or approved by the CSP/ISS/PWGSC.
3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store any sensitive PROTECTED information until the CSP/ISS/PWGSC has issued written approval. After approval has been granted, these tasks may be performed at the level of PROTECTED B, and an IT Link at the level of PROTECTED B.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP/ISS/PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
  - a. Security Requirements Check List, attached at Annex "C"
  - b. Industrial Security Manual (Latest Edition).

### 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 from contract award date to \_\_\_\_\_ inclusive.

### **7.4.2 Delivery Date**

The deliverables must be received in accordance with the Statement of Work at Annex "A".

### **7.4.3 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 30 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.

### **7.4.4 Comprehensive Land Claims Agreements (CLCAs)**

The Contract is subject to Comprehensive Land Claims Agreement(s):

### **7.4.5 Delivery Points**

Delivery of the requirement will be made to delivery points specified at Annex "A" of the Contract.

## **7.5 Authorities**

The Contracting Authority for the Contract is:

Kathleen Gagné (or Designated representative)  
Public Works and Government Services Canada  
Acquisitions Branch  
Communication Procurement Directorate  
360 Albert Street, Ottawa, Ontario  
K1A 0S5

Telephone: 613-990-9189

E-mail address: [Kathleen.gagne@tpsgc-pwgsc.gc.ca](mailto:Kathleen.gagne@tpsgc-pwgsc.gc.ca)  
and [TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.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 Project Authority

The Project Authority for the Contract is: *(to be identified in any resulting contract)*.

Name:	
Title:	
Organization:	
Address:	

Telephone:	
Facsimile:	
E-mail address:	

In its absence, the Project Authority is:

Name:	
Title:	
Organization:	
Address:	

Telephone:	
Facsimile:	
E-mail address:	

The Project Authority 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 Project Authority; however, the Project 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

Primary Contact		Replacement	
Name:		Name:	
Telephone:		Telephone:	
Facsimile:		Facsimile:	
E-mail :		E-mail :	

### 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.

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## **7.7 Payment**

### **7.7.1 Basis of Payment**

In consideration of the Contractor satisfactorily completing all of its obligations under each Work Request, the Contractor will be paid firm unit prices, as specified in Annex "B" Basis of Payment, applicable taxes extra.

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 Contracting Authority before their incorporation into the Work.

#### **7.7.1.2 Delivery/Mailing Charges:**

The Contractor will prepay the delivery/ mailing charges. The Contractor will be reimbursed for the delivery/ mailing charges reasonably and properly incurred in the performance of the Work. These the delivery/ mailing charges will be paid at actual cost without markup, upon submission of an itemized statement supported by receipt vouchers.

#### **7.7.1.3 Basis of payment: Individual task authorizations – Design Change**

The Contractor will be paid for the Work specified in the authorized task authorization, in accordance with the Basis of payment at Annex "B".

Canada's liability to the Contractor under the authorized task authorization must not exceed the limitation of expenditure specified in the authorized task authorization. Custom duties are included, and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized task authorization 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 authorized, in writing, by the Contracting Authority before their incorporation into the Work.

### **7.7.2 Limitation of Expenditure**

1. Canada's total liability to the Contractor under the Contract must not exceed \$\_\_\_\_\_. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.
2. No increase in the total liability of Canada or in the price of the Work 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 Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - a. when it is 75 percent committed, or
  - b. four (4) months before the contract expiry date, or
  - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.



### **7.7.3 Monthly Payments**

Payment by Canada to the Contractor for the Work shall be made in accordance with SACC Manual clause H1008C (2008-05-12) Monthly Payments.

### **7.7.4 SACC Manual Clauses**

A9117C (2007-11-30) – T1204 – Direct Request by Customer Department

### **7.7.5 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)

### **7.7.6 Discretionary Audit**

C0101C (2010-01-11) Discretionary Audit

## **7.8 Invoicing Instructions**

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. The Contractor must prepay transportation costs. Prepaid transportation costs must be shown as a separate item on the invoice, supported by a certified copy of the prepaid transportation bill of lading.
3. Invoices must be distributed as follows:
  - 3.1 At the beginning of the month, the Contractor must send an invoice for all Cards produced and shipped during the previous month only. (Example: October 1st – October 31st, billing exclusively for this month).

At a minimum, monthly invoices must show:

- On-going operations section: includes day to day production and distribution, with associated costs as applicable
- Number of Cards personalized
- Number of Cards mailed to individuals by Canada Post/Xpress Post and cost of postage
- Number of Cards and packages shipped to "Pick-Up – Application Centres" with related shipping costs

### 3.2 Special Requirements Invoice(s)

At a minimum, Special Requirements invoices must show any adhoc charges not directly related to the daily production and distribution of Cards such as:

- Destruction of materials beyond those required by section A.12 of the Annex "A" Statement of Work
- minor modifications to the card design and/or card redesign;

The Contractor will be paid for these items based on the hourly rates in Annex "B" Basis of Payment.

### 3.3 Invoices must be forwarded to the following authorities:

- a) One (1) copy must be forwarded to the Project Authority identified under the section entitled "Authorities" of the Contract for certification and payment.

E-mail : (to be identified in any resulting contract).

- b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

E-mail: [Kathleen.gagne@tpsgc-pwgsc.gc.ca](mailto:Kathleen.gagne@tpsgc-pwgsc.gc.ca) and  
[TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca)

## 7.9 Certifications and Additional Information

### 7.9.1 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.

### 7.9.2 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.

### 7.9.3 SACC Manual Clauses

SACC Manual Clause A3060C (2008-05-12) Canadian Content Certification

## 7.10 Applicable Laws

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

## 7.11 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;
- (b) the supplemental general conditions 4007 (2010-08-16), Supplemental General Conditions - Canada to Own Intellectual Property Rights in Foreground Information;
- (c) the general conditions 2030 (2018-06-21), General Conditions - Higher Complexity - Goods
- (d) Annex "A", Statement of Work;
- (e) Annex "B", Basis of Payment;
- (f) Annex "C", Security Requirements Check List;
- (g) the signed Task Authorizations (including all of its annexes, if any);
- (g) the Contractor's bid dated \_\_\_\_\_.

## 7.12 Insurance

*SACC Manual* clause G1005C (2016-01-28) Insurance- No Specific Requirement

## 7.13 Handling of Personal Information

The Contractor acknowledges that Canada is bound by the Privacy Act, R.S., 1985, c. P-21, with respect to the protection of personal information as defined in the Act. The Contractor must keep private and confidential any such personal information collected, created or handled by the Contractor under the Contract, and must not use, copy, disclose, dispose of or destroy such personal information except in accordance with this clause and the delivery provisions of the Contract.

All such personal information is the property of Canada, and the Contractor has no right in or to that information. The Contractor must deliver to Canada all such personal information in whatever form, including all working papers, notes, memoranda, reports, data in machine-readable format or otherwise, and documentation which have been made or obtained in relation to the Contract, upon the completion or termination of the Contract, or at such earlier time as Canada may request. Upon delivery of the personal information to Canada, the Contractor will have no right to retain that information in any form and must ensure that no record of the personal information remains in the Contractor's possession.

## 7.14 SACC Manual Clauses

### 7.14.1 Inspection and Acceptance

The Technical Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

## ANNEX "A"

### STATEMENT OF WORK

**TITLE:** CENTRALIZED SECURE CERTIFICATE OF INDIAN STATUS (SCIS) NATIONAL PRINT  
CENTRE (NPC) CONTRACT

#### A.1 TABLE OF ACROYNMS

Acronym	Title
CIS	Certificate of Indian Status
CIRNAC	Department of Crown-Indigenous Relations and Northern Affairs Canada
FOB	Free On Board
ICAO	International Civil Aviation Organization
ID	Identification Document
IEC	International Electrotechnical Commission
INAC	Indigenous and Northern Affairs Canada
IM	Information Management
INCITS	International Committee for Information Technology Standards
IRA	Indian Registry Administrator
IRS	Indian Registration System
ISO	International Organization for Standardization
IT	Information Technology
MRTD	Machine Readable Travel Documents
MRZ	Machine Readable Zone
SCIS	Secure Certificate of Indian Status
SOW	Statement of Work
UV	Ultraviolet

#### A.2 BACKGROUND

##### A.2.1. General Information

The Certificate of Indian Status (CIS) also known as the Status Card and the Secure Certificate of Indian Status (SCIS) also known as the Secure Status Card, are identity documents issued by Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC) to confirm that the cardholder is registered as an Indian under the *Indian Act*. The CIS and the SCIS cards are provided to assist registered Indians in accessing a wide range of entitlements, programs and services and has also historically been accepted as identification at Canada-US land and marine border crossing locations.

##### A.2.2. Certificate of Indian Status

###### A.2.2.1 CIS Service

The core of the CIS service is the Indian Registration System (IRS). The IRS is a modern and secure web-based system operated and maintained by CIRNAC, which contains database records of all Status Indians. CIS are issued by Indian Registration Administrator (IRA) at the band offices.

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### **A.2.2.2 SCIS Service - Background**

First issued in 1956, the Certificate of Indian Status (CIS) is a paper laminated or plastic identity document issued for administrative reasons by the Canada to confirm that the cardholder is registered as a Status Indian under the Indian Act. The Status card is documentary evidence to facilitate access to wide range of services and benefits administered by federal and provincial governments and other private sector program and service providers.

In 2006, it was determined that the CIS lacked reliability and was increasingly vulnerable to fraud. Work was initiated to address the need for increased security features on the Status cards to reduce the risks of identity theft and forgery. As a result, the Secure Certificate of Indian Status (SCIS) was developed.

The SCIS card was nationally implemented by Canada in 2009 meeting many federal and international standards for personal identification documents.

Over 240,000 SCIS cards have been produced since 2009, representing an average of 40,000 per year. Based on previous volumes and the current number of registered individuals, the anticipated demand for the next 5 years is expected to be approximately 200,000. This estimate could grow to 700,000 should Canada decide to make changes to the production and distribution of the SCIS cards.

### **A.2.2.3 Current SCIS Service**

The production and personalization of the SCIS is completed at the Contractor's facility(ies). The completed cards are then shipped either directly to the applicants or to the noted 'Pick-Up Location' Application Centre for activation and distribution to the cardholders.

The current SCIS, or secure status card, issued centrally by CIRNAC, has a number of security features:

- laser-engraved information burned directly into the card
- raised letters and numbers on the surface
- patterns of extremely fine lines not easily scanned or copied
- ultra-violet imaging and printing visible with special equipment
- secondary photo image of the cardholder visible from both sides
- toll-free number to call to confirm card is valid
- machine-readable zone to facilitate Canada–U.S. land and marine border crossing

For more information, please consult the following link: <https://www.aadnc-aandc.gc.ca/eng/1100100032424/1100100032428>

The SCIS must be produced ensuring that CIRNAC meets all required federal and international standards for personal identification documents.

CIRNAC continues to seek improvement for its business processes and making better use of technology to detect and deter attempts at identity theft while ensuring the integrity of the SCIS.

## **A.3 OBJECTIVE**

The objective is for one (1) Contractor to provide the production, personalization, distribution, inventory and quality control of the SCIS card that meets the requirements defined in this Statement of Work and to provide any possible design modifications to the SCIS card (if required) over the term of the Contract.

For security reasons, the Contractor must produce personalized SCIS in a highly secure production site in accordance with the technical and security requirements specified in this document. The Contractor's

facilities and all SCIS and associated information must be located, remain stored and maintained, in Canada.

#### A.4 REFERENCE DOCUMENTS

For information on ISO standards, access the following:  
<http://www.iso.org/iso/home.htm>

For information on ICAO standards, access the following:  
<http://www.icao.int/>

For information on INCITS standards, access the following:  
<http://www.incits.org/>

The Privacy Commissioner oversees compliance with the Access to Information and Privacy Act (ATIP) and the Personal Information Protection and Electronics Documents Act (PIPEDA).  
For further information, access the PC Website at:  
<https://www.priv.gc.ca/en/>

The Contractor must adhere to all security measures as defined and revised by the Government Of Canada as referenced in:  
<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12328>  
and the CISD manual located at:  
<https://www.tpsgc-pwgsc.gc.ca/esc-src/msi-ism/index-eng.html>

#### A.5 OVERVIEW OF REQUIREMENTS

This Statement of Work (SOW) defines the objectives and deliverables associated with the CIRNAC service requirements for the issuance of the secure SCIS.

The Contractor must provide a SCIS card solution that continues to enable CIRNAC to issue cards compatible with the latest International Organization for Standardization (ISO) and International Civil Aviation Organization (ICAO) standards and specifications. In all instances where ISO or ICAO standards or specifications are referenced throughout this document, the reference is understood to be the Latest Edition of the standard or specification.

The Contractor is solely responsible for the supply of all goods and services required to complete the requirements described in this SOW. These include, but are not necessarily limited to:

1. Consultation and redesign services related to the SCIS if required;
2. Provision of a secure production site with all equipment, personnel and systems required for a complete turnkey solution within ten (10) weeks of Contract award;
3. Warehouse and inventory management of all components required to maintain uninterrupted production and distribution of the SCIS card (including the management of all sub-contractors for the supply of the required components);
4. IM/IT infrastructure required for interfacing with CIRNAC systems, accepting and processing cardholder data, managing card production and inventory, mailing and shipping and completing all reporting functions as required;
5. Card production incorporating multiple security printing and production processes as specified in the approved SCIS card design (currently dated to be provided at Contract award);
6. Card personalization including information and a photograph;
7. Protection of personal information and data\*;

8. Ensuring that all security requirements of the Contract are adhered to;
9. Establishing and maintaining a Quality Assurance (QA) program covering the complete workflow required to produce the SCIS cards; and
10. Ensuring that all serialized numbers associated with a SCIS card are accurately linked and managed during the entire production and reporting process over the period of the Contract.

**\*Protection of Personal Information\*\* and Data Security of personal data is of utmost importance. Any SCIS issuance system must comply with the requirements for the protection of personal information and data as specified in the Contract as well as policies and guidelines of CIRNAC, the Government of Canada, and all other applicable privacy laws enacted by the federal government. The Contractor will be required to report annually that they are adhering to all requirements and policies to protect personal information/data.**

**In accordance with the requirements for the protection of personal information and data as specified in the Contract, the Contractor must ensure that all personal information and data remains within Canada.**

**\*\* "Personal Information" means information about an individual, including the types of information specifically described in the Privacy Act, R.S. 1985, c. P-21.**

## **A.6 PROGRAM MANAGEMENT: ROLES AND RESPONSIBILITIES**

### **A.6.1 The Contractor must be responsible for:**

- a) Providing system integration implementation and support services based on the provision of specific input activities (tasks/work required). Confirmation of the exact communication and structure architecture will be provided upon Contract award;
- b) Producing, maintaining and storing blank SCIS card stock and personalized SCIS until mail-out in accordance with this SOW in a highly secured facility ensuring inventory control;
- c) Providing a two (2) page, double-sided, laminated training guide detailing all Level One (1) security features of the finalized SCIS;
- d) Preparing work plans, regular status, progress and other reports as requested by the CIRNAC Project Authority or designate as specified under this SOW;
- e) Establishing and maintaining records and inventory controls of blank SCIS card stock;
- f) Maintaining a backup inventory at all times of blank SCIS card stock to ensure availability for a three (3) month production run;
- g) Distributing personalized SCIS directly to applicants;
- h) Distributing personalized SCIS to Application Centres as FOB Destination as directed by CIRNAC; and
- i) Naming a Project Manager who is responsible and accountable for ensuring the integrity, security and privacy of all personal information that may be temporarily housed at the Contractor's facility or facilities for the purposes of card production. The named Project Manager must possess expertise in and oversee the privacy and security policies and procedures in the Contractor's facility or facilities adhering to privacy legislation, regulation standards and best practices. The Contractor must provide the Senior Executive's name and title to CIRNAC fourteen (14) business days prior to operational implementation.

**A.6.2 CIRNAC will be responsible for:**

- a) Providing all detailed card design specifications within ten (10) business days from the date of Contract award;
- b) Maintaining and operating the IRS and system interface capabilities in order for the Contractor to receive card requests, etc;
- c) Ordering produced and personalized SCIS for delivery to the Application Centres;
- d) Periodically inspecting and auditing both blank SCIS card stock inventory and personalized SCIS production runs; and
- e) Accepting delivery of the personalized SCIS when the delivery to Application Centres is requested by CIRNAC.

**A.6.3 Management and Administration:**

The Contractor must:

- a) Implement administrative, management, security and accountability structures, and procedures;
- b) Establish and maintain performance measurement and quality control plans; and
- c) Develop and implement appropriate security management and control, record keeping and reporting processes.

Project Management meetings must be held quarterly or as requested between the Contractor and the CIRNAC Project Authority to discuss issues and concerns and determine resolutions.

**A.6.4 Systems Development and Integration:**

For all systems development and integration work to be carried out under this Contract, the Contractor must provide a comprehensive description of the methodology to be followed in the development and/or integration of any software and/or hardware.

Development must include, but not be limited to:

- a) Card Inspection Quality Control Sub-system;
- b) Software Development Plan including schedule, cards delivery tracking and global audit approach, component descriptions;
- c) Information Management Security Plan;

**A.6.5 Security:**

Contractor must handle the blank SCIS card stock in a secure manner at all times.

The Contractor must comply with CIISD's Industrial Security Manual's Facility Security Clearance to Secret with Document Safeguarding Capability and Secure Processing. This manual is located at: <https://www.tpsgc-pwgsc.gc.ca/esc-src/msi-ism/index-eng.html>



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#### **A.6.5.1 Protection and Security of Data Stored in Databases**

1. The Contractor must ensure that all the databases containing any information related to the Work are located in Canada
2. The Contractor must control access to all databases on which any data relating to the Contract is stored so that only individuals with the appropriate security clearance are able to access the database, either by using a password or other form of access control (such as biometric controls).
3. The Contractor must ensure that all databases on which any data relating to the Contract is stored are physically and logically independent (meaning there is no direct or indirect connection of any kind) from all other databases, unless those databases are located in Canada and otherwise meet the requirements of this article.
4. The Contractor must ensure that all data relating to the Contract is processed only in Canada.
5. The Contractor must ensure that all domestic network traffic (meaning traffic or transmissions initiated in one part of Canada to a destination or individual located in another part of Canada) is routed exclusively through Canada, unless the Contracting Authority has first consented in writing to an alternate route.
6. Despite any section of the General Conditions relating to subcontracting, the Contractor must not subcontract (including to an affiliate) any function that involves providing a subcontractor with access to any data relating to the Contract unless the Contracting Authority first consents in writing.

#### **A.7 IRS SYSTEM**

CIRNAC's national headquarters maintains the web-based interface system that contains the Registry of all registered Indians. In addition, Application Centres, and the Contractor's production centre must have varying degrees of web-based access to the CIRNAC IRS System to support the registration and card issuance process. The Contractor's facility will have limited indirect access to the CIRNAC IRS System. CIRNAC will provide or establish the secure web service connection to the production facility in Canada.

##### **A.7.1 The Contractor must:**

- 1) Communicate or allow live interaction through a secure web service in order to pull SCIS print job information and exchange previous print job status updates.
- 2) Design, develop, install, test and document the required interface that will interact through a secure web service data exchange;
- 3) Report through secure web service all aspects of the production cycle of SCIS;
- 4) Ensure that all printing equipment requires two (2) access keys held by two (2) different Contractor production centre personnel in order to operate and produce SCIS;
- 5) Provide all supporting card project planning and project management functions and activities related to the development of such software;
- 6) Provide a mechanism for collection of card job requests from the CIRNAC secure web service, and for queuing, buffering and management of the production requests, delivery tracking and associated data and for developing backup and recovery mechanisms to maintain the stated service levels;
- 7) Monitor and receive individual card production and print notification requests included in the SCIS printing job data (including all necessary data such as photo image, signature image, production request identifier, Client Identification);
- 8) Build and manage production queues ensuring that photos and signatures are appropriately located prior to printing a SCIS;
- 9) Produce personalized SCIS ensuring to note the date of printing on each record;

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- 10) Transmit production data to the CIRNAC IRS System (including the delivery of a card tracking system);
  - 11) Allow CIRNAC to re-prioritize card printing priorities;
  - 12) Respond to status queries and priority change and report requests;
  - 13) Track and report card requests at any point in the card production process;
  - 14) Verify that all card orders are produced with details accurate to those provided through the CIRNAC IRS System and that no duplicates exist;
  - 15) Verify the front and back of each card are for the same individual;
  - 16) Track both completed and rejected cards to provide reconciliation of all orders and card materials;
  - 17) Ensure temporary storage of production results pending transmission to the CIRNAC System;
  - 18) Maintain the Contractor's means of ensuring the security of the personalized cards, whether or not they are in envelopes, in the event of disruption in delivery service;
  - 19) Perform a quality control check (Level 1) on all cards produced;
  - 20) Distribute via Xpresspost with requirement for signature upon receipt the personalized cards either directly to the applicants or, where specified by CIRNAC, to the 'Pick-Up Location' Application Centres for activation and delivery to the cardholders within 48 hours of printing and immediately following verification;
  - 21) Conduct card stock management through a stock control process;
  - 22) Generate production reports and audit trails;
  - 23) Provide a secure and restricted office that is equipped with a workstation connected to the CIRNAC local internal network for use by CIRNAC and its representatives. The office workstation must also have the functional ability to view completed card print transactions, pending batch print jobs and place a record on temporary hold and release prior to production of the SCIS;
  - 24) Read the card serial number and record it for transmission back to CIRNAC IRS System with the associated Card Registry ID, production date and tracking information as maintained in the delivery tracking system. CIRNAC retains the rights to audit the delivery tracking system at any time;
  - 25) Allow an operator to initiate a maximum of three (3) re-makes of a rejected card, and record the card serial number of both the rejected card and the re-made card for transmission back to CIRNAC's System. The audit trail of a rejected card and remake has to be tamperproof. The Contractor's production centre must report any anomalies to CIRNAC's System Administrator;
  - 26) Record persons that access, view, alter, delete or use a record containing any personal information, or attempt to do so, flag unauthorized attempts and record the date and time of any such actions;
  - 27) Ensure that temporarily stored data within the card production facility must be inaccessible through the theft or loss of any component including IT equipment and the retirement of equipment that is used to store data for card production. The data must be erased through volatile memory or other such procedure that must meet this requirement;
  - 28) Receive encrypted print notification request files that contains all of the subject's personal information that is required to produce a card. The Contractor's facility must receive, decrypt (where appropriate) and process the print card notification request files that are transmitted, and be able to track card requests at any point in the card production process. The Contractor is required to compress to a JPEG format and encrypt the photo image that is provided in the card request file. All encryption and compression techniques must be non-proprietary and supplied to CIRNAC;
  - 29) Ensure that all hardware and software integrates into the CIRNAC IT infrastructure.

- 30) Replacement components must operate using CIRNAC communications IT platforms and integrate seamlessly with other applications operating concurrently within the environment;
- 31) React to fluctuating card production volumes, future technology changes and changing CIRNAC requirements, including infrastructure.
- 32) Secure Architecture must include:
  - a. Encrypted data and data transfers that must keep applicants and cardholders' records safe;
  - b. Configuration capabilities that enable supervisor approvals and overrides that help prevent errors or fraudulent operator actions; and
  - c. Detailed transaction logs that create a deterrent for inappropriate authentication activity.

A.7.2 CIRNAC is responsible for:

Providing or establishing the secure web service connection to the production facility in Canada.

## **A.8 SERVICE STANDARDS**

The Contractor must ensure through appropriate system redundancies that card production will at no time be shut down or unavailable for a period greater than two (2) consecutive business days.

The following provisions relative to levels of service apply to time elapsed between the receipt of production request by the Contractor and the mailing/shipping of the card from the Contractor's facility.

### **A.8.1 Standard Service**

Card requests received by the Contractor must be produced, personalized and sent out for delivery to the named applicant or Application Centre "pick-up location" within three (3) business days of receipt, measured from the time a Card request is received in the Contractor's system from CIRNAC, to the time the personalized card is sent out for delivery to the stated destination address.

The Contractor must notify CIRNAC immediately if card requests received by the Contractor require time in excess of three (3) business days for production, personalization and sending out. The Contractor must take action to improve any deterioration if the levels fall below the required service levels (95% daily).

The Contractor must not charge CIRNAC more than the net cost of postage to mail the SCIS and any INAC/CIRNAC approved inserts (maximum of three [3] in any given mailout), including any priority or special handling requests.

### **A.8.2 Priority Service**

Priority service refers to cases where the SCIS card applicant requires the card urgently due to special circumstances. Priority service is anticipated to be for no more than 5% of card production requests in a given week.

Such priority service must include a turnaround time not to exceed four (4) hours, as measured from the time the Card request is received in the Contractor's system from CIRNAC during the course of a business day, to the time the personalized card is sent out for mailing/shipping to the stated destination address.

The Contractor must process Priority service Card requests ensuring that they are given priority without interrupting normal production/delivery schedules and delivering these priority orders in the most efficient and fastest manner.

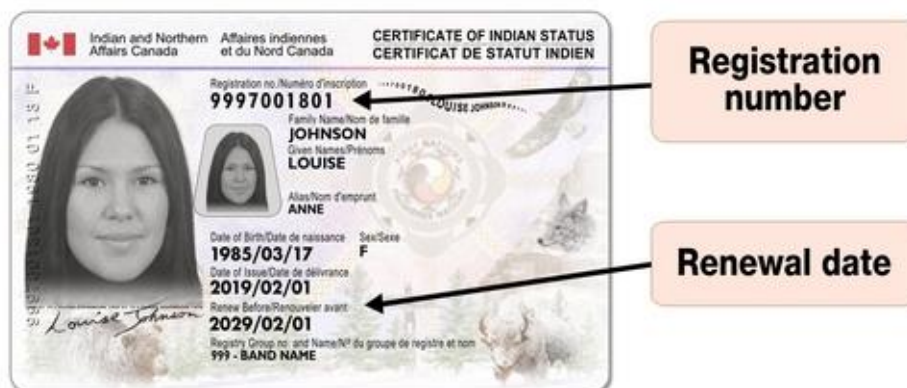
## A.9 CARD SPECIFICATIONS

Finalized personalized SCIS must conform to, and be in compliance with, ISO/IEC 7810 and ICAO-9303 card standards and contain all of the printing and security features required of the issued card as well as the personal cardholder information. CIRNAC will provide the detailed design and all associated graphics and art work for the production of the SCIS within ten (10) business days from the date of Contract award.

### A.9.1 The SCIS Card must meet the following specifications:

- a) The protective layer bonding chemical material must possess a life span that lasts at least ten (10) years from the date of issuance; resist standard humidity and general flexion as per the ISO/IEC 7810 card standards;
- b) The registered design and security offset printing must occur on each card in the same place. Each and every card registered design, including the field names location, must be identical to the next within very tight tolerances ( $\pm 0.5$  mm); and,
- c) The size/dimensions, edge tolerances, and thickness (including any surface protection materials) of the card must meet industry standards as defined by ISO/IEC 7810 for the ID-1 type card: 53.98 mm x 85.60 mm.
- d) The physical substrate of the cards must:
  - (i) be polycarbonate;
  - (ii) support rainbow offset printing and ink taggants;
  - (iii) meet ISO/IEC 7810 standards acceptable in regard to card physical characteristics and manufacturing methods;
  - (iv) be resistant to compromise in accordance with industry standards as defined by ISO/IEC 7810;
  - (v) contain the appropriate tactile laser receptive layer to produce high quality cards with tactile features; and
  - (vi) ensure minimum amounts of by-product waste.

#### A.9.1.1 Card Design and Layout (SCIS - Design Dated \_\_\_\_\_)





- i) Tactile relief elements or features;
- j) Upon personalization of the SCIS, a laser-engraved photograph of the cardholder must be applied;
- k) The photo image must be sized with a frame dimension of 25.4 mm (w) x 33.8 mm (h) and aspect ratio of 1:1.3333. Picture size will be 27 mm high from the top of the head to the tip of the chin; and
- l) The Contractor must ensure that the following Material Quality Requirements are fulfilled:
  - (i) Surface defects, other than surface design tactile features, such as pits, scratches, dents greater than 0.2 mm in height or depth in an area of 1000 mm<sup>2</sup>, must not be found in more than 3% in a given sample of the card stock;
  - (ii) The card must exhibit no toxic element while under normal use during its estimated life;
  - (iii) The card must resist the effect of chemicals due to normal handling and use during its estimated life;
  - (iv) The card must not lose its flexibility after having been stored at a relative humidity ranging from 1% to 100%; and
  - (v) The card printed components and data must not deteriorate due to exposure to normal light during its intended life of ten years after personalization.

#### **A.9.2 Design Modifications (as needed)**

If requested, the Contractor must participate in discussions as required to modify the card design in order to enhance security or functionality over the term of the Contract. The Contractor must provide experienced personnel, as required, to work with the Project Authority to complete any design modifications necessary. The design group composed of the Contractor and CIRNAC personnel will jointly finalize the specification for all modifications to the overall card design.

Once the requirements for the modification(s) have been determined:

- a. If there are associated costs, the Contractor must provide an estimate giving a detailed breakdown of all activities, materials and related costs as per Annex B Basis of Payment to the Project Authority and PSPC Contracting Authority for written approval;
- b. If the modifications are sufficient to require a change to the SOW, the Contractor must provide a description of the modification for inclusion in a contract amendment; and
- c. The Contractor must not undertake any Work related to implementing design modifications without first receiving authorization from both the Project Authority and PSPC Contracting Authority and/or a contract amendment.

##### **A.9.2.1 Design Modifications - Deliverables**

At the end of the design modification process, the Contractor must provide to the Project Authority an electronic and hard copy template of the card design as well as detailed technical specifications for each of the security features included in the final (revised) design for CIRNAC final approval, prior to implementing into production.



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### A.9.3 SCIS Card Testing

The Contractor must produce fictitious SCIS test cards and contract with an independent testing laboratory, at the Contractor's cost, to complete all tests listed. The Contractor must demonstrate to the satisfaction of the Project Authority that the laboratory:

- Is independent of the Contractor,
- Is capable of completing all required tests.

The laboratory must, at a minimum, complete the following tests

1. Card Dimensional Stability (ISO/IEC 13073-1)
2. Adhesion or Blocking (ISO/IEC 13073-1)
3. Dynamic Bending Stress (ISO/IEC 13073-1)
4. Dynamic Torsion Test (ISO/IEC 13073-1)
5. Delamination (Peel strength 90) (ISO/IEC 13073-1)
6. Resistance to Chemicals (including artificial perspiration) (ISO/IEC 13073-1)
7. Ultraviolet Light Exposure (ISO/IEC 13073-1)
8. Surface Abrasion (INCITS 322:2002)
9. Bar Code Abrasion (INCITS 322:2002)
10. Card Structural Integrity (INCITS 322:2002)

Within sixty (60) calendar days after contract award the Contractor must submit, for approval by the Project Authority, the agreement made with their selected laboratory concerning:

- The method of shipping, tracking and confirmation of receipt of the SCIS cards;
- The protocol for reporting any lost or inventory discrepancies related to the SCIS cards;
- The protocol for tracing any inventory discrepancies related to the SCIS cards.
- CIRNAC reserves the right to audit these conditions.

No later than ten (10) weeks after contract award, the Contractor must ship the test SCIS cards to the approved testing laboratory. The laboratory must submit their report on the test results to the Contractor, with a copy to the Project Authority, within three (3) weeks.

- The Contractor must ensure that the laboratory returns all reports.
- Once tests are completed, the Contractor must ensure that the test SCIS cards are returned to their facility.
- The Contractor must hold all returned test SCIS cards until they receive instructions to either destroy them or provide them to the Project Authority.
- Should any test SCIS cards be destroyed during testing a certificate of destruction, signed by authorized laboratory officials, must be provided with the test report.

The Contractor must ensure that the inventory of test SCIS cards and related documents are monitored and accounted for at all times during the test process in accordance with the security requirements of the Contract.

The Contractor must not share the test results with any third party unless the Project Authority grants permission in writing. The Contractor must provide a copy of the non-disclosure agreement between them and the laboratory wherein the laboratory agrees that no information will be shared, in any manner with any third party.

CIRNAC reserves the right to send the test cards or additional cards for similar testing at a facility of its own choosing.

Following receipt of the results of any testing by the Contractor, upon notification by CIRNAC, the Contractor must then correct any defaults identified as a result of the testing. CIRNAC and the Contractor must agree upon a schedule for completing any corrections. CIRNAC must inform the Contractor if there is then a further requirement for additional cards to be used for retesting purposes.

#### **A.9.4 SCIS - Security Features**

To deter fraudulent use of the SCIS card, it must include modern security features that are extremely difficult to reproduce, modify or alter and able to survive the required period of circulation (up to 10 years) thus being effective against fraud making any alteration and counterfeit (imitation, re-creation) easy to detect. The design (background and photo-mask) and security features specifications of the card are the property of Canada.

Three (3) levels of security features must be included in the SCIS that provide the maximum resistance to compromise attempts made via the following four (4) types:

1. Counterfeit or simulation;
2. Alteration;
3. Photograph or signature substitution; and
4. Counterfeit from cannibalized cards.

Card construction must resist tampering and offer positive evidence of any attempted tampering. The three (3) levels of security features are:

1. Level One – (At least eight security features must be included in the final card design.) cursory examination without tools or aids involves easily identifiable visual or tactile features for rapid inspection at point of usage.
2. Level Two – (At least one security feature must be included in the final card design.) Examination by trained inspectors with simple equipment (magnifying glass, UV light, machine reading equipment, etc).
3. Level Three – (At least one security feature must be included in the final card design.) Inspection by forensic specialists conducting detailed examination allows for more in-depth evaluation and may require special equipment to provide true certification.

One (1) Level 3 security feature must be embedded within the card body that is accessible for verification only through total destruction of the card and the use of specialized forensic examination equipment. Details will be provided by Project Authority within five (5) business days of Contract award.

The card design must include all security features above that are compatible and useful for the entire lifecycle of the card, keeping pace with developments in technology and patterns of fraud, and are in accordance with CIRNAC specifications and security standards defined for travel documents in the Security and Prosperity Partnership.

#### **A.10 SCIS CARD CONSTRUCTION AND MANUFACTURING PROCESS**

Each blank SCIS card stock produced must be protected by serialization containing a unique number printed on it. The serial number algorithm will be jointly agreed to between CIRNAC and the Contractor.

Any and all cards produced at the Contractor's facility must be reported to the Project Authority as inventory or noted within the spoiled and destroyed reports or personalized and mailed to clients. Any reconciled scrap cards, including those returned to CIRNAC for correction, must be deposited in a locked container, awaiting destruction under camera surveillance.



Control of the blank SCIS requires numerous measures to ensure that stock is not misplaced, lost or stolen. As such, it is mandatory that a transparent inspection management system for the blank SCIS card stock is adhered to by the Contractor.

The Contractor must track both finalized and serialized blank SCIS card stock and personalized SCIS and ensure that all raw security materials that are destined for disposal are subjected to monitored disintegration or cremation. All produced cards must be accounted for and traceable for inspection. Card design documentation destined for destruction must be subject to monitored destruction.

The Contractor must ensure that all finalized SCIS meet the manufacturing specifications and standards and have all the design and security features integrated.

The Contractor must produce the master template subject to CIRNAC inspection and acceptance. The Contractor must retain the master template in a secure location. Canada will retain all rights to the designs and the master template will remain Canada's exclusive property. The template must not be provided, sold, destroyed or released to anyone other than authorized in writing by Project Authority or authorized designate.

Blank SCIS card stock must be produced in methods that ensure that all variable data components applied directly to the cards will provide for readily visible means of evidence of tampering (tamper evident) that is accomplished without the need for specialized training, tools or equipment (must be readily discernible).

CIRNAC recognizes that any type of card manufacturing may have cards that fail. The volume of failed cards must not exceed 0.5% of total card manufacturing on a monthly basis. CIRNAC must not be billed for any cards that have been determined to have failed. The Contractor must track the number of failed cards and report them to CIRNAC on a quarterly basis. All breaches and suspected breaches of secret information such as finalized card design or template details, including but not limited to, government legislation and regulation, security and privacy, must be immediately reported to CIRNAC.

## **A.11 CARD DISTRIBUTION**

The Contractor must provide the following mail tracking, automated insertion and printing requirements:

1. After the Contractor's quality assurance test is passed, the finalized card must be automatically inserted on an insertion letter ("card carrier"), which in turn must be inserted in a window address envelope. The control system must automatically generate a Zero Gap report listing any cards produced but not sent out to posting. All scrapped cards are 100% hand-reconciled to this report, under camera, dual control and supervision. After reconciliation, they must be registered and any required remakes must be authorized.
2. The insertion letter must be printed with the card serial number bar code and either the name and personal address of the cardholder or the CIRNAC or IRA office name and address noted under 'Pick-Up Location'. This information must be seen through the envelope window.
3. The envelope destination is either the address of the cardholder or the address of the CIRNAC or IRA office where the application was processed for pick up. This address must be printed in such a way that it is seen as being the address of destination of the envelope.
4. The card serial number single bar code must be printed in a way that it can be seen and read when the envelope is closed. This must enable electronic tracking to and from shipping and receiving points.
5. Cards not proceeding as direct mail-outs must be regrouped per CIRNAC or IRA office destination and placed in individual envelopes or boxes for each office destination. The Contractor must prepare a packing slip for each office destination including all card serial numbers included within the package. The Contractor must keep a copy of the packing slip in a logbook at the Contractor's site.

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An electronic e-packing slip must also be sent to the CIRNAC Card Control System (CCS) and must contain the destination, the date of shipping and card serial number list.

6. Distribution of the SCIS must occur at least three (3) times a week via window envelopes containing card carriers and cards transported via Xpresspost requiring signature upon receipt to all cardholders or CIRNAC and IRA offices as applicable. The Contractor must provide all insertion letters and window envelopes and must work with CIRNAC on the insertion letter and window envelope designs. CIRNAC must approve this design prior to it being used. CIRNAC must be notified if the time from receipt of the encrypted card request file, containing all the card data needed to individually produce the cards, to the mailing of the cards exceeds three (3) business days.
7. The Contractor must seek immediate confirmation of receipt of a shipment of SCIS from a receiving SCIS Application Centre official following verification and confirmation of all package contents. The Contractor must enter the details of receipt into its system. It must be noted that card shipments that are not being direct mailed to the applicants must be returned to the Application Centre noted as the 'Pick-Up Location'.
8. If confirmation of receipt is not received by the Contractor within 10 business days, the Contractor must attempt to make contact with the SCIS Application Centre and confirm receipt via telephone. If the Application Centre has not received the package, the Contractor must inform the Project Authority via the Card Control System immediately and provide all pertinent details. CIRNAC reserves the right to audit the investigation.
9. If discrepancies are found, they are to be brought to the attention of CIRNAC. Immediate attention must be given to investigate the reasons, problems and solutions to avoid repetition of these exceptions. If there is a discrepancy in what was stated in the packing slip and what was received, the Contractor must explain it in detail and the error message sent to CIRNAC.
10. Those serialized cards that are not part of any of the mailed out card packages must be registered and accounted for on an updateable permanent list provided to CIRNAC on demand. Except for sampling requested by CIRNAC, they must all be destroyed on site and the Contractor must arrange to have the shredding or cremation witnessed.
11. For cards kept for reasons of sampling and quality control, they must be registered on an updateable permanent list which describes its serial number, name, address, telephone and occupation of the custodian authorized by CIRNAC.

#### **A.12 SCIS CARD DISPOSAL AND DESTRUCTION**

When a failed SCIS must be disposed of before its issuance, destruction must occur in a safe and secure manner and the serial numbers must be recorded and supplies shredded, burned or otherwise completely destroyed. A completed electronic Certificate of Destruction or Transfer of Control Forms attesting to the means and date of destruction and identifying associated serial numbers must be signed by two assigned Contractor employees and kept in a permanent log book. Upon request and for inspection purposes, a copy of the completed certificate must be given to CIRNAC representatives.

Unless otherwise specified by CIRNAC, the Contractor must retain all failed cards and documentation in a secure manner until its destruction as specified in this document. Destruction and purging of information must include the appropriate procedures for destruction of 'Secret' materials. Destruction reports are required and CIRNAC will monitor destruction actions and investigate if necessary.

All spoilage of products (such as disposed, damaged and missing) used in the production of SCIS must be reported to the Project Authority. The Contractor must provide quarterly reports of materials used in production noting materials spoiled, serial numbers generated and current inventory listing of serial numbers on hand. The Contractor must keep track of the last serial number used in the serialized portion of the SCIS Serial Number and when generating new SCIS, use the next number in sequence. Any

deviations from the sequence must be reported to the Project Authority. The existing serial number algorithm must continue to be used.

The Contractor must agree to handle and track card production. Any reconciled scrap cards must be deposited in a locked container, awaiting destruction under camera surveillance. The Contractor must report immediately (within 1 business day) any lost or destroyed cards and any inventory discrepancies to the Project Authority or designate. CIRNAC reserves the right to inspect these conditions.

As a security measure, at no time during the SCIS card production process (construction, manufacturing and delivery) must any personal information be saved on a control workstation – all information must remain on the production server within the Contractor's facility. The process for deleting that information must be controlled on a batch level: Once confirmation is received that all cards within a production batch have been mailed and the batch is thus complete, the Contractor's personnel must store only the production tracking data, with no images or other customer-specific data, within the archive server, then delete the batch from the production server.

Batch deletion from the production server must be an ongoing, daily process. Another such process must automatically compare the date stamp for a batch against a configurable aging threshold. If the age of a particular batch exceeds the threshold, the process must report it so the Contractor's personnel can research the reason the batch has remained on the system, resolve the problem, and verify the batch is deleted from the production server.

Secure methods of storage must be provided for data and images utilized for production and personalization. Data must only be kept at the Contractor's facility for the minimal amount of time identified (maximum five [5] calendar days; longer only if extenuating circumstances and approved by CIRNAC) to produce and mail the cards, including performing QA.

The Contractor must report annually that the requirements to protect personal information and data are being adhered to by Contractor's personnel including team members and any sub-contractors. This annual reporting must cover all aspects of security including physical, technological, data and personnel.

The Contractor must retain all further documentation in accordance with CISC's Industrial Security Manual on the termination or expiration of the Contract. All information, card design details, template, blank SCIS card stock, personalized SCIS and all intellectual property in foreground information that are the property of Canada must be returned to CIRNAC as per the CISC Industrial Security Manual.

The Contractor must ensure the disposal and destruction of cancelled and lost and found SCIS post issuance.

### **A.13 OWNERSHIP**

Ownership of all card design specifications, SCIS card stock templates, Intellectual Property in Foreground Information and inventory of blank SCIS card stock must at all times, remain with Canada.

### **A.14 INVENTORY CONTROL**

The Contractor must ensure that there are security and inventory controls throughout the manufacturing process, including waste control and minimizing waste.

The Contractor must maintain an up-to-date list of all serial numbers used for sampling and quality control cards. The list must be provided to the Project Authority upon request.

It is the Contractor's responsibility to ensure that card requests are compared to each completed card thus not being duplicated or missed due to printer malfunction or power outage.

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The Contractor must:

- a) Replicate CIRNAC's serial number algorithm;
- b) Produce all card requests ensuring to report all spoilage (i.e., disposed, damaged, missing) for each specific card request. The Contractor must notify the CIRNAC IRS System Administrator of progress made at various periods throughout the manufacturing process as determined by the CIRNAC IRS System Administrator. Any deviations from original orders must be explained by the Contractor to the Project Authority;
- c) Have a unique stock control number for each physical card and a cross-reference of the CIRNAC serial number that was printed on each physical card; and
- d) Maintain a controlled SCIS inventory that can produce the exact location of a card at any time, given a single card's serial number. The Contractor must record and provide the Project Authority with each unique serial number associated with each SCIS produced for the purposes of inspection and reconciliation.

The Contractor must also:

- (i) Track card stock throughout the process of card manufacturing and personalization and provide this information to CIRNAC upon request; and
- (ii) Be accountable for and report to CIRNAC's System Administrator or designate any missing SCIS – including blank defects and failed cards (corrections required by CIRNAC).

The Contractor must only create blank SCIS card stock when required or requested through a card order request submitted by the CIRNAC IRS System Administrator.

The Contractor must provide secure delivery of all personalized SCIS in accordance with the CISC Industrial Security Manual. CIRNAC has the right to inspect and otherwise review the management of supplies including written transportation procedures.

All movements of blank SCIS card stock must be recorded real-time in a written and on-line log and Contractor must notify CIRNAC of any movement of this stock. Blank SCIS card stock must be kept under controlled inventory that can produce the exact location of a card at any time, given a single Serial Number.

The Contractor must ensure that under no circumstance must blank SCIS card stock be removed from the facility without express need and prior written authorization of the Project Authority. Where card stock is removed from the facility, CIRNAC must be contacted for approval prior to proceeding and the card stock must be tracked to the point of receipt. The Contractor must provide this information to CIRNAC's System Administrator upon request. The Contractor must be accountable for and report to CIRNAC's System Administrator any missing SCIS card stock or finalized cards, supplies or consumables.

If produced SCIS are determined by CIRNAC's System Administrator to be faulty, the Contractor must properly record this fault. The Contractor must also produce, at no cost to CIRNAC, replacement cards for the failed cards that have been returned to CIRNAC.

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#### **A.14.1 Blank SCIS Inventory Safety Stock**

The Contractor must maintain at the Contractor's facility, a minimum quantity of blank SCIS sufficient to ensure availability for a three (3) month production run; such a minimum quantity being referred to as the Safety Stock.

#### **A.15 CARD INSPECTION**

CIRNAC has the right to inspect the Work performed under the Contract in accordance with the terms and conditions of the Contract.

CIRNAC will inform the Contractor of the point of contact, referenced in this statement of work as the CIRNAC IRS System Administrator, who will co-ordinate all related activities associated with the SCIS management processes specified in this document.

CIRNAC inspectors and investigators must be given direct and ready access to production centre, systems, security arrangements, operations, personnel, books of accounts, records, reports, files, physical properties, or other documentation that is deemed necessary for the inspection services pertaining to the production and delivery of the SCIS. This includes information in any media and takes into account any future form of storage.

Inspections must be performed during normal business hours upon twenty-four hours prior notice. Inspections may be conducted on-site at the location of the information or documentation or by remote electronic means.

CIRNAC will conduct inspections on an annual basis or as required. The Contractor must ensure that all reports listed in this SOW as well as all manufacturing documentation relating to the SCIS held in house are made available to CIRNAC's inspectors in a timely manner as requested by the said inspectors.

##### **A.15.1 Card Inspection Quality Control Sub-system**

The Contractor must provide a card inspection sub-system capable of performing all of the inspection functions listed below:

1. Card Stock Inspection: All SCIS card stock must be constructed such that application of data and personalization provide for the highest quality of printed information including sufficient depth, clarity and resolution to ensure that the application method of data is identifiable in a second level analysis of the card;
2. All cards that fail inspection (both system and manual inspections) must be ejected into reject hoppers and the reason for rejection must be noted in an inspection log. There must be a loop back process to replace the defective card. All rejected cards sent to hoppers must also be secured until destruction. The proper destruction must be outlined and reported to CIRNAC. This function will be inspected at the discretion of CIRNAC;
3. The card inspection sub-system must be capable of comparing the output printed on the face of the card with the digital file of the original, including grayscale photograph, text (12 points or greater), and accepting or rejecting the card based on predetermined criteria including ICAO standards being met. Text (under 12 points) and signature must be inspected for presence on the card only;
4. The card inspection sub-system must be capable of:
  - (i) Detecting the presence of text on the back of the card;
  - (ii) Reading 1-D bar codes and comparing to the original; and

- (iii) Verifying its conformance with front of the card information.
- 5. Write Once Read Many (WORM) Encoding Check. The card inspection sub-system must be capable of reading the WORM data and ensuring that the recording is accurate and can be read by card readers; and
- 6. The system must be capable of allowing an operator to over-ride rejection of a card after visual or additional manual inspection. The system must record the rejection.

### **A.15.2 Quality Control**

Regular quality control inspection of the SCIS that the Contractor's facility is producing must be made. These quality control inspections must continue throughout the life of the Contract. The following provides some quality control guidelines that must be followed:

- (i) Basic quality control testing – basic quality control testing must be performed on every card produced. The purpose of this testing is to ensure that the cards conform to the design and includes all required elements (bar code(s), security features, images, etc.). This could be as simple as a visual inspection prior to releasing the card to the cardholder or Application Centre (as applicable). In high volume printing operations, it may be necessary to use statistical sampling or automated quality control checking.
- (ii) Comprehensive basic quality control testing – In addition, more comprehensive quality control testing must be conducted on a regular basis. This testing must determine that not only are the required design elements present but also that they perform as intended. This testing must include a check of the format of the data in the bar code and a test of bar code print quality.
- (iii) Frequency of testing – the frequency of testing that is needed depends on the actual design of the card production system. At a minimum, testing of sample cards from each printer in operational use must be done on a weekly basis.

The Contractor must work with CIRNAC to resolve all photos and signature quality issues both on the samples and in a live environment should they occur.

## **A.16 QUALITY ASSURANCE (QA)**

### **A.16.1. Quality Assurance**

Throughout the card personalization process, the Contractor must provide quality assurance methods that will ensure a high level of quality. Quality assurance methods must be applied which ensure the accuracy of data and images applied to the cards. Similarly QA methods must ensure the accuracy of printed information on card carriers with that of the card. The Contractor must apply its Quality Assurance methodology to ensure the accuracy and quality of all deliverables and services provided and ensure to log any and all incidents or problems.

Level 1 QA must be completely automated [including but not limited to matching data from card request to data on card, matching data on card to data on card carrier (personalized form to which a completed card is affixed prior to mailing), manufacturing defects, verify security features where possible].

Level 2 QA must be conducted manually and independently from the Level 1 QA and include but not be limited to the following:

- (i) Manually ensure correct photo is printed on card and that it conforms to ICAO standards;
- (ii) Manually verify photo and signature match variable data on card;



- (iii) Manually verify name formats are acceptable;
- (iv) Ensure the card is affixed to the correct carrier as necessary and that double stuffing is avoided;
- (v) Manually verify address formats are acceptable and that address details are clearly visible;
- (vi) Separate, record status and document rejects for end-to-end reconciliation;
- (vii) Forward rejects to designated CIRNAC staff for further resolution; and
- (viii) Any additional level 2 QA requirements and details.

A.16.1.1 The Contractor is solely responsible for implementing the quality assurance policies and procedures required to ensure:

- (i) The compliance of the Card with relevant ICAO and ISO standards;
- (ii) The functionality of the Card for its intended use;
- (iii) The integrity of the Card, and all components, for the intended life cycle for what would be considered normal use; and
- (iv) The quality of all goods, components and consumables provided by sub-contractors.

The Contractor must implement and maintain a quality control program covering the complete production cycle, including management of the supply chain for the Card, from data reception to distribution of the Cards.

The program must include any automated and manual operations deemed necessary to ensure the complete functionality of the Card for its intended use.

The Contractor must provide any Card Inspection equipment, automated or manually operated, necessary to ensure all operations required for a comprehensive quality control program are successfully completed.

#### **A.16.2. CIRNAC QA Reject Reasons**

List of rejected reason but not limited to:

Photo:

1. Dark Photo;
2. Light Photo;
3. Colours or shading of face or background;
4. Clarity of facial features in image;
5. Image position;
6. No photo (of person);
7. Other (dark glasses, glare);

Signature:

8. Faint signature;
9. Wrong signature;
10. No signature;
11. Other (upside down, small); and,

Data:

12. Gender errors;
13. Typographical errors;



14. Other (data quality, incomplete or wrong) Miscellaneous;  
15. Ensure card name matches Card Carrier name.

### **A.16.3 Faulty SCIS - Remedy Provisions**

#### **A.16.3.1 Card Failure (Before Mailing)**

CIRNAC recognizes that any type of card production and manufacturing will have cards that may fail. Cards must be determined to have failed where there are manufacturing flaws, personalization errors, the card does not pass level 1 and level 2 QA or for reasons not attributable to CIRNAC.

The percentage of cards that fail (not to exceed 0.5% on a monthly basis) must apply to all cards that may be produced at the Contractor's production centre that are as a result of, or attributable to, this Contract. CIRNAC must be notified in writing of the failure noting the service level requirements that were not fulfilled as required.

The Contractor must send a response to the Project Authority, no later than five (5) business days following its written notice explaining the cause of the failure and describing the plan to rectify the failure and to modify its procedures such that all service level requirements will be met in the future. Upon notification by Project Authority, the Contractor must immediately replace all faulty SCIS at no additional cost to CIRNAC. A review of these reports must occur on a quarterly basis.

### **A.17 CHANGE MANAGEMENT**

Over the course of the contract and as technology evolves, new security features may be added to the SCIS contract to ensure that CIRNAC is able to offer its clients a feature-rich Government of Canada identification document.

Change management is the set of activities relating to any task issued for "as-and-when- requested Tasks" in accordance with the Task Authorization process defined in the Contract or any additional Work incorporated into the Contract via a Contract Amendment. For both Task Authorizations and Contract Amendments, the Contractor must calculate prices using the firm hourly labour rate specified in Annex "B" of the Contract.

During the contract there may be a card redesign implemented, including any new or changed card content. This may include name change or a new look to keep pace with growing trends. A Task Authorization will be created to amend the design.

### **A.18 DELIVERABLES**

#### **A.18.1 Secure Certificates of Indian Status (SCIS)**

Personalized SCIS must be provided in accordance with this Contract.

#### **A.18.2 Reporting Requirements**

The Contractor must maintain and provide as requested, the following Manufacturing and Management Reports (Manufacturing Report, Management Report, and Card Control System Report) to CIRNAC's System Administrator in English and electronic format respecting the security requirements of the SCIS as applicable.

The Contractor must implement a reporting system that must be in place to confirm all storage, shipment and destruction of SCIS in accordance with an Inventory Control section of the Card Manufacturing & Personalization Plan (see section A.18.2.1).

The Contractor must provide to the CIRNAC IRS System Administrator and the CIRNAC Project Authority on a monthly basis via electronic communication the following information in English:

1. Card Request Status Reports with the ability to sort by;
  - (i) Dates;
  - (ii) Serial Numbers;
  - (iii) Completed, Failed and Rejected Cards and mailed out;
  - (iv) Activity Volumes; and,
  - (v) Number of priority requests completed.

In addition to monthly reports that must be used for invoicing purposes, the Contractor must generate in-depth reports relating to card manufacturing and production. The report formats must ultimately be defined during the implementation phase of the project.

Reports from the Contractor in electronic format must be submitted in the format specified by CIRNAC via the secure web service for fraud prevention and business integrity investigation purposes. The current departmental standard at CIRNAC is the Microsoft Office 2013 suite. Should the department make changes in the future in its office software tools, the Contractor must be prepared to quickly change its electronic format to conform to the new format prescribed by CIRNAC.

The Contractor may be requested to provide additional reports to CIRNAC's System Administrator as mutually agreed to between the Contractor and the Project Authority.

#### A.18.2.1 Monthly Reporting Requirements:

The following reports must each be provided 30 days after contract award and the 1st day of each month until contract expiry.

##### A) Manufacturing Report:

1. Operator ID by Shift;
2. Production Run Details (for both blank card stock and personalized SCIS);
3. QA Logs of Rejected and Failed Cards;
4. Reconciliations of Materials Used in Production with appropriate Destruction Confirmations; and
5. Spoilage in Production with appropriate Destruction Confirmations.

##### B) Management Report:

1. Inventory Access Information and Control Logs;
2. Destruction Tracking Lists;
3. Billing Reports and card production tracking report;
4. Inventory Location Status generated by Serial number;
5. End-to-End Batch Tracking Report and Shipping Manifest;
6. Reconciliations of Blank SCIS Card Stock used with Personalized SCIS Produced; and
7. Loss of any SCIS.

##### C) Card Control System Report:

This report must account for all card stock and must include the following:

1. Complete inventory of all produced cards;
2. Card serial numbers;
3. Cardholder names;
4. Registration numbers;
5. Production dates and times; and
6. All rejected card serial numbers.

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### A.18.3 Plans

Within 30 business days of Contract Award, the Contractor must develop and maintain the following plans in detail as they relate to the SCIS; each plan must be submitted for approval by the Project Authority:

1. Card Manufacturing & Personalization Plan;
2. Risk Assessment and Mitigation Strategy;
3. Business Continuity Plan;
4. Quality Assurance Plan;
5. Security Plan; and
6. Transition Plan.

The Contractor must work with the Project Authority or authorized designate to finalize such plans. A detailed schedule will be mutually agreed upon by both the Contractor and the Project Authority.

#### A.18.3.1 Card Manufacturing & Personalization Plan

The plan must describe the following information:

1. Schedule;
2. Inventory control;
3. SCIS cards delivery tracking;
4. Global inspection approach; and
5. Cards Component descriptions.

#### A.18.3.2 Risk Assessment and Mitigation Strategy

The Risk Assessment and Mitigation Strategy must include a proactive, systematic and continuous process to identify, assess and manage risks associated with the performance of the work. The strategy will be developed in consultation with CIRNAC and will require CIRNAC approval prior to implementation.

The strategy must describe how the Contractor will:

1. Integrate risks into decision making;
2. Communicate them within the Contractor's organization;
3. Present the governance, roles and responsibilities, and escalation protocols associated with risk management;
4. Conduct risk reviews which will inform the Contractor's business plans and management frameworks; and
5. Revisit and update the Risk Assessment and Mitigation Strategy as requested.

#### A.18.3.3 Business Continuity Plan

The Business Continuity Plan must describe how the Contractor will address, but is not limited to:

1. Disaster recovery;
2. Power outages;
3. Equipment failure;
4. Facilities and human resources;
5. Data tracking; and
6. Terrorism.

The Contractor's facility must be self-sufficient in the event of a disruption of service. There is no need for a disaster recovery facility to mirror the exact configuration of the main Contractor's facility configuration, however, the Contractor must describe its contingency plan that details how the Contractor will hold and

ensure the security of both blank SCIS stock and personalized cards, whether or not they are in envelopes, in the event of disruption in delivery service.

The self-sufficiency features should be of a temporary nature that will allow for continued production of cards during disruptions. The self-sufficiency must ensure a smooth, uninterrupted transfer of production capacity should it be deemed necessary. Where backup support is to be provided by a third party, CIRNAC must approve this third party. It is required that there is no loss of card manufacturing information and that cards with the same serial numbers are not produced twice through a production overlap if switching between the Contractor's facilities. The production, inspection and other key data logs from the production centre must also be made available in a secure manner.

All the requirements, including but not limited to security, data protection, CIRNAC corporate standards and card manufacturing contained in this SOW must be adhered to during any business continuity measure. It is required that a labour disruption at the Contractor's facility does not interrupt the production of the SCIS. The Contractor must notify CIRNAC immediately should there be a labour disruption (potential and actual).

#### A.18.3.4 Quality Assurance Plan

The Contractor must identify their methodology to allow for the flexibility to provide different quality assurance programs that are card specific and provide a quality assurance plan in their response as a best practice on how they will maintain the quality assurance levels described in Section 5.15 of the Statement of Work. The Contractor must describe their methodology and process to support the audit and reconciliation flow.

The Quality Assurance Plan must include, but is not limited to:

1. The roles and responsibilities of key project personnel in ensuring quality are maintained;
2. The overall approach to CIRNAC -Contractor relationship management;
3. Identification of the particular Quality Management System employed by the Contractor, including expected benefits to be derived from its use; and
4. Identification of continuous improvement measures.

#### A.18.3.5 Security Plan

The Contractor must provide details on their business processes that will ensure the complete security and privacy of personal data, including keeping it separate and distinct from other data utilized for card production and reporting. The Contractor must also include details on the processes and mechanisms to keep secure CIRNAC's personal information contained on back up disks/systems including off-site storage facilities.

In addition, the Security Plan must address at a minimum, the following items:

1. The Government of Canada Security Policy requirements discussed in <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578>
2. Actions to ensure Contractor employees and sub-contractors are aware of the requirements and have agreed to abide by them;
3. Actions to be taken if security is breached;
4. Actions to ensure Contractor employees and sub-contractors have the appropriate security clearances before they can access protected information;
5. Actions to address the activities to take place when employees terminate work;
6. Descriptions of facilities and Electronic Data Processing (EDP) security measures;
7. Safeguards to the database to protect against computer viruses, procedures to monitor and prevent malicious activity from within, hackers, etc;

8. Various electronic audit trails to be implemented by the Contractor prior to commencement of Work, including but not limited to, access and viewing audit trails, as well as the various reports to be generated by such electronic audit trails; and
9. Frequency with which (daily or weekly at a maximum) these audit trail reports will be generated, by whom they will then be verified, what will be the verification schedule (daily or weekly at a maximum), what are the possible actions to be generated from the results of these reports, and how such actions are to be logged.

#### A.18.3.6 Transition Plan

The End of Contract Term Transition Plan must, at a minimum, include:

1. Coordinating the transitioning card manufacturing to the new Contractor;
2. Providing manuals and personalized SCIS;
3. Securely destroying/purging all information within the Contractor's possession including templates, damaged blank SCIS card stock, etc;
4. Noting major activities or milestones;
5. Noting dependencies;
6. Listing critical success factors; and
7. Documenting roles of those involved, including CIRNAC.

Work to be performed by the Contractor in connection with the transition-out of the Contract, will be authorized in accordance with the Task Authorization process defined in the Contract. Such work could include the delivery to CIRNAC of Crown-owned property as defined by the terms and conditions of the Contract, as well as the destroying of Crown-owned property at the Contractor's facility in accordance with written instructions provided by the Project Authority.

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## **ANNEX "B"**

### **BASIS OF PAYMENT**

Bidders must submit firm, all-inclusive prices in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded, FOB destination, Canadian customs duties and excise taxes included. Shipping costs are extra.

Prices must include all materials and operations (of all consultation, design, development, testing, hardware, materials, infrastructure, storage and all operations necessary to produce and to ship the personalized SCIS cards to the closest Canada Post facility, as specified in Annex "A" Statement of Work) to supply the final products and ready the items for distribution.

Payment for SCIS cards will not be made until such time as individual orders are placed for personalization and the delivery of personalized SCIS cards to the final destination(s) has been confirmed. Payment for SCIS cards will be made in accordance with the quantities specified in each individual request for personalization and delivery. Payment for personalized SCIS cards will be made following the complete delivery of the personalized SCIS cards to the final destination specified in each request for personalization and delivery.

### **B.1 PRICING SCHEDULE**

#### **FOB DESTINATION**

For this requirement, FOB destination indicates that the title to the shipment will pass from the Contractor to the recipient at the destination address. The Contractor is responsible for each shipment until it arrives at the final destination address. The Work Request will not be completed until the shipment arrives at the destination address.

#### **DELIVERY / MAILING CHARGES**

The Contractor will be reimbursed for the shipping/mailing costs reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead and upon receipt of proper cost support documentation. All payments are subject to government audit.

#### **TRAVEL AND LIVING EXPENSES**

Canada will not accept any travel and living expenses incurred by the Contractor to satisfy the terms of the Contract.

**B.1.1 SECURE CERTIFICATE OF INDIAN STATUS (SCIS) - CONTRACT PERIOD AND OPTION YEARS**

GST/HST extra, FOB Destination

Item No.	Description	Unit Price
1	Firm all-inclusive price per Personalized SCIS	\$_____ per card
2	Firm all-inclusive price per SCIS Training Guide	\$_____ per copy

**B.1.1.1 OPTIONAL DESIGN CHANGE ELEMENTS – REVISED/ADDITIONAL SECURITY FEATURES ON THE SCIS CARD**

Design changes may be required to the security features at any time during the period of the Contract or the option years. The decision to include any revised/additional security feature as the result of a design change process is at the sole discretion of CIRNAC and will be authorized by the Contracting Authority by way of an amendment to the Contract.

Item No.	Description	Unit Price
3	Complex Clear Primary Window - Firm all-inclusive price per SCIS card	\$_____ per card
4	Satellite Window - Firm all-inclusive price per SCIS card	\$_____ per card
5	Static Embossing (face of card) - Firm all-inclusive price per SCIS card	\$_____ per card

**B.1.1.2 OPTIONAL DESIGN CHANGE ELEMENTS – REVISED/ADDITIONAL FEATURES ON THE SCIS CARD NOT IDENTIFIED IN B.1.1.1 OF THIS ANNEX “B” BASIS OF PAYMENT**

The Contractor will be paid its costs reasonably and properly incurred in the performance of the Work, in accordance with Contract Cost Principles 1031-2, as determined by a government audit, plus a profit computed in accordance with Chapter 10, Cost and Profit, of the Supply Manual, Public Works and Government Services Canada. The results and findings of the government's audit will be conclusive.

*During the option periods of the Contract, the firm price per personalized SCIS indicated in paragraph B.1.1 (item 1), B.1.1.1 (items 3, 4, and 5), and B.1.1.2 above are subject to Economic Price Adjustment, in accordance with section B.1.2 of this Basis of Payment.*

**B.1.2 ECONOMIC PRICE ADJUSTMENT (EPA) FOR THE OPTION YEARS**

The base price identified in the Basis of Payment will be adjusted annually, on the anniversary of each year after the initial Contract Period by an amount established based on the percentage increase (decrease), nearest two decimal places, in the annual average index of the Consumer Price Index for Canada, All-Items (Not Seasonally Adjusted), published in Statistics Canada Catalogue no.62-001, Table 5, from the 12-month base period ending 15 months prior to the current Contract award anniversary date, to the same 12-month period ending 3 months prior to the current Contract award anniversary date.

Consumer Price Index for Canada is published by Statistics Canada and can also be found on the Statistics Canada website at:

<https://www150.statcan.gc.ca/n1/pub/62-001-x/2018001/tbl/tbl-5-eng.htm>



<https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=1810000601>

#### B.1.2.1 Economic Price Adjustment Process

The Contractor must notify the Contracting Authority in writing of the applicable calculated escalation percentage, who will in turn verify the information and amend the Contract accordingly to reflect the revised prices and rates. Until such time as the price adjustments are made through a Contract Amendment, the Firm Price and Firm Daily rates valid for the last twelve month period will be used.

##### B.1.2.1.2 Discontinuation of Economic Price Adjustment Indices

If any of the official Government(s) Economic Price Adjustment indices set out in the contract are discontinued, the parties should immediately thereafter agree to establish replacement indices or formulate adjustments consistent with those set forth in the Contract.

Any amount determined by using the escalation index which is less than zero, will be deemed to be equal to zero.

#### **B.1.3 HOURLY RATE FOR DESIGN CHANGE TO THE SCIS CARD FOR THE CONTRACT PERIOD AND OPTION YEARS**

Card design services are not included in the firm price per card and will be paid as a separate payment, in accordance with paragraph B.1.3 (items 6, 7, 8, and 9) of the B.1 Pricing Schedule of the Basis of payment.

GST/HST extra, FOB Destination

Item No.	Description	Unit Price
6	Hourly Rate for Card Design Change – Period of the Contract	\$_____ per hour
7	Hourly Rate for Card Design Change – First Option Year	\$_____ per hour
8	Hourly Rate for Card Design Change – Second Option Year	\$_____ per hour
9	Hourly Rate for Card Design Change – Third Option Year	\$_____ per hour

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## **ANNEX “C”**

### **SECURITY REQUIREMENTS CHECK LIST**

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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 IAB	
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 Manufacturing and Personalization of Secure Certificate of Indian Status			
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 <input type="checkbox"/> Yes	
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 <input type="checkbox"/> Yes	
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 <input checked="" type="checkbox"/> Yes	
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 <input type="checkbox"/> Yes	
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 <input type="checkbox"/> Yes	
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"/>		Restricted to / Limité à : <input type="checkbox"/>	
Restricted to: / Limité à : <input type="checkbox"/>		Specify country(ies): / Préciser le(s) pays :	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input type="checkbox"/>		NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>	
SECRET SECRET <input checked="" type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>			
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>			
		PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
		PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
		PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
		CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
		SECRET SECRET <input type="checkbox"/>	
		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	

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Government  
of Canada

Gouvernement  
du Canada

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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

☐ RELIABILITY STATUS

☐ CONFIDENTIAL

☒ SECRET

☐ TOP SECRET

☐ COTE DE FIABILITÉ

☐ CONFIDENTIEL

☐ SECRET

☐ TRÈS SECRET

☐ TOP SECRET - SIGINT

☐ NATO CONFIDENTIAL

☐ NATO SECRET

☐ COSMIC TOP SECRET

☐ TRÈS SECRET - SIGINT

☐ NATO CONFIDENTIEL

☐ NATO SECRET

☐ COSMIC TRÈS SECRET

☐ SITE ACCESS

☐ 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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## PROTECTION PROFILE TABLE

	COMPONENT	DESCRIPTION	SECURITY MARKING
1	Blank Polycarbonate substrate prior to printing processes	Thin plastic film which is print receptive	None
2	Polycarbonate substrate with one or more printing processes completed	At least one print run has been completed. Applies to full sheets and partial sheets.	Secret
3	Inks	Lithographic inks used to create the secure design of the card	None
4	SCIS Card design included in the Contractor's proposal		None
5	Contractor's personnel involved in working on the design/redesign for the SCIS cards	The Contractor's resources involved in the design/redesign of SCIS cards for the production must have security clearance at the level of Secret and must perform the work in Canada	Secret
6	Personal Information	Personal information about an individual provided by CIRNAC to personalize the SCIS cards.	Protected B
7	Specimen SCIS card	Actual SCIS card populated with dummy data. The word "SPECIMEN" must be prominently laser engraved	None
8	Personalized SCIS Card	This is the finished product which contains the card holder information.	Protected B until delivered to the card holder. Then "none"
9	Partially printed or rejected SCIS card	This is the finished product which contains the card holder information but was rejected due to a print or personalization error.	Protected B
10	Finished Blank SCIS cards	Blank (not personalized) SCIS card. This refers to the state of the card prior to personalization. Card holder specific information is all that is missing. Includes rejected cards that have failed inspection after production but before personalization.	Secret
11	Electronic Final SCIS Card Designs or parts thereof	Electronic final designs for the production stage of the SCIS cards which show in detail the security features and the linework associated with the cards.	Protected B
12	Hard Copy Final SCIS Card Design or parts thereof	Hard copy final designs for the production stage of the SCIS cards which show in detail the	Secret



		security features and the linework associated with the cards.	
13	Training Document	Brochure style document with low resolution image of the SCIS card which demonstrates the 1 <sup>st</sup> and 2 <sup>nd</sup> level security features.	None
14	Work Instructions	Work instructions specifying SCIS card assembly details or security printing instructions. Work instructions will take the form of hard copy (paper) and electronic copies.	Protected B
15	Origination Materials	Origination materials are printing tools containing the design or the partial design of the card. Origination materials are used to create the card and include, but are not limited to: printing plates, dies, and screens	Secret
16	Documents describing Tier 3 (covert) security features in the card design	Tier 3 features are used by lab technicians to determine the authenticity of a document in cases where a card has been counterfeited at a high level of accuracy.	Secret
17	Contractor Personalization System	Hardware and Software (object and source) which controls the personalization equipment used to personalize the SCIS cards.	None
18	Contractor's protocol - Card database structure	The format of the database that will be used to store the personal information provided by the CIRNAC for the SCIS card prior to personalization.	None
19	Data Transfer link between CIRNAC and the Contractor	This is the link that CIRNAC will use to transmit the card requests to the Contractor. Each card request will include card holder data and a corresponding photograph of the card holder.	Protected B
20	Long term storage media on which personal information or design files are stored.	Hard drives, SSDs, CD, USB keys, DVDs, Tapes, or other storage media on which personal information or design files are stored.	Protected B




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## ANNEX "D"

### TASK AUTHORIZATION FORM

 Public Works and Government Services Canada Travaux publics et Services gouvernementaux Canada		Annex Annexe	
<b>Task Authorization</b> <b>Autorisation de tâche</b>		Contract Number - Numéro du contrat	
Contractor's Name and Address - Nom et l'adresse de l'entrepreneur		Task Authorization (TA) No. - N° de l'autorisation de tâche (AT)	
		Title of the task, if applicable - Titre de la tâche, s'il y a lieu	
		Total Estimated Cost of Task (Applicable taxes extra) Coût total estimatif de la tâche (Taxes applicables en sus) \$	
Security Requirements: This task includes security requirements Exigences relatives à la sécurité : Cette tâche comprend des exigences relatives à la sécurité <input type="checkbox"/> No - Non <input type="checkbox"/> Yes - Oui If YES, refer to the Security Requirements Checklist (SRCL) included in the Contract Si OUI, voir la Liste de vérification des exigences relative à la sécurité (LVERS) dans le contrat ▶			
<b>For Revision only - Aux fins de révision seulement</b>			
TA Revision Number, if applicable Numéro de révision de l'AT, s'il y a lieu		Total Estimated Cost of Task (Applicable taxes extra) before the revision Coût total estimatif de la tâche (Taxes applicables en sus) avant la révision \$	Increase or Decrease (Applicable taxes extra), as applicable Augmentation ou réduction (Taxes applicables en sus), s'il y a lieu \$
<b>Start of the Work for a TA : Work cannot commence until a TA has been authorized in accordance with the conditions of the contract.</b>		<b>Début des travaux pour l'AT : Les travaux ne peuvent pas commencer avant que l'AT soit autorisée conformément au contrat.</b>	
<b>1. Required Work: - Travaux requis :</b>			
A. Task Description of the Work required - Description de tâche des travaux requis		See Attached - Ci-joint <input type="checkbox"/>	
B. Basis of Payment - Base de paiement		See Attached - Ci-joint <input type="checkbox"/>	
C. Cost of Task - Coût de la tâche		See Attached - Ci-joint <input type="checkbox"/>	
D. Method of Payment - Méthode de paiement		See Attached - Ci-joint <input type="checkbox"/>	

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**Annex**  
**Annexe** \_\_\_\_\_

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## 2. Authorization(s) - Autorisation(s)

By signing this TA, the authorized client and (or) the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the contract.

The client's authorization limit is identified in the contract. When the value of a TA and its revisions is in excess of this limit, the TA must be forwarded to the PWGSC Contracting Authority for authorization.

En apposant sa signature sur l'AT, le client autorisé et (ou) l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT respecte les conditions du contrat.

La limite d'autorisation du client est précisée dans le contrat. Lorsque la valeur de l'AT et ses révisions dépasse cette limite, l'AT doit être transmise à l'autorité contractante de TPSGC pour autorisation.

\_\_\_\_\_  
Name and title of authorized client - Nom et titre du client autorisé à signer

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
PWGSC Contracting Authority - Autorité contractante de TPSGC

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## 3. Contractor's Signature - Signature de l'entrepreneur

\_\_\_\_\_  
Name and title of individual authorized - to sign for the Contractor  
Nom et titre de la personne autorisée à signer au nom de l'entrepreneur

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Solicitation No. - N° de l'invitation  
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Client Ref. No. - N° de réf. du client  
A0334-174620

Amd. No. - N° de la modif.  
File No. - N° du dossier  
CW010.A0334-174620

Buyer ID - Id de l'acheteur  
CW010  
CCC No./N° CCC - FMS No./N° VME

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## **ANNEX “E” to PART 3 OF THE BID SOLICITATION**

### **ELECTRONIC PAYMENT INSTRUMENTS**

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

- ☐ ( ) VISA Acquisition Card;
- ☐ ( ) MasterCard Acquisition Card;
- ☐ ( ) Direct Deposit (Domestic and International);
- ☐ ( ) Electronic Data Interchange (EDI);

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## ANNEX "F" to PART 5 OF THE 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:

- ☐ 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)

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## ANNEX "G"

### ADDITIONAL INFORMATION

The additional information listed below should be submitted with the bid, but may be submitted afterwards. If any of the 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 additional information listed below within the time frame provided will render the bid non-responsive.

#### **G.1 LIST OF NAMES - INTEGRITY VERIFICATION FORM (*Excerpt from the Government of Canada's Integrity Regime site*)**

##### **Requirements**

Section 17 of the *Ineligibility and Suspension Policy* requires suppliers, regardless of their status under the policy, to submit a list of names with their bid or offer. The list differs depending on the Bidder's organizational structure:

- Suppliers including those bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all current directors
- Privately owned corporations must provide a list of the owners' names
- Suppliers bidding as sole proprietors, including sole proprietors bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all owners
- Suppliers that are a partnership do not need to provide a list of names

Link to on-line form: <http://www.tpsgc-pwgsc.gc.ca/ci-if/ln-form-eng.html>

Suppliers may use this form to provide the list of names with their bid or offer submission. Failure to submit this information with a bid or offer, where required, will render a bid or offer non-responsive, or the supplier otherwise disqualified for award of a contract or real property agreement. Please refer to Information Bulletin: information to submit a bid or offer for additional details.

#### **G.2 PROCUREMENT BUSINESS NUMBER:**

The Bidder must provide its Procurement Business Number.

Suppliers are required to have a Procurement Business Number (PBN) before contract award. Suppliers may register for a PBN online at Supplier Registration Information. For non-Internet registration, suppliers may contact the InfoLine at 1-800-811-1148 to obtain the telephone number of the nearest Supplier Registration Agent.

### G.3 BIDDER'S PROPOSED SITE(S)

**G.3.1** The Bidder must provide the full address(es) of the Bidder's site(s) or premises which are required for Work Performance:

<b>Location</b> Street Number / Street Name, City, Province, Territory Postal Code	<b>What work will be performed at this location?</b>

### G.3.2 List of Subcontractor(s)

If the Work includes the use of subcontractors, the names and locations of the subcontractors shall be listed as part of the bid with particulars of the Work to be performed or material to be purchased. The Contracting Authority is to be notified, in writing, of any changes to the list of subcontractors prior to their commencing the Work.

For the purposes of this clause, there is no requirement to report the purchase of off-the-shelf items and software and such standard articles and materials as are ordinarily produced by manufacturers in the normal course of business, or the provision of such incidental services as might ordinarily be subcontracted in performing the Work.

<b>Subcontractors' name(s)</b>	<b>Location</b> Street Number / Street Name, City, Province, Territory Postal Code	<b>What work will be performed at this location?</b>

## ANNEX "H"

### TECHNICAL EVALUATION CRITERIA

REQUEST FOR PROPOSAL: A0334-174620 /B

TITLE:

### EVALUATION GRID

### EVALUATION SUMMARY – MANDATORY CRITERIA

ACHIEVED

NOT ACHIEVED

### EVALUATION SUMMARY – TECHNICAL EVALUATION CRITERIA

POINT RATED CRITERIA		Minimum Required Score	Maximum Points	Score Achieved
R.1	Corporate Capability	84	120	
R.2	Contract Management Plan	63	90	
R.3	Card Testing	21	30	
R.4	Implementation of the Work	70	100	
R.5	Business Continuity Plan	56	80	
R.6	Quality Assurance and Quality Control	56	80	
R.7	Environmental Practices	14	20	
Total points obtained :				
		Minimum Required Overall Score	Maximum Overall Points	Overall Score Achieved
		364	520	



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## EVALUATION CRITERIA

### The following definitions apply for the purposes of the Evaluation Criteria:

**"Bidder"** means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors. (2003 Standard Instructions - Goods or Services - Competitive Requirements - 04 [2007-11-30] Definition of Bidder)

**"External client(s)"** means clients exterior to the Bidder's own legal entity (or joint venture partnership) and excludes the parent, subsidiaries or other affiliates of the Bidder.

**"Internal client(s)"** means clients within the Bidder's own legal entity (or joint venture partnership) and includes the parent, subsidiaries and other affiliates of the Bidder.

## MANDATORY CRITERIA

### Mandatory Technical Criteria

Proposals submitted by bidders must meet all the mandatory technical criteria of the Request for Proposal (RFP). No further consideration will be given to proposals not meeting all of the mandatory criteria.

To meet the requirement described herein, the experience of the Bidder must be work for which the Bidder was under contract to external clients. During the evaluation no corporate experience gained through internal clients will be accepted or reviewed. In the case of a joint venture, the combined experience of the parties forming the joint venture will be considered in the evaluation of the experience of the Bidder.

Failure by the Bidder to provide any of the required information in the proposal will be considered as not meeting the mandatory criterion.

Listing experience without providing any supporting data to describe where and how such experience was obtained will result in the experience not being included for evaluation purposes.

### M.1 CORPORATE EXPERIENCE AND CAPABILITY - SUPPLY CHAIN <sup>(PB)</sup>

The Bidder must demonstrate that it has been contractually bound with an external client or with external clients for the supply of secure ID cards.

A secure ID card is one that includes multiple levels of security features, such as those identified in the Statement of Work (section A.9.4).

To demonstrate that the Bidder has the corporate experience in producing secure ID cards, the Bidder must provide a description of contracts, in the past seven (7) years\*, that collectively include all of the following:

M.1.1 Security printing services

M.1.2 IM/IT services for on-going data transfer, processing and reporting

M.1.3 Card production incorporating individual card personalization

M.1.4 Card distribution to individual recipients

M.1.5 Inventory and Supply Chain management supporting on-going production

M.1.6 Equal or exceed the annual card quantities estimated under the contract (40 000/year)

The contract descriptions must identify and describe any activities undertaken by sub-contractors and/or joint venture partners for requirements M1.1 through M1.6.

The Bidder must provide contact information for the client to whom the Bidder provided the identified services.

\* The performance of each contract must have started or be on-going after May 1, 2012

## **M2. PROJECT MANAGEMENT <sup>(PB)</sup>**

M.2.a The Bidder must provide the name of the overall Project Manager for this requirement, including project implementation. The Bidder must provide a concise summary of the Project Manager's experience with projects of comparable variety and complexity of required output. Responses must include a description of one (1) project worked on by the person named, the size and duration of the project and a client reference with contact information for the project.

M.2.b The Bidder must provide the name of the Production Manager for this requirement. The Bidder must provide a concise summary of the Production Manager's previous experience with projects of comparable variety and complexity of required output. Responses must include a description of one (1) project worked on by the person named, the size and duration of the project and a client reference with contact information for the project.

### M.2.a and M.2.b: For the project description:

"Comparable variety and complexity of required output" is defined as a project involving two (2) or more of the following items:

- a) At least 1 year experience as a project/production manager responsible for an output of over 40,000 personalized ID cards per year, compliant with ICAO standards,
- b) Experience as a project/production manager responsible for the production of any secure ID document (SCIS Card, passport, driver's license, or other secure ID card or secure travel document) contract of a total value superior to \$500,000.00 per year,
- c) Experience as a project/production manager responsible for personalized ID cards that include the incorporation of multiple levels of security features such as those identified in the Statement of Work (A.9.4).

**PROPOSALS NOT MEETING ALL OF THE MANDATORY CRITERIA WILL BE CONSIDERED NON RESPONSIVE AND GIVEN NO FURTHER CONSIDERATION.**

## **TECHNICAL EVALUATION - POINT RATED TECHNICAL CRITERIA**

Only those proposals which first meet the Mandatory Requirements will be considered in the second stage of the evaluation, the Technical Evaluation.

To be considered responsive, a proposal must obtain the required minimum points for each of the criteria which are subject to point rating (R.1 – R.7) **and** an overall passing mark of 70 percent of the points for the technical evaluation criteria which are subject to point rating.

Proposals scoring less than the required minimum points for each of the criteria which are subject to point rating (R.1 – R.7) **and** 70% overall for the point rated criteria of the Technical Evaluation will not be given further consideration.

Bidders are instructed to address each requirement in sufficient depth to permit a complete analysis and assessment by the Evaluation Team.

Proposals will be evaluated on the completeness and level of detail by which they address the rated requirements. For example, if a description of a process or procedure is requested, the various steps, which the Bidder will perform in order to complete the requirement, as detailed in the Statement of Work (when applicable), should be described.

General statements should be avoided. These do not provide details, which can be compared to the description of the requirement, and therefore evaluated as to their relevancy in fulfilling the requirement, as detailed in the statement of work.

Assessment of proposals will be based solely on the information in the Proposal. Canada may seek further information or clarification from the bidder.

The points allocated for selected criteria will be multiplied by the specified weighting factor (w.f.) where applicable.

### **R.1 CORPORATE CAPABILITY <sup>(PB)</sup> (Maximum 120 points – Minimum passing mark: 84 points )**

The Bidder should provide a corporate description demonstrating their experience and capacity for designing and producing the secure ID cards in the quantities and in the time periods described in the ANNEX "A" Statement of Work.

R.1.1.1 The Bidder should clearly describe their manufacturing/personalization infrastructures capability for producing the types of cards that, at a minimum include:

1. Compliance with ICAO and ISO standards
2. Laser Engraving: personalization and multiple other security techniques
3. Guilloche pattern incorporated in design
4. Ink taggants
5. Ultraviolet ink
6. Rainbow printing
7. Micro-printing
8. Embossing techniques
9. Personalization

0 points	Information required was not provided OR Not enough details are provided to assess the Bidder's capability for producing the secure ID cards described in the ANNEX "A" Statement of Work. OR
----------	--

	Does not demonstrate** how the Bidder will have a fully functioning facility, or facilities in Canada, capable of producing the types of cards as described in the Annex "A" Statement of Work that incorporate all of the identified elements (1 - 9) within ten (10) weeks of Contract award..
1 point	<ul style="list-style-type: none"> <li>The description of the Bidder's manufacturing infrastructures is provided. Does not demonstrate the Bidder's current capability for producing secure ID cards that incorporate at least seven (7) of the listed elements (1 – 9).</li> <li>The description provides details to demonstrate** how the Bidder will have a fully functioning facility, or facilities in Canada, capable of producing the types of cards as described in the Annex "A" Statement of Work within ten (10) weeks of Contract award.</li> </ul>
2 points	<ul style="list-style-type: none"> <li>The description of the Bidder's manufacturing infrastructures is provided. The description demonstrates Bidder's current capability for producing secure ID cards that incorporates at least seven (7) of the listed elements (1 – 9).</li> <li>The description provides details to demonstrate** how the Bidder will have a fully functioning facility, or facilities in Canada, capable of producing the types of cards as described in the Annex "A" Statement of Work that incorporate all of the identified elements (1 - 9) within ten (10) weeks of Contract award..</li> </ul>
3 points	<ul style="list-style-type: none"> <li>The description of the Bidder's manufacturing/personalization infrastructures is clear.</li> <li>Details provided lead to a complete understanding of Bidder's current capability for producing secure ID cards that incorporate eight (8) of the identified elements (1 - 9).</li> <li>Most elements fully described.</li> <li>The description provides details to demonstrate** how the Bidder will have a fully functioning facility, or facilities in Canada, capable of producing the types of cards as described in the Annex "A" Statement of Work that incorporate all of the identified elements (1 - 9) within ten (10) weeks of Contract award..</li> </ul>
4 points	<ul style="list-style-type: none"> <li>The description of the Bidder's manufacturing/personalization infrastructures is clear.</li> <li>Details provided lead to a complete and thorough understanding of Bidder's current capability for producing secure ID cards that incorporate all of the identified elements (1 - 9).</li> <li>All elements fully described.</li> <li>The description provides details to demonstrate** how the Bidder will have a fully functioning facility, or facilities in Canada, capable of producing the types of cards as described in the Annex "A" Statement of Work that incorporate all of the identified elements (1 - 9) within ten (10) weeks of Contract award.</li> </ul>
5 points	<ul style="list-style-type: none"> <li>The description of the Bidder's manufacturing/personalization infrastructures is clear.</li> <li>Details provided lead to a complete and thorough understanding of Bidder's current capability for producing secure ID cards that incorporate all of the identified elements (1 - 9).</li> <li>All elements fully described.</li> <li>The description demonstrates that the Bidder currently has a fully functioning facility, or facilities in Canada, capable of producing the types of cards as described in the Annex "A" Statement of Work.</li> </ul>
Points Allocated for R1.1:_____/5 multiplied by w.f. 8 = :_____/40	

**\*\* In order to "Demonstrate" the Bidder will have a fully operational facility within ten (10) weeks of contract award, the Bidder, must provide clear details that **describe the currently secret cleared facility in Canada** and the timelines for moving or purchasing any necessary equipment/technology to Canada within the ten (10) week period. The description also must include the timelines for set up, implementation and staffing to get the facility up and operational in this required timeline.**

R.1.1.2 The Bidder should provide the number of years they have been producing secure ID cards.

0 points	Information required was not provided OR The Bidder has less one (1) year experience producing secure ID cards
1 point	The Bidder has a minimum of one (1) year but less than two (2) years experience producing secure ID cards
2 points	The Bidder has a minimum of two (2) years but less than three (3) years experience producing secure ID cards
3 points	The Bidder has a minimum of three (3) years but less than four (4) years experience producing secure ID cards
4 points	The Bidder has a minimum of four (4) years but less than five (5) years experience producing secure ID cards
5 points	The Bidder has five (5) years experience or more producing secure ID cards
Points Allocated for R1.1.2: ____/5 multiplied by w.f. 2 = : ____/10	

R.1.1.3 The Bidder should provide the quantity of the types of secure ID cards described in this Statement of Work the Bidder is currently capable of producing per week in their facility or facilities.

0 points	Information required was not provided OR The Bidder has a current capability to produce less than 1,000 secure ID cards per week
1 point	The Bidder has a current capability to produce 1,000 to 1,999 secure ID cards per week.
2 points	The Bidder has a current capability to produce 2,000 to 2,999 secure ID cards per week.
3 points	The Bidder has a current capability to produce 3,000 to 3,999 secure ID cards per week.
4 points	The Bidder has a current capability to produce 4,000 to 4,999 secure ID cards per week.
5 points	The Bidder has a current capability to produce 5,000 or more secure ID cards per week.
Points Allocated for R1.1.2: ____/ 5 multiplied by w.f. 2 = : ____/10	

R.1.1.4 The Bidder should describe their Supply Chain infrastructure for maintaining the supply of materials necessary for manufacturing secure ID cards. The description should include:

- The corporate procedures for vetting supplier's production capability; Quality Assurance and Security practices;
- The procurement procedures for ensuring best value of functionality and price;
- The information management for monitoring the overall supply of material.

0 points	Information required was not provided OR Not enough details are provided to assess the Bidder's Supply Chain infrastructure for maintaining the supply of materials necessary for manufacturing secure ID cards OR The Description does not demonstrate that any corporate Procurement processes are in place.
1 point	Details provided lead to an understanding of the Bidder's corporate procurement processes for ensuring best value of functionality and price for the materials/services procured. Does not demonstrate capability to meet the requirements of the Annex "A" Statement of Work.
2 points	<ul style="list-style-type: none"> <li>• Details provided lead to a good understanding of the Bidder's Supply Chain infrastructure for maintaining the supply of materials necessary for manufacturing secure ID cards.</li> <li>• The description demonstrates the Bidder's corporate procurement procedures for ensuring best value of functionality and price for the materials/services procured</li> </ul>

	<ul style="list-style-type: none"> <li>The description demonstrates the Bidder's corporate procurement processes with respect to vetting suppliers based on the supplier's quality assurance practices.</li> <li>The description demonstrates the Bidder's corporate procurement processes for vetting supplier's production with respect to security considerations.</li> <li>The description provides the Bidder's corporate procurement processes with respect to monitoring the overall supply of material.</li> <li>Most elements well described.</li> <li>Minimal weaknesses and/or deficiencies could exist, but would not pose any significant risk to the requirement.</li> <li>Demonstrates capability to meet the requirements of the Annex "A" Statement of Work.</li> </ul>
3 points	<ul style="list-style-type: none"> <li>Substantial details provided lead to a complete and thorough understanding of the Bidder's Supply Chain infrastructure for maintaining the supply of materials necessary for manufacturing secure ID cards.</li> <li>The description demonstrates the Bidder's corporate procurement procedures for ensuring best value of functionality and price best value of functionality and price for the materials/services procured</li> <li>The description demonstrates the Bidder's corporate procurement processes with respect to vetting suppliers based on the supplier's on-going quality assurance practices.</li> <li>The description demonstrates the Bidder's corporate procurement processes for vetting supplier's production with respect to security considerations.</li> <li>The description provides the Bidder's corporate procurement processes with respect to information management for monitoring the overall supply of material with emphasis on avoiding disruptions in the supply chain.</li> <li>All elements clearly described.</li> <li>No weaknesses or deficiencies that would pose any risk to the requirement.</li> <li>Clearly demonstrates capability to meet the requirements of the Annex "A" Statement of Work.</li> </ul>
Points Allocated for R.1.1.4: ____/3 multiplied by w.f. 10 = : ____/30	

Points Allocated for R.1.1: \_\_\_\_/90

## R.1.2. CORPORATE CLIENTS

To demonstrate their capability, the Bidder should provide the names of two (2) client organizations for which the Bidder has produced secure personalized ID cards requiring the types of production and security features described in this Statement of Work. The Bidder should provide a contact name and contact coordinates for each together with a description demonstrating the Bidder's experience, with particular focus on the items listed in R.1.2.1 – R.1.2.3 below.

For each project, Bidders will be evaluated on the following:

R.1.2.1 The average annual quantity of personalized cards, including laser engraving, produced over the period of the contract.

R.1.2.2 The Bidder demonstrates that the end use of the card is/was used to validate the cardholder's identity and status.

R.1.2.3 The number of features listed incorporated in the client cards.

1. Compliance with ICAO and ISO standards
2. Laser Engraving: personalization and multiple other security techniques

3. Guilloche pattern incorporated in design
4. Ink taggants
5. Ultraviolet ink
6. Rainbow printing
7. Micro-printing
8. Embossing techniques
9. Personalization
10. Portrait image

**PROJECT 1:**

R.1.2.1a Project description includes information as specified for R.1.2.		
No description was not provided or does not address the elements in R.1.2	The description provided was incomplete and only partially addressed the elements in R.1.2	The description provided was complete and fully addressed the elements in R.1.2
0 Point	1 point	2 points
Points Allocated for R.1.2.1a: _____/2		

R.1.2.1 The average annual quantity of personalized cards, including laser engraving, produced over the period of the contract.			
Not enough information provided to evaluate the Bidders' response.	The Bidder produced an average of less than 40,000 cards per year for the client.	The Bidder produced an average of 40,000 to 45,000 cards per year for the client.	The Bidder produced an average of more than of 45,000 cards per year for the client.
0 Point	1 point	2 points	3 points
Points Allocated for R.1.2.1: _____/3			

R.1.2.2 The Bidder demonstrates that the end use of the card is/was used to validate the cardholder's identity and status.	
The end use of the card is/was not used to validate the cardholder's identity and status.	The end use of the card is/was used to validate the cardholder's identity and status
0 Points	2 points



Solicitation No. - N° de l'invitation  
A0334-174620/B  
Client Ref. No. - N° de réf. du client  
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Amd. No. - N° de la modif.  
File No. - N° du dossier  
CW010.A0334-174620

Buyer ID - Id de l'acheteur  
CW010  
CCC No./N° CCC - FMS No./N° VME

Points Allocated for R.1.2.2: \_\_\_\_\_/2

R.1.2.3 The number of features listed incorporated in the client cards.

Compliance with ICAO and ISO standards	Yes	No
Laser Engraving: personalization and multiple other security techniques	Yes	No
Guilloche pattern incorporated in design	Yes	No
Ink Taggants	Yes	No
Ultraviolet ink	Yes	No
Rainbow printing	Yes	No
Micro-printing	Yes	No
Embossing techniques	Yes	No
Personalization	Yes	No
Portrait images	Yes	No

3 or less features listed were incorporated in the client cards.	4 – 5 features listed were incorporated in the client cards.	6 - 7 features listed were incorporated in the client cards.	At least 8 features listed were incorporated in the client cards.
0 Point	1 point	2 points	3 points

Points Allocated for R.1.2.3: \_\_\_\_\_/3

Points Allocated for R.1.2 - PROJECT 1: \_\_\_\_\_/10 multiplied by w.f. 1.5 = : \_\_\_\_\_/15

## PROJECT 2:

R.1.2.1a Project description includes information as specified for R.1.2.

No description was not provided or does not address the elements in R.1.2	The description provided was incomplete and only partially addressed the elements in R.1.2	The description provided was complete and fully addressed the elements in R.1.2
0 Point	1 point	2 points

Points Allocated for R.1.2.1a: \_\_\_\_\_/2

R.1.2.1 The average annual quantity of personalized cards, including laser engraving, produced over the period of the contract.			
Not enough information provided to evaluate the Bidders' response.	The Bidder produced an average of less than 40,000 cards per year for the client.	The Bidder produced an average of 40,000 to 45,000 cards per year for the client.	The Bidder produced more than of 45,000 cards per year for the client.
0 Point	1 point	2 points	3 points
Points Allocated for R.1.2.1: _____/3			

R.1.2.2 The Bidder demonstrates that the end use of the card is/was used to validate the cardholder's identity and status.	
The end use of the card is/was not used to validate the cardholder's identity and status.	The end use of the card is/was used to validate the cardholder's identity and status
0 Points	2 points
Points Allocated for R.1.2.2: _____/2	

R.1.2.3 The number of features listed incorporated in the client cards.			
Compliance with ICAO and ISO standards		Yes	No
Laser Engraving: personalization and multiple other security techniques		Yes	No
Guilloche pattern incorporated in design		Yes	No
Ink Taggants		Yes	No
Ultraviolet ink		Yes	No
Rainbow printing		Yes	No
Micro-printing		Yes	No
Embossing techniques		Yes	No
Personalization		Yes	No
Portrait images		Yes	No
3 or less features listed were incorporated in the client cards.	4 – 5 features listed were incorporated in the client cards.	6 - 7 features listed were incorporated in the client cards.	At least 8 features listed were incorporated in the client cards.
0 Point	1 point	2 points	3 points
Points Allocated for R.1.2.3: _____/3			

**Points Allocated for R.1.2 - PROJECT 2:** \_\_\_\_\_/10 multiplied by w.f. 1.5 = : \_\_\_\_\_/15

Points Allocated for R.1.2: \_\_\_\_\_/30

**R.1 TOTAL POINTS = \_\_\_\_\_/120**

**R.2. CONTRACT MANAGEMENT PLAN <sup>(PB)</sup>** (Maximum 90 points - Minimum passing mark: 63 points)

The Bidder should provide a Contract Management Plan that clearly describes how the Bidder proposes to work with CIRNAC Authorities to meet the operational and management requirements in all areas related to this requirement over the term of the Contract. In doing this, the plan should give a comprehensive description of all procedures and activities which will be carried out or managed by the Bidder, as well as, how all of the activities are integrated in order to provide the required service.

The Contract Management Plan should contain sub-plans describing how the Bidder proposes to manage the implementation and on-going supply of the services required during the period of the Contract. Any or all of these plans may be accepted as proposed or further refined during the consultation phase of the Contract implementation.

The plan should include the Bidder's internal and external resources such as subcontractors or Joint Venture Partners. At a minimum, the plan should include and describe how the Bidder proposes to address:

**R.2.1 Project Organization**

The Bidder should provide a detailed description of their proposed Contractor/Client project organization. The description should include a comprehensive work breakdown structure identifying activities, roles, related responsibilities and information flow. The Bidder should also provide a Project Organization Chart that demonstrates clear Bidder accountability and reporting relationships.

0 points	Information required was not provided OR Not enough details are provided to assess the proposed Contractor/Client project organization.
1 point	Details provided lead to an understanding of the proposed Contractor/Client project organization. Does not demonstrate capability to meet the requirements of the Annex "A" Statement of Work.
2 points	<ul style="list-style-type: none"> <li>Details provided lead to a good understanding of the proposed Contractor/Client project organization.</li> <li>The Bidder provides a work breakdown structure.</li> <li>Most elements well described.</li> <li>Minimal weaknesses and/or deficiencies could exist, but would not pose any significant risk to the requirement.</li> <li>Demonstrates some capability to meet the requirements of the Annex "A" Statement of Work.</li> </ul>
3 points	<ul style="list-style-type: none"> <li>Details provided lead to a complete understanding of the proposed Contractor/Client project organization.</li> <li>The Bidder provides a comprehensive work breakdown structure. The work breakdown structure demonstrates principal contractor/client roles and related responsibilities</li> </ul>

	<ul style="list-style-type: none"> <li>The Bidder provides the Project Organization Chart. The Project Organization Chart demonstrates clear Bidder accountability and reporting relationships.</li> <li>All elements well described.</li> <li>No weaknesses or deficiencies that would pose any risk to the requirement.</li> <li>Demonstrates capability to meet the requirements of the Annex "A" Statement of Work.</li> </ul>
4 points	<ul style="list-style-type: none"> <li>Details provided lead to a complete and thorough understanding of the proposed Contractor/Client project organization.</li> <li>The Bidder provides a comprehensive work breakdown structure. The work breakdown structure demonstrates principal contractor/client roles and related responsibilities</li> <li>The Bidder provides the Project Organization Chart. The Project Organization Chart demonstrates clear Bidder accountability and reporting relationships.</li> <li>Project information flow between CIRNAC and the Bidder is clearly mapped out in the Project Organization Chart</li> <li>All elements clearly described.</li> <li>No weaknesses or deficiencies that would pose any risk to the requirement.</li> <li>Clearly demonstrates capability to meet the requirements of the Annex "A" Statement of Work.</li> </ul>

Points Allocated for R.2.1: \_\_\_\_/4 multiplied by w.f. 5 = : \_\_\_\_/20

## R.2.2 Risk Management

The Bidder should describe the risks/threats they perceive as potentially impacting the successful implementation and on-going production and distribution of Cards; categorize the identified risks/threats by severity to the overall service; identify related aspects of the service potentially impacted; propose mitigation strategies and provide timeframes that show how the risks/threats are progressively reduced during the mitigation period.

The Bidder should provide an example of how they have successfully implemented risk mitigation strategies for a similar requirement.

0 points	Information required was not provided OR Not enough details are provided to assess the description of the risks/threats the Bidder perceives as potentially impacting the successful implementation and on-going production and distribution of Cards.
1 point	Details provided lead to an understanding of the risks/threats the Bidder perceives as potentially impacting the successful implementation and on-going production and distribution of Cards.
2 points	<ul style="list-style-type: none"> <li>Details provided lead to a good understanding of the risks/threats the Bidder perceives as potentially impacting the successful implementation and on-going production and distribution of Cards.</li> <li>The description proposes mitigation strategies and shows how the risks/threats are progressively reduced during the mitigation period</li> <li>Most elements well described.</li> <li>Minimal weaknesses and/or deficiencies could exist, but would not pose any significant risk to the requirement.</li> <li>Demonstrates some capability to meet the requirements of the Annex "A" Statement of Work.</li> </ul>
3 points	<ul style="list-style-type: none"> <li>Details provided lead to a complete understanding of the risks/threats the Bidder perceives as potentially impacting the successful implementation and on-going production and distribution of Cards.</li> <li>The description categorizes the identified risks/threats by severity to the overall service.</li> <li>The description identifies related aspects of the service potentially impacted.</li> <li>The description proposes mitigation strategies and provides timeframes that show how the risks/threats are progressively reduced during the mitigation period</li> <li>All elements well described.</li> <li>No weaknesses or deficiencies that would pose any risk to the requirement.</li> <li>Clearly demonstrates capability to meet the requirements of the Annex "A" Statement of Work.</li> </ul>

4 points	<ul style="list-style-type: none"> <li>Details provided lead to a complete and thorough understanding of the risks/threats the Bidder perceives as potentially impacting the successful implementation and on-going production and distribution of Cards</li> <li>The description categorizes the identified risks/threats by severity to the overall service.</li> <li>The description identifies related aspects of the service potentially impacted.</li> <li>The description proposes mitigation strategies and provides timeframes that show how the risks/threats are progressively reduced during the mitigation period</li> <li>All elements clearly described.</li> <li>No weaknesses or deficiencies that would pose any risk to the requirement.</li> <li>Clearly demonstrates capability to meet the requirements of the Annex "A" Statement of Work.</li> <li>The Bidder provides an example of how the Bidder has successfully implemented risk mitigation strategies for a similar Identification card requirement.</li> </ul>
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Points Allocated for R.2.2: \_\_\_\_/4 multiplied by w.f. 5 = : \_\_\_\_/20

### R.2.3 Problem Resolution Over the Term of the Contract

The Bidder should provide a detailed description demonstrating how their problem escalation process will operate in providing clear access to senior management. The response should include a detailed organization chart identifying individual positions and role in the organization. The chart should show reporting relationships and describe what decision making authority each position has.

0 points	Information required was not provided OR Not enough details are provided to assess of the Bidder's problem escalation process.
1 point	Details provided lead to an understanding of the of the Bidder's problem escalation process. Does not demonstrate capability to meet the requirements of the Annex "A" Statement of Work.
2 points	<ul style="list-style-type: none"> <li>Details provided lead to a good understanding of the Bidder's problem escalation process.</li> <li>The detailed description demonstrates how CIRNAC can access the Bidder's senior management over the period of the contract.</li> <li>Most elements well described.</li> <li>Minimal weaknesses and/or deficiencies could exist, but would not pose any significant risk to the requirement.</li> <li>Demonstrates some capability to meet the requirements of the Annex "A" Statement of Work.</li> </ul>
3 points	<ul style="list-style-type: none"> <li>Details provided lead to a complete understanding of the Bidder's problem escalation process.</li> <li>The detailed description demonstrates how CIRNAC can access the Bidder's senior management over the period of the contract.</li> <li>The problem escalation process addresses potential problem scenarios related to the supply of materials, issues with card design, card production (including personalization and distribution), quality assurance, and information/data management</li> <li>The description and the organizational chart identify the role each employee plays in the problem resolution process.</li> <li>All elements well described.</li> <li>No weaknesses or deficiencies that would pose any risk to the requirement.</li> <li>Clearly demonstrates capability to meet the requirements of the Annex "A" Statement of Work..</li> </ul>
4 points	<ul style="list-style-type: none"> <li>Details provided lead to a complete and thorough understanding of the Bidder's problem escalation process.</li> <li>The detailed description demonstrates how CIRNAC can access the Bidder's senior management over the period of the contract.</li> <li>The problem escalation process addresses potential problem scenarios related to the supply of materials, issues with card design, card production (including personalization and distribution), quality assurance, and information/data management</li> <li>The description and the organizational chart identify the role each employee plays in the problem resolution process.</li> </ul>

	<ul style="list-style-type: none"> <li>The organizational chart demonstrates and identifies the decision making authority of each position, along with reporting relationships.</li> <li>All elements clearly described.</li> <li>No weaknesses or deficiencies that would pose any risk to the requirement.</li> <li>Clearly demonstrates capability to meet the requirements of the Annex "A" Statement of Work.</li> </ul>
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Points Allocated for R.2.3: \_\_\_\_/4 multiplied by w.f. 5 = : \_\_\_\_/20

#### R.2.4 Change Management

The Bidder should demonstrate how it would manage change to the service provided under the Contract. To demonstrate their capability the Bidder should provide responses to the scenario below.

Scenario: Card design change requested by CIRNAC due to an increase in fraudulent activity with regards to the SCIS Card.

For the scenario the Bidder should describe:

- The Change Management Team they would have in place
- The Risk Assessment and Mitigation Strategies they would implement to minimize negative impacts to the service
- The Communication Strategies they would implement to keep CIRNAC appraised of progress
- The Monitoring and Reporting Strategies they would implement at the internal level and with CIRNAC;
- Key Performance Indicators for determining the success of the Change Management Strategies

0 points	Information required was not provided OR Not enough details are provided to assess how the Bidder would manage change to the service provided under the Contract.
1 point	The description provides details to describe one (1) of the required elements (a – e). Does not demonstrate how the Bidder would manage change to the service provided under the Contract.
2 points	The description provides details to describe at least two (2) – three (3) of the required elements (a – e). Demonstrates some capability to manage change to the service provided under the Contract.
3 points	<ul style="list-style-type: none"> <li>Details provided lead to a good understanding of how the Bidder would manage change to the service provided under the Contract.</li> <li>The description provides details to describe four (4) of the required elements (a – e).</li> <li>No weaknesses or deficiencies that would pose any risk to the requirement.</li> <li>Most elements well described.</li> <li>Demonstrates capability to manage change to the service provided under the Contract.</li> </ul>
4 points	<ul style="list-style-type: none"> <li>Details provided lead to a complete and thorough understanding of how the Bidder would manage change to the service provided under the Contract.</li> <li>The description provides details to describe each of the required elements (a – e).</li> <li>All elements clearly described.</li> <li>No weaknesses or deficiencies that would pose any risk to the requirement.</li> <li>Clearly demonstrates capability to manage change to the service provided under the Contract and to meet the requirements of the Annex "A" Statement of Work.</li> </ul>

Points Allocated for R.2.4: \_\_\_\_/4 multiplied by w.f. 5 = : \_\_\_\_/20

## R.2.5 Transition – Contract End

The Bidder should provide a detailed description demonstrating how it would manage transitioning card manufacturing to a new Contractor at the end of the Contract. The description should clearly demonstrate how the Bidder proposes to meet the requirements of the Annex "A" Statement of Work.

The description should address at a minimum the following elements:

- How the Bidder would support CIRNAC in transitioning card manufacturing to the new Contractor;
- How the Bidder would provide remaining stocks of manuals and personalized SCIS;
- How the Bidder would securely destroy/purge all data/information within the Contractor's possession including templates, damaged blank SCIS card stock, etc in accordance with the Contract;
- How the Bidder would note major activities or milestones;
- How the Bidder would note dependencies;
- How the Bidder would list critical success factors; and
- How the Bidder would document roles of those involved, including CIRNAC.

0 points	Information required was not provided OR Not enough details are provided to assess how the Bidder would manage transitioning card manufacturing to a new Contractor at the end of the Contract.
1 point	The description provides details to describe at least three (3) of the required elements (a – g).
2 points	The description provides details to describe four (4) – five (5) of the required elements (a – g).
3 points	<ul style="list-style-type: none"> <li>Details provided lead to a good understanding of how the Bidder would manage transitioning card manufacturing to a new Contractor at the end of the Contract.</li> <li>The description provides details to describe six (6) of the required elements (a – g).</li> <li>No weaknesses or deficiencies that would pose any risk to the requirement.</li> <li>Most elements well described.</li> </ul>
4 points	<ul style="list-style-type: none"> <li>Details provided lead to a complete and thorough understanding of how the Bidder would manage transitioning card manufacturing to a new Contractor at the end of the Contract.</li> <li>The description provides details to describe each of the required elements (a – g).</li> <li>All elements clearly described.</li> <li>No weaknesses or deficiencies that would pose any risk to the requirement.</li> <li>Clearly demonstrates capability to manage transitioning card manufacturing to a new Contractor and to meet the requirements of the Annex "A" Statement of Work.</li> </ul>

Points Allocated for R.2.5: \_\_\_\_/4 multiplied by w.f. 2.5 = : \_\_\_\_/10

**R.2 TOTAL POINTS = \_\_\_\_/90**



### R.3 CARD TESTING <sup>(PB)</sup> (Maximum 30 points - Minimum passing mark: 22.5 points)

The Bidder should provide a work plan for completing the Card testing as described in the Annex "A" Statement of Work.

The work plan should clearly demonstrate how the Bidder proposes to meet the requirements of the Annex "A" Statement of Work (A.9.3).

The Bidder should clearly demonstrate how they propose to meet the requirements for on-going production testing.

0 points	Information required was not provided OR Not enough details are provided to assess the work plan for completing the Card testing as described in the Annex "A" Statement of Work.
1 point	Details provided lead to an understanding of the work plan for completing the Card testing as described in the Annex "A" Statement of Work. Does not demonstrate capability to meet the requirements of the Annex "A" Statement of Work (A.9.3).
2 points	<ul style="list-style-type: none"> <li>Details provided lead to a good understanding of the work plan for completing the Card testing as described in the Annex "A" Statement of Work (A.9.3).</li> <li>Most elements well described.</li> <li>Minimal weaknesses and/or deficiencies could exist, but would not pose any significant risk to the requirement.</li> <li>Demonstrates capability to meet the requirements of the Annex "A" Statement of Work.</li> </ul>
3 points	<ul style="list-style-type: none"> <li>Details provided lead to a complete understanding of work plan for completing the Card testing as described in the Annex "A" Statement of Work (A.9.3).</li> <li>All elements well described.</li> <li>No weaknesses or deficiencies that would pose any risk to the requirement.</li> <li>Demonstrates capability to meet the requirements of the Annex "A" Statement of Work.</li> </ul>
4 points	<ul style="list-style-type: none"> <li>Details provided lead to a complete and thorough understanding of work plan for completing the Card testing as described in the Annex "A" Statement of Work (A.9.3)..</li> <li>Details provided demonstrate how the Bidder proposes to meet the requirements for on-going production testing.</li> <li>All elements clearly described.</li> <li>No weaknesses or deficiencies that would pose any risk to the requirement.</li> <li>Clearly demonstrates capability to meet the requirements of the Annex "A" Statement of Work..</li> </ul>

Points Allocated for R.3: \_\_\_\_/4 multiplied by w.f. 7.5 = : \_\_\_\_/30

**R.3 TOTAL POINTS = \_\_\_\_/30**

#### **R.4. IMPLEMENTATION OF WORK <sup>(PB)</sup> – (Maximum 100 Points - Minimum passing mark: 70 points)**

Bidders should provide a separate detailed work plan to implement the work as described in the Annex “A” Statement of Work.

The plan should clearly describe how the Bidder proposes to implement and manage the complete process of printing (including security printing techniques), warehousing, order processing and order fulfillment, data processing, personalization of cards, preparation for and completion of mailing and reporting of activity for this requirement as described in the Statement of Work.

The plan should clearly describe how the Bidder proposes to work with client representatives to meet the security, operational and management requirements in all areas related to this requirement over the term of the Contract. In doing this, the plan should give a comprehensive description of all procedures and activities which will be carried out or managed by the Bidder for the supply (acquisition of material), printing, warehousing, order processing and order fulfillment, personalization of cards, and preparation for and completion of mailing of SCIS cards, as well as, how all of the activities are integrated in order to provide the required service.

The plan should clearly explain the processes occurring in each area and how they interact both within the area and with other areas necessary to complete the requirement.

R.4.1 The plan should explain how the Bidder proposes to complete the stages of consultation and set-up for the supply (acquisition of material), security printing, warehousing, reception of data files, order processing and order fulfillment, personalization of cards, and distribution of secure SCIS cards.

R.4.1.1 Consultation and set-up:

0 points	Information required was not provided OR Not enough details are provided to assess how the Bidder proposes to complete the stages of consultation and set-up the supply, security printing, warehousing, reception of data files, order processing and order fulfillment, personalization of cards, and distribution of secure SCIS cards
1 point	Details provided lead to an understanding of the how the Bidder proposes to complete the stages of consultation and set-up for the supply, security printing, warehousing, reception of data files, order processing and order fulfillment, personalization of cards, and distribution of secure SCIS cards. The plan does not identify any interaction between the Bidder and CIRNAC.
2 points	Details provided lead to a good understanding of the how the Bidder proposes to complete the stages of consultation and set-up the supply, security printing, warehousing, reception of data files, order processing and order fulfillment, personalization of cards, and distribution of secure SCIS cards. The plan demonstrates some interaction between the Bidder and CIRNAC. Most elements well described. Minimal weaknesses and/or deficiencies could exist, but would not pose any significant risk to the requirement.
3 points	Substantial details provided lead to a complete and thorough understanding of the how the Bidder proposes to complete the stages of consultation and set-up for the supply, security printing, warehousing, reception of data files, order processing and order fulfillment, personalization of cards, and distribution of secure SCIS cards. The plan clearly demonstrates the interaction between the Bidder and CIRNAC. All elements present. All elements fully described. No weaknesses or deficiencies that would pose any risk to the requirement.
Points Allocated for R.4.1.1: ____/3 multiplied by w.f. 4 = : ____/12	

R.4.1.2 Schedule for the set-up for the supply, security printing, warehousing, reception of data files, order processing and order fulfillment, personalization of cards, and distribution of secure SCIS cards.

0 points	Information required was not provided OR The plan does not provide a schedule with timelines.
1 point	Schedule provided. Does not demonstrate capability to meet the requirements of the Annex "A" Statement Work (A.5 and A.9.3).
2 points	Schedule provided. All elements present. Demonstrates capability to meet the requirements of the Annex "A" Statement Work (A.5 and A.9.3). Minimal weaknesses and/or deficiencies could exist, but would not pose any significant risk to the requirement.
3 points	Detailed schedule provided. All elements present. All elements fully described. Clearly demonstrates capability to meet the requirements of the Annex "A" Statement Work(A.5 and A.9.3).. No weaknesses or deficiencies that would pose any risk to the requirement.
Points Allocated for R.4.1.2.:_____/3 multiplied by w.f. 6 = :_____/18	

Points Allocated for R.4.1:_____/30
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R.4.2 The plan should provide a clear and detailed description of the procedures followed for the supply, printing, warehousing, order processing and order fulfillment, personalization and distribution of secure SCIS cards (a – i listed below). The plan should address the security and ICAO considerations for the required secure SCIS cards.

The plan should separate each required area of activity and production phase. The plan should include but not necessarily be limited to the areas detailed below:

- Supply (acquisition of material) of card stock;
- Printing of cards (including security printing techniques);
- Warehousing of material;
- reception of data files and transfer of files to the production area;
- proofing and random sampling;
- personalization including numbering;
- preparation for mailing;
- verification of delivery; and
- reporting as specified in the Annex "A" Statement of Work.

0 points	Information required was not provided OR Not enough details are provided to assess the procedures to be followed for the supply of card stock, printing of cards (including security printing techniques); warehousing, order processing and order fulfillment, personalization and distribution of secure SCIS cards.
1 point	The plan provides details to describe the procedures to be followed for the less than 6 required areas of activity (a – i). Does not demonstrate capability to meet the requirements of the Annex "A" Statement Work.
2 points	The plan provides details to describe the procedures to be followed for at least 6 required areas of activity (a – i). Most elements well described. Does not clearly demonstrate capability to meet the requirements of the Annex "A" Statement Work.
3 points	<ul style="list-style-type: none"> <li>The plan provides details to describe the procedures to be followed for at least 7 - 8 required areas of activity (a – i).</li> <li>The plan provides details to describe the security and ICAO considerations for the required secure SCIS cards.</li> <li>Most elements well described. Demonstrates some capability to meet the requirements of the Annex "A" Statement Work.</li> </ul>
4 points	<ul style="list-style-type: none"> <li>The plan provides details to describe the procedures to be followed for each required area of activity (a – i).</li> </ul>

	<ul style="list-style-type: none"> <li>The plan provides details to describe the security and ICAO considerations for the required secure SCIS cards.</li> <li>All elements present. Most elements well described. Demonstrates capability to meet the requirements of the Annex "A" Statement Work.</li> </ul>
5 points	<ul style="list-style-type: none"> <li>The plan provides details to describe the procedures to be followed for each required area of activity (a – i).</li> <li>The plan clearly explains the processes occurring in each area and how they interact both within the area and with other areas necessary to complete the requirement</li> <li>The plan provides details to describe the security and ICAO considerations for the required secure SCIS cards.</li> <li>All elements present. All elements fully described. Clearly demonstrates capability to meet the requirements of the Annex "A" Statement Work.</li> </ul>

Points Allocated for R.4.2: \_\_\_\_/5 multiplied by w.f. 5 = : \_\_\_\_/25

R.4.3 The plan should provide a clear and detailed description of how the Bidder will verify the accuracy of the printing of the required finalized blank SCIS cards.

0 points	Information required was not provided OR Not enough details are provided to assess how the Bidder will verify the accuracy of the printing of the required finalized blank SCIS cards.
1 point	Details provided lead to an understanding of the accuracy of the the printing of the required finalized blank SCIS cards. Does not demonstrate capability to meet the requirements of the Annex "A" Statement Work.
2 points	<ul style="list-style-type: none"> <li>Details provided lead to a good understanding of how the Bidder will verify the accuracy of the the printing of the required finalized blank SCIS cards.</li> <li>Minimal weaknesses and/or deficiencies could exist, but would not pose any significant risk to the requirement</li> <li>Demonstrates capability to meet the requirements of the Annex "A" Statement Work.</li> </ul>
3 points	<ul style="list-style-type: none"> <li>Substantial details provided lead to a complete and thorough understanding of how the Bidder will verify the accuracy of the the printing of the required finalized blank SCIS cards.</li> <li>All elements fully described.</li> <li>No weaknesses or deficiencies that would pose any risk to the requirement.</li> <li>Clearly demonstrates capability to meet the requirements of the Annex "A" Statement Work.</li> </ul>

Points Allocated for R.4.3: \_\_\_\_/3 multiplied by w.f. 4 : \_\_\_\_/12

R.4.4 The plan should provide a clear and detailed description of how the Bidder will ensure the alignment of all the particular fields during personalization of the secure ID cards as described in the Annex "A" Statement of Work.

0 points	Information required was not provided OR Not enough details are provided to assess the procedures to be followed to ensure the alignment of fields during personalization of the secure ID cards as described in the Annex "A" Statement of Work.
1 point	Details provided lead to an understanding of the procedures to be followed to ensure the alignment of the fields during personalization of the secure ID cards as described in the Annex "A" Statement of Work. Does not demonstrate capability to meet the requirements of the Annex "A" Statement of Work.
2 points	<ul style="list-style-type: none"> <li>Details provided lead to a good understanding of the procedures to be followed to ensure the alignment of the fields during personalization of the secure ID cards as described in the Annex "A" Statement of Work.</li> </ul>

	<ul style="list-style-type: none"> <li>Most elements well described.</li> <li>Minimal weaknesses and/or deficiencies could exist, but would not pose any significant risk to the requirement.</li> <li>Demonstrates capability to meet the requirements of the Annex "A" Statement of Work.</li> </ul>
3 points	<ul style="list-style-type: none"> <li>Details provided lead to a complete and thorough understanding of the procedures to be followed to ensure the alignment of all the particular fields during personalization of the secure ID cards as described in the Annex "A" Statement of Work.</li> <li>All elements well described.</li> <li>No weaknesses or deficiencies that would pose any risk to the requirement.</li> <li>Clearly demonstrates capability to meet the requirements of the Annex "A" Statement of Work.</li> </ul>

Points Allocated for R.4.4: \_\_\_\_/3 multiplied by w.f. 3 = : \_\_\_\_/9

R.4.5 The plan should provide a clear and detailed description of how the Bidder will verify the quality and the accuracy of the personalization of the required secure SCIS cards.

0 points	Information required was not provided OR Not enough details are provided to assess how the Bidder will verify the accuracy of the personalization of the required secure SCIS cards.
1 point	Details provided lead to an understanding of how the Bidder will verify the accuracy of the personalization of the required secure SCIS cards. Does not demonstrate capability to meet the requirements of the Annex "A" Statement Work.
2 points	<ul style="list-style-type: none"> <li>Details provided lead to a good understanding of how the Bidder will verify the the accuracy of the personalization of the required secure SCIS cards.</li> <li>Minimal weaknesses and/or deficiencies could exist, but would not pose any significant risk to the requirement</li> <li>Demonstrates capability to meet the requirements of the Annex "A" Statement Work.</li> </ul>
3 points	<ul style="list-style-type: none"> <li>Substantial details provided lead to a complete and thorough understanding of how the Bidder will verify the quality and the accuracy of the personalization of the required secure SCIS cards.</li> <li>All elements fully described.</li> <li>No weaknesses or deficiencies that would pose any risk to the requirement.</li> <li>Clearly demonstrates capability to meet the requirements of the Annex "A" Statement Work.</li> </ul>

Points Allocated for R.4.5: \_\_\_\_/3 multiplied by w.f. 4 : \_\_\_\_/12

R.4.6 The plan should demonstrate how the Bidder will manage and keep track of the spoiled or defective secure SCIS cards and how replacement product will be introduced and managed during production.

0 points	Information required was not provided OR Not enough details are provided to assess how the Bidder will manage and keep track of the spoiled or defective secure SCIS cards.
1 point	Details provided lead to an understanding of how the Bidder will manage and keep track of the spoiled or defective secure SCIS cards. Does not demonstrate capability to meet the requirements of the Annex "A" Statement Work.
2 points	<ul style="list-style-type: none"> <li>Details provided lead to a good understanding of how the Bidder will manage and keep track of the spoiled or defective secure SCIS cards and how replacement product will be provided.</li> <li>Minimal weaknesses and/or deficiencies could exist, but would not pose any significant risk to the requirement</li> <li>Demonstrates capability to meet the requirements of the Annex "A" Statement Work.</li> </ul>
3 points	<ul style="list-style-type: none"> <li>Substantial details provided lead to a complete and thorough understanding of how the Bidder will manage and keep track of the spoiled or defective secure SCIS cards and how replacement product will be introduced and managed during production.</li> <li>All elements fully described.</li> </ul>

	<ul style="list-style-type: none"> <li>No weaknesses or deficiencies that would pose any risk to the requirement.</li> <li>Clearly demonstrates capability to meet the requirements of the Annex "A" Statement Work.</li> </ul>
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Points Allocated for R.4.6:\_\_\_\_\_/3 multiplied by w.f. 4 :\_\_\_\_\_/12

**R.4 TOTAL POINTS = \_\_\_\_\_/100**

**R.5. BUSINESS CONTINUITY PLAN <sup>(PB)</sup>** (Maximum 80 Points – Minimum passing mark: 56 points )

Bidders should provide a Business Continuity Plan (BCP) for all operations required to complete the supply, security printing, warehousing, order processing and order fulfillment, personalization and distribution of orders for secure SCIS cards. The BCP should not only provide for a recovery of services but also for the continued personalization of secure SCIS cards, as specified in the Statement of Work, while the recovery to normal operations is underway.

Bidders should address at a minimum the following elements: facilities and human resources, terrorism, mechanical breakdown and equipment failure, hardware failures, system failures, security, data protection/data tracking, and service outages (including power outages). The BCP should specifically detail all provisions for: The functioning of the production facility and any backup facilities; staffing; production equipment and distribution.

**R.5.1** Bidders should provide a Business Continuity Plan (BCP) for each facility identified in their proposal.

0 points	Information required was not provided OR No BCP provided for any facility identified in the proposal.
1 point	BCP provided for some facilities identified in the proposal.
2 points	BCP provided for all facilities identified in the proposal.
Points Allocated for R.5.1:_____/2 multiplied by w.f. 5 = :_____/10	

Points Allocated for R.5.1:\_\_\_\_\_/10

## R.5.2 Corporate BCP

Bidders should describe the extent to which a corporate BCP has been developed and implemented within the Bidder's organization.

The information provided should clearly demonstrate the Bidder has implemented a corporate BCP that:

- Is part of the corporate policies and procedures, tested for "real world" relevance and reviewed and revised as required in order to be current;
- Demonstrates the Bidder has established a corporate management team for Business Continuity with defined roles and responsibilities;
- Demonstrates the Bidder has established protocols for Business Continuity for escalating levels of incident management up to disaster recovery; and
- Is communicated throughout the company.

a. Is part of the corporate policies and procedures, tested for "real world" relevance and reviewed and revised as required in order to be current:

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	Details provided lead to an understanding of the Bidder's BCP. The information provided does not demonstrate that the Bidder has implemented a corporate BCP that is part of the corporate policies and procedures.
2 points	Details provided lead to a good understanding of the Bidder's BCP. The information provided demonstrates that the Bidder has implemented a corporate BCP that is part of the corporate policies and procedures.
3 points	Substantial details provided lead to a complete and thorough understanding of the Bidder's BCP. The information provided demonstrates that the Bidder has implemented a corporate BCP that is part of the corporate policies and procedures, tested for "real world" relevance and reviewed and revised as required in order to be current. All elements fully described.

Points Allocated for R.5.2.a: \_\_\_\_/3 multiplied by w.f. 2 = : \_\_\_\_/6

b. Demonstrates the Bidder has established a corporate management team for Business Continuity with defined roles and responsibilities:

0 points	Information required was not provided OR Not enough details are provided to assess the BCP. OR The information provided does not demonstrate that the Bidder has established a corporate management team for Business Continuity.
1 point	Details provided lead to a good understanding of the Bidder's BCP. The information provided demonstrates that the Bidder has established a corporate management team for Business Continuity.
2 points	Substantial details provided lead to a complete and thorough understanding of the Bidder's BCP. The information provided demonstrates that the Bidder has established a corporate management team for Business Continuity with defined roles and responsibilities. All elements fully described.

Points Allocated for R.5.2.b: \_\_\_\_/2 multiplied by w.f. 1 = : \_\_\_\_/2



c. Demonstrates the Bidder has established protocols for Business Continuity for escalating levels of incident management up to disaster recovery.

0 points	Information required was not provided OR Not enough details are provided to assess the BCP. OR The information provided does not demonstrate that the Bidder has established protocols for Business Continuity for escalating levels of incident management.
1 point	Details provided lead to a good understanding of the Bidder's BCP. The information provided demonstrates that the Bidder has established protocols for Business Continuity for escalating levels of incident management.
2 points	Substantial details provided lead to a complete and thorough understanding of the Bidder's BCP. The information provided demonstrates that the Bidder has established protocols for Business Continuity for escalating levels of incident management up to disaster recovery. All elements fully described.
Points Allocated for R.5.2.c: ____/2 multiplied by w.f. 2 = : ____/4	

d. Is communicated throughout the company.

0 points	Information required was not provided OR Not enough details are provided to assess the BCP. OR The information provided does not demonstrate that the BCP is communicated throughout the company.
1 point	Details provided lead to a good understanding of the Bidder's BCP. The information provided demonstrates that the BCP is communicated throughout the company.
2 points	Substantial details provided lead to a complete and thorough understanding of the Bidder's BCP. The information provided demonstrates that the BCP is communicated throughout the company and is updated on an ongoing basis. All elements fully described.
Points Allocated for R.5.2.d: ____/2 multiplied by w.f. 1 = : ____/2	

Points Allocated for R.5.2: \_\_\_\_/14

**R.5.3** The BCP for each facility identified in the proposal as necessary to complete the work should address threats that could interrupt production to complete the supply (acquisition of material), security printing, warehousing, order processing and order fulfillment, personalization and distribution of orders for secure SCIS cards, the mitigation strategy for each and an estimated timeframe for resuming production in each of the following areas:

a) Facility:

1. Supply of card (acquisition of materials) as described in the Annex "A" Statement of Work;
2. Printing of cards (including security printing techniques) as described in the Annex "A" Statement of Work;
3. Warehousing/inventory management as described in the Annex "A" Statement of Work;
4. Order processing and order fulfillment as described in the Annex "A" Statement of Work;
5. Personalization of cards as described in the Annex "A" Statement of Work; and
6. Preparation for mailing and verification of delivery as described in the Annex "A" Statement of Work.

**b) Personnel:**

7. Supply of card (acquisition of materials) as described in the Annex "A" Statement of Work;
8. Printing of cards (including security printing techniques) as described in the Annex "A" Statement of Work;
9. Warehousing/inventory management as described in the Annex "A" Statement of Work;
10. Order processing and order fulfillment as described in the Annex "A" Statement of Work;
11. Personalization of cards as described in the Annex "A" Statement of Work; and
12. Preparation for mailing and verification of delivery as described in the Annex "A" Statement of Work.

Bidders should address at a minimum the following elements: facilities and human resources, terrorism, mechanical breakdown and equipment failure, hardware failures, system failures, security, data protection/data tracking, and service outages (including power outages).

R.5.3.1 The BCP for each facility identified in the proposal as necessary to complete the work should provide the required information to describe threats that could interrupt supply, security printing, warehousing, order processing and order fulfillment, personalization and distribution of orders for secure SCIS cards.

**Bidders should address at a minimum the following elements: mechanical breakdown and equipment failure, hardware failures, system failures, security, data protection/data tracking, and service outages (including power outages) for each area listed (1 - 12).**

0 points	Information required was not provided OR Not enough details are provided to assess the threats that could interrupt production and shipping of secure SCIS cards.
1 point	Details provided lead to a good understanding of the threats that could interrupt production and shipping of orders for secure SCIS cards. Most elements well described.
2 points	Substantial details provided lead to a complete and thorough understanding of the threats that could interrupt production and shipping of orders for secure SCIS cards. All elements present. All elements fully described.

R.5.3.1	Points Allocated for:	
	<u>a) Installation</u>	<u>b) Personnel</u>
Threats that could interrupt supply, security printing, warehousing, order processing and order fulfillment, personalization and distribution of orders for secure SCIS cards.		
Supply of cards as described in the Annex "A" Statement of Work	R.5.3.1.a.1____/2	R.5.3.1.b.7____/2
Printing of cards (including security printing techniques) as described in the Annex A: Statement of Work	R.5.3.1.a.2____/2	R.5.3.1.b.8____/2
Warehousing/inventory management as described in the Annex "A" Statement of Work	R.5.3.1.a.3____/2	R.5.3.1.b.9____/2
Order processing and order fulfillment as described in the Annex "A" Statement of Work	R.5.3.1.a.4____/2	R.5.3.1.b.10____/2
Personalization of cards as described in the Annex "A" Statement of Work	R.5.3.1.a.5____/2	R.5.3.1.b.11____/2
Preparation for mailing and verification of delivery as described in the Annex "A" Statement of Work	R.5.3.1.a.6____/2	R.5.3.1.b.12____/2
Points Allocated for R.5.3.1:____/24		

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R.5.3.2 The BCP for each facility identified in the proposal as necessary to complete the work should provide the required information to describe the mitigation strategy for each threat identified for R.5.3.1.

0 points	Information required was not provided OR Not enough details are provided to assess the mitigation strategy for each threat identified for R.5.3.1. OR Does not demonstrate capability to maintain production.
1 point	<ul style="list-style-type: none"> <li>Details provided lead to a good understanding of the mitigation strategy for each threat identified for R.5.3.1. All elements well described.</li> <li>Minimal weaknesses and/or deficiencies could exist, but would not pose any significant risk to the requirement</li> <li>Demonstrates capability to maintain production</li> </ul>
2 points	<ul style="list-style-type: none"> <li>Substantial details provided lead to a complete and thorough understanding of mitigation strategy for each threat identified for R.5.3.1.</li> <li>All elements fully described.</li> <li>No weaknesses or deficiencies that would pose any risk to the requirement.</li> <li>Clearly demonstrates capability to maintain production in alternate facilities.</li> </ul>

R.5.3.2	Points Allocated for:	
Threats that could interrupt supply, security printing, warehousing, order processing and order fulfillment, personalization and distribution of orders for secure SCIS cards.	<u>a) Installation</u>	<u>b) Personnel</u>
Supply of cards as described in the Annex "A" Statement of Work	R.5.3.2.a.1____/2	R.5.3.2.b.7____/2
Printing of cards (including security printing techniques) as described in the Annex A: Statement of Work	R.5.3.2.a.2____/2	R.5.3.2.b.8____/2
Warehousing/inventory management as described in the Annex "A" Statement of Work	R.5.3.2.a.3____/2	R.5.3.2.b.9____/2
Order processing and order fulfillment as described in the Annex "A" Statement of Work	R.5.3.2.a.4____/2	R.5.3.2.b.10____/2
Personalization of cards as described in the Annex "A" Statement of Work	R.5.3.2.a.5____/2	R.5.3.2.b.11____/2
Preparation for mailing and verification of delivery as described in the Annex "A" Statement of Work	R.5.3.2.a.6____/2	R.5.3.2.b.12____/2
Points Allocated for R.5.3.2:____/24 multiplied by w.f. 1.5 = :____/36		

R.5.3.3 The BCP for each facility identified in the proposal as necessary to complete the work should provide the required information to demonstrate the estimated timeframe for resuming production for each mitigation strategy identified in R.5.3.2.

0 points	Information required was not provided OR Not enough details are provided to assess the estimated timeframe for resuming production for each mitigation strategy identified in R.5.3.2. Does not demonstrate capability to maintain production.
1 point	Details provided lead to a good understanding of the estimated timeframe for resuming production for each mitigation strategy identified in R.5.3.2. All elements present. Demonstrates capability to maintain production with minimal disruption.

R.5.3.3	Points Allocated for:
The estimated timeframe for resuming production for each mitigation strategy identified in R.5.3.2	<u>a). Facility</u> <u>and</u> <u>b) Personnel</u>
Supply of cards as described in the Annex "A" Statement of Work	_____/1
Printing of cards (including security printing techniques) as described in the Annex A: Statement of Work	_____/1
Warehousing/inventory management as described in the Annex "A" Statement of Work	_____/1
Order processing and order fulfillment as described in the Annex "A" Statement of Work	_____/1
Personalization of cards as described in the Annex "A" Statement of Work	_____/1
Preparation for mailing and verification of delivery as described in the Annex "A" Statement of Work	_____/1
Points Allocated for R.5.3.3:_____/6	

Points Allocated for R.5.3:_____/66
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<b>R.5 TOTAL POINTS = _____/80</b>
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**R.6. QUALITY ASSURANCE AND QUALITY CONTROL <sup>(PB)</sup>** (Maximum 80 Points – Minimum passing mark: 56 points )

The Bidder should provide a detailed description of the Quality Assurance Program and quality control procedures it has in place and how this program and these procedures meet the requirements for the supply, security printing, warehousing, order processing and order fulfillment, personalization of cards and distribution and verification of delivery of orders for secure SCIS cards as specified in the Statement of Work.

The Bidder should identify all facilities where work will be carried out and the work completed in each.

- **Quality Assurance Program and quality control procedures**
- The Bidder should respond to R.6 by providing the information required **for either** R.6.a *ISO certification* **OR** for R.6.b.
- The points allocated for R.6.will be based on the Bidder's response for R.6.a *ISO certification* **OR** for R.6.b.

**R.6.a ISO Certification - Single Facility OR Multiple Facilities (includes sub-contractors)**

The Bidder should demonstrate ISO certification(s) and ISO work procedures in place relevant to security printing, warehousing/inventory management, order processing, personalization of ID cards, order fulfillment, and distribution and verification of delivery of orders.

The Bidder should identify all facilities where the work activities will be conducted and which work activities would be completed by sub-contractors.

- R.6.a.1. The Bidder should provide a copy of their current ISO certification related to the required services. Should the Bidder propose to utilize multiple facilities, each holding ISO certification relevant to this requirement, **a copy of the current ISO certification for each facility should be submitted with the proposal.**

R.6.a.1 - Copy of current ISO certification	
<ul style="list-style-type: none"> <li>• The Bidder does not demonstrate current ISO certification 14298 or does not demonstrate current ISO certification 9001 relevant to printing and finishing. The copy of the Bidder's current ISO certification 14298 or ISO 9001 is not provided.</li> </ul> <p>AND/OR</p> <ul style="list-style-type: none"> <li>• The Bidder does not demonstrate ISO certification(s) relevant to this requirement for each facility identified. A copy of the current ISO certification(s) relevant to this requirement is not provided for each facility identified.</li> </ul>	_____/ 0 Points
<ul style="list-style-type: none"> <li>• The Bidder demonstrates current ISO certification 14298 and/or ISO 9001 relevant to printing and finishing. A copy of the Bidder's current ISO certification 14298 and/or ISO 9001 relevant to printing and finishing is provided.</li> </ul> <p>AND</p> <ul style="list-style-type: none"> <li>• The Bidder demonstrates ISO certification(s) relevant to this requirement for each facility identified. A copy of the current ISO certification(s) relevant to this requirement is supplied for each facility identified.</li> </ul>	_____/ 1 Point

Points Allocated for R.6.a.1:\_\_\_\_\_/10 multiplied by w.f. 44 = :\_\_\_\_\_/44

R.6.a.2 The Bidder should provide copies of the ISO work procedures relevant to each phase of the requirement – security printing, warehousing/inventory management, order processing, personalization of documents, order fulfillment, and distribution and verification of delivery of orders as described in the Statement of Work. Should the Bidder propose to utilize multiple facilities, each holding ISO certification relevant to this requirement, **a copy of the ISO work procedures relevant to the work completed in the facility should be submitted with the proposal.**

Copy of ISO work procedures relevant to the work completed in each facility supplied for each facility as follows:

Supply (acquisition) of materials	_____/ 1 Point
Security Printing processes	_____/ 1 Point
Warehousing/inventory management	_____/ 1 Point
Order processing/order fulfillment	_____/ 1 Point
Personalization of ID cards	_____/ 1 Point
Distribution and verification of delivery of orders	_____/ 1 Point

Points Allocated for R.6.a.2: \_\_\_\_/ 6 multiplied by w.f. 6 = : \_\_\_\_/36

Points awarded for R.4.6.a ISO certification: \_\_\_\_ / **80**

**OR**

**Should the Bidder not hold ISO certification relevant to this requirement, or, propose to utilize multiple facilities, where at least one (1) does not hold ISO certification relevant to this requirement, then the Bidder should provide their response as stated in R.6.b. In this case, only the information provided for R.6.b will be evaluated.**

**R.6.b Quality Assurance: Single Facility or Multiple Facilities** (includes sub-contractors)

The Bidder should provide a detailed description of the Quality Assurance Program and quality control procedures the Bidder proposes to utilize in the identified facilities for the supply of materials, security printing, warehousing, order processing and order fulfillment, personalization and distribution and verification of delivery of orders for secure SCIS cards as specified in the Statement of Work.

R.6.b.1 The Bidder should identify all facilities where work will be carried out and the work completed in each for the security printing, warehousing/inventory management, order processing and order fulfillment, personalization and distribution and verification of delivery of orders for secure SCIS cards as specified in the Annex "A" Statement of Work.

0 points	Information required was not provided OR Not enough details are provided to assess where work will be carried out.
1 point	Details provided lead to an understanding of where work will be carried out for the security printing, warehousing and personalization of secure SCIS cards as specified in the Annex "A" Statement of Work.

2 points	Details provided lead to a good understanding of where work will be carried out for the security printing, warehousing, order processing and order fulfillment, and personalization and distribution of secure SCIS cards as specified in the Annex "A" Statement of Work. Most elements well described.
3 points	<ul style="list-style-type: none"> <li>Substantial details provided lead to a complete and thorough understanding of where the work will be carried out for the security printing, warehousing/inventory management, order processing and order fulfillment, personalization and distribution and verification of delivery of orders for secure SCIS cards as specified in the Annex "A" Statement of Work.</li> <li>Details provided lead to a complete and thorough understanding of the work completed in each identified facility. All elements present. All elements fully described.</li> </ul>

Points Allocated for R.6.b.1: \_\_\_\_/3 multiplied by w.f. 4 = : \_\_\_\_/12

R.6.b.2 The Bidder should describe the quality control procedures that the Bidder proposes to utilize in all relevant facilities identified to complete the work for the following activities (a – h) and how the Bidder will manage the quality control procedures between all facilities identified as necessary to complete the requirement:

- the quality control procedures for warehousing/inventory management;
- the quality control procedures for the supply (acquisition) of materials;
- the quality control procedures for security printing;
- the quality control procedures for order reception and processing/verification of the order information
- the quality control procedures for transferring the order information into the production areas;
- the print quality control procedures for personalization of cards;
- the quality control procedures for the assembly of orders; and
- the quality control procedures for the preparation for mailing and distribution and verification of delivery of orders.

0 points	Information required was not provided OR Not enough details are provided to assess the quality control procedures that the Bidder proposes to utilize in all relevant facilities identified to complete the work.
1 point	Details provided <b>lead</b> to a good understanding of the quality control procedures that the Bidder proposes to utilize in all relevant facilities identified to complete the work. Most elements well described. Demonstrates capability to complete Quality Assurance requirements.
2 points	Substantial details provided lead to a complete and thorough understanding of the quality control procedures that the Bidder proposes to utilize in all relevant facilities identified to complete the work and how the Bidder will manage the quality control procedures between all facilities identified as necessary to complete the requirement. All elements fully described. Demonstrates capability to fully complete Quality Assurance requirements.

a.	The quality control procedures for warehousing/inventory management	Points Allocated for R.6.b.2.a ____/2
b.	The quality control procedures for the supply (acquisition) of materials.	Points Allocated for R.6.b.2.b ____/2
c.	The quality control procedures for security printing	Points Allocated for R.6.b.2.c ____/2
d.	The quality control procedures for order reception and processing/verification of the order information	Points Allocated for R.6.b.2.d ____/2
e.	The quality control procedures for transferring the order information into the production areas	Points Allocated for R.6.b.2.e ____/2
f.	The ongoing print quality control procedures for personalization of cards.	Points Allocated for R.6.b.2.f ____/2
g	The quality control procedures for the assembly of orders	Points Allocated for R.6.b.2.g ____/2



Solicitation No. - N° de l'invitation  
A0334-174620/B  
Client Ref. No. - N° de réf. du client  
A0334-174620

Amd. No. - N° de la modif.  
File No. - N° du dossier  
CW010.A0334-174620

Buyer ID - Id de l'acheteur  
CW010  
CCC No./N° CCC - FMS No./N° VME

h	The quality control procedures for the preparation for mailing and distribution and verification of delivery of orders	Points Allocated for R.6.b.2.h____/2
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Points Allocated for R.6.b.2:\_\_\_\_/8 multiplied by w.f. 7.5 = :\_\_\_\_/60

R.6.b.3 The Bidder should describe the degree to which the Bidder's Quality Assurance Program has been formalized as corporate policy and communicated to employees.

0 points	Information required was not provided.
1 point	The description does not demonstrate that the Bidder's Quality Assurance Program has been formalized as corporate policy.
2 points	The description demonstrates that the Bidder's Quality Assurance Program has been formalized as corporate policy.
3 points	The description demonstrates that the Bidder's Quality Assurance Program has been formalized as corporate policy. The description demonstrates that the Bidder's corporate quality assurance procedures are monitored and updated regularly.
4 points	Substantial details provided. The description demonstrates that the Bidder's Quality Assurance Program has been formalized as corporate policy. The description demonstrates that the Bidder's corporate quality assurance procedures monitored and updated regularly by designated quality assurance representatives. The description demonstrates how the Quality Assurance Program is communicated to employees. All elements fully described.

Points Allocated for R.6.b.3:\_\_\_\_/4 multiplied by a weighting factor of 2 = \_\_\_\_/8

Points Allocated for R.6.b:\_\_\_\_/80

**R.6 TOTAL POINTS (R.6.a OR R.6.b)= \_\_\_\_/80**

**R.7. ENVIRONMENTAL PRACTICES (PB)** (Maximum 20 Points R.7.a OR R.7.b - Minimum passing mark: 15 points)

The Bidder should respond to R.7 by providing the information required **for either R.7.a OR for R.7.b.**

**R.7.a Environmental program(s) under which the Bidder is certified.**

Should the Bidder hold certification from recognized Environmental programs, they should provide a copy of any current, relevant certifications that are claimed as part of their proposal.

Should the Bidder hold either Environmental Choice Program certification for Lithographic or Digital Printing Services, Chain of Custody certification from a Forest Management Program (FSC, SFI, CSA/SFMS) or ISO 14001 certification **they are not required to respond to R.7.b.**

**Bidders claiming certification and failing to provide a copy of the certification will receive 0 points for R.7.**

<b>R.7.a The Environmental program(s) under which the Bidder is certified :</b>	
Environmental Choice Program certification for Lithographic or Digital Printing Services <b>And/Or</b> Chain of Custody certification from a Forest Management Program (FSC, SFI, CSA/SFMS) <b>And/Or</b> ISO 140001	_____ <b>20 Points</b>
Points Allocated for R.7.a _____ / 20	

**OR**

**R.7.b Environmental Practices**

Bidders should describe the environmental practices implemented within the Bidder's organization related to purchasing of materials, production, recycling and waste disposal.

Bidders should incorporate all formal environmental practices that are being followed and all current certifications held by the Bidder's suppliers.

The description should demonstrate the following elements of the evaluation:

a)	The Bidder recycles all scrap packaging and shipping material.	_____ 1 Point
b)	The Bidder recycles or uses environmentally safe methods of disposing of all scrap plastic and metal binding/finishing material.	_____ 1 Point
c)	The Bidder recycles or uses environmentally safe methods of disposal of waste printing and finishing inks.	_____ 1 Point
d)	The Bidder recycles or uses environmentally safe methods of disposal of waste chemicals.	_____ 1 Point
e)	The Bidder uses packaging material containing recycled content.	_____ 1 Point
f)	The Bidder has automated equipment that enters standby mode after one hour.	_____ 1 Point
g)	The Bidder has a company policy requires that non-automated equipment to be turned off when not in use.	_____ 1 Point
h)	The Bidder captures potentially harmful VOCs or dust from production processes.	_____ 1 Point

Points Allocated for R.7.b: _____ / 8 multiplied by a weighting factor of 2.5 = _____ / 20
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<b>R.7 (R.7.a OR R.7.b) TOTAL POINTS = _____ / 20</b>
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