



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

Quebec

K1A 0S5

Bid Fax: (819) 997-9776

INVITATION TO TENDER

APPEL D'OFFRES

**Tender 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.

Soumission 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 et 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

Information Management/Information Technology -
IM/IT/Gestion de l'Information - Technologie de
l'Information-GI/TI
Terrasses de la Chaudière 4th Floor
10 Wellington Street
Gatineau
Quebec
K1A 0S5

Title - Sujet ITQ: CIBIDS	
Solicitation No. - N° de l'invitation B8986-180075/B	Date 2019-11-05
Client Reference No. - N° de référence du client B8986-180075	GETS Ref. No. - N° de réf. de SEAG PW-\$\$XQ-012-36974
File No. - N° de dossier 012xq.B8986-180075	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-12-06	
Time Zone Fuseau horaire Eastern Standard Time EST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Kane, Rachel	Buyer Id - Id de l'acheteur 012xq
Telephone No. - N° de téléphone (613) 406-9182 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Immigration Refugees Citizenship Canada 180 Kent Street Ottawa, Ontario K1P 0B6	

Instructions: See Herein

Instructions: Voir aux présentes

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

Solicitation No. - N° de l'invitation
B8986-180075/B
Client Ref. No. - N° de réf. du client
B8986-180075

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

Buyer ID - Id de l'acheteur
012xq
CCC No./N° CCC - FMS No./N° VME

Canadian Immigration Biometric Identification System (CIBIDS)

Maintenance and Support Services Invitation to Qualify (ITQ)

ITQ No. B8986-180075/B

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Canadian Immigration Biometric Identification Systems

Invitation to Qualify

1. General Information

1.1 Introduction

- a) **Phase 1 of the Procurement Process: This Invitation to Qualify (ITQ)** is the first phase of a two phase procurement process by Public Works and Government Services Canada (PWGSC), on behalf of the Immigration, Refugees, and Citizenship Canada (IRCC), for the Canadian Immigration Biometric Identity Systems (CIBIDS). Suppliers are invited to pre-qualify in accordance with the terms and conditions of this ITQ in order to become "Qualified Respondents" for any later phases of the procurement process. Only Qualified Respondents will be permitted to bid on any subsequent solicitation issued as part of the procurement process.
- b) **Further Evaluation of Qualified Respondents:** Even though certain suppliers may be pre-qualified by Canada as a result of this ITQ, Canada reserves the right to re-evaluate any aspect of the qualification of any Qualified Respondent at any time during the procurement process.
- c) **ITQ is not a Bid Solicitation:** This ITQ process is not a solicitation of bids or tenders. No contract will be awarded as a result of the activities during the ITQ phase. Canada reserves the right to cancel any of the preliminary requirements included as part of the Project at any time during the ITQ phase or any other phase of the procurement process. Given that the ITQ process may be partially or completely cancelled by Canada, it may not result in the subsequent procurement process described in this document. Respondents and Qualified Respondents may withdraw from the procurement process at any time. Therefore, suppliers who submit a response can choose not to bid on any subsequent solicitation.

1.2 Overview

- a) **Program background information:**

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

Due to a global rise in identity fraud and the use of ever more sophisticated means to evade detection, a key challenge in Canada's immigration program is identifying applicants and managing their identity with confidence. Identity is at the heart of all decisions taken by

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

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

b) Scope of Procurement:

- a. **Maintenance and Support Services:** Immigration, Refugees, and Citizenship Canada (IRCC) has a requirement for the Canadian Immigration Biometric Identity Systems (CIBIDS) to provide a reliable and accurate tool for establishing and confirming a person's identity throughout the immigration continuum, being an integral component of immigration and border decision-making processes. The CIBIDS comprises a "Front-End" solution used to collect biographical and biometric data from IRCC clients, and a "Back-End" solution responsible for the validation, transformation and communication of the information to downstream systems.

This ITQ is being issued by PWGSC. It is intended that the contract resulting from any subsequent solicitation would be used by IRCC to provide maintenance and support services for the CIBIDS. Please refer to Annex A – Statement of Work for more detailed information on the requirement.

- b. **Number of Contracts:** PWGSC is currently contemplating the award of one (1) contract.
- c. **Term of Resulting Contract:** The term of the resulting contract will be for a period of two (2) and a half years, plus twelve (12) options periods of six (6) months each, for a total of up to eight and a half (8.5) years.

c) National Security Exception:

The National Security Exceptions provided for in the trade agreements have been invoked to exempt the procurement of all professional services and technology solutions in relation to the Canadian Immigration, Biometrics Identification System from the provisions of all of Canada's trade agreements, current and future, including the World Trade Organization – Agreement on Government Procurement, Article III(1), the North American Free Trade Agreement, Article 1018(1); and the Canadian Free Trade Agreement, Article 801.

Therefore, this Invitation to Qualify (ITQ) and any subsequent procurement activities during the CIBIDS Procurement Process, including but not limited to solicitations and resulting contracts, are excluded from all of the obligations under all of Canada's trade agreements.

d) Accessibility Procurement:

Public Services and Procurement Canada (PSPC)'s goal is to ensure that the goods and services the Government of Canada (GC) buys are inclusive by design and accessible by default. Considering accessibility in public procurements is now an obligation in the Treasury Board Contracting Policy, as such Canada is reviewing the accessibility requirements for this procurement.

Should it be determined that accessibility requirements do apply, the final RFP will specify the accessibility criteria and standards to be met and provide guidelines for the evaluation of proposals with respect to those criteria and standards. PSPC encourages all respondents to provide any information they may have with respect to availability and applicability of accessible good and services.

1.3 Overview of Anticipated Procurement Process

This ITQ is the first phase in the procurement process for the CIBIDS. Although the procurement process remains subject to change (and even to cancellation, in accordance with PWGSC's Standard Instructions), Canada currently anticipate that the procurement process will be conducted in the following phases:

- a) **Phase 1 – Invitation to Qualify (ITQ):** This ITQ will be used to qualify Respondents to participate in the subsequent phases of the procurement process.
- b) **Phase 2 – Request for Proposals (RFP):** Canada anticipates releasing a RFP to those Qualified Respondents from Phase 1 of this procurement process who remain qualified at the time the RFP is released.
 - i. At bid closing, Qualified Respondents will be required to demonstrate that they have third party agreements with all software and hardware providers specified in Appendices A & B of the Statement of Work.
- c) **Contract Award:** Canada anticipates recommending the responsive bid with the highest combined rating of technical merit and price for the award of a contract.

1.4 Fairness Monitor

Canada has appointed Samson & Associates CPA / Consultation Inc. as a fairness monitor for this procurement. The fairness monitor will, for example, observe the evaluation of responses to determine whether Canada has adhered to the evaluation process described in the solicitation. The fairness monitor is under obligations pursuant to its contract with Canada to maintain the confidentiality of all information received as a result of its participation in this procurement process.

1.5 Conflict of Interest

Without limiting Canada's rights under Article 18 of 2003 (2019-03-04) Standard Instructions - Goods or Services - Competitive Requirements, the following private sector individuals and non-crown employees have been engaged in the preparation and may participate in the evaluation of responses:

Name	Company/Entity
Joanne Higgins-Hall	Donna Cona Inc.

2. Instructions for Respondents

2.1 Standard Instructions, Clauses and Conditions

- a) All instructions, clauses and conditions identified in the ITQ 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. These instructions, clauses and conditions are incorporated by reference and they form part of this document as though they were expressly set out here in full.
- b) By submitting a response, the Respondent is confirming that it agrees to be bound by all the instructions, clauses and conditions of the ITQ, including those incorporated by reference.
- c) The 2003 (2019-03-04) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the ITQ, except that:
 - a. Wherever the term "bid solicitation" is used, substitute "Invitation to Qualify";
 - b. Wherever the term "bid" is used, substitute "Response";
 - c. Wherever the term "Bidder(s)" is used, substitute "Respondent(s)";
 - d. Subsection 05(4), is deleted, as this ITQ invites Respondents to qualify. Canada will assume that all Respondents wish to continue to qualify unless they advise the Contracting Authority that they wish to withdraw their Response;
 - e. Subsection 08(1) is deleted, as transmission of responses by facsimile are not authorized for this ITQ.
 - f. Delete subsection 20 – Further Information.
- d) If there is a conflict between the provisions of this document and any documents that are incorporated into it by reference as set out above, this document prevails.

2.2 Questions and Comments

All enquiries must be submitted in writing to the Contracting Authority via e-mail (Rachel.kane@tpsgc-pwgsc.gc.ca) no later than 7 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.

2.3 Submission of Only One Response

- a) A Respondent can be an individual, a sole proprietorship, a corporation, a partnership, or a joint venture.

- b) Each Respondent (including related entities) will be permitted to qualify only once. If a Respondent or any related entities participate in more than one response (participating means being part of the Respondent, not being a subcontractor), Canada will provide those Respondents with 2 Federal Government Working Days (FGWDs) to identify the single response to be considered by Canada. Failure to meet this deadline may result in all the affected responses being disqualified or in Canada choosing, in its discretion, which of the responses to evaluate.
- c) For the purposes of this Article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is an individual, corporation, partnership, etc.) an entity will be considered to be "related" to a Respondent if:
 - a. they are the same legal entity as the Respondent (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
 - b. the entity and the Respondent are "related persons" or "affiliated persons" according to the Canada *Income Tax Act*;
 - c. the entity and the Respondent have now or in the two years before the ITQ closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
 - d. the entity and the Respondent otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.
- d) Despite any restrictions set out above, a Respondent may act as a subcontractor to another Respondent.
- e) Any individual, sole proprietorship, corporation, or partnership that is a Respondent as part of a joint venture cannot submit another response on its own or as part of another joint venture.

Example 1: Supplier A does not itself have all the experience required by the ITQ. However, Supplier B has the experience that Supplier A lacks. If Supplier A and Supplier B decide to team up to submit a response together as a joint venture, both entities are together considered the Respondent. Neither Supplier A nor Supplier B can team up with another supplier to submit a separate response, because each is already part of a Respondent.

Example 2: Supplier X is a Respondent. Supplier X's subsidiary, Supplier Y, decides to team up with Supplier Z to submit a response as a joint venture. Suppliers Y and Z, as well as Supplier X, will all be asked to determine which one of the two responses will be considered by Canada. Both responses cannot be submitted, because Supplier Y is related to Supplier X as an affiliate.

- f) By submitting a response, the Respondent is certifying that it does not consider itself to be related to any other Respondent.
- g) The Contracting Authority may still require that one or more of the entities constituting a Respondent submit a certification or legal opinion regarding whether or not it is related to any other Respondent and explaining why.

2.4 Security Clearance Requirement

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File No. - N° du dossier

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012xq
CCC No./N° CCC - FMS No./N° VME

- a) A Respondent **is required** to have security clearance in order to become a Qualified Respondent. Security clearance and other security requirements are identified in Annex B – Mandatory Criteria to ITQ.

3. Preparing and Submitting a Response

3.1 General Instructions

- a) Responses must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit specified below by the date and time indicated on page 1 of this ITQ.
- b) Due to the nature of this ITQ, responses transmitted by facsimile to PWGSC will not be accepted.
- c) Canada requests that the Respondent submits its response in accordance with section 08 of the 2003 Standard Instructions (2019-03-04). Respondent must provide their response in a single transmission. The epost Connect service has the capacity to receive multiple documents, up to 1GB per individual attachment.

3.2 Language for Future Communications

Each Respondent is requested to identify, in its Response Submission Form, which of Canada's two official languages it chooses to use for future communications with Canada regarding this ITQ and any subsequent phases of the procurement process.

3.3 Content of Response

A complete response to this ITQ consists of all of the following:

- a) **Responses to the Mandatory Criteria at Annex B (Mandatory at ITQ Closing):** The response must include all the information demonstrating compliance with the Mandatory Criteria found in Annex B. Respondents can provide information demonstrating their compliance with the Mandatory Criteria using the Technical Response Evaluation and Submission Table.
- b) **Response Submission Form at Annex C (Mandatory at ITQ Closing):** Respondents are required to include the Response Submission Form. It provides a common form in which Respondents can provide information such as a contact name, the Respondent's Procurement Business Number, the language for future communications with Canada about this procurement process, etc. If Canada determines that the information requested by the Response Submission Form is incomplete or requires correction, Canada will provide the Respondent with an opportunity to provide the additional information or make the correction. Providing the information when requested during the evaluation period is mandatory.
- c) **Non-Disclosure and Confidentiality Agreement at Annex D (Mandatory at ITQ Closing):** To qualify, Respondents must agree to the terms of this Non-Disclosure Agreement.

3.4 Electronic Submission of Response

- a) **Submission of Response:** Respondents must use the [epost Connect](#) service provided by Canada Post Corporation to transmit their response electronically, in accordance with this section and the Standard Instructions 2003 (2019-03-04).
- b) [epost Connect](#)

- i) Unless specified otherwise in the bid solicitation, bids may be submitted by using the [epost Connect](#) service provided by Canada Post Corporation.
 - a. PWGSC, National Capital Region: The only acceptable email address to use with epost Connect for responses to bid solicitations issued by PWGSC headquarters is: tpsgc.dgareceptiondessoumissions-abbidReceiving.pwgsc@tpsgc-pwgsc.gc.ca or, if applicable, the email address identified in the bid solicitation.
- ii) To submit a bid using [epost Connect](#) service, the Bidder must either:
 - a. send directly its bid only to the specified PWGSC Bid Receiving Unit, using its own licensing agreement for epost Connect provided by Canada Post Corporation; or
 - b. send as early as possible, and in any case, at least six business days prior to the solicitation closing date and time, (in order to ensure a response), an email that includes the bid solicitation number to the specified PWGSC Bid Receiving Unit requesting to open an epost Connect conversation. Requests to open an epost Connect conversation received after that time may not be answered.
- iii) If the Bidder sends an email requesting epost Connect service to the specified Bid Receiving Unit in the bid solicitation, an officer of the Bid Receiving Unit will then initiate an epost Connect conversation. The epost Connect conversation will create an email notification from Canada Post Corporation prompting the Bidder to access and action the message within the conversation. The Bidder will then be able to transmit its bid afterward at any time prior to the solicitation closing date and time.
- iv) If the Bidder is using its own licensing agreement to send its bid, the Bidder must keep the epost Connect conversation open until at least 30 business days after the solicitation closing date and time.
- v) The bid solicitation number should be identified in the epost Connect message field of all electronic transfers.
- vi) It should be noted that the use of epost Connect service requires a Canadian mailing address. Should a bidder not have a Canadian mailing address, they may use the Bid Receiving Unit address specified in the solicitation in order to register for the epost Connect service.
- vii) For bids transmitted by epost Connect service, Canada will not be responsible for any failure attributable to the transmission or receipt of the bid including, but not limited to, the following:
 - a. receipt of a garbled, corrupted or incomplete bid;
 - b. availability or condition of the epost Connect service;
 - c. incompatibility between the sending and receiving equipment;
 - d. delay in transmission or receipt of the bid;
 - e. failure of the Bidder to properly identify the bid;
 - f. illegibility of the bid;
 - g. security of bid data; or,
 - h. inability to create an electronic conversation through the epost Connect service.

- viii) The Bid Receiving Unit will send an acknowledgement of the receipt of bid document(s) via the epost Connect conversation, regardless of whether the conversation was initiated by the supplier using its own license or the Bid Receiving Unit. This acknowledgement will confirm only the receipt of bid document(s) and will not confirm if the attachments may be opened nor if the content is readable.
- ix) Bidders must ensure that they are using the correct email address for the Bid Receiving Unit when initiating a conversation in epost Connect or communicating with the Bid Receiving Unit and should not rely on the accuracy of copying and pasting the email address into the epost Connect system.
- x) A bid transmitted by epost Connect service constitutes the formal bid of the Bidder and must be submitted in accordance with section 05.

4. Process for Evaluating Responses

4.1 Evaluation of Respondent Qualifications

Canada will evaluate each Response against all the mandatory criteria described in this ITQ. The provisions of Standard Instructions - Goods or Services - Competitive Requirements 2003 (2019-03-04) that relate to evaluation also apply. A response must comply with all the requirements of the ITQ in order to be declared responsive.

Criteria bearing a number preceded by "M" in Annex B will be evaluated using the response submitted at ITQ closing.

4.2 Phased Response Compliance Process

- a) Canada is conducting the Phased Response Compliance Process (PRCP) described below for this ITQ.
- b) Notwithstanding any review by Canada during the PRCP, Respondents are and will remain solely responsible for the accuracy, consistency and completeness of their response and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in responses or in communications by a Respondent with Canada.
- c) The Respondent acknowledges that the PRCP is preliminary and does not preclude a finding in the evaluation phase that the response does not comply with the mandatory criteria of this ITQ which were subject to the PRCP and notwithstanding that the response had been found responsive in such earlier phase. Canada may deem a response non-compliant with a mandatory criteria at any phase.
- d) The Respondent also acknowledges that its answer to a notice or a Compliance Assessment Report (CAR) in the PRCP may not be successful in demonstrating compliance to the mandatory criteria that are the subject of the notice or CAR, and may render its response non-compliant to other mandatory criteria.
- e) Canada may, in its discretion, request and accept at any time from a Respondent and consider as part of the response, any information to correct errors or deficiencies in the response that are clerical or administrative, such as, without limitation:

- i. failure to sign the response or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge;
- ii. failure to provide a procurement business number or contact information such as names, addresses and telephone numbers.

This will not limit Canada's right to request or accept any information after the ITQ closing in circumstances where the ITQ expressly provides for this right. The Respondent will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the response being declared non-compliant and disqualified.

- f) The PRCP does not limit any of Canada's rights that are outlined throughout this ITQ.
- g) Canada will send any notice or CAR by email. The Respondent must submit its answer by the method stipulated in the notice or CAR. An email answer 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 Respondent at any address provided by the Respondent in or pursuant to the response is deemed received by the Respondent on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of an answer, however caused.

4.3 Basis of Qualification

- a) Each Respondent whose response meets all the requirements of this ITQ specified in Annex B of this ITQ will become a Qualified Respondent for the next stage of the procurement process.
- b) Canada reserves the right to re-evaluate the qualification of any Qualified Respondent at any time during the procurement process. For example, if a particular certification is a requirement of this ITQ and the Respondent's certification changes or lapses, so that the Respondent no longer meets the requirements of this ITQ, Canada may disqualify that Qualified Respondent. Similarly, if information comes to the attention of Canada that calls into question any of the Qualified Respondent's qualifications under this ITQ, Canada may re-evaluate that Qualified Respondent. If Canada re-evaluates the qualification of any Qualified Respondent, Canada may request further information and, if the Qualified Respondent fails to provide the requested information within 5 business days (or a longer period provided by the Contracting Authority), Canada may disqualify the Qualified Respondent.
- c) Unsuccessful Respondents will not be given another opportunity to participate or be re-evaluated for the subsequent phases of the procurement process, unless Canada determines, in its sole discretion, that the circumstances to conduct a second qualification round.
- d) All Respondents will be notified in writing regarding whether or not they have qualified.

4.4 ITQ Second Qualification Round

- a) Canada reserves the right, in its sole discretion, to conduct a second qualification round among the unsuccessful Respondents if, in Canada's opinion, the first qualification round results in an insufficient number of Qualified Respondents.

- b) If Canada determines that unsuccessful Respondents will be given a second opportunity to qualify, Canada will provide written information to all unsuccessful Respondents on the same day regarding the reasons they were unsuccessful during the first qualification round.
- c) Any Respondent who does not qualify as a result of any second qualification round conducted by Canada will not be given another opportunity to participate or be re-evaluated for any subsequent phases of this procurement process.

4.5 ITQ Mandatory Criteria – Evaluation Approach

Each Response will be reviewed for compliance with the mandatory criteria of this ITQ. The Technical mandatory criteria are specified in Annex B to the ITQ. All requirements that are mandatory are identified specifically with the words "must" or "mandatory" and bear a number preceded by "M" in Annex B. Responses that do not demonstrate how it meets each and every mandatory criteria will be considered non-responsive and be disqualified.

Where specified, Respondents must substantiate their responsiveness with the mandatory criteria by providing specific information or supporting documentation. Canada will not consider information from external references (e.g. web pages, books, standards, etc.).

Evaluation of Experience of Respondent's Teaming Members

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

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

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

- i. Experience listed without providing any supporting data, in accordance with Annex B, will result in the experience not being included for evaluation purposes.
- ii. Experience listed must include the month and year for both the start and finish dates and should also include the day. If the day is not provided, it will be evaluated as the last day of the month in the case of the start date and the first day of the month in the case of the finish date.
- iii. For a month of experience to be considered, the experience must be for at least 12 working days in the month.

Example:

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

d) For Corporate Experience

- i. The corporate experience identified by the Respondent to meet the mandatory criteria must be work for which the Respondent was directly responsible. Corporate experience, as a result of work carried out by a parent organization, any affiliated organization and/or any subsidiary organization that may be associated with the Respondent or general partner of the Respondent, as applicable will only be considered if the experience is accessible to the Respondent and the Respondent can rely upon and use the referenced experience throughout the performance of any resulting Contract.

To demonstrate this accessibility, the Respondent is required to provide a signed agreement which includes the name(s) of the entity whose experience is being presented for evaluation or the experience will not be considered in the evaluation. The Respondent must provide this certification with its proposal at ITQ closing.

- ii. The Respondent may, however, consist of several firms putting one bid together as a joint venture. In the case of such a joint venture, except as otherwise specified, the experience of the firms forming the joint venture will be considered in determining the Respondent's compliance with the mandatory criteria.

e) For Key Personnel Experience

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

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File No. - N° du dossier

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ANNEX A

Statement of Work

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1. Introduction

1.1 Background

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

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

In this context, the use of Biometrics, comprising digital fingerprints and photographs, is an integral component of immigration and border decision-making processes as it provides a reliable and accurate tool for establishing and confirming a person's identity throughout the immigration continuum.

1.2 International Information Sharing

The value of collecting biometrics is greatly enhanced through information sharing with international partners. This process assists in combating fraud in the immigration program and protecting Canada's security interests and identifying low and high risk clients. It provides IRCC with additional information to assist in assessing the risk posed by an applicant.

International information sharing is manifested in an automated fashion using biometrics-based queries for applications for which Canada, through its M5 Partnerships (US, Australia, New Zealand, United Kingdom and Canada) have the legislative authority to collect and share biometrics and Biographic Data.

1.3 Canadian Immigration Biometric Identification System

IRCC undertook the collection of biometrics for the Temporary Resident Program in 2009. In early 2012, a contract was signed for the development of the Temporary Resident Biometrics Program (TRBP), the project that would become the Canadian Immigration Biometric Identification System (CIBIDS), and the

first official fingerprints were enrolled in 2013. The solution is now known as the Canadian Immigration Biometric Identification System (CIBIDS). The current CIBIDS development, support and maintenance contract will be expiring and IRCC is looking for a contractor to provide these services for a set period of time as defined in this SOW.

1.4 CIBIDS Overview

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

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

1.4.1 CIBIDS Front-End

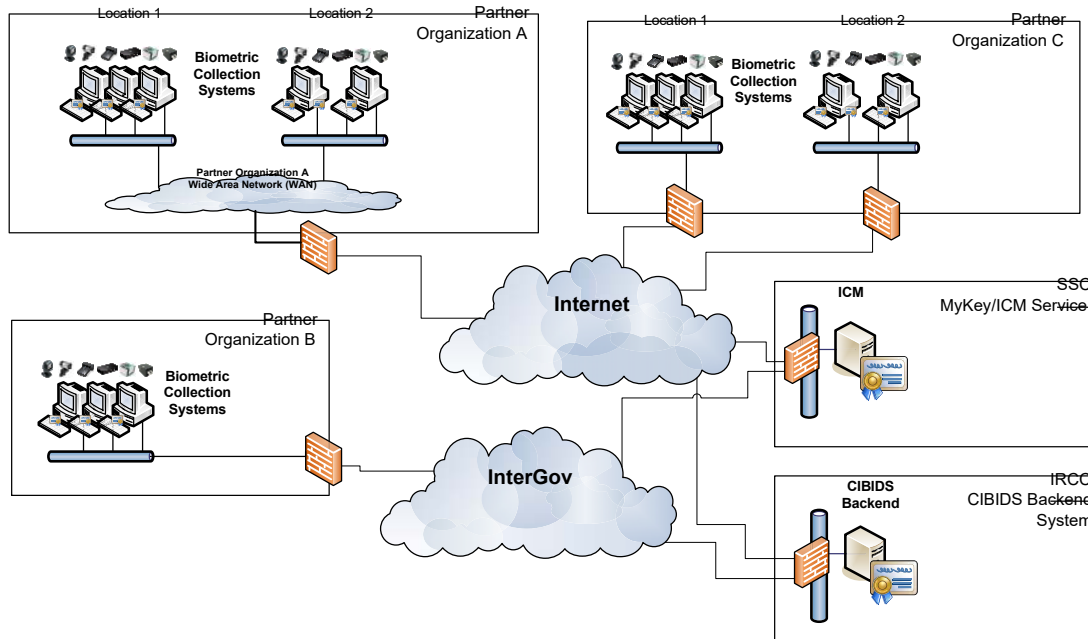
The CIBIDS Front-End referred to as the “Biometric Collection System” (BCS) solution consists of all the necessary hardware and software required to capture the biographical and biometric information from IRCC’s clients. The BCS consists of:

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

Currently the host platform (Windows workstations) is used to run the BCS software and connect the biometric components, the host platform is provided by the Partner Organizations (Visa Application Centers, Global Affairs Canada, Employment Services and Development Canada (ESDC) and IRCC Domestic offices in Canada).

All data captured by the CIBIDS BCS solution is encrypted and sent to the central IRCC National Head Quarters (NHQ) CIBIDS Back-End as shown in Figure 1 – CIBIDS BCS flow.

Figure 1 – CIBIDS BCS Flow



1.4.1.1 BCS locations

The CIBIDS BCS solution is used across the world by IRCC in several different types of locations; Visa Application Centers, Visa Offices within Global Affairs Canada and Employment Services and Development Canada (ESDC) and IRCC Domestic offices in Canada.

1.4.1.1.1 Visa Application Centers (VACs)

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

All VACs have one or more CIBIDS BCS instance.

Recent legislative changes in Canada have expanded the biometric collection requirement to all temporary resident visa, work or study permit, and temporary resident (TR) permit applicants (excluding citizens of the United States), as well as to permanent resident (PR) applicants.

Starting in Canada and abroad in 2018 and throughout 2019/20 IRCC is augmenting its biometric collection footprint, through the Biometrics Expansion Project, to facilitate a growth in the number of biometric enrolments and to address the legislative changes. This is being achieved by increasing the capacity of BCS's in current VAC sites and through the deployment of new VACs in additional countries where biometric

collection services had not previously been provided. The increase has resulted in biometric collection sites at 157 VAC locations in 105 Countries and an overall BCS solution footprint of approximately 600-700. IRCC is anticipating the upward trend in biometrically required applicants to continue.

VACs Service Providers (VAC-SP) improve the service offering of the Government of Canada (GoC) by providing more points of service in countries where the IRCC Visa offices cannot or are unable to provide the services locally. VAC-SPs ensure that applications are complete thereby reducing delays or refusals due to incomplete or missing information. VACs help reduce processing times for visa applications.

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

1.4.1.1.2 Visa Offices (VOs) (Global Affairs Canada (GAC) network)

IRCC Visa offices (VO) s are located in Canadian embassies, high commissions and consulates. They use the standard BCS solution to process applications for:

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

Visa offices also collect the biometric and biographic data and applications for special cases, such as diplomats, where using a VAC would not be the preferred option. As of 2018, there were 50 Visa Offices equipped with CIBIDS BCS solution.

IRCC is also responsible for remote enrolment of applicants using a mobile solution. IRCC currently has 43 mobile solutions deployed through our Visa Offices internationally. The mobile solution is either a full BCS solution with all the components and a different printer or a subset of the standard BCS solution. The mobile solution components are connected to GAC provided laptops, the enrolment and collection of biometric data, in this instance, and enrolment is limited to Government of Canada (GoC) employees). The hardware components are described in Appendix C.

1.4.1.1.3 Service Canada Centers /Passport Offices – Employment Services and Development Canada (ESDC)

Within Canada select Service Canada Centers (SCC) and Passport offices under the purview of ESDC will collect biometric information on behalf IRCC. In 2019 the combined SCC and Passport BCS footprint within Canada will consist of 57 locations and 109 BCS's.

1.4.1.1.4 IRCC Domestic Offices

IRCC currently uses 20 CIBIDS BCS's to collect biometric data in support of its various business lines. It is expected that additional BCS's will be distributed in IRCC offices across Canada during the Biometrics Expansion project. IRCC domestic offices are often referred to as IRCC Inland.

1.4.1.2 Video Monitoring System (VMS)

All VACs are required to video record an applicant's biometric enrolment session. IRCC provides these VACs with the necessary video equipment (e.g. video camera and video recorder), to enable them to video record the sessions.

The enrolment session videos are temporarily stored on the video recorder and uploaded as per IRCC policy to the CIBIDS Back-End where they are stored according to IRCC retention policies. The videos are used for quality assurance and forensic audit purposes.

1.4.2 MyKey/ICM Services

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

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

ICM is fully managed and maintained by Shared Services Canada (SSC) on behalf of its clients and its business owner, TBS.

1.4.3 VSEC Smart Card Management System

vSEC SmartCard Management System (CMS) is used to manage the smartcards used within CIBIDS. The vSEC solution is comprised of client agent software and a back-end server. The client agent software is installed on each VAC BCS workstations to provide the user with the necessary interface to change smartcard passwords, request password unblocks and other functions. The vSEC back-end server provides the core functionality to perform the management of the smartcards such as storage of serial numbers, state control and other functions.

1.4.4 CIBIDS Back-End

The CIBIDS Back-End component refers to a set of services hosted within Canada that collectively perform the following functions:

1. Reception of incoming biometric transactions from Partner Organizations;
2. Security validation of received transactions;
3. Systematic validation of transaction format and data;
4. Transformation of received data into sub-transactions;
5. Transmission of select sub-transactions to Partner Organizations;
6. Work flow management;
7. Event log management and reporting;
8. Central Management of the CIBIDS BCS, including:

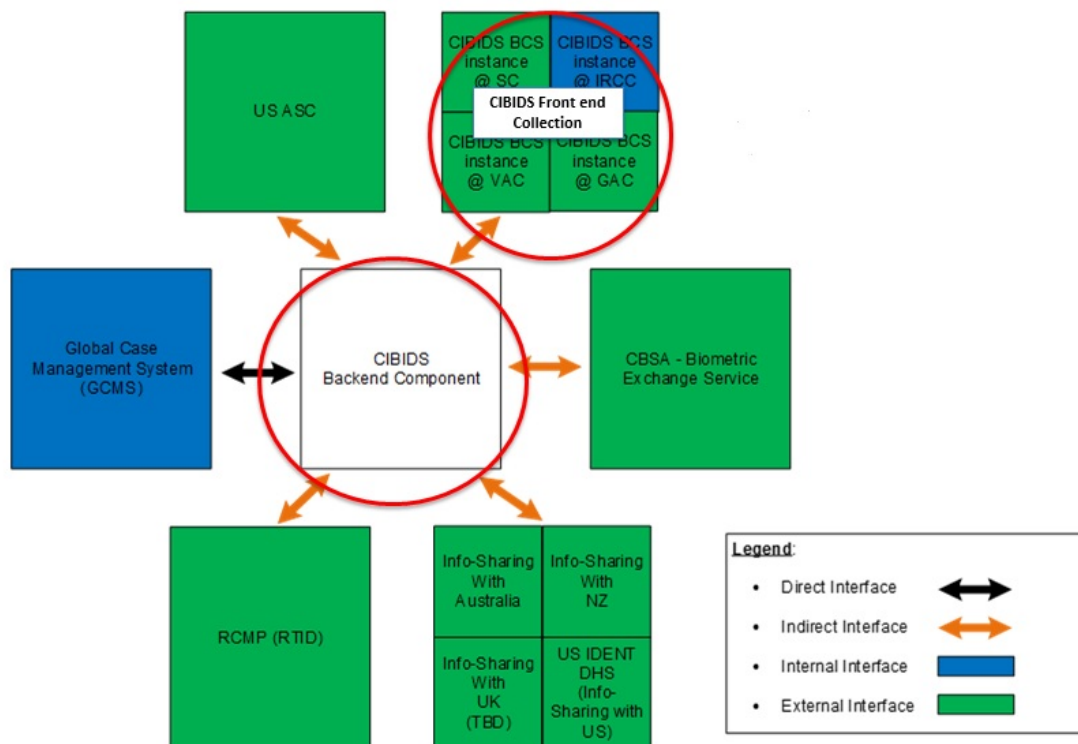
- a. parameters;
 - b. BCS Users privileges;
 - c. BCS lookup tables;
 - d. BCS x.509 certificates;
 - e. Users smart cards;
 - f. BCS software updates; and
9. Reception and management of Biometric Enrolment session video recordings.

The CIBIDS Back-End components interface with the following internal systems and Partner Organizations (refer to Figure 2 – CIBIDS Internal and External interfaces):

Figure 2:

1. Global Case Management System (GCMS): GCMS is IRCC's internal immigration case management system and system of record. All GCMS modifications to support CIBIDS functionality are conducted by IRCC. The CIBIDS interface with the GCMS system uses a set of protocols defined in the *Interface Control Document (ICD) CIBIDS-GCMS ICD* ;
2. RCMP: The RCMP is an IRCC Partner Organization responsible for providing the System of Record (SOR) for fingerprints, the system used for this purpose is referred to as the Real-time ID system (RTID). CIBIDS interfaces with the RCMP system using a set of protocols defined in the *RCMP ICD - RCMP NPS-NIST-ICD 2.1.1*;
3. US ASC: US ASC's is an IRCC Partner Organization responsible for biometric collection on behalf of IRCC in the United States. The US ASC use their own solution for biometric collection. The US ASC solution interfaces with the US Department of Homeland Security (DHS), who are responsible for the transmission of US ASC collected biometric and corresponding biographic information to CIBIDS using a set of protocols defined in *US Service Channel CIC ICA for GSPs Channel*;
4. Information Sharing: IRCC currently interfaces with 3 biometric information sharing partners, the United States, Australia and New Zealand with future plans to onboard the United-Kingdom. CIBIDS interfaces with the Information Sharing partners through IRCC's global Case Management System using a set of protocols defined in *CIBIDS PV GCMS ICD*;
5. CBSA: The CBSA is an IRCC Partner Organization responsible for performing biometric collection at Canada Ports of Entry (POE). CBSA uses their own solution for biometric collection, LiveScan and a Biometric Exchange Service (BES) to interface with CIBIDS. BES interfaces with CIBIDS using a set of protocols defined in the *CBSA CIC BES CIBIDS ICD*; and
6. BCS interface: The TRBP-Biometric Enrolment Collect ICD governs the interface between the CIBIDS back-end and all the BCS solutions located in the VAC's, GAC, IRCC and select SCC and Passport offices and is defined in *CIBIDS-ICD ICD related to TRBP transaction*.

Figure 2 – CIBIDS Internal and External interfaces



2. Scope Of Work

IRCC has a requirement for the Canadian Immigration Biometric Identity Systems (CIBIDS) to provide a reliable and accurate solution for establishing and confirming a person's identity throughout the immigration continuum, being an integral component of immigration and border decision-making processes.

As such, the Contractor is required to develop, support and maintain the current CIBIDS in accordance with the following requirements. The Contractor must:

1. Provide a transition plan;
2. Provide a Core team of resources for the transition period and for ongoing support and maintenance;
3. Implement the necessary development, test and production support environments;
4. Provide a telephone and email service in order for IRCC to request support from the Contractor;
5. Provide support and maintenance of the existing licensed software used in the CIBIDS solution;
6. Provide support and maintenance of the existing hardware and Biometric peripherals used in the CIBIDS solution)
7. Grant and manage the license(s) to use the Licensed Software;
8. Procure and provide Biometric hardware and components related to the CIBIDS BCS Front End solution, as and when requested, by IRCC in accordance with approved Requisition on Contract process (ROC);
9. Provide additional Back-End software licenses for any additional environments, as and when requested, by IRCC;
10. Provide additional Front-End software licenses, as and when, requested by IRCC;
11. Manage the export authorization process for goods (i.e export permits;
12. Perform solution enhancements on an "as and when requested" basis by IRCC using the Engineering Change Request/Engineering Change Proposal (ECR/ECP) form in accordance with approved Change Management process;
13. Work with multiple software and hardware contractors in the delivery of services, which includes activities such as, but not limited to, negotiating agreements and partnerships, system integration and linking together different computing systems and software applications (component subsystems) into a whole while ensuring the component sub systems function together;
14. Provide professional services on an "as and when requested" basis in accordance with approved Task Authorization (TA) process ; Attend technical meetings involving IRCC, the Core Team Resources from both the Contractor and the current service provider for the TRBP contract during the transition phase;
15. Documentation to be provided in English.

IRCC is responsible for the integration to internal systems such as GCMS and related IRCC and Partner Organization systems. As such, IRCC will provide the necessary IT environments to support the integration/system testing, pre-production, staging, production support and maintenance, training and production.

The Contractor is responsible for providing and hosting their IT environments necessary to fulfill the obligations under this SOW (e.g. Support, Maintenance and enhancements of the CIBIDS solution).

The Technical Authority will set up a Kick-Off meeting which will be held in the first week of Contract award to establish a working relationship among the Contractor and IRCC.

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

The Contractor must, within a 6 months of Contract Award date, implement the necessary development, test and production support environments:

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

2.2 Transition Plan

The Contractor must provide a transition plan to ensure continuity of service. That transition plan must detail the steps the Contractor will take to transition the CIBIDS Technical solution to their own environment. A detailed list of deliverables that the Contractor must complete as part of the Transition Plan is identified in Table 1 below.

2.2.1 Transition Milestones

The transition phases will be monitored with the use of milestones for the tracking of deliverables, status and development throughout the transition activities. Each milestone will also be attached to a milestone payment schedule as per Table 1 below.

The Transition period will be for a duration of up to 6 months after contract award.

Table 1: Transition Milestones Deliverables and Payment Schedule

Milestone	Deliverable	Timeline Calendar days
1. Approval of Transition Plan	The Contractor must provide documentation describing the overall transition plan. The following detailed deliverables	1 month after Contract

	<p>must be submitted:</p> <ul style="list-style-type: none"> • Transition Overview and Approach • Transition Roles and Responsibilities • Transition Schedule • Transition Scope • Pre-Production Environment Build Approach • Pre-Production Environment Scope and Schedule • Pre-Production Environment Configuration and Maintenance Plan • Readiness Checklist to demonstrate pre-production Environment Readiness as described in the Statement of Work Milestone #2 	award
2. Approval of Pre-production environments	<p>The Contractor must build and demonstrate that all of the pre-production environments are functional and present source code controls (third party agreements) as follows:</p> <p>A. The Contractor to present to IRCC, a technical presentation(s) covering the following topics:</p> <ul style="list-style-type: none"> • System components data flows: BCS, BioSP, Portal, Video Processor, Mail Transfer Agent (MTA) • CIBIDS transaction workflows (TRE/TTRE, IMM, GCMS Client enrolment, ATS, IRQ, Canada Q1 and Q2, FCC Q1 and Q2, ARU) • Inter-workings of the BCS and BioSP users authentication and authorization sub system • Explanation of the event logging sub-system <p>B. Demonstrate that the following services are functional in a Development environment:</p> <ul style="list-style-type: none"> • Portal • BioSP • Video Processor • Database Services • Mail services <p>C. Demonstrate that the following transactions can be simulated:</p> <ul style="list-style-type: none"> • BCS can produce a TRE and is successfully processed by backend • CBSA MQ processing –BioSP reading, queuing and processing 	3 months after Contract award

	<ul style="list-style-type: none"> RCMP- Simulator can receive and send out emails "TestUtility" Simulator can process M5 Partners/Infosharing transactions: US, New Zealand and Australia. <p>D. Demonstrate that existing code base can be compiled and processed by the incoming Contractor:</p> <p>Incoming Contractor will be given un-compiled code base and asked to compile the code and produce two outputs:</p> <ul style="list-style-type: none"> (Web application resource) WAR files – backend MSA and App Life package for the Front End 	
3. Approval of Support processes	<p>The Contractor must provide documentation describing the support processes and standard operating procedures required to assume Service Assumption. The following detailed deliverables must be submitted:</p> <ul style="list-style-type: none"> Contractor Knowledge Transfer Plan Risk Management Plan Change Management Plan Communications Plan Supplier Management Plan <ul style="list-style-type: none"> Support and Maintenance Transfer Plan Equipment Inventory Transfer Plan Issues Resolution Management Plan Escalation Procedures (telephone support etc.) Service Level Agreement Plan 	4 months after Contract award

4. Transition of Support	At IRCC's request, the Contractor will demonstrate the following services: <ul style="list-style-type: none">• Deliver requested bug fixes and supporting documentation• Deliver requested build(s) and supporting documentation	6 months after Contract award
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2.2.2 Transition Plan – Milestone Approval Process

1. It is anticipated that technical meetings involving IRCC, Core Team Resources from both the Contractor and the current service provider for the TRBP will be conducted in order to finalize the transition plan. The Transition plan must be presented to the Technical Authority 2 weeks after Contract award to allow IRCC time to review the transition plan by the end of the first month from Contract award. The final Translation Plan must contain at a minimum all the elements described in Table 1.
2. The Contractor:
 - a. must setup a pre-production environment which will include the environments required to provide the support, maintenance and development of CIBIDS as described in the SOW. A walkthrough of the environment will be required based on the schedule noted Table 1 above; and
 - b. must provide to the Technical Authority a copy of their agreements with the third party hardware and software Suppliers upon IRCC's request.
3. The Contractor must provide the Technical Authority the support processes and procedures it intends to employ for the day to day support of the CIBIDS environment. These documents must include at a minimum: the ticketing systems it would use, contact information for day to day support, issue reporting, procedures for the purchasing of goods, and support related to information that the Technical Authority would require in order to communicate with the Contractor.

4. The Contractor must have completed the transition of support from the current service provider and be fully operational by the time frame specified in Section 2.2.1 Transition Milestones. The Contractor must start working on enhancements and changes in addition to bug fixes following the completion of the transition period as specified in Section 2.2.1.

2.3 Support and Maintenance General Requirements

The Contractor must provide a telephone and email service in order for IRCC to request support from the Contractor. As such, the Contractor must:

1. Provide a Canadian toll-free phone number for support requests;
2. Provide a support email address. Email support requests must be acknowledged within 15 minutes and answered within 2 business days from original receipt and;
3. Provide an escalation process (1st, 2nd, 3rd level) with contact names, emails, phone numbers;
4. Provide support services in both French and English;
5. Provide support services during the hours 07:00 – 20:00 EST/DST, Monday through Friday, excluding Canadian statutory holidays;
6. Provide support for the following type of calls:
 - a. software related issues;
 - b. hardware related issues;
 - c. Coordinate software issues and escalate to the next support level, as required;
 - d. Coordinate software issues with third party vendors as required;
7. Record electronically the details of service calls; including, at a minimum the following information:
 - a. Date/Time of initial service call;
 - b. Client's information: name, telephone #, email address;
 - c. Site location;
 - d. Machine ID;
 - e. Nature of the service call;
 - f. Detailed issue and resolution notes;
 - g. Severity of the service call; and
 - h. Tracking number;
8. Provide clients the tracking number assigned to their call.

The Contractor must hold valid support and maintenance agreements with all the third party hardware and software Suppliers currently used as part of the overall CIBIDS Solution for the duration of the contract.

The Contractor must notify the Technical Authority of any defects, malfunctions, security vulnerabilities and recalls related to any components of the CIBIDS Technical Solution as soon as such issues are known to the Contractor. Upon IRCC's request, the Contractor must correct such defects, malfunctions, security vulnerabilities and recalls in accordance with the severity time period defined in the Table 2 - Severity Levels and Time for Resolution.

The Contractor must maintain the CIBIDS Solution documentation throughout the contract period. The Contractor must update the relevant documents listed in Appendix D to reflect any changes made to the

CIBIDS Solution by the Contractor initiated from an Engineering Change Request ECR/Engineering Change Proposal ECP, bug fixes or hardware replacement. Appendix F – ECR/ECP describes the process used to initiate a change.

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

1. *Document, Spreadsheet: MS Office 2013 suite of products or any product that is compliant with IRCC environment; and*
2. *Diagrams: Visio 2013 or any product that is compliant with IRCC environment.*

2.3.1 Optional On-Call Support Services

At the request of IRCC, the Contractor must provide on-call support services on all CIBIDS Components between the following hours:

- Weekdays - 20:00-07:00 EST/DST Monday – Friday
- Weekend starting – 20:00 - 07:00 EST/DST Friday-Monday

2.3.2 Software Components Support and Maintenance

The Contractor must manage the software licenses (Appendix A) and ensure IRCC is in good standing with all the third party software Suppliers and ensure that the necessary software support and maintenance annual fees are in good standing.

Upon IRCC's request, the Contractor must provide software maintenance and support services which includes the following:

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

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

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

The Contractor is responsible for all costs associated with engineering efforts to ensure compatibility with the CIBIDS.

The Requisition on Contract (ROC) process is found in Appendix E – ROC will be used for the purchase of all goods, software and licenses.

2.3.2.1 Defect Notifications

The Contractor must notify the Technical Authority of any defects, malfunctions, security vulnerabilities and recalls related to any components of the CIBIDS Solution within 24 hours of becoming aware of such defects, malfunctions, security vulnerabilities or recalls.

The Contractor must correct defects, malfunctions, security vulnerabilities and recalls in accordance with Table 2 - Severity Levels and Time for Resolution which describes the CIBIDS severity levels, and establishes resolution periods for each of the severity levels.

Table 2 - Severity Levels and Time for Resolution.

Severity Level	Severity Level Description	Time to Resolution
Severity Level 1 - Urgent/Critical	Indicates the provided solution is not available, to the extent that user front end or back end operations cannot be performed.	Within 8.0 hours from start of next business day. Next business day (Monday to Friday 07:00 to 18:00 EST/EDT, excluding statutory holidays).
Severity Level 2 - High	Indicates the provided solution is available, however user front end or back end operations are severely restricted.	Within 72 hours from start of next business day. Next business day (Monday to Friday 07:00 to 18:00 EST/EDT, excluding statutory holidays).
Severity Level 3 - Medium	Indicates the provided solution is available, however user front end or back end operations are limited in functionality, where the limited functionality is not critical to overall user operations.	Within 14 business days from start of next business day. Next business day (Monday to Friday 07:00 to 18:00 EST/EDT, excluding statutory holidays).

Severity Level 4 - Low	Indicates the provided solution is available, however user front end or back end functionality must be by-passed or temporarily corrected to proceed, where the by-pass or temporary correction is not affecting user operations.	Within 60 business days from start of next business day. Next business day (Monday to Friday 07:00 to 18:00 EST/ EDT, excluding statutory holidays).
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2.3.2.2 Defect Severity Definition

The Defect Severity Levels in Table 2 are defined as following:

Urgent/Critical - A defect is considered critical if there is an impact on a major CIBIDS business process and/or multiple CIBIDS business processes (i.e. usability, performance or fit-for purpose seriously compromised). This is a high-risk item that will result in reduced or eliminated service until it is resolved. For example:

- Application outage affecting all users;
- Problem causing ongoing data issues affecting a large number of users (over 50%) that cannot be corrected by the user;
- Database/application outages;
- Significant data corruption;
- Data corruption that increases by continuing use of the system.

High - Serious, high risk problem which may be worked around temporarily.

For example:

- CIBIDS solution abends when performing an action, however a user can log back in;
- Incorrect data appears on a critical report (where critical is deemed necessary for solution or business operations).

Medium - Medium-risk functional problem which may be worked around.

For example:

- Bug with work around;
- Failure in a non-critical (where non-critical is deemed required for solution or business operations) function.

Low - A minor problem with low risk.

For example:

- A cosmetic problem with a screen.

2.3.3 Hardware Components Support and Maintenance

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

1. Services for the selected hardware items identified in Appendix B;
2. Replacement of failed hardware components with new hardware, which must include original manufacturer components;

3. "return-to-depot" hardware replacement for failed hardware components.

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

The Contractor must ship fully functional replacement hardware to IRCC NHQ, Ottawa within 30 business days upon receiving an approved ROC from IRCC.

The Requisition on Contract (ROC) process is found in Appendix E – ROC will be used for the purchase of all goods, software and licenses.

2.3.3.1 Hardware Obsolescence

Throughout the Contract period, the Contractor must manage the obsolescence of all hardware components currently being used and delivered for the CIBIDS solution. As such the Contract must;

1. Ensure the availability of support and replacement units for all hardware components used or delivered under this contract;
2. Ensure the interoperability of new components with existing components used by the CIBIDS solution;
3. Identify replacement hardware with the same or better performance and functionality
4. Ensure replacement hardware meets mandatory requirements
5. Ensure replacement hardware is available prior to obsolescence of existing hardware
6. Be responsible for all costs associated with locating replacement contractor (supplier) hardware, and engineering efforts (testing) to ensure compatibility with the CIBIDS; and
7. Provide written notice to IRCC no less than six (6) months before the end-of life of the hardware component.

2.3.4 Configuration Management

The Contractor must maintain its own configuration management system to track and control CIBIDS configurations, amendments, improvements, upgrades and other changes to documentation, hardware components, COTS software packages, firmware, custom codes scripts and configuration files.

2.4 Provisioning of New Software Licenses and Hardware Components

IRCC may be required to purchase additional front-end (BCS) software licences and biometric hardware components for additional VAC/VO/ESDC/Domestic Sites and to replace failed components. As such, the Contractor must make the necessary arrangements with all the current CIBIDS software Suppliers (third party contractors) and hardware manufacturers to enable IRCC to purchase additional front-end software licenses and hardware components. The Contractor must manage such licenses and provide on a quarterly basis, or as and when requested by IRCC, an updated inventory of licenses.

The Requisition on Contract (ROC) process found in Appendix E – ROC will be used for the purchase of all goods, software and licenses.

2.4.1 Provisioning of New Software Licenses

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

The Contractor must provide on a quarterly basis, or as and when requested by IRCC, an updated inventory of software licenses.

2.4.1.1 Software Warranty

The Contractor must provide software warranty service (including maintenance and support) on all Contractor delivered software components for a period of 12 months.

During the warranty period and any contracted maintenance periods, the Contractor must provide software updates and security patches as per the GCMS Release Management process.

The Contractor must provide IRCC with irrevocable options for the duration of the contract.

Upon IRCC’s request, the Contractor must provide software maintenance and support services. As such, the contractor must:

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

2.4.2 Provisioning of Current and New CIBIDS Hardware Components

The Contractor must supply IRCC with the hardware items listed in Appendix B - CIBIDS Current Hardware Components and Consumables on an “as and when requested” basis upon receiving a completed Requisition on Contract (ROC) request using the process outline in Appendix E – ROC.

The Contractor must deliver the purchased hardware components to IRCC (NHQ) within 60 business days upon receiving an approved ROC from IRCC.

The Contractor must supply for each hardware components:

1. the necessary data cable, if applicable;
2. the necessary power cable, if applicable; and

3. the power cable must support the North American NEMA 1-15, or 5-15

The Contractor must also provide electrical components that meet the following specifications:

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

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

In the event that the Contractor is unable to negotiate an agreement with a hardware manufacturer, the Contractor must propose a replacement component that meets the minimum specifications in accordance with Appendix C - Hardware Component Specifications Requirements. All costs associated with the substitution of hardware components (e.g. integration work necessary to make the component work with the CIBIDS solution) are the responsibility of the Contractor.

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

1. ensure the availability of replacement units for all new components delivered under the contract;
2. identify replacements with the same or better quality and functionality before the current component(s) become obsolete;
3. be responsible for all costs associated with locating replacement Supplier (third party contractor) hardware interface and the engineering efforts to integrate replacement component into the overall CIBIDS solution and;
4. ensure compatibility of newly introduced hardware components and compliance with the minimum specification requirements defined in the Appendix C - Hardware Component Specifications Requirements. Any new hardware component must go through IRCC's Change Management process (section 2.6.1), including certification, prior to being accepted. The Contractor must demonstrate how the proposed new hardware complies with the specifications outlined in Appendix C- Hardware Component Specifications Requirements.

Appendix F – ECR/ECP describes the process used to initiate a change.

Refer to Appendix B - CIBIDS Current Hardware Components and Consumables for the list of current hardware and consumables used for the CIBIDS Solution.

2.4.2.1 Hardware Warranty

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

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

The Contractor must provide "Return-to-Depot" hardware warranty services.

The Contractor must replace any hardware components with new hardware components and must not include non-original manufacturer components.

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

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

2.5 Export Authorization

The BCS is comprised of a number of cryptographic technology components, predominantly manufactured in the United States. The governments of both Canada and the US place export controls on cryptographic technology. The Contractor will be responsible to acquire export licenses for any BCS components.

United States - In order for the BCS to leave Canadian soil, which by definition is a re-export, and be installed at VACs across the globe, US re-export licences must be obtained for the destination locations where the Department of Commerce's (DoC), Bureau of Industry and Security (BIS) has imposed export restrictions.

Note: For Cuba, China and Burma (Myanmar) the use of the BCS in VO's is considered re-export whereas all other VO's are considered exempt from the re-export process.

The Contractor must make all reasonable efforts to acquire from the country of origin such authorization to export cryptographic technology components to the countries identified in Appendix H – Current Country List. In the event that the Contractor is unsuccessful in acquiring the export authorization, the Contractor must provide IRCC with a detailed written explanation of the reasons why the export application was refused together with evidence, satisfactory to IRCC, to demonstrate the efforts made to obtain such authorization.

2.6 Solution Enhancements and Extensions

IRCC may choose to implement enhancements to the CIBIDS Solution to meet Immigration, Refugee, Citizenship program needs. As and when requested, the Contractor must provide assistance to design, implement and test such enhancements. These activities are initiated through the Engineering Change Request (ECR) process and Engineering Change Proposal (ECP) process described in Appendix F.

The Contractor may propose to IRCC enhancements to the CIBIDS Solution which align with Immigration, Refugee, Citizenship program needs or evolution of the CIBIDS technical solution. The Contractor must provide assistance to design, implement and test such enhancements. These activities are initiated

through the Engineering Change Request (ECR) process and Engineering Change Proposal (ECP) process described in Appendix F.

The request for change must be initiated using the current ECR/ECP process as detailed in Appendix F – ECR/ECP.

The Contractor must obtain written authorization from the Technical Authority to make any changes to the approved and baselined solution.

The Contractor cannot execute the work until the ECP has been accepted by IRCC.

2.6.1 Change Management

The Change Management process, describes how the Contractor will implement changes on the CIBIDS using the ECR/ECP. Appendix F – ECR/ECP describes the process used to initiate a change.

At a minimum the process will:

- a) record and track changes;
- b) detail the methodology for assessing and impacting changes;
- c) report on change requests; and
- d) provide the approval cycle for changes.

2.6.2 Release Management

Changes to the application code will be tested in the Contractor's own environments using stubs. All builds must include Release Notes provided by the Contractor. Once accepted by the Technical Authority, changes will be migrated through the multiple IRCC/GCMS environments using the IRCC internal Release Management process. The IRCC release management and CIBIDS teams are responsible for the scheduling and the management of the CIBIDS releases within the IRCC environments. Once an ECR is processed and the build information is confirmed by the Technical Authority, the information is entered into IRCC/GCMS's internal release planning system and added to the release calendar.

2.6.2.1 Release Types

The following table provides examples of typical CIBIDS releases.

Release Type	CIBIDS Example
Product	Release of a new product or line of business into CIBIDS, e.g. PV changes for CIBIDS Release 2.0
Major	Release of new major functionality, e.g. integration of new functionality or a significant number of bug fixes, etc. in a single release
Minor	Release of minor changes such as bug fixes, spelling errors, etc.
Maintenance	Regularly scheduled maintenance window for CIBIDS backend components.

Emergency	An unscheduled release that is critical to the proper functioning of the system
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2.7 Contractor CORE Team Resources

The Contractor must provide appropriate and sufficient management and engineering resources to transition the current CIBIDS solution as described in their transition plan and to support, maintain and manage the CIBIDS Solution until the end of the Contract period and any exercised option periods. The Contractor Core Team Resources, at a minimum, should be comprised of the following resources:

- Senior Contract Project Manager;
- Senior Technical Architect;
- Software Developers in Java and
- Software Development in Microsoft .Net.

The requirement definitions for the Contractors Development Team are described in the Professional Services - Resources Skill sets section. In addition, IRCC requires the same resources to continue to provide the support, maintenance and enhancements of the CIBIDS Solution.

2.7.1 Senior Contract Project Manager

The Contractor must provide appropriate and sufficient project management services to plan, monitor, and execute the transition of the CIBIDS Technical Solution from the current service provider for the TRBP contract to its target environment as described in their transition plan.

The Senior Contract Project Manager (SCPM) is responsible for the management of the support and maintenance of the CIBIDS solution on an ongoing basis during and after the completion of the Transition Period.

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

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

1. Hold a valid recognized project management professional designation (eg. Project Management Professional (PMP), Project IN Controlled Environment (PRINCE2), Degree/Diploma in Project Management) ;
2. Have a minimum of 10 years' experience within the last 15 years in managing Complex (Information Technology) IT Application projects.
Complex is defined as having all the following factors:
 1. A minimum duration of 12 months;
 2. A minimum value of \$2M;
 3. Service must have been provided within the last 10 years;
 4. Services provided/delivered to multiple locations domestically and abroad;
 5. Large user base (2,000 or more users);

6. A requirement for high availability and high reliability (24/7 system and 98% availability);
 7. A diverse set of technologies that includes real-time data exchanges across multiple heterogeneous systems which includes integration with various software and hardware components; and
 8. Solutions that involve partnership with either private or public sector or both.
3. Have a minimum of 5 years' demonstrated experience within the last 10 years managing sub – contractors and working in collaboration with other Suppliers (third part contractors);
 4. Have delivered, in the last 10 years, at least two IT projects of at least \$2M in size;
 5. Have a minimum of 2 years' experience within the last 5 years working and managing Biometric related projects;
 6. Have a minimum of 10 years within the last 15 years of demonstrated experience performing similar duties as described below:
 1. Has experience delivering presentations that provide recommendations, advice and solutions to Senior and Executive Management. Senior and Executive management is defined as Directors and Director General and above;
 2. Demonstrated, capability to interact effectively with members of a team such as Senior Technology Engineers, Technical Architects, Developers and Senior Management; and
 3. Be proficient in the English language (oral and written).

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

1. Act as point of contact between Technical Authority and the Contractor;
2. Manage the execution of the work under the Contract, including any approved changes, Task Authorizations (TA), ECR and ROC, to ensure that adequate resources are made available, issues are dealt with in a timely manner and that all the work under the Contract is completed within the agreed time, cost and performance parameters;
3. Send electronically Weekly Status report and a Monthly rollup to the Technical Authority;
4. Meet with the Technical Authority on a weekly basis to provide status reports and updates on the ongoing releases.

2.7.2 Senior Technical Architect

The Contractor must provide appropriate technical resources with the level of expertise to execute the transition of the CIBIDS Technical Solution from the current service provider for the TRBP contract to its target environment as described in their transition plan.

The Senior Technical Architect (STA) is responsible to lead the technical team (e.g. software developers) through the technical aspects of the transition of the CIBIDS Technical Solution on an ongoing basis during and after the completion of the Transition Period and throughout the support and maintenance of the contract and any exercised option periods.

The minimum qualifications for the Senior Technical Architect are as follows:

1. Hold a valid recognized University degree in Computer Science, Software Engineering, Engineering, Network Security, Information Technology, Telecommunications *or equivalent degree relevant to the position*;

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2. Have a minimum of 10 years' of experience within the last 15 years working in a Complex Information Technology (IT) Application project.
Complex is defined as having all the following factors:
 1. A minimum duration of 12 months;
 2. A minimum value of \$2M;
 3. Service must have been provided within the last 10 years;
 4. Services provided/delivered to multiple locations domestically and abroad;
 5. Large user base (2,000 or more users);
 6. A requirement for high availability and high reliability (24/7 system and 98% availability);
 7. A diverse set of technologies that includes real-time data exchanges across multiple heterogeneous systems which includes integration with various software and hardware components; and
 8. Solutions that involve partnership with either private or public section or both.
 3. Have a minimum of 5 years' demonstrated experience within the last 10 years designing web service solutions;
 4. Have minimum of 5 years' demonstrated experience within the last 10 years designing Enterprise solutions using Unix/Linux environment;
 5. Have a minimum of 5 years' demonstrated experience within the last 10 years designing Java based solutions;
 6. Have a minimum of 5 years' experience within the last 10 years designing security controls in solutions: e.g. encryption, decryption, digital signature, authorization and authentication;
 7. Have 2 years' demonstrated experience within the last 5 years working and managing Biometrics related Projects;
 8. Have a minimum of 5 years' experience within the last 10 years deploying Network enterprise applications crossing multiple zones: DMZ (Demilitarized Zone), Application Zone, Database Zone, Leveraging software load balancers, appliance load balancers and firewall;
 9. Have a minimum of 5 years' experience within the last 10 years designing solutions using Rational Database;
 10. Have knowledge and experience within the last 5 years working with industry standards such as IXM (Ident Exchange Message), NIST (National Institute of Standards and Technology);
 11. Have experience delivering presentations that provide recommendations, advice and solutions to Senior Management;
 12. Demonstrated capability to interact effectively with members of a Technical Team such as Software Engineers, System Engineers, and Developers; and with Senior Management; and
 13. Be proficient in the English language (oral and written).
 14. Have 10 years within the last 15 years of demonstrated experience performing similar duties as described below;

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

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

The Senior Technical Architect's deliverables include, but are not limited to:

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

2.7.3 Software Developer in Java

The Contractor must provide appropriate technical resources of a Software Developer in JAVA.

The minimum qualifications for the Software Developer in Java are as follows:

1. Hold a valid recognized University degree in Computer Science, Software Engineering, Engineering, Network Security, Information Technology, Telecommunications, Physics, Math or equivalent speciality relevant to the position or recognized College Diploma in Computers, Telecommunications, Engineering, Technology or equivalent diploma relevant for this position.
2. Have a minimum of 5 years' experience within the last 8 years of experience in Complex Information Technology (IT) projects; Complex is defined as having all the following factors:

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1. A minimum duration of 12 months;
 2. A minimum value of \$2M;
 3. Service must have been provided within the last 10 years;
 4. Services provided/delivered to multiple locations domestically and abroad;
 5. Large user base (2,000 or more users);
 6. A requirement for high availability and high reliability (24/7 system and 98% availability);
 7. A diverse set of technologies that includes real-time data exchanges across multiple heterogeneous systems which includes integration with various software and hardware components; and
 8. Solutions that involve partnership with either private or public sector or both.
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3. Have a minimum of 5 years' experience within the last 8 years programming using the Java Spring Framework;
 4. Have a minimum of 5 years' experience within the last 8 years' experience programming using security control methods: encryption, decryption, digital signature, authorization and authentication;
 5. Have a minimum of 1 years' experience within the last 5 years working and managing Biometric related Projects
 6. Demonstrated capability in a previous IT project to interact effectively with members of a team; and
 7. Be proficient in the English language (oral and written).

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

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

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

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

2.7.4 Software Developer in Microsoft .Net

The Contractor must provide appropriate technical resource a Lead Software Developer in Microsoft .Net.

The minimum qualifications for the Lead Software Developer in Microsoft .Net are as follows:

1. Hold a valid recognized University degree in Computer Science, Software Engineering, Engineering, Network Security, Information Technology, Telecommunications, Physics, Math or *equivalent speciality relevant to the position or recognized College Diploma in Computers, Telecommunications, Engineering, Technology or equivalent diploma relevant for this position.*
2. Have a minimum of 5 years within the last 8 years of experience in Complex Information Technology (IT) projects; Complex is defined as having all the following factors:
 1. A minimum duration of 12 months;
 2. A minimum value of \$2M;
 3. Service must have been provided within the last 10 years;
 4. Services provided/delivered to multiple locations domestically and abroad;
 5. Large user base (2,000 or more users);
 6. A requirement for high availability and high reliability (24/7 system and 98% availability);
 7. A diverse set of technologies that includes real-time data exchanges across multiple heterogeneous systems which includes integration with various software and hardware components; and
 8. Solutions that involve partnership with either private or public sector or both.
3. Have a minimum of 5 years' experience within the last 8 years programming using Microsoft. Net Framework;
4. Have a minimum of 5 years' experience within the last 8 years programming using security control methods: encryption, decryption, digital signature, authorization and authentication;
5. Have a minimum of 1 years' experience within the last 5 years working and managing Biometric related Projects;
6. Demonstrated capability in a previous IT project to interact effectively with members of a team; and
7. Be proficient in the English language (oral and written).

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

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

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

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

2.8 Professional Services

As and when requested, IRCC may call upon the Contractor for additional resources. The Contractor may use their Team resources and additional matrix resources from this professional services section. IRCC will complete a Task Authorization (TA) following the process detailed in Appendix G - TA. The Contractor must ensure that all personnel assigned to perform the work under the TA meets the level of competence required to perform the work described in the SOW and are acceptable to the Technical Authority.

2.8.1 Professional Resources Skill Set

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

2.8.1.1 Project Manager

The minimum qualifications for the Project Manager are as follows:

1. Hold a valid recognized project management professional certification (PMP or PRINCE2);
2. Minimum of 8 years of experience in Information Technology projects;
3. Minimum of 3 years within the last 5 years of demonstrated experience performing similar duties as the Project Manager's duties described below;
4. Demonstrated capability in a previous IT project to interact effectively with members of a Technical Team and with Senior Management; and
5. Be proficient in the English language (oral and writing).

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

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

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

1. Provide feedback on the level of effort and cost;
2. Provide reporting on status;
3. Provide options to problems encountered and recommendations for resolution;
4. Delivery of new code base, implementation and testing coordination in accordance with the Release Management Process; and

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5. Update design specification documentation.

2.8.1.2 Technical Architect

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

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

1. Minimum of 8 years of experience in Information Technology projects;
2. A minimum of 5 years' demonstrated experience within the last 8 years performing similar duties as Technical Architect duties described below;
3. A minimum of 2 years' demonstrated experience in fingerprint biometrics;
4. Must have knowledge of industry standards such as IXM, NIST;
5. Have experience delivering presentations that provide recommendations, advice and solutions to Senior Management;
6. Within the last 5 years, demonstrated capability in a IT project to interact effectively with members of a Technical Team and with Senior Management; and
7. Be proficient in the English language (oral and written).

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

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

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

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

2.8.1.3 System Engineer

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

The minimum qualifications for the System Engineer are as follows:

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

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

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

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

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

2.8.1.4 Software Engineer

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

The minimum qualifications for the Software Engineer are as follows:

1. A minimum of 5 years 'experience in Information Technology projects;
2. A minimum of 3 years' demonstrated experience within the last 5 years similar duties as the Software Engineer's duties described below;
3. A minimum of 2 years' demonstrated experience in fingerprint biometrics if specified in the TA request;
4. Demonstrated capability in a previous IT project to interact effectively with members of a team; and
5. Be proficient in the English language (oral and written).

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

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

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

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

2.8.1.5 Software Developer

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

The minimum qualifications for the Software Developer are as follows:

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

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

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

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

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

2.8.1.6 Tester

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

The minimum qualifications for the Tester are as follows:

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

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

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

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

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

2.8.1.7 Intermediate Biometric Specialist

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

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

1. A minimum of 5 years' demonstrated experience in fingerprint biometrics in a public sector identification capacity;
2. A minimum of 3 years' demonstrated experience within the last 5 years performing similar duties as the Intermediate Biometric Specialist described below;
3. Demonstrated capability in a previous IT project to interact effectively with members of a team; and
4. Be proficient in the English language (oral and written).

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

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

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

1. Technical report;

2. Training material; and
3. Presentations.

2.8.1.8 Senior Biometric Specialist

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

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

1. A minimum of 8 years' demonstrated experience in fingerprint biometrics in a public sector identification capacity;
2. A minimum of 5 years' demonstrated experience within the last 8 years performing similar duties as the Senior Biometric Specialist's duties described below;
3. Demonstrated capability in a previous Information Technology project to interact effectively with members of a team; and
4. Be proficient in the English language (oral and written).

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

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

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

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

2.8.1.9 Information Technology Security Specialist

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

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

1. A minimum of 8 years of experience in Information Technology projects;
2. A minimum of 5 years' demonstrated experience within the last 8 years performing similar duties as the Information Technology Security Specialist's duties as described below;
3. Have experience with Government of IRCC standards (e.g. Management of Information Technology Security);

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

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

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

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

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

2.8.1.10 Technical Writer

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

The minimum qualifications for the Technical Writer are as follows:

1. A minimum of 5 years of experience in Information Technology projects;
2. A minimum of 3 years' demonstrated experience within the last 5 years performing similar duties as the Technical Writer's duties described below;
3. Demonstrated capability in a previous IT project to interact effectively with members of a team; and
4. Be proficient in the English language (oral and written).

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

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

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

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

2.8.1.11 Database Architect

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

The minimum qualifications for the Database Architect are as follows:

1. A minimum of 5 years of experience in Information Technology projects;
2. A minimum of 3 years' demonstrated experience within the last 5 years performing similar duties as the Database Architect duties described below;
3. Demonstrated capability in a previous IT project to interact effectively with members of a team; and
4. Be proficient in the English language (oral and written).

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

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

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

1. Develop and document Logical Data Model;
2. Develop and document Data Dictionary
3. Define Data Archive/Purge Standards
4. Develop and document Physical Data Model; and
5. Prepare detailed Database Design Documents.

2.8.1.12 Deployment Specialist

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

The minimum qualifications for the Deployment Specialist are as follows:

1. A minimum of 5 years of experience in Information Technology (IT) projects;
2. A minimum of 3 years' demonstrated experience within the last 5 years of demonstrated experience performing similar duties as the Deployment Specialist's duties described below;

3. A minimum of 2 years' demonstrated experience in fingerprint biometrics if specified in the TA request;
4. Have demonstrated capability in a previous IT project to interact effectively with members of a team; and
5. Be proficient in the English language (oral and written).

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

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

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

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

2.8.1.13 Installer

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

The minimum qualifications for the Installer are as follows:

1. A minimum of 1 year of demonstrated experience within the last 3 years of demonstrated experience performing similar duties as described below;
2. Have demonstrated experience in the installation of IT and biometric systems;
3. Have demonstrated capability in a previous IT project to interact effectively with members of a team; and
4. Be proficient in the English language (oral and written).

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

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

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

1. Software and hardware installation guides;

2. Installation reports;
3. Provide telephone assistance to field installers; and
4. Perform actual installation of CIBIDS Technical Solution components.

2.8.1.14 Operator

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

The minimum qualifications for the operator are as follows:

1. A minimum of 1 year within the last 3 years of experience in similar duties as described below;
2. Have demonstrated knowledge and capability to operate similar biometric IT related systems;
3. Have demonstrated capability in a previous IT project to interact effectively with members of a team; and
4. Be proficient in the English language (oral and written).

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

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

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

1. Operate CIBIDS Back-End systems components;
2. Initiate operational change request related to the CIBIDS Technical Solution;
3. Prepare and document problem reports;
4. Prepare and document problem resolution documentation; and
5. Prepare and document operational status reports.

2.8.1.15 Quality Assurance Specialist

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

The minimum qualifications for the QA Specialist are as follows:

1. A minimum of 5 years within the last 8 years of experience in a similar duties as requested below;
2. Have demonstrated knowledge and capability to plan and monitor quality assurance of hardware and software components.

3. Have a minimum of 1 year demonstrated experience in fingerprint biometrics if specified in the TA request;
4. Have demonstrated capability in a previous IT project to interact effectively with members of a team and
6. Be proficient in the English language (oral and written).

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

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

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

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

2.8.1.16 Training Specialist

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

The minimum qualifications for the Training Specialist are as follows:

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

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

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

3. Reports and Meetings

The Contractor must produce an operational Weekly Status report and a Monthly rollup report and send them electronically to the Technical Authority. The weekly report should be sent on Monday morning for the previous week and Monthly report no later than 5 business days after the end of the month.

The weekly report must include, at a minimum, the following information:

1. Last week's accomplishments and planned activities;
2. Change Management section, containing the list of all planned ECPs;
3. Status of ROCs: Containing the list of all active ROCs with delivery status;
4. Status of TAs: containing the list of all active TAs and specific details: start and projected end dates, status, balance days, etc;
5. List of current solution issues/bug, severity and expected resolution;
6. Release schedule identifying functionality release through release and builds; and
7. Action Items list with details: description, owner and target completion date.

The monthly report must include at a minimum:

1. Summary of the weekly report;
2. Updated count of software licensing; and
3. Other agreed upon items at the time of transition.

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

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

4. Extensibility and enhancements

IRCC must be able to leverage the CIBIDS Solution for future immigration lines of business, the CIBIDS must be extensible in terms of:

1. Support for additional enrolment workflows;
2. Support of additional hardware peripheral devices (e.g., EFCD, MRTD reader, bar code label printer, etc);
3. Support for additional system interfaces;
4. Support for additional enrolment transaction file formats (e.g., IDENT Exchange Messages, Electronic Biometric Transmission Specification, etc);
5. Support for additional biometric modes (e.g. iris, facial, etc);
6. Support the biometric enrolment of applicants destined to other countries; and
7. Support for third party certified enrolment solutions.

As such, at IRCC's request, the Contractor must enhance the CIBIDS technical solution to meet potential future support and business models by , making changes to CIBIDS in terms of:

1. Modification and enhancement of the Back-End solution; and
2. Modification and/o enhancement of the Front-End solution and connectivity.

5. Transition- out Services

The Contractor must, in the period leading up to the end of the Contract Period and for up to 6 months afterwards, make all reasonable efforts to assist IRCC in the transition from this Contract to a new contract with another Contractor. The Contractor must agree that there will be no charge for these services.

The Contractor will cooperate with the Technical Authority and with the outgoing contractor to ensure a seamless transition and a continuance of service including transferring data, and winding down of services.

6. Compliance Standards

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

1. The RCMP National Police Services NIST Interface Control Document (ICD), Version 2.1.1 standard
2. EFCD model(s) must:
 - a. be certified to the FBI IAFIS Image Quality Specifications (IQS) for both Identification Flats and Live Scan Systems at: <https://www.fbibiospecs.cjis.gov/Certifications>
 - b. already be, or be capable of being certified against the RCMP IMM transaction as part of the CIBIDS solution <http://www.rcmp-grc.gc.ca/en/businesses>
3. EFCD model(s) producing image sizes in compliance with the RCMP NPS-NIST-ICD 2.1.1
4. Machine Readable Travel Document (MRTD) device model(s) be compliant to the ICAO 9303, Machine Readable Travel Documents, Part 1-3, 2006 at:
<https://www.icao.int/publications/pages/publication.aspx?docnum=9303>
5. Credential Token device be compliant to the Federal Information Processing Standard (FIPS) Publication 140-2.
6. Support and maintenance of the CIBIDS solution interface to :
 - a. GCMS in accordance with the CIBIDS-GCMS ICD,
 - b. CBSA in accordance with the CIBIDS-CBSA ICD
 - c. VMS in accordance with the BCS and VMS recorder web services;
 - d. Support proprietary messaging formats that are compliant with the United States Visitor and Immigrant Status Indicator Technology (US-VISIT) Automated Biometric Identification System (IDENT) Exchange Message (IXM) Specification versions 6.0.4 (USCIS) and 6.0.6 (FCC); and

Support and maintenance of the CIBIDS solution implementation of the WSQ Grey-Scale Fingerprint Image Compression in accordance with the IAFIS-IC-0110 (V3.1), October 1, 2010, at:

https://www.fbibiospecs.cjis.gov/Document/Get?fileName=WSQ_Gray-scale_Specification_Version_3_1_Final.pdf

7. The Contractor services and deliverables must comply with the following:
- ISO/IEC 19794-5:2011 - International Organization for Standardization/International Electrotechnical Commission, Information Technology-Biometric Data Interchange Formats- Part 5: Face Image Data, referred to within this document as ISO/IEC 19794-5
<https://www.iso.org/standard/50867.html>
 - Treasury Board of Canada Secretariat, Operational Security Standard: Management of Information Technology Security (MITS) at <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12328>
 - Treasury Board of Canada Secretariat - Policy on Privacy Protection - <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12510>
 - Treasury Board of Canada Secretariat - Policy on Government Security - <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578>
 - Treasury Board of Canada Secretariat - Policy on Management of Information Technology - <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12755>

7. Government Furnished Equipment (GFE)

The Contractor must support and maintain the CIBIDS Solution to run on Government or Partner Organization (IRCC, VAC, SSC, GAC, ESDC) furnished infrastructure and host platforms described in Table 3, portions of which are located at various departments and at partner organization locations in Canada. IRCC reserves the right to enhance, augment, evergreen or evolve the underlying government or partner furnished infrastructure and platforms including alternate collection platforms.

Table 3 – Government or Partner Organization Furnished Equipment

Equipment	Description	Type of Site
Network and all network connections	Network connectivity is provided by Canada. Shared Services Canada (SSC) is responsible for all current network infrastructures within IRCC, CBSA, RCMP, Service Canada and GAC and between departments.	NHQ, Visa Office
	All network connectivity and bandwidth for Visa Application Centres (VACs) is the responsibility of the individual VAC service provider(s). The VAC service providers provide at a minimum 1 mbps download and 500 kbps per BCS instance upload bandwidth to the Internet.	VAC
	Load Balancing services provided via BigIP F5	
Production Facilities	The Data Centre space, servers, operating systems, storage, infrastructure software components will be provided by Canada or a third party.	NHQ

Equipment	Description	Type of Site
Validation and Implementation Test Facility	<p>Canada will provide its own test, staging and production environments. As such, the Data Centre space, servers, operating systems, storage, infrastructure software components will be provided by Canada or a third party</p> <p>Note: The Contractor must provide and host its own IT environments necessary to fulfill its obligations under this SOW (e.g. development, test and maintenance environments).</p>	NHQ
Server Platforms	<p>The bulk of the CIBIDS servers currently run RHEL 6.9 (Red Hat Enterprise Linux) on virtual machine at time of RFP posting.</p> <p>A limited number of Windows servers, at the time of posting, are used as the CIBIDS LDAP/Active Directory service. The LDAP servers currently run on Windows 2008 R2 (64 bit) at time of posting.</p>	NHQ
BCS Workstations	<p>The workstations hosting the Biometric Collection Solution (BCS) solution are provided by the partner organizations (e.g. ESDC, IRCC, GAC and the VAC Service providers). The minimum specifications requested from the partners organizations at time of posting, are as follows:</p> <ol style="list-style-type: none"> 1. CPU: i7 quad core (2Ghz) 64-bits or equivalent 2. Hard Disk: 500 Gb 3. RAM: 8 Gb 4. Operating System: Windows 10 version 1803 or above running/configured for Canadian English or French and Windows 7 version 7601 or above running/configured for Canadian English or French 5. Video card capable to display at a minimum: 1024 x 768 6. 7 available USB ports 7. Hard disk encryption 8. 22" LCD Monitor, capable of a minimum resolution of 1024 x 768 9. Pointing device 	All collection channels

Equipment	Description	Type of Site
	<ol style="list-style-type: none">10. Keyboard: Canadian English and French and QWERTY11. Up to date host intrusion prevention protection; and12. Must have .Net Framework 3.5 installed.	
SSC Public Key Infrastructure	<p>The CIBIDS solution relies on the PKI service administered by SSC Internal Credential Management (ICM). The PKI services are :</p> <ol style="list-style-type: none">1. Certification Authority2. Registration Authority3. Directory;4. Certificate Revocation List (CRL) <p>Client Software available under the Entrust Enterprise License agreement (e.g. Entrust Security Provider, toolkits, etc.)</p>	NHQ

Appendix A – CIBIDS Core Software Packages

The table below lists the core CIBIDS software components and associated software Contractors.

#	Product	Ownership	Code Accessibility	Justification
1.	Aware Bio Components URC	Aware	No	Aware Licensed Product
2.	Aware Biometric SDKs	Aware	No	Aware Licensed Product
3.	Aware BioSP Core	Aware	No	Aware Licensed Product
4.	Aware Transaction Manager	Aware	No	Aware Licensed Product
5.	Aware Code Manager	Aware	No	Aware Licensed Product
6.	Aware Configuration Manager	Aware	No	Aware Licensed Product
7.	Aware Format Manager NIST	Aware	No	Aware Licensed Product
8.	Aware Application Integration Module	Aware	No	Aware Licensed Product
9.	Aware BioSP User Interface	Aware	No	Aware Licensed Product
10.	Aware Simulator	Aware	No	Aware Licensed Product
11.	Apache BPEL Workflow for IRCC system	IRCC	Yes	
12.	BioSP Configuration Files	IRCC	Yes	
13.	Verification Files	IRCC	Yes	
14.	XSLT Mapping Configurations	IRCC	Yes	

#	Product	Ownership	Code Accessibility	Justification
15.	IRCC.URC Solution Visual Studio Solution	IRCC	Yes	
16.	URC Setup Solution	IRCC	Yes	
17.	AppLife Solution – Licensed product	IRCC	No	Licensed product
18.	AppLife Solution – Developed code	IRCC	Yes	Contains all the files needed to create and maintain the AppLife packages for the BCS application.
19.	Back-End “Find Operator” module	IRCC	Yes	Extension code developed by Fujitsu is available
20.	Back-End “Video Management Solution” module	IRCC	Yes	Extension code developed by Fujitsu is available
21.	Back-End “Portal Application Security” module	IRCC	Yes	
22.	Back-End “LDAP web service” module	IRCC	Yes	Extension code developed by Fujitsu is available
23.	Back-End “Central Audit Logger” module	IRCC	Yes	Extension code developed by Fujitsu is available
24.	Backed “Asylum Ramp Up” module	IRCC	Yes	Extension code developed by Fujitsu is available

#	Product	Ownership	Code Accessibility	Justification
25.	Back-End "Testing Dashboard" module	IRCC	Yes	Extension code developed by Fujitsu is available
26.	Back-End "vSEC:cms: smart card management" module	Versasec	No	COTS package from Versasec. Configuration files are available
27.	Front-End "vSEC: User Self-Serve (USS) client" module	Versasec	No	COTS package from Versasec. Configuration files are available
28.	VMS Upload PowerShell scripts	IRCC	Yes	Internal support
29.	BCS Readiness Script	IRCC	Yes	Internal support
30.	BCS Seed installer application	IRCC	Yes	Source code developed by Fujitsu is available
31.	Omnicast	Genetec	No	COTS package
32.	Security Centre	Genetec	No	COTS package
33.	Genetec Rest API	Genetec	NO	Custom package
34.	NIST Transaction Edit	Aware	No	COTS package

Appendix B – CIBIDS Current Hardware Components and Consumables

The table below lists the existing corehardware components used within the CIBIDS Front-End solution.

#	Component	Contractor	Model	NOTES
1.	Electronic Fingerprint Capture Device (EFCD)	Crossmatch	L Scan 500C LT	The current EFCD is being phased-out; however it is currently deployed in all of our sites and will require ongoing support.
2.	Digital camera	Microsoft	LifeCam Studio	
3.	Photo lighting Ring	JJC	LED-48LR	
4.	Photo camera stand VESA Desktop bracket & pole		Contractor to determine source	
5.	Photo camera bracket To affix camera to stand		Contractor to determine source	
6.	Photo Capture light switching for BCS Photo lights		Contractor to determine source	
7.	Photographic Backdrop		Contractor to determine source	
8.	Machine Readable Travel Document reader	Access IS	OCR 601 S.	
9.	Bar code reader	DataLogic	Magellan™ 1100	
10.	Label Printer	Fujitsu	FP-32L	
11.	Label Printer – mobile solution only	Bixolon	SPP-R200	This printer is only used in the original mobile solution of which 27 are deployed internationally and will require ongoing support.
12.	USB Hub	Belkin	F5U237v1	
13.	Video Recorder with multiple increments of camera licenses	Genetec	SV-16 SV-32	
14.	Video Camera	Panasonic	WP-509	
15.	Network Switch – Power over Ethernet (POE) multiple models to accommodate 4 to 36 Ethernet connections		8 ports 24 ports 36 ports	

#	Component	Contractor	Model	NOTES
16.	Wall/Ceiling Mounting Equipment for VMS Camera		Contractor to determined source	
17.	Power Surge – 110v	Tripp Lite	Protect It! Surge Protector/Suppressor	
18.	Power surge – 220v	Tripp Lite	SUPER60MNID	
19.	Counter Mounting Equipment for EFCD	ScanFX	TC011	
20.	Credential smart card tokens	Gemalto	.NET IM v2+ Pre-Cut SIM	
21.	Smart card token shell	Gemalto	USB Shell Token V2 Black HWP115402C	
22.	USB Cradle			
	Supplies			
23.	Silicone Membrane Kits	Crossmatch	Part #: 900242 (pack of 5) Part #: 900232 (pack of 20) Part #: 900222 (pack of 30)	
24.	Guardian Silicone Sheets	Crossmatch		
25.	Cloth & Alcohol Wipes	Crossmatch		
26.	EFCD Cleaning Sheets	Crossmatch		
27.	Label for printer (FP-32L) labels	Gemalto	.NET IM v2+ Pre-Cut SIM	
28.	Label for printer (SPP-R200) for mobile solution	Bixolon	Bixolon JE03-00024J	

Appendix C - Hardware Component Specifications Requirements

The following is a list of the current supported CIBIDS hardware components specifications. Any new hardware introduced in the future must meet or exceed these specifications:

1. Common Requirements

All devices must:

- Operate after an unexpected power interruption without adjustment, except for normal start-up procedures;
- Reinitialize/reboot after an unexpected power interruption in less than 1 minute;
- Permit the return of a failure indicator via the device SDK in the event the component becomes inoperative or detects a failure condition;
- Provide the capability to permanently delete all operational data from device memory, such that it can never be retrieved by any means, conventional or otherwise;
- Integrate with a Windows computing platform;
- Have a power-on indicator that is easily visible by an operator;
- Include all necessary cables for proper operation; and
- Accommodate cables of various lengths up to 5 metres.

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

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

All biometric workstation peripherals must include software drivers to allow use of the devices with the connect workstations.

2. Electronic Fingerprint Capture Device (EFCD)

The EFCD device must:

- connect to the workstation using a single USB cable for supplied power and data transmission;
- be durable to protect from environmental wear and tear (e.g. sealed, ruggedized, etc.);
- include a removable protective covering for the platen surface that can be tethered to the device when not in use;

- not allow wireless functionality;
- be RCMP IMM certified;
- be FBI IAFIS Image Quality Specifications (IQS);
- support the auto-capture of 1, 2 and 4 finger slaps;
- support the manual capture of 1, 2 and 4 finger slaps;
- support the capture of fingerprint images at 500 ppi with an image size as defined in the RCMP NPS-NIST-ICD2.1.1;
- capture an Applicant's slaps without physical intervention by the User;
- include mounting brackets that allow the EFCD to be mounted at an adjustable angle and height;
- permit being semi-permanently fixed to a mounting surface such that it can only be removed with non-specialized tools;
- be less than 7" wide by 7" deep by 5" high (or 17.78 cm by 17.78 cm by 12.7 cm);
- be factory calibrated;
- allow for software/firmware updates to be managed via the connected workstation; and
- have a minimal Frame Rate of 20 frames per second.

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

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

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

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

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

3. Photograph capture device hardware and backdrop

The photographic capture device must:

- connect to the workstation using a single USB cable for supplied power and data transmission.
- capture digital images that comply with the ISO/IEC 19794-5: 2011 standard for facial images.

- have an automatic white balance feature.
- permit being fixed **and** mounted at a configurable angle and height.
- include a tamperproof casing which will not obstruct the lens or impact the picture quality.
- have “portrait mode”.
- allow a minimum 120 pixels between the eyes.
- capture at a minimum 24-bit per pixel color images.

The photograph capture backdrop must be compliant to ISO/IEC 19794-5: 2011 standard.

4. Machine Readable Travel Document (MTRD) Reader

The MRTD reader must:

- read ICAO 9303 compliant documents; and
- read Biographic Data from travel documents with integrated circuit chips (ISO 14443).

5. Barcode Printer

The barcode printer must:

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

6. Barcode Reader

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

7. USB Hub

The USB hub must:

- integrate with all biometric workstation peripherals;

- support the high-speed USB 2.0 standard at a minimum;
- provide a minimum of 4 ports; and
- provide a transfer speed of at least 480Mbps per port.

8. Power Surge Protection

The power surge device must:

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

9. Mobile Collect Solution

The mobile collect solution must:

- be portable;
- weight less than 10kg;
- include all components including housing/case and all must be compliant with airline carry-on dimensions; and
- include all components including housing/case and all must be compliant with aviation security standards for carry-on items.

The mobile collect solution must operate in environments ranging from:

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

The components in the mobile collect solution EFCD must:

- be large enough to capture 4-finger slaps;
- Be USB powered and be self-powered to be operational for a minimum of 2 hours before recharging; and

- provide the capability to recharge all components for which recharging is required.

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

10. Video Monitoring Solution (VMS)

The VMS system must:

- include a video camera and a video recorder at a minimum;
- be capable of synchronizing time with the collect solution;
- provide the ability to locate the start of a specific enrolment session in the recorded video;
- capture video in colour;
- record and provide video footage in 24-bit true colour at a minimum;
- provide secure camera to recorder communication;
- use Internet Protocol (IP) camera to record communication;
- provide MPEG-4 or M-JPEG video compression at a minimum;
- provide a white balance feature;
- provide at a minimum 500 MBytes of video storage before the recorder starts over-writing video files.

The VMS camera must:

- capture video with a digital resolution of at least 1280 x 720;
- capture video at a minimum of 15 frames per second;
- provide auto focus capability;
- permit being mounted at a configurable angle and height;
- permit being fixed to a mounting surface;
- provide automatic adjustment capability for varying light conditions; and
- provide an adjustable field of view.

11. Credential Token

The Credential Token must:

- support RSA key generation of 2048 bit minimum;
- secure storage of private key // private key never export;
- be validated to FIPS-140-2 level 2;
- be interoperable with Entrust PKI infrastructure;
- be interoperable with the Microsoft CAPI; and
- support onboard digital signature.

Appendix D - CIBIDS Solution Documentation

The table below lists all the documents that the Contractor must maintain.

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

Appendix E – ROC – Requisition on Contract

The Requisition on Contract (ROC) will be used when purchasing goods such as hardware, software, licensing, and consumables as listed in the contract pricing tables. The Technical Authority will provide the Contractor with a ROC using the form provided below:

The following fields in the form must be completed by the Technical Authority prior to sending to Contractor:

1. ROC number based on the next sequence;
2. Financial coding information;
3. Requested delivery date;
4. Add the description and pricing of goods as per the contract pricing tables.

The following fields and tasks must be completed by Contractor:

1. Validate the ROC content such as model number, description and pricing;
2. Produce final ROC pricing;
3. Provide delivery date;
4. Sign off from Contractor approver;
5. Send to Technical Authority for final review and approval.

Upon receipt of the ROC, the IRCC Technical Authority will review and evaluate the Contractor's ROC quotation. Should the quotation be deemed unacceptable, the ROC will be returned to the Contractor for rework with any deficiencies and corrections identified. If deemed acceptable, the Technical Authority will authorize the ROC by signing it and forwarding to IRCC Financial Authority for sign off.

A complete signed copy of the ROC will then be sent to the Contracting Authority for review and approval. No goods should be ordered until the final signoff is completed and is received from the Contracting Authority.

Delivery of goods must be 60 business days or less as indicated on the ROC.

REQUISITION ON A CONTRACT (ROC)			
Contractor:		Contract N°: XXXXX-XXXXXX/XXX/XX	
ROC N°:	I-****	Date Created:	dd/mm/yyyy
Amendment N° (if applicable):		Department: Immigration, Refugees and Citizenship Canada	

<input checked="" type="checkbox"/> Original		<input type="checkbox"/> Amendment	
Title:	CIBIDS ROC I-*****		
Commitment N°:		Financial Coding:	*****
Priority:			
<input type="checkbox"/> Urgent	<input checked="" type="checkbox"/> Routine	<input type="checkbox"/> Other - Specify:	
ROC Request (For completion by Technical Authority)			
1. Goods/Deliverables			

Description of Goods required:					
2. PERIOD OF ROC and/or FINAL DELIVERY DATE					
Period of ROC (Services):		From:	dd/mm/yyyy	To:	dd/mm/yyyy
Final Delivery Date (Goods):					
3. Other Conditions / Constraints		<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes - Specify:		

REQUISITION ON A CONTRACT (ROC)

Contractor:		Contract N°: XXXXX-XXXXXX/XXX/XX	
ROC N°:	I-****	Date Created:	dd/mm/yyyy
Amendment N° (if applicable):		Department: Immigration, Refugees and Citizenship Canada	

4. Basis of Payment, Method of Payment and Invoicing

1. Payments will be made in accordance with **Article X.X, Basis of Payment**, in the Contract.
2. The applicable **Method of Payment** under Article X.X in the Contract that applies to this ROC is as follows:

☐ *Article X.X Milestone Payments*
☒ *Article X.X Progress Payments*
3. Total of payments must not exceed the Total Estimated Cost specified in this ROC.
4. Invoicing is to be in accordance with Article XX, Invoicing Instructions, in the Contract.

Send invoice to:

Immigration, Refugees and Citizenship Canada (IRCC)
Solutions & Information Management Branch (SIMB)

ITAM – Software Division
JETS 6th Floor – D675
365 Laurier Avenue West, 7th floor
Ottawa, Ontario,
K1A 1L1

Attention: IRCC.SIMBFinanceAdmin-AgentsFinancierDSGLIRCC@cic.gc.ca

SHIP to:

Immigration, Refugees and Citizenship Canada (IRCC)

For Software:

ITAM – Software Division
JETS 6th Floor – D675
365 Laurier Avenue West,
Ottawa, Ontario,
K1A 1L1

Attention: **Attention:** TDB
Phone: TBD
email: TBD

For Hardware:

ITAM JETS - Mailroom
365 Laurier Avenue West,
Ottawa, Ontario,
K1A 1L1

Attention: TDB
Phone: TBD
email: TBD

A copy of the **invoice** needs to be sent to the Biometrics Project Control Mailbox (Biometrics-IT-Projec@cic.gc.ca) for information.

A copy of the **license** needs to be sent to the Biometrics Project Control Mailbox (Biometrics-IT-Projec@cic.gc.ca) for information.

REQUISITION ON A CONTRACT (ROC)			
Contractor:		Contract N°: XXXXX-XXXXXX/XXX/XX	
ROC N°:	I-****	Date Created:	dd/mm/yyyy
Amendment N° (if applicable):		Department: Immigration, Refugees and Citizenship Canada	

ROC Proposal [For completion by Contractor]			
5. Goods (Hardware, Software, etc.):			
Description	Quantity	Firm Unit Price	Extended Price
6. Travel & Living:			
		Estimated Cost	\$
		Sub-Total for Travel & Living Cost	\$
Total for Goods and/or Travel & Living			\$
Estimated HST @ 13%			\$
Total Estimated Cost of ROC			\$

ROC Approval		
7. Signing Authorities		
Names/Titles	Signatures	Date
Contractor: Name, Title and Signature of Individual Authorized to Sign on Behalf of Contractor	Contractor	
Client: Name, Title and Signature of Individual Authorized to Sign on Behalf of Immigration, Refugees and Citizenship Canada	Technical Authority Approver	
Client: Financial Authority: Name, Title and Signature of Individual Authorized to Sign on Behalf of Immigration, Refugees and Citizenship Canada	Financial Authority Approver	
Contracting: Name, Title and Signature of Individual Authorized to Sign on Behalf of PSPC	Contract Authority	

Appendix F – ECR/ECP - Engineering Change Request/Proposal

The ECR and ECP forms will be used for changes requested to the CIBIDS. Changes can be initiated by either IRCC Technical Authority or the Contractor.

Once an Engineering Change Request (ECR) is duly completed, the Contractor must complete the necessary Engineering Change Proposal (ECP), containing all the relevant technical details required to implement the change in accordance with the established Change Management process in section 2.6.1 of the SOW.

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

Within 10 business days after receipt of the ECR, the Contractor must:

- a) give notice to the Technical Authority that IRCC's ECR is not sufficiently defined; or
- b) submit to the Technical Authority a completed ECP which must contain the following:
 - i. a description of the change(s) to CIBIDS;
 - ii. the cost for the described change(s);
 - iii. change(s) in delivery dates, if any, for any part of the work affected by the directed or proposed changes;
 - iv. the anticipated effect of the change(s) on the performance of the work;
 - v. recommended plan or plans for the completion of the work;
 - vi. any other change in the provisions of the ECP or the Contract; and
 - vii. such additional information as may be reasonably required by the Technical Authority.
- c) If the Contractor's Proposal is accepted, the Technical Authority and the Contractor agree to commence negotiations with respect to changes in the work described in the Contractor's Proposal as soon as practicable.
- d) The Contractor must not carry out any work arising from a change proposed by the Contractor or requested by the Technical Authority until negotiations between the Contractor and IRCC are completed to a mutual agreement, and the Contractor is in receipt of written authorization to proceed with the change as received from the Contracting Authority.

If the change is proposed by the Contractor, the Contractor must complete and submit the ECP as mentioned above. The ECP will be presented to the Technical Authority for consideration and follow the same review and approval process as detail above.

The Contractor must not carry out any work arising from a change proposed by the Contractor or requested by the Technical Authority until the Contractor is in receipt of written authorization to proceed with the change as received from the Contracting Authority.

Engineering Change Request (ECR)			
Contractor:		Contract N°: XXXXX-XXXXXX/XXX/XX	
ECR N°:	***	Original CR ID:	***
Amendment N° (if applicable):		GCDOCS ID:	***
Department:	Immigration, Refugees and Citizenship Canada		
Financial Coding:	*****		
ECR Name:	*****		

Engineering Change Request (ECR) form

To be completed by the Technical Authority

IDENTIFICATION	
Target Release:	
Description of Proposed Change:	
Baseline Documents Affected:	
Reason for Change (Benefits):	
Better performance, faster delivery, improved technology	
Approved by Technical Authority: <input type="checkbox"/> Approved Name and signature of the Technical Authority Approver	Date:

Engineering Change Request (ECR)			
Contractor:		Contract N°: XXXXX-XXXXXX/XXX/XX	
ECR N°:	***	Original CR ID:	***
Amendment N° (if applicable):		GCDOCS ID:	***
Department:	Immigration, Refugees and Citizenship Canada		
Financial Coding:	*****		
ECR Name:	*****		

Preliminary Impact Assessment / Rough Order of Magnitude (ROM)

To be completed by the Contractor

IDENTIFICATION	
Description of Proposed Change:	
Proposed solution:	
High level impact	<input type="checkbox"/> Part of baselined solution scope <input type="checkbox"/> Cost: \$ taxes extra__ <input type="checkbox"/> Schedule: ____days <input type="checkbox"/> Level of Confidence: +/- ____% Provide this information for each option
Contractor Authorization:	Date:
Decision of the Technical Authority Approver Accept <input type="checkbox"/> Reject <input type="checkbox"/> Defer <input type="checkbox"/> Specify which option this decision relates to if there are multiple options.	Date:

Engineering Change Request (ECR)			
Contractor:		Contract N°: XXXXX-XXXXXX/XXX/XX	
ECR N°:	***	Original CR ID:	***
Amendment N° (if applicable):		GCDOCS ID:	***
Department:	Immigration, Refugees and Citizenship Canada		
Financial Coding:	*****		
ECR Name:	*****		

Engineering Change Request (ECR) form

To be completed by the Technical Authority

IDENTIFICATION	
Target Release:	
Description of Proposed Change:	
Baseline Documents Affected:	
Reason for Change (Benefits):	
Better performance, faster delivery, improved technology	
Approved by Technical Authority: <input type="checkbox"/> Approved Name and signature of the Technical Authority Approver	Date:

Engineering Change Request (ECR)			
Contractor:		Contract N°: XXXXX-XXXXXX/XXX/XX	
ECR N°:	***	Original CR ID:	***
Amendment N° (if applicable):		GCDOCS ID:	***
Department:	Immigration, Refugees and Citizenship Canada		
Financial Coding:	*****		
ECR Name:	*****		

Preliminary Impact Assessment / Rough Order of Magnitude (ROM)

To be completed by the Contractor

IDENTIFICATION	
Description of Proposed Change:	
Proposed solution:	
High level impact	<input type="checkbox"/> Part of baselined solution scope <input type="checkbox"/> Cost: \$ taxes extra__ <input type="checkbox"/> Schedule: ____days <input type="checkbox"/> Level of Confidence: +/- ____% Provide this information for each option
Contractor Authorization:	Date:
Decision of the Technical Authority Approver Accept <input type="checkbox"/> Reject <input type="checkbox"/> Defer <input type="checkbox"/> Specify which option this decision relates to if there are multiple options.	Date:

Engineering Change Request (ECR)			
Contractor:		Contract N°: XXXXX-XXXXXX/XXX/XX	
ECR N°:	***	Original CR ID:	***
Amendment N° (if applicable):		GCDocs ID:	***
Department:	Immigration, Refugees and Citizenship Canada		
Financial Coding:	*****		
ECR Name:	*****		

Engineering Change Proposal (ECP)

To be completed by the Contractor, upon acceptance of PIA/ROM

PROPOSAL
1. List all configuration items that will be affected by the proposed change.
2. List the proposed changes to contract requirements.
3. Identify any impacts to logistics support elements such as software, manuals, spares, tools, etc.
4. Identify any impacts to the operational use of the CIBIDS system.
5. Identify the milestones relating to the processing and implementation of the engineering change.
6. Can the requested change wait to future releases? Yes <input type="checkbox"/> No <input type="checkbox"/> If no, why not?

Engineering Change Request (ECR)			
Contractor:		Contract N°: XXXXX-XXXXXX/XXX/XX	
ECR N°:	***	Original CR ID:	***
Amendment N° (if applicable):		GCDOCS ID:	***
Department:	Immigration, Refugees and Citizenship Canada		
Financial Coding:	*****		
ECR Name:	*****		

7. Breakdown of Cost: identify the estimated level of effort (in days) for the proposed solution (e.g. 2 x Resource Type x 4 days = 8 days effort) and indicate if the price is firm or estimated.

Resource Type	Qty	Level of Effort	Per Diem Rate	Extended Prices
Sub-Total				
GST (13%)				
Total Price				

☐ Firm Price
 ☐ Estimated (not to exceed the “Total Cost of ECR” below)

8. Identify any other cost impact for the proposed solution (e.g. travel and living costs, changes to the existing milestone payments in accordance to the table at the end of this document or to add new milestones)

9. Additional information:

10. Total Cost of ECR (including taxes):	\$
11. Contractor Authorization: Name and signature of the authorized representative (Contractor)	Date:

Engineering Change Request (ECR)			
Contractor:		Contract N°: XXXXX-XXXXXX/XXX/XX	
ECR N°:	***	Original CR ID:	***
Amendment N° (if applicable):		GCDocs ID:	***
Department:	Immigration, Refugees and Citizenship Canada		
Financial Coding:	*****		
ECR Name:	*****		

12. Decision of the Technical Authority Approver: (IRCC) Approve <input type="checkbox"/> Reject <input type="checkbox"/> Defer <input type="checkbox"/> Name and signature of the Technical Authority Approver (IRCC)	Date:
13. Financial Authority Approver: Name and signature of the Financial Authority Approver (IRCC)	Date:
14. Contract Authority: Name and signature of the Contracting Authority (PSPC)	Date:

Appendix G – TA - Task Authorization

The TA form will be used when requesting additional professional services resources as identified in the Professional Services section and will be initiated by IRCC Technical Authority.

The TA process begins when the IRCC Technical Authority requires an additional resource internally and must use the TA form below. The skill sets required must be in the resource list from the Professional Resource skills.

The TA must contain at a minimum:

- Statement of work for the resource;
- Title of the resource skill set as in the Professional Resource skills;
- Description of tasks;
- Description of expected deliverables; and
- Start and end date of the contract

The completed TA will then be sent to the Contractor for review.

Upon receipt, the Contractor will review the requirements and propose a resource by completing the TA. The Contractor must ensure that all personnel assigned to perform the work under the TA meets the level of competence required to perform the work described in the SOW and are acceptable to the Technical Authority.

The Technical Authority will review the proposed resource and either accept the resource or request another resource from the Contractor.

Once the proposed resource is accepted by the Technical Authority TA is approved by the Technical and Contract Authorities, the Contractor can proceed with the TA.

The Contractor must make the resource available to IRCC within 10 business days of receiving the signed TA.

**Contract Task Authorization
Document Number -**

TASK AUTHORIZATION FORM			
Contractor:		Contract Number:	
Task Authorization No:		Date: <Month DD, YYYY>	
Amendment No (if applicable):		Department: Immigration, Refugees and Citizenship Canada	
Date Amendment Created:			
Financial Coding: <XXXX-XXXX-XXXXXXXXXXXXXXXXXX>			
Requirement: <Professional Services for XXXXX>			
1.0 DESCRIPTION OF WORK TO BE PERFORMED			
Statement of Work:			
<input checked="" type="checkbox"/> The Statement of Work is Attached as Appendix 1 to this TA			
2.0 PERIOD OF SERVICES		From: <Date of Award>	To: < Month DD, YYYY >
2.1 PROFESSIONAL SERVICES:			
CATEGORY(LEVEL)	Firm Per Diem Rate	Estimated # of Days	Extended Price
Sub Total of Professional Services			
3.0 WORK LOCATION	Contractor Site: <input type="checkbox"/> Client Site: <input type="checkbox"/> Other – Specify: <input type="checkbox"/>		
4.0 TRAVEL REQUIREMENTS	(check as applicable) Not applicable <input checked="" type="checkbox"/> Applicable <input type="checkbox"/>		
5.0 OTHER CONDITIONS/ RESTRAINTS	(check as applicable & specify under TA Appendix X) Not applicable <input checked="" type="checkbox"/> Applicable <input type="checkbox"/>		
6.0 TA PROPOSAL REQUIREMENTS:	Required Documentation: (check as applicable) ■ WBS required: <input checked="" type="checkbox"/> ■ Work Plan required: <input type="checkbox"/> ■ Other documentation required: <input type="checkbox"/> (specify)		
7.0 PRICING: (Sub Total of Professional Services from 2.1)			
7.1 Labour: (check as applicable)			
(a) Firm Price: <input type="checkbox"/> The following price is an all-inclusive firm price.			
(b) Limitation of Expenditure: <input checked="" type="checkbox"/> The following price is subject to a limitation of expenditure and shall not exceed the amount specified in this Task Authorization, unless otherwise authorized by the Contracting Authority via an amendment to this Task Authorization.			
(c) Cost Reimbursable to a Ceiling price: <input type="checkbox"/> The following price is an interim ceiling price subject to downward negotiation in accordance with DSS-MAS 1031-2 Contract Cost Principles with a profit level not to exceed PWGSC Departmental Policy. Any amounts found owing to Canada due to the downward negotiation of the ceiling rates shall either be repaid promptly to Canada within 15 calendar days or offset against future services cost, at Canada's sole discretion. All payments are subject to Government Audit.			

**Contract Task Authorization
Document Number -**

	Sub-total: Labour	\$XXXXXX
7.2 Additional Costs: <i>(check as applicable)</i>		
(a) Sub-contracting/materials: <input checked="" type="checkbox"/> Direct costs related to sub-contracting & materials, reasonably and properly incurred as part of the Work carried out under this Task Authorization shall be reimbursed in accordance to the markup rate stated in Appendix D of Annex B, Basis of Payment of the Contract. All costs must be supported by receipts and/or documentation.		
	Sub-contracting/Materials	\$XXXXXX
(b) Travel & Living Expenses: <input type="checkbox"/> All travel must have the prior authorization of the Technical Authority. The Service Provider will be paid for travel and living expenses, reasonably and properly incurred in the performance of the Work, at cost, without any allowance for overhead or profit, in accordance with the Treasury Board Travel Directive (http://www.tbs-sct.gc.ca/hr-rh/gtla-vgcl). All payments are subject to Government Audit.		
	Travel & Living Expenses	\$XXXXXX
	Sub-total: Additional Costs	\$XXXXXXXX
	Sub-total: 7.1 + 7.2 (HST extra)	\$XXXXXXXX
	GST	\$XXXXXXXX
<input type="checkbox"/> Firm Price <input checked="" type="checkbox"/> Limitation of Expenditure Price <input type="checkbox"/> Cost Reimbursable to a Ceiling Price	TOTAL COST	\$XXXXXXXXXX
8.0 BASIS/TERMS OF PAYMENT		
<p>8.1 The Service Provider shall be paid the price in accordance with the authorized Task Authorization (TA). The Service Provider shall submit claims for payment on a duly completed PWGSC-TPGSC 1111 "Claims for Progress Payment", in accordance with Article B.30 "Method of Payment" of the Contract and shall include a copy of the Service Provider's resource time recording information to support the time claimed, copies of sub-contractor's invoices for all direct costs and receipts/vouchers for any applicable travel and living expenses.</p> <p>8.2 All payments shall be regarded as interim payments only and Canada shall have the right to conduct interim cost/time verifications or audits and to make adjustments during the performance of the Work under this TA. Any overpayment resulting from such progress payments or otherwise shall be refunded promptly to Canada.</p> <p>8.3 No increase in the total liability of Canada or in the price of the TA Work resulting from any design changes, modifications or interpretations of specifications, made by the Service Provider, will be authorized or paid to the Service Provider unless such changes, modifications or interpretations, have been approved, in writing via an amendment to this TA by the Contracting Authority, prior to their incorporation into the TA. The Service Provider shall not be obliged to perform any Work or provide any service that would cause the total liability of Canada to be exceeded without the prior written approval of the Contracting Authority. The Service Provider shall notify the Contracting Authority in writing as to the adequacy of this sum when:</p> <p style="margin-left: 40px;">a) it is 75 percent committed, or</p> <p style="margin-left: 40px;">b) if prior to the TA end date the Service Provider considers that the funds provided are inadequate for the completion of the TA Work.</p> <p>Whichever comes first.</p> <p><8.4 Invoicing is to be in accordance with Article XX, Invoicing Instructions, in the Contract>:</p> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 45%;"> <p>SIMB – Attn : TBD Immigration, Refugees and Citizenship Canada Jean Edmonds Tower South 365 Laurier Ave West, Office B 735 Ottawa, Ontario K1A 1L1</p> </div> <div style="width: 45%;"> <p>SHIP To: TBD Immigration, Refugees and Citizenship Canada Jean Edmonds Tower South 365 Laurier Ave West, Office B737 Ottawa, Ontario K1A 1L1</p> </div> </div> <p>A copy of the invoice needs to be sent to the Biometrics Project Control Mailbox (Biometrics-IT-Project@cic.gc.ca)</p>		
9.0 SIGNATURES		
9.1 Service Provider/Contractor: Name, Title and Signature of Individual	Name: Title:	

Contract Task Authorization
Document Number -

Authorized to Sign for acceptance on behalf of Service Provider (type or print)	Signature: Date:
9.2 Technical Authority Approver	Name: Title:
	Signature: Date:
9.3 Financial Authority Approver	Name: Title:
	Signature: Date:
9.4 PWGSC Contracting Authority	Name: Title:
	Signature: Date:

**APPENDIX 1
TASK AUTHORIZATION STATEMENT OF WORK**

<STATEMENT OF WORK>

**APPENDIX 2
SERVICE PROVIDER TA CERTIFICATIONS**

1.0 CERTIFICATION OF EDUCATION AND EXPERIENCE

The Service Provider hereby certifies that all statements made to that Public Works and Government Services (PWGSC) with regard to the education and the experience of individuals proposed in its Task Authorization proposal for completing the subject work are accurate and factual and that all of the resources proposed meet the minimum experience requirements detailed in the Contract for the resource category they are being proposed. The Service Provider is aware that PWGSC reserves the right to verify any information provided in this regard and that untrue statements may result in any action which the Minister may consider appropriate.

2.0 CERTIFICATION OF AVAILABILITY AND STATUS OF PERSONNEL AVAILABILITY OF PERSONNEL

The Service Provider hereby certifies that the personnel resource in its Task Authorization will be available to commence performance of the work within a reasonable time from Task Authorization date, or within the time specified in the Task Authorization, and will remain available to perform the work in relation to the fulfillment of the Task Authorization. Any proposed substitution after the Task Authorization has been submitted but before issuance of Task Authorization may result in the re-evaluation of the proposed resource. Once the Task Authorization is issued proposed substitutes must achieve the same rated qualifications score (or greater) as the original resource of the Service Provider's response to the Request for Proposal, at a rate no higher than the original resource being replaced and will be subject to approval by the Contracting Authority.

3.0 CERTIFICATION OF STATUS OF PERSONNEL

If the Service Provider has proposed any person in fulfillment of this Task Authorization who is not an employee of the Service Provider, the Service Provider hereby certifies that it has written permission from such person (or the employer of such person) to propose the services of such person in relation to the work to be performed in fulfillment of this Task Authorization and to submit such person's resume to the Contracting Authority. As well, the Service Provider hereby certifies that the proposed person is aware that overtime may be required and is willing to comply. The Service Provider must upon the request of the Contracting Authority and/or the CSLP Program Authority provide a copy of such written permission, in relation to any or all non-employees proposed.

4.0 CERTIFICATION OF SECURITY CLEARANCE

The Service Provider hereby certifies that each proposed resource holds a valid Security Screening directly with the Contractor or Subcontracts Arrangement, as per Contract Article B.1 "Security Requirements, granted or approved by the Canadian and International Industrial Security Division (CIISD) of PWGSC.

Contract Task Authorization
Document Number -

Name, Title and Signature of Individual Authorized to Sign for certifications on behalf of Service Provider (type or print)	Name:
	Title:
	Signature:
	Date:

Appendix H – Current Country List

1.1 REGION ONE

1.1.1. Region One: Group A

	Country	Number of VACs	VAC Location(s)	Target VAC Opening Date	Responsible IRCC-specified Office
1	Albania	1	Tirana	November 2019	Rome
2	Algeria	1	Algiers	November 2019	Paris
3	Armenia	1	Yerevan	November 2019	Moscow
4	Austria	1	Vienna	November 2019	Vienna
5	Bosnia-Herzegovina	1	Sarajevo	November 2019	Vienna
6	Finland	1	Helsinki	November 2019	London
7	France	1	Paris	November 2019	Paris
8	Germany	1	Dusseldorf	November 2019	Vienna
9	Ireland	1	Dublin	November 2019	London
10	Italy	1	Rome	November 2019	Rome
11	Kazakhstan	2	Almaty, Astana	November 2019	Moscow
12	Kosovo	1	Pristina	November 2019	Vienna
13	Kyrgyzstan	1	Bishkek	November 2019	Moscow
14	Macedonia, FYR	1	Skopje	November 2019	Vienna
15	Moldova	1	Chisinau	November 2019	Bucharest
16	Netherlands, The	1	Amsterdam	November 2019	Vienna
17	Poland	1	Warsaw	November 2019	Warsaw
18	Romania	1	Bucharest	November 2019	Bucharest
19	Russia	6	Moscow, Novosibirsk, Rostov-on-Don, St. Petersburg, Vladivostok, Yekaterinburg	November 2019	Moscow
20	Serbia	1	Belgrade	November 2019	Vienna
21	Spain	1	Madrid	November 2019	Paris

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22	Sweden	1	Stockholm	November 2019	London
23	Tajikistan	1	Dushanbe	November 2019	Moscow
24	Ukraine	2	Kyiv, Lviv	November 2019	Kyiv
25	United Kingdom	1	London	November 2019	London
	Total VAC sites	32			

1.1.2. Region One: Group B

	Country	Number of VACs	VAC Location(s)	Responsible IRCC-specified Office
1	Belarus	1	Minsk	Warsaw
2	Belgium	1	Brussels	Paris
3	Bulgaria	1	Sofia	Bucharest
4	Croatia	1	Zagreb	Vienna
5	Czech Republic	1	Prague	Vienna
6	Denmark	1	Copenhagen	London
7	Greece	1	Athens	Rome
8	Hungary	1	Budapest	Vienna
9	Montenegro	1	Podgorica	Vienna
10	Norway	1	Oslo	London
11	Portugal	1	Lisbon	Paris
12	Slovak Republic	1	Bratislava	Vienna
13	Switzerland	1	Zurich	Paris
14	Uzbekistan	1	Tashkent	Moscow
	Total VAC sites	14		

1.1.3. Region One: Group C

	Country	Number of VACs	VAC Location(s)	Responsible IRCC-specified Office
1	Andorra	1	Andorra la Vella	Paris
2	Cyprus	1	Nicosia	Rome
3	Estonia	1	Tallinn	Warsaw
4	Iceland	1	Reykjavik	London
5	Latvia	1	Riga	Warsaw
6	Liechtenstein	1	Vaduz	Paris
7	Lithuania	1	Vilnius	Warsaw
8	Luxembourg	1	Luxembourg	Paris

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9	Malta	1	Valletta	Rome
10	Monaco	1	Monaco	Paris
11	San Marino	1	San Marino	Rome
12	Slovenia	1	Ljubljana	Vienna
13	Vatican City	1	Vatican City	Rome
	Total VAC sites	13		

1.2 REGION TWO

1.2.1. Region Two: Group A

	Country	Number of VACs	VAC Location(s)	Target VAC Opening Date	Responsible IRCC-specified Office
1	Azerbaijan	1	Baku	November 2019	Ankara
2	Bahrain	1	Manama	November 2019	Abu Dhabi
3	Burkina Faso	1	Ouagadougou	November 2019	Dakar
4	Cameroon	1	Yaoundé	November 2019	Dakar
5	Congo, Democratic Republic of the	1	Kinshasa	November 2019	Dakar
6	Egypt	1	Cairo	November 2019	Cairo
7	Ethiopia	1	Addis Ababa	November 2019	Nairobi
8	Georgia	1	Tbilisi	November 2019	Ankara
9	Ghana	1	Accra	November 2019	Accra
10	Guinea	1	Conakry	November 2019	Dakar
11	Iraq	2	Baghdad, Erbil	November 2019	Amman
12	Ivory Coast	1	Abidjan	November 2019	Dakar
13	Jordan	1	Amman	November 2019	Amman
14	Kenya	1	Nairobi	November 2019	Nairobi
15	Kuwait	1	Kuwait City	November 2019	Abu Dhabi
16	Lebanon	1	Beirut	November 2019	Beirut
17	Mali	1	Bamako	November 2019	Dakar
18	Mauritius	1	Port Louis	November 2019	Pretoria
19	Morocco	1	Rabat	November 2019	Rabat
20	Nigeria	2	Lagos, Abuja	November 2019	Lagos
21	Oman	1	Muscat	November 2019	Abu Dhabi
22	Qatar	1	Doha	November 2019	Abu Dhabi
23	Rwanda	1	Kigali	November 2019	Dar-es-Salaam
24	Saudi Arabia	3	Jeddah, Khobar, Riyadh	November 2019	Riyadh
25	Senegal	1	Dakar	November 2019	Dakar

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26	South Africa	2	Cape Town, Pretoria	November 2019	Pretoria
27	Tanzania	1	Dar-es-Salaam	November 2019	Dar-es-Salaam
28	Tunisia	1	Tunis	November 2019	Tunis
29	Turkey	2	Ankara, Istanbul	November 2019	Ankara
30	Uganda	1	Kampala	November 2019	Dar-es-Salaam
31	United Arab Emirates	2	Abu Dhabi, Dubai	November 2019	Abu Dhabi
32	Zimbabwe	1	Harare	November 2019	Pretoria
Total VAC sites		39			

1.2.2. Region Two: Group B

	Country	Number of VACs	VAC Location(s)	Responsible IRCC-specified Office
1	Angola	1	Luanda	Pretoria
2	Benin	1	Cotonou	Accra
3	Botswana	1	Gaborone	Pretoria
4	Burundi	1	Bujumbura	Dar-es-Salaam
5	Congo, Republic of	1	Brazzaville	Dakar
6	Gabon	1	Libreville	Dakar
7	Iran	1	Tehran	Ankara
8	Israel	1	Tel Aviv	Tel Aviv
9	Libya	1	Tripoli	Tunis
10	Madagascar	1	Antananarivo	Pretoria
11	Namibia	1	Windhoek	Pretoria
12	Niger	1	Niamey	Dakar
13	Palestinian Authority	1	West Bank	Amman
14	Palestinian Authority	1	Gaza	Cairo
15	South Sudan	1	Juba	Nairobi
16	Sudan	1	Khartoum	Cairo
17	Togo	1	Lomé	Accra
18	Yemen, Republic of	1	Sana'a	Abu Dhabi
19	Zambia	1	Lusaka	Dar-es-Salaam
	Total VAC sites	19		

1.2.3. Region Two: Group C

	Country	Number of VACs	VAC Location(s)	Responsible IRCC-specified Office
1	Cape Verde	1	Praia	Dakar
2	Central African Republic	1	Bangui	Dakar
3	Chad	1	N'Djamena	Dakar
4	Comoros	1	Moroni	Dar-es-Salaam

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5	Djibouti	1	Djibouti	Nairobi
6	Eritrea	1	Asmara	Nairobi
7	Equatorial Guinea	1	Malabo	Accra
8	Gambia	1	Banjul	Dakar
9	Guinea-Bissau	1	Bissau	Dakar
10	Lesotho	1	Maseru	Pretoria
11	Liberia	1	Monrovia	Accra
12	Malawi	1	Lilongwe	Pretoria
13	Mauritania	1	Nouakchott	Dakar
14	Mozambique	1	Maputo	Pretoria
15	Sao Tome and Principe	1	Sao Tome	Accra
16	Seychelles	1	Victoria	Dar-es-Salaam
17	Sierra Leone	1	Freetown	Accra
18	Somalia	1	Mogadishu	Nairobi
19	Swaziland	1	Mbabane	Pretoria
20	Syria	1	Damascus	Beirut
21	Turkmenistan	1	Ashgabat	Ankara
Total VAC sites		21		

1.3 REGION THREE

1.3.1. Region Three: Group A

	Country	Number of VACs	VAC Location(s)	Target VAC Opening Date	Responsible IRCC-specified Office
1	Argentina	2	Buenos Aires, Mendoza	November 2018	Buenos Aires
2	Bolivia	1	La Paz	November 2018	Lima
3	Brazil	5	Brasilia, Porto Alegre, Recife, Rio de Janeiro, Sao Paulo	November 2018	Sao Paulo
4	Colombia	3	Bogota, Cali, Medellin	November 2018	Bogota
5	Costa Rica	1	San Jose	November 2018	Mexico City
6	Dominican Republic	1	Santo Domingo	November 2018	Mexico City
7	Ecuador	1	Quito	November 2018	Bogota
8	El Salvador	1	San Salvador	November 2018	Mexico City
9	Guatemala	1	Guatemala City	November 2018	Mexico City
10	Guyana	1	Georgetown	November 2018	Port of Spain
11	Haiti	1	Port-au-Prince	November 2018	Port-au-Prince
12	Honduras	1	Tegucigalpa	November 2018	Mexico City
13	Jamaica	2	Kingston, Montego Bay	November 2018	Kingston
14	Mexico	1	Mexico City	November 2018	Mexico City
15	Nicaragua	1	Managua	November 2018	Mexico City
16	Panama	1	Panama City	November 2018	Mexico City
17	Paraguay	1	Asuncion	November 2018	Buenos Aires
18	Peru	1	Lima	November 2018	Lima
19	Trinidad and Tobago, Republic of	1	Port of Spain	November 2018	Port of Spain
20	Uruguay	1	Montevideo	November 2018	Buenos Aires
21	Venezuela	1	Caracas	November 2018	Mexico City
	Total VAC sites	29			

1.3.2. Region Three: Group B

	Country	Number of VACs	VAC Location(s)	Responsible IRCC-specified Office
1	Bahamas	1	Nassau	Kingston
2	Barbados	1	Bridgetown	Port of Spain
3	Belize	1	Belmopan	Guatemala City
4	Bermuda	1	Hamilton	New York
5	Cayman Islands	1	George Town	Kingston
6	Chile	1	Santiago	Buenos Aires
7	Cuba	1	Havana	Havana
8	Dominica	1	Roseau	Port of Spain
9	Grenada	1	St. George's	Port of Spain
10	Saint Kitts and Nevis	1	Basseterre	Port of Spain
11	Saint Lucia	1	Castries	Port of Spain
12	Saint Vincent & Grenadines	1	Kingstown	Port of Spain
13	United States of America	1	New York	New York
14	United States of America	1	Los Angeles	Los Angeles
	Total VAC sites	14		

1.3.3. Region Three: Group C

	Country	Number of VACs	VAC Location(s)	Responsible IRCC-specified Office
1	Anguilla	1	The Valley	Port of Spain
2	Antigua and Barbuda	1	St. John's	Port of Spain
3	Aruba	1	Oranjestad	Mexico City
4	British Virgin Islands	1	Road Town	Port of Spain
5	Guadeloupe	1	Basse-Terre	Port of Spain
6	Martinique	1	Fort-de-France	Port of Spain
7	Montserrat	1	Brades	Port of Spain
8	Suriname	1	Paramaribo	Port of Spain

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9	Turks and Caicos Islands	1	Cockburn Town	Kingston
	Total VAC sites	9		

1.4. REGION FOUR

1.4.1. Region Four: Group A

	Country	Number of VACs	VAC Location(s)	Target VAC Opening Date	Responsible IRCC-specified Office
1	China*	7	Beijing, Chongqing, Shenyang, Wuhan, Nanjing, Jinan, Chengdu	November 2018	Beijing
2	China*	2	Guangzhou, Kunming	November 2018	Guangzhou
3	China*	1	Hong Kong	November 2018	Hong Kong
4	China*	2	Shanghai, Hangzhou	November 2018	Shanghai
5	China* (Taiwan)	1	Taipei	November 2018	Hong Kong
6	Mongolia	1	Ulaanbaatar	November 2018	Hong Kong
	Total VAC sites	14			

**Separate pricing should be provided for (1) Beijing, Chongqing, Shenyang, Wuhan, Nanjing, Jinan, Chengdu Guangzhou, Kunming, Hangzhou and Shanghai; (2) Hong Kong; and (3) Taipei.*

1.4.2. Region Four: Group B

None

1.4.3. Region Four: Group C

	Country	Number of VACs	VAC Location(s)	Responsible IRCC-specified Office
1	Korea, Democratic People's Republic of	1	Pyongyang	Beijing
	Total VAC sites	1		

1.5. REGION FIVE

1.5.1. Region Five: Group A

	Country	Number of VACs	VAC Location(s)	Target VAC Opening Date	Responsible IRCC-specified Office
1	India	2	Ahmedabad, Mumbai	November 2018	Bengaluru
2	India	4	Bengaluru, Chennai, Hyderabad, Pune	November 2018	Bengaluru
3	India	1	Chandigarh	November 2018	Chandigarh
4	India	1	Jalandhar	November 2018	Chandigarh
5	India	2	Kolkata, New Delhi	November 2018	New Delhi
6	Nepal	1	Kathmandu	November 2018	New Delhi
7	Pakistan	3	Islamabad, Karachi, Lahore	November 2018	Abu Dhabi
8	Sri Lanka	1	Colombo	November 2018	Colombo
Total VAC sites		15			

1.5.2. Region Five: Group B

	Country	Number of VACs	VAC Location(s)	Responsible IRCC-specified Office
1	Afghanistan	1	Kabul	Islamabad
1	Bhutan	1	Thimphu	New Delhi
Total VAC sites		2		

1.5.3. Region Five: Group C

	Country	Number of VACs	VAC Location(s)	Responsible IRCC-specified Office
1	Maldives	1	Malé	Colombo
Total VAC sites		1		

1.6. REGION SIX

1.6.1. Region Six: Group A

	Country	Number of VACs	VAC Location(s)	Target VAC Opening Date	Responsible IRCC-specified Office
1	Australia	2	Melbourne, Sydney	November 2018	Sydney
2	Bangladesh	3	Chittagong, Dhaka, Sylhet	November 2018	Singapore
3	Burma/Myanmar	1	Rangoon/Yangon	November 2018	Bangkok
4	Cambodia	1	Phnom Penh	November 2018	Bangkok
5	Fiji	1	Suva	November 2018	Sydney
6	Indonesia	2	Jakarta, Bali	November 2018	Jakarta
7	Japan	1	Tokyo	November 2018	Manila
8	Korea, Republic of	1	Seoul	November 2018	Manila
9	Malaysia	1	Kuala Lumpur	November 2018	Singapore
10	New Zealand	1	Auckland	November 2018	Sydney
11	Philippines	2	Cebu, Manila	November 2018	Manila
12	Singapore	1	Singapore	November 2018	Singapore
13	Thailand	1	Bangkok	November 2018	Bangkok
14	Vietnam	2	Hanoi, Ho Chi Minh	November 2018	Ho Chi Minh
	Total VAC sites	20			

1.6.2. Region Six: Group B

	Country	Number of VACs	VAC Location(s)	Responsible IRCC-specified Office
1	Laos	1	Vientiane	Bangkok
	Total VAC sites	1		

1.6.3. Region Six: Group C

	Country	Number of VACs	VAC Location(s)	Responsible IRCC-specified Office
1	Brunei	1	Bandar Seri Begawan	Singapore
2	Cook Islands	1	Avarua	Sydney

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3	East Timor	1	Dili	Jakarta
4	Federated States of Micronesia	1	Palikir	Manila
5	French Polynesia	1	Papeete	Sydney
6	Kiribati	1	South Tarawa	Sydney
7	Marshall Islands	1	Majuro	Manila
8	Nauru	1	Yaren	Sydney
9	New Caledonia	1	Nouméa	Sydney
10	Palau (Belau)	1	Ngerulmud	Manila
11	Papua New Guinea	1	Port Moresby	Sydney
12	Samoa	1	Apia	Sydney
13	Solomon Islands	1	Honiara	Sydney
14	Tonga	1	Nuku'alofa	Sydney
15	Tuvalu	1	Funafuti	Sydney
16	Vanuatu	1	Port Vila	Sydney
	Total VAC sites	16		

Appendix I – Definitions of Terms

In the SOW, the following terms have the following meaning:

Term	Definition
Biographic Data	A collection of attributes that describe an individual or group of individuals including, but not limited to, demographic and physical descriptions such as name, address, date of birth, telephone number, etc.
Biometric	The measurement and analysis of unique physical or behavioral characteristics (such as fingerprint, iris, or voice patterns) as a means of identifying or verifying a personal identity.
Biometric Data	Data pertaining to a person's unique physical and psychological traits for the purposes of identification or verification. This includes fingerprints, photos, samples, models, similarity scores and all verification or identification data excluding the individual's name and demographics.
Complex IT Application Project – Corporate experience	<ul style="list-style-type: none"> • A minimum duration of 24 months; • A minimum value of \$2M; • Services must have been provided within the last 10 years; • Services provided/delivered to multiple locations domestically and abroad; • Large user base (2,000 or more users); • Solutions that involve partnership with either private or public sector or both; • A requirement for high availability and high reliability (24/7 system and 98% availability); and • A diverse set of technologies that includes real-time data exchanges across multiple heterogeneous systems which includes integration with various software and hardware components;
Complex IT Application Project – Core Team Experience	<ul style="list-style-type: none"> • A minimum duration of 12 months; • A minimum value of \$2M; • Services must have been provided within the last 10 years; • Services provided/delivered to multiple locations domestically and abroad; • Large user base (2,000 or more users); • Solutions that involve partnership with either private or public sector or both; • A requirement for high availability and high reliability (24/7 system and 98% availability); and • A diverse set of technologies that includes real-time data exchanges across multiple heterogeneous systems which includes integration with various software and hardware components.
Information Technology Project	<ul style="list-style-type: none"> • Large user base (2,000 or more users);

	<ul style="list-style-type: none"> • Solutions that involve partnership with either private or public sector or both; • A requirement for high availability and high reliability (24/7 system and 98% availability); and • A diverse set of technologies that includes real-time data exchanges across multiple heterogeneous systems which includes integration with various software and hardware components.
Network Enterprise applications	Network enterprise applications crossing multiple zone: DMZ (Demilitarized Zone), Application Zone, Database Zone, leveraging software load balancers, appliances load balancers and firewall.
Project Under Rated Requirements	<ul style="list-style-type: none"> • A minimum duration of 24 months; and • A minimum value of \$2M.
Security Control Methods	Using security control methods: encryption, decryption, digital signature, authorization and authentication.
Domestic Sites (sometimes referred to as IRCC Inland)	Sites located in Canada where Biometrics Solution is installed. For example, Service Canada, IRCC offices, Employment and Social Development Canada (ESDC)
Partners	<ul style="list-style-type: none"> • Federal Partners: Global Affairs Canada, Canadian Border Services Agency (CBSA), Royal Canadian Mounted Police (RCMP), Employment and Social Development Canada (Service Canada, Passport Canada) ; • Infosharing Partnerships: United States of America, Australia, New Zealand, United Kingdom and Canada; and • Biometric Processing Centers: Visa Application Centres (VACs), Visa Offices (VOs), and IRCC Domestic Sites
Supplier	Third parties supplying hardware and software components, support and maintenance etc for the CIBIDS
Contractor	Service provider for the CIBIDS contract

Appendix J – Acronyms/Glossary

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

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

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XSLT	Extensible Stylesheet Language Transformations - is a language for transforming XML documents into other XML documents, or other formats
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Annex B

Technical Response Evaluation and Submission Tables Mandatory Requirements

Technical Response Evaluation and Submission Tables

1.1.1.1 Mandatory Requirements

By submitting a response, the Respondent is indicating that it will comply with the mandatory requirements.

The Respondent should provide the following information for each Project reference:

- i. Government department or Client Name and Country;
- ii. Project/Contract Start and Finish Date (dd-mm-yyyy);
- iii. Geographic coverage of the Project/Contract;
- iv. Description of Services Provided;
- v. Contract/Project Value;
- vi. Name, title, telephone number and email address of the project/contract reference point who can verify the information provided by the Respondent.

* A Complex IT Application Project is defined as having all the following factors:

Part A

- a) A minimum duration of 24 months;
- b) A minimum value of \$2M; and,
- c) Services must have been provided within the last 10 years.

Part B

- d) Services provided/delivered to multiple locations domestically and/or abroad;
- e) Large user base (2,000 or more users);
- f) A requirement for high availability and high reliability (24/7 system and 98% availability);
- g) A diverse set of technologies that includes real-time data exchanges across multiple heterogeneous systems which includes integration with various software and hardware components; and
- h) Solutions that involve partnership with either private or public sector or both.

This definition excludes M10 and 11.

No.	Mandatory Requirements	Respondents Response	Respondent Referenced Info
M1	<p><u>Corporate Experience – Providing support and maintenance responsibilities of 3rd party custom software</u></p> <p>The Respondent must provide a minimum of two (2) <u>*Complex IT Application Project</u> references Part A and B where the Respondent was responsible for providing support and maintenance services of project(s) developed by a 3rd party organization.</p>		
M2	<p><u>Corporate Experience – System Integration</u></p> <p>The Respondent must provide a minimum of two (2) <u>*Complex IT Application Project</u> references Part A and B where the Respondent was the lead and had experience working with *multiple software and hardware vendors in the delivery of Enterprise services, which includes activities such as, but not limited to, negotiating agreements and partnerships, system integration and linking together different computing systems and software applications (component subsystems) into a whole while ensuring the component sub systems function together, such as those described in the Statement of Work, Section 2.Scope of Work.</p> <p>*multiple - min of 1 hardware and 1 software vendor per project</p>		
M3	<p><u>Corporate Experience – Export permits</u></p> <p>The Respondent must provide at least one (1) Project reference where the Respondent was involved in exporting restricted items including securing all national and international permits.</p>		

No.	Mandatory Requirements	Respondents Response	Respondent Referenced Info
M4	<p><u>Biometrics Experience</u></p> <p>The Respondent must provide a minimum of two (2)*<u>Complex IT Application Project</u> references Part A and B where the Respondent was the lead and had experience in government Identity management programs that utilize Biometrics. At least one (1) of these Complex Application Project references must be a government Identity management program that utilizes Fingerprint Biometrics.</p>		

M5	Development and Maintenance Experience – Java Spring Framework in J2EE The Respondent must provide a minimum of two (2) * <u>Complex IT Application Project</u> references Part A and B where the Respondent was the lead and developed and/or maintained applications developed in Java Spring Framework in J2EE.		
M6	Development and Maintenance Experience – Simple Object Access Protocol (SOAP) Web Services The Respondent must provide a minimum of two (2) * <u>Complex IT Application Project</u> references Part A and B where the Respondent was the lead and developed and/or maintained applications using SOAP Services.		
M7	Development and Maintenance Experience - Apache ODE-BPEl software The Respondent must provide a minimum of two (2) * <u>Complex IT Application Project</u> references Part A and B where the Respondent was the lead and developed and maintained applications using Apache ODE-BPEl.		
M8	Development and Maintenance Experience - .Net Framework The Respondent must provide a minimum of two (2) * <u>Complex IT Application Project</u> references Part A and B where the Respondent was the lead and developed and/or maintained .Net based applications.		
M9	Development and Maintenance Experience – Security Controls The Respondent must provide a minimum of two (2) * <u>Complex IT Application Project</u> references Part A and B where the Respondent was the lead and developed and/or maintained applications that		

	used all of the following security controls:		
	a) Authentication and authorization using Lightweight Directory Access Protocol (LDAP) directory; b) Data digital signature using x.509 certificate; c) Data encryption using X.509 certificates; and d) Smart card.		
M10	<p><u>Security Requirements</u></p> <p><u>At the Invitation to Qualify (ITQ) Closing the Respondents must:</u></p> <ol style="list-style-type: none"> 1. Hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of CONFIDENTAL issued by the Canadian Industrial Security Directorate (CISD), Public Services and Procurement Canada (PSPC) as indicated in Annex E – Security Requirement Checklist 2. Provide a list of all proposed individuals that will participate and/or require access to Sensitive Information in Phase 1 and Phase 2 of this solicitation process. <ol style="list-style-type: none"> a. All proposed individuals must hold a valid Personnel Security Screening Clearance at the Secret Status level as specified in Annex E – Security Requirement Checklist. 		
M11	<p><u>The Respondent must complete and provide all forms listed below as part of their response to this Invitation to Qualify (ITQ):</u></p> <ul style="list-style-type: none"> • Annex C - Response Submission Form • Annex D – Non-Disclosure Agreement 		

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Annex C

Response Submission Form

Response submission form

Invitation to Qualify No. Response Submission Form			
Respondent's full legal name			
<i>In the case of a joint venture, please identify all members.</i>			
Authorized Representative of Respondent for evaluation purposes (e.g., clarifications)	Name		
	Title		
	Address		
	Telephone #		
	Fax #		
	Email		
Respondent's Procurement Business Number (PBN)			
<i>Please see PWGSC Standard Instructions. Please make sure that your PBN matches the legal name under which you have submitted your response. If it does not, the Respondent will be determined based on the legal name provided, not based on the PBN, and the Respondent will be required to submit the PBN that matches the legal name of the Respondent.</i>			
Former Public Servants	<p>Is the Respondent a Former Public Servant in receipt of a pension as defined in PWGSC Standard Instructions? If yes, provide the information required by the Section in PWGSC Standard Instructions entitled "Former Public Servant"</p> <p>Is the Respondent a Former Public Servant who received a lump sum payment under the terms of the work force adjustment directive? If yes, provide the information required by the Section in PWGSC Standard Instructions entitled "Former Public Servant"</p>	Yes	
		No	
		Yes	
		No	
Federal Contractors Program for Employment Equity Certification	The Respondent certifies having no work force in Canada.		
	The Respondent certifies being a public sector employer.		
	The Respondent certifies being a federally regulated employer subject to the <i>Employment Equity Act</i> .		
	The Respondent certifies having a combined work force in Canada of fewer than 100 permanent full-time, part-time and temporary employees.		
	The Respondent has a combined workforce in Canada of 100 or more permanent full-time, part-time and temporary employees.		
	Valid and current Certificate number.		
	The Respondent certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour.		
Requested language for future communications regarding this procurement process – <i>please indicate either French or English</i>			

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Requested Canadian province or territory for applicable laws		
Respondent's Proposed Site or Premises Requiring Safeguard Measures and document safeguarding security level	Street Address with Unit/Apartment, if applicable	
	City	
	Province/Territory/State	
	Postal Code/Zip Code	
	Country	
Security Clearance Level of Respondent <i>Please ensure that the security clearance matches the legal name of the Respondent. If it does not, the security clearance is not valid for the Respondent.</i>	Clearance Level	
	Date of Issuance	
	Issuing Authority (PWGSC, RCMP, etc.)	
	Legal name of entity to which clearance issued	
<p>On behalf of the Respondent, by signing below, I confirm that I have read the entire ITQ, including the documents incorporated by reference into the ITQ, and I certify and agree that:</p> <ol style="list-style-type: none"> 1. The Respondent considers itself and its products able to meet all the mandatory requirements described in the ITQ; 2. All the information provided in the response is complete, true and accurate; and 3. The Respondent agrees to be bound by all the terms and conditions of this ITQ, including the documents incorporated by reference into it. 		
Signature of Authorized Representative of Respondent		

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Annex D

Non-Disclosure Agreement

Non-Disclosure Agreement

The Respondent agrees to the terms of this Non-Disclosure Agreement (NDA). The Respondent is responsible to ensure that all its personnel, representative(s) and subcontractors are aware and comply with the obligations of this Non-Disclosure Agreement.

- a) The Respondent acknowledges that Canada's security measures and many other aspects of the Canadian Immigration Biometric Identification System (CIBIDS) are treated as confidential by the Government of Canada. For the purposes of this Non-Disclosure Agreement, the "**Sensitive Information**" means any information a Respondent receives from Canada regarding Canada's technical environment, architecture, or specifications, as well as security measures Canada takes with respect to its technical infrastructure.
- b) The Sensitive Information includes, but is not limited to, any documents, instructions, guidelines, data, material, advice and any other information whether received orally, in printed form or otherwise and whether or not that information is labeled as classified, proprietary or sensitive. The Sensitive Information does not include any information that:
 - i. was already known to the Respondent before receiving it from Canada;
 - ii. becomes rightfully known to the Respondent from a third party not under any confidentiality obligation to Canada;
 - iii. is or becomes publicly available through no fault of or failure to act by the Respondent that would be a breach of this Non-Disclosure Agreement; or
 - iv. is required to be disclosed by law or regulation, including for a judicial proceeding.
- c) The Respondent, its personnel, representative(s) or subcontractors agrees not to disclose any Sensitive Information to third parties, except to the extent required in order to meet all requirements as part of the work for the RFP. Third parties must have the requisite security clearance and have also agreed to keep the information confidential on terms and conditions substantially the same as those of this Non-Disclosure Agreement. The Respondent agrees to restrict its use of the disclosed information only to advise Canada on the CIBIDS Procurement Process.
- d) Other than as described in the previous paragraphs, the Respondent agrees that, unless it has the prior written consent of the Contracting Authority, it will not reproduce, copy, divulge, release or disclose, in whole or in part, in whatever way or form any Sensitive Information. The Respondent agrees to notify the Contracting Authority immediately if any person, other than those permitted by this Non-Disclosure Agreement, accesses the Sensitive Information at any time.
- e) Also, regardless of whether it is Sensitive Information or not, the Respondent must at all times treat information designated as classified information appropriately and ensure it cannot be accessed by anyone except a person with a "need to know" for the purpose of the work required to respond to RFP or performing the work of the resulting contract, provided that person also has the appropriate security clearance and has agreed to keep the information confidential on terms and conditions substantially the same as those of this Non-Disclosure Agreement.
- f) The Respondent agrees that a breach of this Non-Disclosure Agreement may result in cancellation of the qualification of the Supplier, termination of any resulting contract and removal from any Respondent list. The Respondent also acknowledges that a breach of this Non-Disclosure Agreement may result in a review of the Respondent's security clearance and/or a review of the Respondent's status as an eligible bidder for other requirements.

- g) All the Sensitive Information will remain the property of Canada and must be returned to the Contracting Authority, if requested, within 30 days following that request.
- h) This Non-Disclosure Agreement remains in force indefinitely. If the Respondent wishes to be discharged from its obligations with respect to any records that include the Sensitive Information, the Respondent may return all the records to an appropriate representative of Canada together with a reference to this Non-Disclosure Agreement. In that case, all Sensitive Information known to the Respondent and its personnel (i.e., Sensitive Information that is known, but not committed to writing) would remain subject to this Non-Disclosure Agreement, but there would be no further obligations with respect to the secure storage of the records containing that Sensitive Information (unless the Respondent created new records containing the Sensitive Information).
- i) Canada may require that the Respondent provide written confirmation that all hard and soft copies of records that include Sensitive Information have been returned to Canada.

If the Respondent receives a question from the media related to non-public information on the CIBIDS procurement activities, they must direct the media to contact the PSPC Media Relations Office at 819-420-5501 or media@tpsgc-pwgsc.gc.ca.

Signature

Date (mm-dd-yy)

Title of person authorized to sign on behalf of the Respondent

Name of the Respondent



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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	
IRCC		TDSS	
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			
Canadian Immigration Biometrics Solution (CIBIDS) re-procurement			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>			
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>		No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>		NATO UNCLASSIFIED 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 checked="" type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>	
SECRET SECRET <input type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>		PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <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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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

- | | | | |
|--|---|--|--|
| <input type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input checked="" type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> 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 CONFIDENTIEL	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 indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

B8986-180075

Security Classification / Classification de sécurité
Unclassified

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées) Marie-Andree Roy <i>A/ Paul Faucher</i>	Title - Titre Executive Director	Signature <i>Paul Faucher</i>	Paul Faucher acting for Marie-Andree Roy
Telephone No. - N° de téléphone 613-954-1000	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Roy.Marie-Andree@cic.gc.ca	Date 2019-09-06

14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées) Nigel Charles	Title - Titre Security Officer	Signature <i>Nigel Charles</i>	
Telephone No. - N° de téléphone 613-457-7977	Facsimile No. - N° de télécopieur 613-954-9477	E-mail address - Adresse courriel nigel.charles@cic.gc.ca	Date 13 September 2019

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?

Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

☒ No
Non ☐ Yes
Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées) Rachel Kane	Title - Titre Supply Officer	Signature <i>Kane, Rachel</i>	Digitally signed by Kane, Rachel Date: 2019.09.13 15:28:19 -04'00'
Telephone No. - N° de téléphone 613-406-9182	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Rachel.Kane@tpsgc-pwgsc.gc.ca	Date

17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées) Vikenti Gorokhovski Contract Security Officer, Contract Security Division vikenti.gorokhovski@tpsgc-pwgsc.gc.ca Tel/Tél 613-957-9337	Title - Titre	Signature <i>Gorokhovski, Vikenti</i>	Digitally signed by Gorokhovski, Vikenti Date: 2019.09.24 09:54:04 -04'00'
Telephone	Facsimile	E-mail address - Adresse courriel	Date