	Canada Border Services Agency	Agence des services frontaliers du Canada

RETURN BID TO/ RETOURNER LES SOUMISSIONS À :

Canada Border Services Agency (CBSA)
Bid Receiving Unit (BRU)
333 North River Road, Tower A
Mailroom, Main floor
Ottawa, Ontario K1A 0L8
343-291-6384

The BRU is open from Monday to Friday inclusively, between the hours of 07:30 to 15:30, excluding Statutory Holidays. We invite Bidders to send an email to confirm their bid submission at CBSA-ASFC_Solicitations-Demandes_de_soumissions@cbsa-asfc.gc.ca.

Agence des services frontaliers du Canada (ASFC)
Module de réception des soumissions (MRS)
333 Chemin North River, Tour A
Salle du courrier, Rez-de-chaussée
Ottawa, Ontario K1A 0L8
343-291-6384

La Réception des soumissions est ouverte du lundi au vendredi inclusivement, entre les heures de 7h30 à 15h30, à l'exclusion des jours fériés. Nous invitons les soumissionnaires à envoyer un courriel pour confirmer le dépôt de leur soumission à CBSA-ASFC_Solicitations-Demandes_de_soumissions@cbsa-asfc.gc.ca.

Request for Information / Demande de Renseignement Proposal to: Canada Border Services Agency (CBSA)
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 à : l'Agence des services frontaliers du Canada (ASFC)
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 appendices ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).
Comments — Commentaires :

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT — LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ

Issuing Office – Bureau de distribution
CBSA / ASFC
355 Ch. North River Road, 17th Floor – 17ieme étage
Ottawa ON K1A 0L8

Title — Sujet:
REMOTE TRAVELLER PROCESSING

Solicitation No. — N° de l'invitation	Date:
1000342139	August 27, 2019

Solicitation Closes — L'invitation prend fin	Time Zone — Fuseau horaire
At /à: 02:00 PM (hours/heures) On/le : 2019-11-01	☐ EST (Eastern Standard Time)/ HNE (heure normale de l'Est) ☒ EDT (Eastern Daylight Saving Time)/ HAE (heure avancée de l'Est)

F.O.B. — F.A.B.
Plant-Usine: ☐   **Destination:** ☐   **Other — Autre:** ☒

Address Enquiries to — Adresser toutes questions à:

All communications related to this solicitation must be sent to:
EMAIL: CBSA-ASFC_Solicitations-Demandes_de_soumissions@cbsa-asfc.gc.ca
Attn: **Karianne Castonguay**

Telephone No. – No de téléphone:	FAX No. – No de télécopieur :
343-291-5379	

Destination - of Goods and or Services:
Destination – des biens et ou services :
Canada Border Services Agency (CBSA) —
Agence des services frontaliers du Canada (ASFC)

Instructions: See Herein — Voir aux présentes

Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) — Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)

_____   _____
Signature   Date

Purpose and Contents of this Request for Information

This is a Request for Information (RFI) pertaining to Remote Traveller Processing (RTP).

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

The RFI consists of the following parts:

- **PART I - Request For Information Process**: Information about the intent of this Request for Information and the procedure for responding;

- **PART II – Questions For Industry:** Questions that industry is invited to answer in their RFI response;

- **PART III: APPENDICES:**

  Appendix A – RTP Concept

  Appendix B – Glossary and Acronyms

PART I: REQUEST FOR INFORMATION PROCESS

The purpose of the RFI is to collect information from the vendor community with respect to technology and hardware solutions that have remote border management related technology capabilities including remote monitoring, remote traveller processing and technical support.

This RFI is not a commitment with respect to future purchases or contracts.

1. Introduction

The Canada Border Services Agency (CBSA) is a Government of Canada (GoC) agency under the Public Safety portfolio. The CBSA is responsible for providing integrated border services that support national security and public safety priorities, and facilitate the free flow of persons and goods that meet all requirements under the program legislation.

Modernizing border processing and increasing service delivery options at ports of entry (POE) is a strategic goal of the CBSA. By deploying automated and self-service solutions to manage the cross-border movement of travellers and goods, the Agency will support the Government of Canada's "Safety and Security" priority and more efficiently fulfill its Core Responsibility of Border Management

With that aim, the Agency has developed and piloted the RTP concept, including prototype technology and hardware, which continues to operate at the Morses Line, Quebec (QC) POE.

In the RTP pilot at Morses Line, QC, travellers arriving at the POE during specific hours are processed remotely by a border services officer (BSO) at a remote monitoring center (RMC). The RMC is located in Hamilton, Ontario (ON). The BSO at the RMC communicates with travellers through a kiosk equipped with one-way video, two-way audio and document readers. From first arrival at the POE, travellers are monitored by the RMC BSO through a closed-circuit television (CCTV) ~~camera~~ system. Remotely operated infrastructure, such as gates and traffic control lights, allow the RMC BSO to manage the safe and secure movement of travellers.

The successful pilot proved the concept of RTP to effectively use technology to process travellers while ensuring border integrity. The CBSA now needs to build or acquire technology, infrastructure and services in order to deliver a production ready and scalable solution for expansion to additional POEs.

As a result the CBSA is undertaking this RFI to collect information on industry capacity to deliver or develop solutions specific to the RTP concept. The CBSA intends to use the information gathered to determine the best approach to both procure and manage a production solution.

Table 2 provides high level functional requirements for the anticipated solution.

2. Nature and Format of Responses Requested

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

3. Response Costs

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

4. Treatment of Responses

(a) **Use of Responses**: Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.

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

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

(d) **Follow-up Activity**: Canada may, at its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response. Canada may also publish further RFIs related to this initiative.

5. Contents of the RFI

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

6. Volumetric Data

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

7. Format of Responses

(a) **Cover Page**: If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the

response, the solicitation number, the volume number and the full legal name of the respondent.

(b)   **Title Page**: The first page of each volume of the response, after the cover page, should be the title page, which should contain:

    i.   the title of the respondent's response and the volume number;

    ii.   the name and address of the respondent;

    iii.   the name, address and telephone number of the respondent's contact;

    iv.   the date; and

    v.   the RFI number.

(c)   **Numbering System**: Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.

(d)   **Number of Copies**: Canada requests that Respondents submit their response in unprotected PDF (e.g. no password) format by email indicated under the article titled "Enquiries" if the size of the document is less than 6MB. Alternatively, Canada requests that Respondents save a copy of their PDF (2003 or later) document onto each of 2 compact discs (CD-R) or 2 digital video discs (DVD-R) and send the discs by mail to the address specified in section "Enquiries" below.

8.   Enquiries

Since this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all Respondents. Enquiries are to be submitted no later than October 29, 2019 2:00pm. Respondents must direct their enquiries to:

    E-mail: CBSA-ASFC_Solicitations-Demandes_de_soumissions@cbsa-asfc.gc.ca
    Canada Border Services Agency
    Contracting Bids Receiving
    Attn: Karianne Castonguay

9.   Submission of Responses

Responsibility for Timely Delivery: Each Respondent is solely responsible for ensuring its response is delivered on time, to the correct location.

Identification of Response: Each Respondent should ensure that its name, return address, the solicitation number and the closing date appear legibly on the outside of the response.

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

PART II: QUESTIONS FOR INDUSTRY

The CBSA is seeking responses from the industry to the questions below. If a question is not relevant to your Solution, please indicate that with an explanation regarding why the question is not relevant.

The CBSA requests that suppliers provide the following:

Corporate Profile

The industry responding to this RFI must provide the following information:

1. Corporate name
2. Contact person
3. Full address
4. Contact's telephone number
5. Contact's email address
6. Contact's fax number
7. Official language of choice

Table 1 – Overview Questions

#	CBSA Question	Vendor Response
General Overview		

1.	Does your company have experience developing and/or deploying technology solutions in a border security or law enforcement environment? If so please describe:
	   a) Number of years
	   b) Number and type of clients
	   c) Type of technology/hardware (design, build, deployment and maintenance/ support)	

2.	Describe any past experience developing and/or deploying technology based security solutions for the Government of Canada or private sector clients not included above:
	   a) Number of years
	   b) Number and type of clients
	   c) Type of technology/hardware (design, build, deployment and maintenance/ support)	

Table 2 – Functional and Business Requirements

#	The RTP solution is required to:
1.	The RTP solution requires a traveller/user interface to enable travellers to make a declaration when entering Canada by highway, without exiting their vehicle; present and scan travel and other documents, and respond to questions from an officer through voice communication.
2.	Describe how your solution provides the ability for an officer to interact with travellers and examine goods remotely, from a dedicated user interface at an off-site monitoring centre.
3.	Enable an officer to remotely control the movement of vehicles and travellers throughout processing at the POE, from an off-site monitoring centre.
4.	Enable an officer to simultaneously view multiple areas and objects of interest, in real time, from an off-site monitoring centre.
5.	Enable an officer to record and manage video remotely, including the ability to search, retrieve, playback and export?
6.	Allow travellers and officers to conduct business in both official languages; French and English?
7.	Enable an officer to remotely monitor the operational status (e.g. open/closed, on/off) of technology and infrastructure components, as well as the health status of systems and applications (e.g. connected/unconnected).
8.	Provide a traveller user interface and associated peripherals that are able to function in the widest possible variety of Canadian climates.
9.	Provide a traveller user interface and associated peripherals that are able to accommodate varying types and sizes of non-commercial vehicles; recreational vehicles, motorcycles, passenger vehicles.
10.	Provide a traveller user interface and associated peripherals that are able to accommodate all travellers who have the range of ability normally associated with being able to drive a vehicle, but may also have limitations in abilities, e.g. full body movement, hearing, and vocal communication.
11.	Be able to function within a limited available bandwidth (TBD).

Follow-up Activity

Canada intends to develop solutions for remote traveller processing in consultation with industry through fair, open, and transparent engagement activities.

The industry session will cover specific technical and general details based on the questions identified in this document. As such, representatives attending the session should include business and technical Subject Matter Experts (SMEs) in these areas. CBSA personnel with extensive experience in IT and general/operational border processing technology will attend the presentation.

During this RFI process, the CBSA may distribute additional information, such as results from previous prototype usability testing. Recipients of the information will first be required to enter into a confidentiality agreement.

At its discretion, the CBSA may contact respondents who clearly demonstrate that they meet or exceed the stated requirements to request a demonstration of their solution. In such cases the industry will be provided advance notification of the time, date and location of the meeting. The demonstration will be located in the National Capital Region. The exact location and timeframe will be detailed in the invite agenda. However, at no time will the session exceed 4 hours in length.

The industry must clearly identify which portions of their response are proprietary. The confidentiality of each vendor's response will be maintained. Due to the nature of the RFI activity respondents must be aware that aspects (that have not been labelled Confidential) of their responses may be used as CBSA prepares for future procurement.

Information provided in response to this RFI will be divulged ONLY to individuals authorized to participate in this pre-procurement activity.

Responses to this RFI will not be used to pre-qualify or otherwise restrict participation in any future Request for Proposal (RFP). Responses will not be formally evaluated.

CBSA will not reimburse any expenditure incurred in preparing response, providing systems and participating in the demonstration sessions related to the RFI.
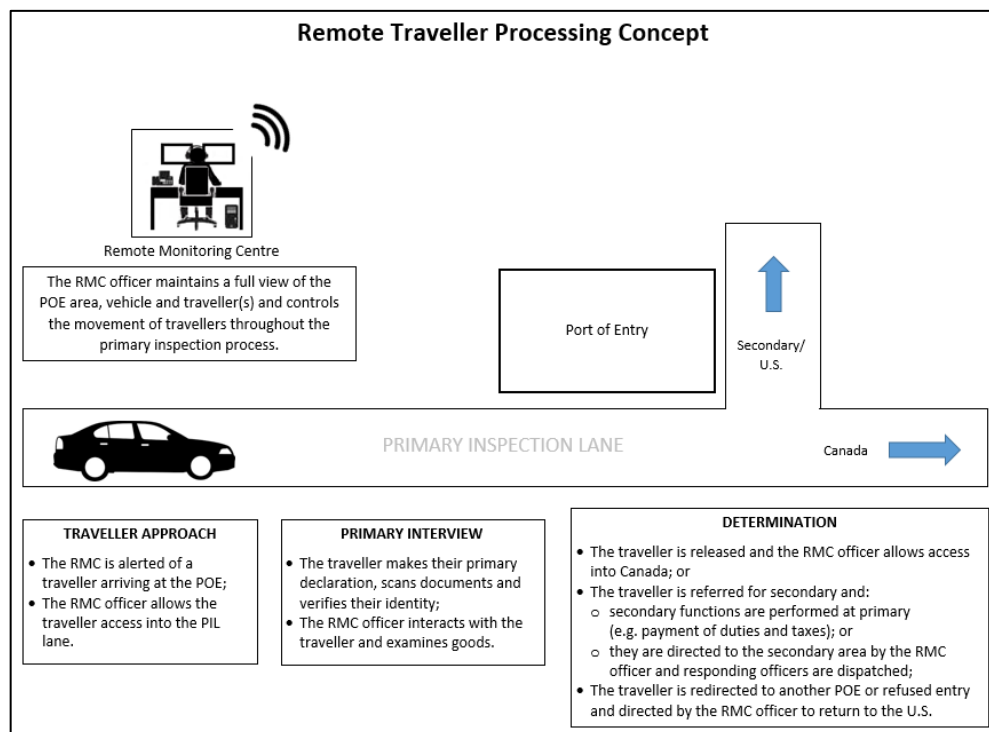
PART III: APPENDICES
APPENDIX A – REMOTE TRAVELLER PROCESSING (RTP) CONCEPT

Currently, small and remote ports of entry (SRPOE) are staffed by a minimum of two border services officers (BSO) during regular hours of service. Many of these POEs require immediate attention to remedy infrastructure deficiencies due to deteriorating physical conditions. It is also a challenge to maintain border integrity at many of these POEs today given that there is no license plate reader, and access to Canada Border Services Agency (CBSA) systems in the primary lanes is limited. Due to the lack of connectivity, the decision to authorize entry to the traveller and release goods is often made without querying the traveller's information in CBSA enforcement databases. To conduct enforcement database queries at these locations, the BSO must take the traveller's documents inside the building to either query available systems or phone another port of entry (POE) where those systems are available.

Modernizing border processing and increasing service delivery options at POEs is a strategic goal of the CBSA. With that perspective, the CBSA developed and piloted a prototype technology solution of the unique RTP concept. The solution continues to operate at the Morses Line, Quebec POE. As a result of the development and implementation of the RTP concept and technology, travellers arriving at the POE during specific hours are processed remotely by a BSO located at a remote monitoring centre (RMC). Given the success of the pilot, the CBSA is currently examining options for a production technology solution that can be replicated and implemented nationally.

Remote Traveller Processing Concept

Remote Monitoring Centre
The RMC officer maintains a full view of the POE area, vehicle and traveller(s) and controls the movement of travellers throughout the primary inspection process.

Port of Entry

Secondary/ U.S.

PRIMARY INSPECTION LANE

Canada

TRAVELLER APPROACH
- The RMC is alerted of a traveller arriving at the POE;
- The RMC officer allows the traveller access into the PIL lane.

PRIMARY INTERVIEW
- The traveller makes their primary declaration, scans documents and verifies their identity;
- The RMC officer interacts with the traveller and examines goods.

DETERMINATION
- The traveller is released and the RMC officer allows access into Canada; or
- The traveller is referred for secondary and:
  - secondary functions are performed at primary (e.g. payment of duties and taxes); or
  - they are directed to the secondary area by the RMC officer and responding officers are dispatched;
- The traveller is redirected to another POE or refused entry and directed by the RMC officer to return to the U.S.

APPENDIX B – GLOSSARY AND ACRONYMS

Term or Acronym	Definition
API	Application Programming Interface
Border Management Related Technology	Border Management Technology assists the processing of travellers documentation and vehicles license plates at ports of entry upon entering Canada.
BSO	Border Service Officer
CBSA	Canada Border Services Agency
CCTV	Closed-circuit television
CD/DVD	Compact Disc or Digital Video Disc
CPU	Central Processing Unit
GoC	Government of Canada
ON	Ontario
PKI	Public Key Infrastructure
POE	Port of Entry
RFI	Request for Information
RMC	Remote Monitoring Centre
RTP	Remote Traveller Processing
SDK	Software Development Kit
SME	Subject Matter Expert
SRPOE	Small and Remote Ports of Entry
QC	Quebec