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**LETTER OF INTEREST**

**LETTRE D'INTÉRÊT**

Comments - Commentaires

**Vendor/Firm Name and Address**

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**

Communication Procurement Directorate/Direction de  
l'approvisionnement en communication

360 Albert St./ 360, rue Albert

12th Floor / 12ième étage

Ottawa

Ontario

K1A 0S5

|  |  |
|--|--|
| <b>Title - Sujet</b><br>Permanent Resident Cards   |  |
| <b>Solicitation No. - N° de l'invitation</b><br>B8362-190251/A   | <b>Date</b><br>2019-11-28  |
| <b>Client Reference No. - N° de référence du client</b><br>B8362-190251  | <b>GETS Ref. No. - N° de réf. de SEAG</b><br>PW-\$\$CW-011-78136 |
| <b>File No. - N° de dossier</b><br>cw011.B8362-190251  | <b>CCC No./N° CCC - FMS No./N° VME</b>                           |
| <b>Solicitation Closes - L'invitation prend fin</b><br><b>at - à 02:00 PM</b><br><b>on - le 2020-01-15</b>   |  |
| <b>Time Zone</b><br>Fuseau horaire<br>Eastern Standard Time<br>EST   |  |
| <b>F.O.B. - F.A.B.</b><br><b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/> |  |
| <b>Address Enquiries to: - Adresser toutes questions à:</b><br>Leblanc, Marc-André   | <b>Buyer Id - Id de l'acheteur</b><br>cw011                      |
| <b>Telephone No. - N° de téléphone</b><br>(873) 354-5948 ( )   | <b>FAX No. - N° de FAX</b><br>( ) -                              |
| <b>Destination - of Goods, Services, and Construction:</b><br><b>Destination - des biens, services et construction:</b><br>See herein                            |  |

Instructions: See Herein

Instructions: Voir aux présentes

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



| Item<br>Article | Description                                   | Dest.<br>Code<br>Dest. | Inv.<br>Code<br>Fact. | Qty<br>Qté | U. of I.<br>U. de D. | Destination | Unit Price/Prix unitaire<br>FOB/FAM | Plant/Usine | Delivery Req.<br>Livraison Req. | Del. Offered<br>Liv. offerte |
|-----------------|---|------------------------|-----------------------|------------|----------------------|-------------|-------------------------------------|-------------|---------------------------------|------------------------------|
| 1               | Permanent Resident Cards<br>Security Printing | Total                  |                       | 1          | Each                 | \$          | \$                                  |             |                                 |                              |

Immigration, Refugees and Citizenship Canada

## **Permanent Resident Card Procurement**

Request for Information #1

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## **Purpose and Contents of this Request for Information**

This is the Request for Information (RFI) #1 pertaining to the Permanent Resident (PR) Card for the Permanent Resident Program of Immigration, Refugees and Immigration Canada (IRCC). The purpose of this RFI is to inform industry of IRCC's requirement for the permanent resident card and to give industry the opportunity to provide feedback on the requirement and subsequent engagement activities. The general contents of this Request for Information document are:

**PART I: Request For Information Process:** Information about the intent of this Request for Information and the procedure for industry to follow for responding to this Request for Information.

**PART II: permanent resident card Background; Objectives; Security, Privacy, Official Languages and Intellectual Property Requirements; and Engagement Approach:** permanent resident card background; objectives of this RFI; Government of Canada requirements including security, privacy, official languages and intellectual property; and the proposed engagement approach.

**PART III: Questions to Industry:** Questions asked to solicit feedback from industry that will help Canada define its technical and commercial requirements, as well as to inform it of any challenges respondents may foresee.

**Annex A: Glossary of Terms and Acronyms**

**Annex B: Estimated PR card Production Volumes**

**Annex C: Protection profile table and security requirements**

**Annex D: Canada's permanent resident card Issuance Service Standards**

**Annex E: Rules of Engagement**

**Annex F: Registration Form for One-on-One Sessions (Confidential Commercial Meetings)**

**Annex G: Previous RFP Published in 2015 – Statement of Requirements and Statement of Work**

**Annex H: Previous RFP Published in 2015 – Evaluation Criteria and Evaluation Grid from RFP**

**Annex I: Previous RFP Published in 2015 – Security Requirements from Part 7 – Resulting Contract Clauses**

## **Part I: Request for Information Process**

### **1. INTRODUCTION**

This is the Request for Information (RFI) pertaining to the permanent resident card for the Permanent Resident Program of the Department of Citizenship and Immigration (also known by its applied title: Immigration, Refugees and Citizenship Canada (IRCC)).

The purpose of this RFI is to inform industry of IRCC's requirement for the permanent resident card and to give industry the opportunity to provide feedback on the requirement and subsequent engagement activities. Responses to this RFI will assist Canada in initiating a dialogue about the requirements and possible solutions.

The RFI will be followed by separate one-on-one sessions with interested suppliers.

#### **1.1 Nature of this Request for Information**

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

### **2. INSTRUCTIONS FOR RESPONDING TO THIS REQUEST FOR INFORMATION**

#### **2.1 Nature and Format of Responses Requested**

Respondents are reminded that this is an RFI and not a Request for Proposals (RFP). As such, respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents may provide their responses at any time up until the closing date. RFI responses should also clearly identify any additional information and/or clarifications that respondents suggest be incorporated into any future solicitation documents. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses. Any marketing or promotional information submitted as part of the responses will not be reviewed.

Responses will not be used for competitive or comparative evaluation purposes, and thus the response format is not as rigorously defined as would normally be for an RFP. However, for ease of use and in order for the greatest value be gained from responses, Canada requests that respondents follow the structure outlined in section 2.7.

#### **2.2 Response Costs**

Canada will not reimburse any organization for expenses incurred in responding to this RFI, including, but not limited to, expenses incurred for participating in the additional engagement activities.

### 2.3 Treatment of Responses

**Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify the procurement approach, as well as any draft documentation contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, at its discretion, review responses received after the RFI closing date.

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

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

### 2.4 Follow-up Activity

Canada may, at its discretion, contact any respondent to follow up with additional questions or to clarify any aspect of a response.

**Additional Engagement Activities:** This RFI is part of a larger overall engagement strategy, and will be followed by separate one-on-one sessions with interested suppliers. For more details, please refer to the following sections:

- Section 12.2: Engagement Phase 1 Activities Subsequent to RFI
- Annex F: Registration Form for One-on-One Sessions

**Media:** Media cannot participate in any of the one-on-one sessions.

### 2.5 Communication with Industry

During the additional engagement activities for this Engagement Phase, the Contracting Authority may communicate with registered industry participants through direct email rather than by posting additional notices on the [BuyandSell](#) website.

### 2.6 Contents of the RFI

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

### 2.7 Format of Responses

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

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

- (i) the title of the respondent's response and the volume number;
- (ii) the name and address of the respondent;
- (iii) the name, address and telephone number of the respondent's contact;
- (iv) the date, and
- (v) the RFI number.

**Number of Copies:** Canada requests that respondents submit their response in unprotected (i.e. no password) PDF format by email, if the size of the document is less than 6MB, to:

[Marc-Andre.LebLANc@tpsgc-pwgsc.gc.ca](mailto:Marc-Andre.LebLANc@tpsgc-pwgsc.gc.ca)

A response that is larger than the maximum allowable size should be sent in multiple e-mails that each fall under the maximum allowable attachment size. Alternatively, suppliers may provide a response in the form of an FTP link that can be accessed without the need to create an account.

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

## **2.8 Submission of Responses**

**Time and Place for Submission of Responses:** Organizations interested in providing a response should deliver it to the Contracting Authority identified above by the time and date indicated on page 1 of this solicitation document.

**Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct location or e-mail address.

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

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

## **2.9 Enquiries**

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

Contracting Authority: Marc-André Leblanc

Public Services and Procurement Canada

360 Albert Street, 12th Floor  
Ottawa, ON K1R 7X7

Email address: [Marc-Andre.LebLANc@tpsgc-pwgsc.gc.ca](mailto:Marc-Andre.LebLANc@tpsgc-pwgsc.gc.ca)

Telephone: 873-354-5948

The use of email to communicate is preferred.

## **2.10 Fairness Monitor**

Canada may engage the services of an organization to act as an independent, third-party Fairness Monitor (FM) for the permanent resident card procurement process. The role of the Fairness Monitor is to provide an attestation of assurance on the fairness, openness, and transparency of the monitored activities.

The Fairness Monitor's duties will include, but will not be limited to the following:

- i. observing all or part of the procurement process (including, but not limited to, the engagement and contemplated RFP processes);
- ii. providing feedback to Canada on fairness issues; and
- iii. attesting to the fairness of the procurement process.

Please note that, for the purpose of carrying out its Fairness Monitor related obligations, the Fairness Monitor will be granted access to industry responses and related correspondence received by Canada pursuant to this RFI (any subsequent RFI and any resulting RFP) and may act as an observer at the subsequent follow-up engagement and contracting activities indicated in section 2.4 above and sections 12.1 and 12.2 below.

## **Part II: PERMANENT RESIDENT CARD BACKGROUND; OBJECTIVES; SECURITY, PRIVACY, OFFICIAL LANGUAGES AND INTELLECTUAL PROPERTY REQUIREMENTS; AND ENGAGEMENT APPROACH**

### **3. PERMANENT RESIDENT CARD BACKGROUND**

**3.1** The Government of Canada (GOC) currently issues centrally personalized machine-readable travel documents (MRTD) called PR cards (permanent resident cards) through the Permanent Resident Program Division (PRPD) of the department of Immigration, Refugees and Citizenship Canada (IRCC). The card is designed to meet the International Civil Aviation Organization (ICAO) Doc 9303 part 3 MRTD standard and a description of high level requirements can be found in section 3.7

**3.2** Canada recognizes that the evolving international environment has created increasingly sophisticated threats to the security and integrity of the Canadian PR card. In order to increase the security of Canadian PR cards and maintain their integrity as a means of identifying Canadian permanent residents, Canada is exploring options for the production of a highly secure PR card manufactured in accordance with standards (Doc 9303 part 3) published by the ICAO.

**3.3** The planned issuance of the contract will occur in 2021 to allow general production to occur in 2022. The permanent resident card procurement process will provide the best combination of service to the public, reduced administration, enhanced security and improved cost control to Canada.

**3.4** Canada would like to understand how the security features of the permanent resident card can be enhanced and as a result is initiating a Request for Information (RFI) process. Canada's mandate is to provide a physical PR card with strong anti-fraud and anti-tampering security features.

**3.5** After gathering and reviewing the industry's comments and recommendations, there may be a possibility for Canada to initiate meetings with interested partners. Future procurement actions may result in the award of one contract and Canada is currently considering two (2) options:

3.5.1 An initial period of seven (7) years with an option to extend the period of the contract by up to seven (7) additional one (1) year periods.

3.5.2 An initial period of five (5) years with an option to extend the period of the contract by up to four (4) additional one (1) year periods

#### **3.6 Requirements**

3.6.1 High level requirements:

3.6.1.1 PSPC's Policy on Canadian Content applies and as such the PR card must be manufactured in Canada;

3.6.1.2 Certain materials, hardware and consumables required for a permanent resident card may have to be sourced from outside Canada;

- 3.6.1.3 Consultation and design services for developing the next generation PR Card;
- 3.6.1.4 Card personalization incorporating cardholder biographical information and photograph used for visual inspection by an authorized person and also encrypted for use with a card reader;
- 3.6.1.5 Provision of a secure production site with all equipment, personnel and systems required for a complete turnkey solution;
- 3.6.1.6 Supply Chain Management of sub-contractors for all components required to manufacture the PR Card;
- 3.6.1.7 Warehouse/Inventory Management of all components required to maintain uninterrupted production of the PR Card;
- 3.6.1.8 IM/IT Infrastructure required for interfacing with IRCC systems, accepting and processing cardholder data, managing card production and mailing/shipping and completing all reporting functions required;
- 3.6.1.9 Card production incorporating a Radio Frequency Identification chip and antenna array and multiple security printing and manufacturing processes;
- 3.6.1.10 Ensuring that all security requirements of the contract are adhered to;
- 3.6.1.11 Establishing and maintaining a Quality Assurance (QA) program covering the complete workflow required to produce the PR Cards.
- 3.6.1.12 Ensuring that all numbers associated with a Card are accurately linked and managed during the entire production and reporting process over the period of the contract.
- 3.6.1.13 Mailing to clients and IRCC offices throughout Canada;
- 3.6.2 Card specifications:
  - 3.6.2.1 Must be made entirely of Polycarbonate (PC) layered substrate material;
  - 3.6.2.2 Meet all ICAO Document 9303 – Part 3 specifications (with the exception of the signature)
  - 3.6.2.3 Life cycle of the cards must be 5 years.
  - 3.6.2.4 Personalization by laser engraving;
  - 3.6.2.5 Application of optically variable device (OVD) (options: surface applied vs. embedded; metalized vs. transparent / combination);
  - 3.6.2.6 Secure printing (offset, ultraviolet, infrared, optically variable ink (OVI), OVD, etc.);
  - 3.6.2.7 Guilloche pattern incorporated in design;

3.6.2.8 Tier security features;

3.7 Canada recognizes that certain materials, hardware and consumables required for a permanent resident card may have to be sourced from outside Canada.

## **4. OBJECTIVE OF THIS RFI**

4.1 This RFI is being issued with the objective of:

- 4.1.1 Engaging the industry and providing initial context pertaining to Canada's requirements early in the process to better understand both needs and available solutions prior to the drafting of the Statement of Requirements, the Statement of Work and the Evaluation Criteria. The target audience will be potential suppliers of the solution;
  - 4.1.2 Alerting industry and obtaining feedback on the potential replacement of the current permanent resident card;
  - 4.1.3 Following the RFI, one-on-one meetings with interested suppliers will take place. These meetings will be intended to give industry participants an opportunity to engage in an open dialogue with Canada on options for the solution being sought; and
  - 4.1.4 Helping Canada to gain efficiencies in our business process and to obtain the pertinent information that will assist in developing a strong business case.
- 4.2 The RFI seeks industry input concerning potential technologies, current technologies and a range of costs associated with current technologies deployed in the field that may be relevant in future procurement actions taken by Canada for the replacement of the current contract for the permanent resident card.
- 4.3 This RFI does not imply that Canada has made a final decision on any of the procurement possibilities. Canada may not select any of the solutions or equipment identified in the responses. Canada shall not be liable under any circumstances to any supplier who has prepared a response to this RFI.
- 4.4 For maximum benefit of this RFI process, respondents with technologies in development are encouraged to provide preliminary information.
- 4.5 The option to update information is open to all respondents up to the time of the issuance of any future procurement documents.
- 4.6 The information gathered from this RFI will be used to:
- 4.6.1 Obtain a better understanding of the available technical and operational solutions that could be incorporated into developing a permanent resident card; and
  - 4.6.2 Decide what personalization strategy will be adopted. Other factors such as project management, integration, accountability, quality control, and risk mitigation will also play a role in deciding how a future procurement could be conducted.

## **5. SECURITY REQUIREMENTS**

5.1 There are no security requirements associated with this RFI.

5.2 Any future procurement actions undertaken in support of the permanent resident card will, at a minimum, require service providers to hold the following mandatory security clearances:

- 5.2.1 At the date of a future bid closing, the following conditions must be met:
  - a) the Bidder must hold a valid organization security clearance as indicated in Annex I;

- b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Annex I;
  - c) the Bidder's proposed location of work performance or document safeguarding must meet the security requirement as indicated in Annex I;
  - d) the Bidder must provide the address(es) of proposed location(s) of work performance or document safeguarding as indicated in Annex I.
- 5.2.2 Before any future contract award, the following conditions must be met:
- a) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
- 5.3** Any future procurement actions may also include expanded security requirements as mandatory criteria for contract award.
- 5.4** The proposed permanent resident card will have to meet the Policy on Government Security or international equivalent.
- 5.5** Additional information concerning security requirements governing domestic contracts may be found on the Industrial Security Sector website at: <https://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>.
- 5.6** Suppliers should be aware that where the use of a foreign subcontractor is contemplated to supply any component that is deemed to have a security marking, security requirements will apply to that subcontractor. The prime contractor must report a subcontract to the Industrial Security Program (ISP) for approval when there are security requirements.

The ISP will verify and confirm the security status of foreign organizations before a supplier can enter into any commercial commitment. In addition, the supplier must obtain release authorization from the ISP before transferring any sensitive information to a foreign organization or arranging visits.

Currently, the ISP has international bilateral industrial security instruments with the countries listed on the following PSPC website: <https://www.tpsgc-pwgsc.gc.ca/esc-src/international-eng.html#s9a> .

## **6. SECURITY CLEARANCE**

- 6.1** A security clearance is a certification that is granted by the respective domestic Industrial Security Program of a Supplier. Security requirements will be set out in the Request for Proposal (RFP). As the requirement is refined, Canada will finalize the Vendor Security Profile requirements, however Canada currently anticipates that Successful Suppliers and/or Bidders will require the following:
- 6.1.1 Secret Clearance from Canada for any Successful Supplier and/or Bidder who will have access to any Sensitive Information (or for foreign Supplier and/or Bidder, a Secret Clearance from their respective domestic industrial security program);
  - 6.1.2 Facility Security Clearance (FSC) and Document Safeguarding Capability (DSC) from their respective domestic Industrial Security Program for the facility at which the Successful Supplier and/or Bidder intends to use and store Sensitive Information; and
  - 6.1.3 Information Technology Security capability approved by their respective domestic Industrial Security Program for the facility at which the successful Supplier and/or Bidder intends to use and store Sensitive Information, in order for the Successful Supplier and/or Bidder to be able to process, store or transmit Sensitive Information electronically.
- 6.2** Service providers should expect that personnel assigned to participate in the work will be required to be security cleared to Secret.

Service providers are advised that works and services to be carried out for the Solution may be accompanied by special security measures and may be subject to national security constraints. Consequently, successful suppliers and bidders will be required to accept the conditions set out in

future request documents relating to national security and national interest, which requires vetting and security checks for designated individuals involved in the initiative. Service providers should anticipate that there will be stringent requirements and the absolute need to comply with them.

Canada currently expects that any resulting contract may require some or all of the following contractual obligations and restrictions:

- 6.2.1 Individuals employed by the service provider, who are required to work with the Solution drawings/documents or visit some of the government sites, must have Secret clearance;
- 6.2.2 All persons performing service provider duties under the initiative must have a security clearance at the appropriate level. Accordingly, the service provider must ensure that the appropriate personnel have the required security clearance levels, and the service provider must ensure that security clearances for its personnel are processed in advance so that they are in place when required; and
- 6.2.3 Security requirements and protocols will exist to ensure that sensitive information and ownership in the control of the service provider, the facility, and the initiative are not acquired by any person who does not have appropriate security clearances as a result of any assignment, transfer, or disposition by the service provider, change in control of the service provider, exercise of remedies by lenders, or otherwise.

## **7. INDUSTRIAL SECURITY SECTOR PROCESSES**

- 7.1 Security clearances (issued by CISD) will allow service providers to work on GOC premises and have access to confidential or sensitive information if/as required. GOC Security Policy requires that individuals undergo a personnel screening process if their duties or tasks necessitate access to Classified/Protected information and assets. Service providers must be sponsored by a representative from GOC in order to start the process of obtaining or upgrading a security clearance directly in support of the initiative and can send enquiries to the Contracting Authority.

Early submission of all applications for security clearances is strongly encouraged. Service providers are strongly encouraged to submit applications for security clearances for all key individuals and any other persons who may be required during the implementation phases to have access to sensitive information and/or access to secured sites.

Similar processes apply, with variances, to all of the countries with which Canada has bilateral security instruments. We encourage foreign suppliers to research the requirements of their own domestic industrial security programs to discover whether they are eligible to meet these requirements, and what the specific procedures that apply to their country might be. As mentioned, early submission is strongly encouraged.

Procurements will not be delayed in order to provide time for service providers to obtain required security clearances.

## **8. PRIVACY**

- 8.1 The Solution will be required to ensure that information is accessible only to those authorized. The Solution will be required to comply with the statutory obligations under the *Privacy Act* and the *Access to Information Act*.

## **9. NATIONAL SECURITY EXCEPTION**

- 9.1 In order to protect the sovereignty of its data, and to protect the national interest, Canada may invoke its right under national and international trade agreements to use a National Security Exception (NSE) for this procurement.

An NSE allows Canada to remove a procurement from some or all of the obligations of the relevant trade agreement where Canada considers it necessary to do so in order to protect its national security or other related interests specified in the text of the national security exceptions.

## **10. OFFICIAL LANGUAGES**

**10.1** Any future contract for a permanent resident card will require the Contractor to provide all documentation and technical and client support in both official languages.

## **11. INTELLECTUAL PROPERTY RIGHTS**

**11.1** Any future procurement action for a permanent resident card will contain provisions awarding to the Government of Canada ownership of the intellectual property rights to foreground information and a license to intellectual property rights to background information.

## **12. PROPOSED ENGAGEMENT APPROACH**

### **12.1 Industry Engagement**

The industry engagement process begins with this RFI and concludes when an official RFP, or when the GOC advises participants that the engagement process has concluded. The process may involve the following activities:

1. Initial contact with industry through this RFI
2. One-on-one meetings with individual suppliers (Confidential Commercial Meetings)

Participation in the engagement process will be strictly reserved for registered individuals who sign and submit, to the PSPC Contracting Authority named herein, the Terms and Conditions of Engagement Process, provided in Annex E to this notice.

There will be no short listing of participating suppliers (suppliers with individuals that have signed and submitted the Terms and Conditions of Engagement Process) for purposes of undertaking any future work as a result of phases 1 and 2 of this process.

### **Phase 1 - Initial Contact with Industry**

This RFI is posted on *BuyandSell* to seek interest from companies in participating in the industry engagement process. It is a chance for industry to share with IRCC information on the current marketplace, available technology and supplier capabilities.

### **Phase 2 - One-on-One Industry Meetings (Confidential Commercial Meetings)**

Following Canada's review of the responses to this RFI, respondents will be invited to one or more individual sessions. These sessions will represent an additional opportunity for RFI respondents to clarify or expand on their response. These sessions will be confidential in nature and may be recorded in order to aid the engagement process. These sessions also represent an additional opportunity for Canada to learn more about the industry and gather additional information.

## **Rules of Engagement**

All participants must sign and submit to the Contracting Authority the Rules of Engagement Form (Annex E) prior to their participation in any of the industry engagement information sessions and/or one-on-one sessions.

### **12.2 Engagement Phase 1 Activities Subsequent to this RFI**

Following the closure of this RFI, copies of the responses to this Request for Information will be distributed to representatives of IRCC and PSPC for review and consideration. If applicable, copies of the responses will also be made available to the Fairness Monitor (FM) for review.

Respondents to this RFI who wish to participate in any of the follow-up activities (one-on-one sessions) must complete, sign, and submit to the Contracting Authority the Rules of Engagement Form (Annex E herein) prior to their participation. Participants should complete and submit the Registration Form for the one-on-one sessions (Annex F herein) to indicate their intention to participate in the subsequent engagement activities. Participants are encouraged to submit these forms to the Contracting Authority as soon as possible (i.e. prior to the closing date of this RFI solicitation).

Registration for the One-on-One Sessions must be submitted by the closing date of this RFI to be assured a meeting. Registrations received after this date will be accommodated at Canada's discretion. Requests for one-on-one meetings outside of the scheduled one-on-one session dates will be accommodated at Canada's discretion. At the time of registration, suppliers may submit their preferred dates for the one-on-one session. Canada will do its best to accommodate the requests. Suppliers will be contacted directly by the Contracting Authority with their one-on-one session date and time no later than five days prior to their one-on-one session date.

### **One-on-One Sessions (Confidential Commercial Meetings)**

One-on-one session(s) with individual participants will be held to discuss requirements in more detail and possible options for service delivery models. Participants will be provided a list of questions at least three working days prior to their scheduled session based on their response to this RFI. Participants are invited to respond to these questions during their session or otherwise make use of their allotted time as they see fit.

One-on-One Sessions will be held in the month of January 2020 in the National Capital Region (Ottawa, Ontario and Gatineau, Quebec). Each participant will be allotted a maximum of two hours.

## **PART III: QUESTIONS**

### **13. NATURE AND FORMAT OF RESPONSES REQUESTED**

Canada is interested in receiving short written answers (short paragraphs or bullet points) in the following areas:

- 13.1. Company History
  - 13.1.1. Provide a short description of your firm, where its facilities are located, and the types of services and products that it provides that are related to the manufacturing of secure identification cards
  - 13.1.2. To your knowledge, what is the capacity and capability of the secure card printing industry in Canada to manufacture secure identification cards (including the supply and lamination of multi-layered fully polycarbonate documents, the personalization of the secure

cards using laser engraving on the polycarbonate, and the inclusion of security features) as described in 3.6 and in volumes similar to the PR Card requirements.

- 13.1.3. Provide details indicating whether you foresee any barriers to attaining the security requirements stipulated in section 5 herein.
- 13.1.4. Provide any supporting information related to the capability of the current secure card printing industry that would be beneficial to Canada, including any product demo videos, white papers, data sheets, pamphlets, and current equipment capabilities available the industry, etc.

13.2. Technology

- 13.2.1. Provide information to support how the requirements identified in section 3.6 can be best combined to maximize the strengths of the suppliers in the current secure card printing industry in Canada.
- 13.2.2. Identify any requirements identified in section 3.6 that would be considered prohibitive to suppliers for the construction of the card in the Canadian secure card printing industry.
  - 13.2.2.1. Are there any equivalent security printing processes and/or features that would provide the same benefit to those identified as prohibitive to the industry? Please explain.
- 13.2.3. Are there non-proprietary technical/production or security technologies or processes that can improve/enhance the overall quality of the PR card supply process?
  - 13.2.3.1. Identify these enhancements in your response and specify its/their availability to the industry.
  - 13.2.3.2. Identify any industry standards that regulate or otherwise influence the technical and operational solutions described.
- 13.2.4. Provide a description of any relevant services or products that the current industry can provide that may offer added value to the permanent resident card product and process requirements.
  - 13.2.4.1. When describing these value-added services or products, specify their current availability to suppliers in the Canadian secure card printing industry.
  - 13.2.4.2. Indicate whether these value-added services or products could negatively impact the other components of the permanent resident card and result in modifications to ensure overall operational and technical quality.

13.3. Quality and Assurance

- 13.3.1. What are current industry standards related to acceptable tolerance levels for defects?
- 13.3.2. Is it an industry standard for Canadian secure card printing companies to have ISO certification 14298?
- 13.3.3. Is it an industry standard for Canadian secure card printing companies to meet or exceed the standards included in ISO 14298?
- 13.3.4. What quality control and quality assurance processes are currently considered as the minimum acceptable standard for the manufacturing, security printing, and personalization of cards incorporating security techniques and features as described in 3.6?
  - 13.3.4.1. How could these be improved upon to ensure overall operational and technical quality?
  - 13.3.4.2. Are these suggested improvements possible for any secure card printing company to implement?

13.4. Security and Counterfeiting

- 13.4.1. Describe currently available options to secure print card suppliers to secure a polycarbonate card against counterfeiting and alteration, as well as to ensure the durability of such a card.
- 13.4.2. Please provide information regarding the following:

- 13.4.2.1. Polycarbonate card construction;
    - 13.4.2.1.1. Specify the maximum number of layers for lamination, the optimal output of cards per press sheet, and the personalization volume capacity that are currently standard to the industry;
    - 13.4.2.1.2. Are you aware of any upcoming changes or enhancements to these capabilities within the next 2 years?
    - 13.4.2.1.3. Describe how currently available features contribute to preventing counterfeiting and alteration of the card;
    - 13.4.2.1.4. Are you aware of any upcoming changes or enhancements to the available security features within the next 2 years?
    - 13.4.2.1.5. If so, how would any new features impact the overall operational and technical quality of the cards as described in 3.6?
  - 13.4.2.2. Diffractive Optical Variable Image Device in the form of a patch;
    - 13.4.2.2.1. Describe the types of devices that are currently available to the industry that could adequately secure a main photograph and personal information;
    - 13.4.2.2.2. Are you aware of any upcoming changes or enhancements to the available devices within the next 2 years?
    - 13.4.2.2.3. Specify the features, product name and manufacturer;
  - 13.4.2.3. Describe other security features that are currently available to the industry that would help secure a polycarbonate card against counterfeiting and alteration
  - 13.4.2.4. Are you aware of any other new security features becoming available within the next 2 years?
    - 13.4.2.4.1. If so, how would these new features impact the overall operational and technical quality of the cards as described in 3.6?
  - 13.4.2.5. How would any new security features impact the cost of the card production process (% increase or decrease to cost);
  - 13.4.2.6. Given your firm's experience in providing secure identification documents, please comment on whether the current security features of the PR card are optimal, considering its function and potential sources of compromise.
    - 13.4.2.6.1. Would you recommend any different, or additional, security features?
  - 13.4.2.7. Are any of the specified design elements or security features of the current PR card at risk of becoming obsolete, or difficult or burdensome to source or produce in the near future?
  - 13.4.2.8. Please provide any details as to how Canada can be confident that the production of the PR card can stay temper-proof for the upcoming years to the greatest extent possible.
- 13.5. Supply Chain Management
- 13.5.1. Provide information to describe acceptable industry practices related to the provision of inventory management and information management services employed for supply chain requirements related to secure cards.
  - 13.5.2. Indicate standard expected lead times for Canadian secure card printing suppliers to obtain materials for the manufacturing of blank cards as described in 3.6.
    - 13.5.2.1. What elements related to the supply, production, and processing of secure cards would normally be accomplished by sub-contractors?
  - 13.5.3. Are there elements of the previous evaluation criteria (Annex H) that could be more clearly defined in order to better evaluate the inventory management system that may be available to clients for finished products and/or consumables?
  - 13.5.4. Are there elements of the previous evaluation criteria (Annex H) that could better evaluate a bidder's corporate procedures for vetting supplier's production capability; quality assurance and security processes;

13.5.5. Are there elements of the previous evaluation criteria (Annex H) that could better evaluate a bidder's procurement procedures for ensuring best value of functionality and price?

13.6. Costing and Basis of Payment

- 13.6.1. Based on the current card supply chain requirements, are there any efficiencies that could be leveraged to reduce the overall cost of the supply chain requirements without impacting security and/or the overall process? Please explain.
- 13.6.2. Indicate the standard industry approach to implement a design change, whether that be integrated with the cost of the PR card, through a Task Authorization (TA) or another mechanism
- 13.6.3. In terms of the Basis of Payment, what would be considered as the standard approach for pricing increases in the Basis of Payment from one year to the next? Is it preferable to incorporate an Economic Price Adjustment (EPA) for unit prices (year over year) and/or an adjustment (escalation) clause(s) for card components and materials? Which is more common in the industry? Please provide justification for your choice.
- 13.6.4. Indicate percent change in cost of a bill of material typical for the industry for a secure identification over the last 5 years.
- 13.6.5. Indicate percent change in cost of manufacturing, including labour, typical for the industry for a secure identification over the last 5 years.
- 13.6.6. Indicate if there have been any changes that influence the cost of producing a secure identification card outside of the bill of material, manufacturing or labour.
  - 13.6.6.1. Indicate the percent change in the cost of any items identified in 13.6.6

13.7. General

- 13.7.1. Does the level of information included in Annex G provide enough information as a basis for companies to submit a response to this Request for Information and any possible solicitation process?
  - 13.7.1.1. Are there elements of Annex G or of Annex H that could be better defined or revised for the purposes of clarity?
- 13.7.2. Are there standard industry approaches related to the governance of issues related to unmet service standards?
- 13.7.3. What are the issues and elements that Canada would be required to consider, address, and prepare for in regard to any possible transition of the required supply chain services to any new supplier?
- 13.7.4. Identify any restrictive aspects of the Annex G that would limit your firm's ability to successfully undertake and complete the requirements as specified and to respond to any possible solicitation.
  - 13.7.4.1. Identify any suggested changes that would be beneficial, while meeting the required supply, security printing, personalization and supply chain requirements.
- 13.7.5. Indicate the standard industry approach to escalation procedures associated with service level agreements with a client.
- 13.7.6. Indicate the standard industry approach to implement project and on-going governance to support secure card production.
- 13.7.7. Include in this section any additional explanations or other topics that you wish to provide.

13.8. Draft Statement of Requirements, Statement of Work and Evaluation Criteria

- 13.8.1. The Statement of Requirements from the 2015 RFP are included in Annex G. Please provide information about the following:

- 13.8.1.1. Identify any of the requirements which are outdated or no longer make sense from a technology perspective;
- 13.8.1.2. Identify any requirements that would prevent a typical Canadian secure card print supplier from complying with any potential solicitation process.
- 13.8.1.3. In addition to the information provided in response to 13.2 and 13.4 are there any new requirements that would help IRCC that are not currently included?
- 13.8.1.4. In your opinion, how could the presentation or format of the requirements be improved?
- 13.8.1.5. In your opinion, how could the presentation or format of the previous evaluation criteria (Annex H) be improved?

13.9. Environmental Considerations

- 13.9.1. What environmental initiatives would be considered as standard practice for the secure card print industry (recycling/reusing initiatives, green travel, etc.)?
- 13.9.2. In regard to environmental standards, what would you suggest that Canada includes as mandatory and/or point rated evaluation technical criteria in any possible solicitation process?
- 13.9.3. Is it a standard expectation in the secure card printing industry that suppliers conform to recognized environmental standards (i.e. ISO, ENERGY STAR, or others)? Please explain and specify

Canada will not impose any future obligations or commitments on respondents with respect to claims or cost information contained within their responses.

## ANNEX A: GLOSSARY

| Acronym        | Description   |
|----------------|---|
| <b>CBSA</b>    | Canada Border Services Agency   |
| <b>CCS</b>     | CIC's Card Control System   |
| <b>CISD</b>    | Canadian Industrial Security Directorate  |
| <b>CPC</b>     | Case Processing Centre  |
| <b>DOVID</b>   | Diffraction Optical Variable Image Device   |
| <b>DSC</b>     | Document Safeguarding Capability  |
| <b>EPC</b>     | Electronic Product Code   |
| <b>FSC</b>     | Facility Security Clearance   |
| <b>GCMS</b>    | Global Case Management System   |
| <b>GFP</b>     | Government Furnished Property   |
| <b>GOC</b>     | Government of Canada  |
| <b>HVAC</b>    | Heating Ventilation and Air Conditioning  |
| <b>IC</b>      | Integrated Circuits   |
| <b>ICAO</b>    | International Civil Aviation Organization   |
| <b>IM/IT</b>   | Information Management / Information Technology   |
| <b>IPG</b>     | Immigration Program Guidance Branch   |
| <b>IRCC</b>    | Department of Citizenship and Immigration (also known by its applied title: Immigration, Refugees and Citizenship Canada (IRCC)). |
| <b>ISO</b>     | International Organization for Standardization  |
| <b>ISO/IEC</b> | International Organization for Standardization/International Electrotechnical Commission  |
| <b>ITQ</b>     | Invitation to Qualify   |
| <b>MRZ</b>     | Machine Readable Zone   |
| <b>NCITS</b>   | International Committee for Information Technology Standards  |
| <b>NHQ</b>     | IRCC National Headquarters  |
| <b>OCR</b>     | Optical Character Recognition   |

|                |  |
|----------------|--|
| <b>OVD</b>     | Optical Variable Device                |
| <b>OVI</b>     | Optical Variable Ink                   |
| <b>PB</b>      | Project Branch                         |
| <b>PC</b>      | Polycarbonate                          |
| <b>PR Card</b> | Permanent Resident Card                |
| <b>PSPC</b>    | Public Services and Procurement Canada |
| <b>RFI</b>     | Request for Information                |
| <b>RFID</b>    | Radio Frequency Identification         |
| <b>RFP</b>     | Request for Proposal                   |
| <b>SOR</b>     | Statement of Requirements              |
| <b>WHTI</b>    | Western Hemisphere Travel Initiative   |

## **ANNEX B: ESTIMATED PR CARD PRODUCTION VOLUMES**

Canada currently issues one type of PR card: a multi-layered laser engraved polycarbonate card. The PR card has a 1- or 5-year validity period depending of the client's situation.

The chart below provides approximate volumes of PR card production. The quantities are based on information available at the time of posting this RFI and are not a guarantee that the same quantities will be produced under any future RFP and/or contract. This data is for information purposes only.

Production volume of PR cards are estimated to increase by approximately 3% annually.

| <b>Year</b>                     | <b>Volume</b> |
|---------------------------------|---------------|
| <b>2016</b>                     | 571,147       |
| <b>2017</b>                     | 514,512       |
| <b>2018</b>                     | 526,889       |
| <b>2019 (January-September)</b> | 534,202       |

## ANNEX C: PROTECTION PROFILE TABLE

### Purpose: Manufacturing and personalization of Permanent Resident Cards for IRCC

| Component                                       | Vendor  | Corporate Address | Manufacturing Address | Description   | Security Marking |
|---|---------|-------------------|-----------------------|---|------------------|
|   |         |                   |                       |   |                  |
|   |         |                   |                       |   |                  |
| Card Polycarbonate Substrate                    | Unknown | Unknown           | Unknown               | Material used to create the body of the card  | None             |
| Security Printing Inks and the manufacturers    | Unknown | Unknown           | Unknown               | Various inks used to create the secure design of the PR Card  | None             |
| Optically Variable Ink and the OVI Manufacturer | Unknown | Unknown           | Unknown               | This is a colour shifting ink (2 or more colors are used to create the effect)  | None             |
| Optically Variable Device                       | Unknown | Unknown           | Unknown               | Security feature that is currently being hot stamped on the PR Card. The future solution requires the OVD be embedded in the polycarbonate layers of the card.  | None             |
| Vicinity RFID computer integrated circuit       | Unknown | Unknown           | Unknown               | This is comprised of a RFID chip and antenna that will communicate with CBSA-purchased RFID readers at land border crossings. The chips contain no personal information. They will only hold an identification number that will be used to unlock cardholder data from a secure database. | None             |
| Bidder's proposed PR Card Design                | Unknown | Unknown           | Unknown               | Since the proposed design is only used for the purpose of rating  | None             |

| Component  | Vendor  | Corporate Address | Manufacturing Address | Description   | Security Marking |
|--|---------|-------------------|-----------------------|---|------------------|
|  |         |                   |                       | bids, there are no security requirements.   |                  |
| Specimen PR Card Testing for the laboratory                                    | Unknown | Unknown           | Unknown               | Once a bid has been selected, and a design has been approved, the Sample PR Cards will have to be sent for testing in a lab. Since the cards sent for testing will not contain all security features, they have no security requirements. | None             |
| Specimen PR Card Testing for CIC/CBSA internal tests                           | Unknown | Unknown           | Unknown               | These cards will be the exact replication of the cards that will eventually be issued to card holders.  | Protected B      |
| Personalized (completed) PR Cards, card specimens or any defaced/rejected card | Unknown | Unknown           | Unknown               | This is the finished product which contains card holder information.  | Protected B      |
| Data transfer link between CIC and the Contractor                              | N/A     | N/A               | N/A                   | This is the link that CIC will use to transmit card requests to the Contractor. Each card request will include card holder data and a corresponding photograph of the card holder.  | Protected B      |
| Contractor work instructions   | N/A     | N/A               | N/A                   | Work instructions indicating how to manufacture/design the cards (or parts of the instructions). Work instructions will take the form of hard (paper) and electronic copies.  | Protected B      |

| Component  | Vendor  | Corporate Address | Manufacturing Address | Description   | Security Marking |
|--|---------|-------------------|-----------------------|---|------------------|
| Final design for the production stage of the PR Cards                      | Unknown | Unknown           | Unknown               | <i>The final design for the production stage of the PRC is Secret and must take place in Canada; in a facility with a Facility Security Clearance (FSC) and a Document Safeguarding Capability at the Secret level; and by staff with a Secret level clearance.</i> | Secret           |
| Finished Blank PR Cards  | Unknown | Unknown           | Unknown               | This refers to the state of the card prior to personalization. A blank card will incorporate all security features, including the OVD and RFID chip. Card holder-specific data is all that is missing.  | Secret           |
| Blank card in the production cycle   | Unknown | Unknown           | Unknown               | This refers to unfinished blank cards where security features are gradually being incorporated, defined as the card containing at least one colour of security printing.  | Secret           |
| Printing plates, screens and other contract-specific origination materials | Unknown | Unknown           | Unknown               | Origination materials refer to any piece of equipment that is used in the manufacturing process.  | Secret           |
| Documents describing Tier 3 (covert) security features in the card design  | Unknown | Unknown           | Unknown               | Tier 3 features are used by lab technicians to determine the authenticity of a document in cases where a card has been  | Secret           |

| Component  | Vendor  | Corporate Address | Manufacturing Address | Description  | Security Marking               |
|--|---------|-------------------|-----------------------|--|--------------------------------|
|  |         |                   |                       | counterfeited at a high level of accuracy.                           |                                |
| Personnel involved in card production                              | Unknown | Unknown           | Unknown               | Refers to all personnel involved in production of cards.             | Secret                         |
| Support personnel working in the facility where cards are produced | Unknown | Unknown           | Unknown               | Refers to support staff such as cleaners, cafeteria staff and other. | Enhanced reliability clearance |

## **ANNEX D: PERMANENT RESIDENT CARD ISSUANCE SERVICE STANDARDS**

The following table contains Canada's PR card service standards and the results for Fiscal Year 2018-19. These standards include services from the receipt of the card request to the mailing of the PR card to the applicant.

### **Performance information**

The PR card service standards apply only to the production of the PR cards. They do not include time required for postal delivery.

### **Services in Canada**

| <b>Service</b>           | <b>Service Standard</b> | <b>Results for 2018-19</b> |
|--------------------------|-------------------------|----------------------------|
| <b>Regular PR card</b>   | <b>3 days</b>           | <b>98.22%</b>              |
| <b>Expedited service</b> | <b>1 day</b>            | <b>98.29%</b>              |

Note: Applicants who request expedited services and meet IRCC's criteria may qualify for urgent services. No additional fees apply.

## **ANNEX E: RULES OF ENGAGEMENT**

### **(Mandatory form for participants)**

An overriding principle of the industry engagement is that it be conducted with the utmost fairness and equity between all parties. No one person or organization shall receive nor be perceived to have received any unusual or unfair advantage over the others.

All GOC documentation provided throughout the industry engagement process, which begins with the RFI #1 and concludes when an official Request for Proposal (RFP) is posted to the Government Electronic Tendering Service (GETS) or when the GOC advises participants that the industry engagement process ("Process") has concluded, will be provided to all participants who have agreed to and signed the Terms and Conditions of Engagement Process ("Participant").

The GOC will not disclose proprietary or commercially sensitive information concerning a participant to other participants or third parties, except and only to the extent required by law.

### **TERMS AND CONDITIONS**

The following terms and conditions apply to the Process. In order to encourage open dialogue, participants agree:

- To discuss their views concerning the permanent resident card requirement and to provide positive resolutions to the issues in question. Everyone shall have equal opportunity to share their ideas and suggestions;
- To allow the GOC to record and/or make notes during the one-on-one session should clarification of information be required;
- NOT to reveal or discuss any information to the MEDIA/NEWSPAPER regarding the permanent resident card requirement during the engagement process. Any media questions will be directed to the PSPC Media Relations Office at 819-420-5501;
- To direct enquiries and comments only to authorized representatives of the GOC, as directed in notices given by the Contracting Authority from time to time. Any communication to unauthorized representatives of Canada may be subject to full disclosure by Canada on *BuyandSell*;
- That the GOC is not obligated to issue any Request for Proposal (RFP) or to award any contract for the permanent resident card requirement;
- That if the GOC does release an RFP, the GOC retains absolute discretion over the terms and conditions of the RFP;
- That the GOC will not reimburse any person or entity for any cost incurred in participating in this Process;
- To direct all enquiries with regard to the procurement of the permanent resident card to the Contracting Authority;
- That participation is not a mandatory requirement. Not participating in this Process will not preclude a supplier from submitting a response to the RFP.
- That failure to agree to and to sign the Terms and Conditions will result in the exclusion from the Process;

- That any information submitted to the GOC as part of this Process may be used by the GOC in the development of a subsequent competitive RFP. However, the Government is not bound to accept any expression of interest or to consider it further in any associated documents such as a RFP;
- That the GOC may disclose the names of participating suppliers that choose to participate in the Process;
- That other participants may join the Process at any time in the process until the closing date of the RFP; and,
- That a dispute resolution process to manage impasses throughout this Process shall be adhered to as follows:

**Dispute Resolution Process**

1. By informal discussion and good faith negotiation, each of the parties shall make all reasonable efforts to resolve any dispute, controversy or claim arising out of or in any way connected to this industry engagement.
2. Any dispute between parties of any nature arising out of or in connection with this industry engagement shall be resolved by the following process:
  - a. Any such dispute shall first be referred to the participating supplier's Representative and the PSPC Procurement Manager managing the industry engagement. The parties will have three (3) business days in which to attempt to resolve the dispute;
  - b. In the event that the representatives of the parties specified in Article 2.a. above are unable to resolve the dispute, it shall be referred to the participating supplier's Project Director and the PSPC Senior Director of the Directorate responsible for managing the industry engagement. The parties will have three (3) business days to attempt to resolve the dispute;
  - c. In the event that the representatives of the parties specified in Article 2.b. above are unable to resolve the dispute, it shall be referred to the participating supplier's Vice President and the PSPC Director General of the Sector responsible for managing the industry engagement. The parties will have three (3) business days to attempt to resolve the dispute;
  - d. In the event that the representatives of the parties specified in Article 2.c. above are unable to resolve the dispute, it shall be referred to the participating supplier's President and the PSPC Assistant Deputy Minister of the Branch responsible for managing the industry engagement. The parties will have five (5) business days to attempt to resolve the dispute; and,
  - e. In the event that the representatives of the parties specified in Article 2.d. above are unable to resolve the dispute, the Contracting Authority shall within five (5) business days render a written decision which shall include a detailed description of the dispute and the reasons supporting the Contracting Authority's decision. The Contracting Authority shall deliver a signed copy thereof to the participating supplier.

By signing this document, the individual represents that they have full authority to bind the participating supplier listed below and that the individual and the company agrees to be bound by all the terms and conditions contained herein.

**Company Name of**

**Participating Supplier:**

**Name of Individual:**

**Telephone:**

**Email:**

**Signature:**

**Date:**

**IMPORTANT:** Suppliers interested in participating in the permanent resident card industry engagement process must agree to and sign this mandatory form.

Participants are requested to return this completed form via email to:

Marc-Andre.LebLANC@tpsgc-pwgsc.gc.ca

**ANNEX F: REGISTRATION FORM FOR ONE-ON-ONE SESSIONS (CONFIDENTIAL COMMERCIAL MEETINGS)**

**Company Name of Participating Supplier:**

**Contact Name:**

**Title:**

**Email:**

**Telephone:**

**Fax:**

**Mailing Address:**

**Attendance: Yes \_ No \_**

**Attendees:**

**Name: Title:**

**1.**

**2.**

**3.**

### Preferred Meeting Schedule

Please rank your preferred meeting time(s) (i.e. 1st choice = 1, 2nd choice = 2, etc.). One meeting time will be allocated to each participant, primarily on a first-come-first-served basis. Resolution of conflicts will be attempted; however, the Contracting Authority reserves the right to assign meeting times at their sole discretion.

Canada requires that the meetings occur in-person.

#### Day 1 – Tuesday, January 28, 2020

| Time                              | Event                |
|-----------------------------------|----------------------|
| 9:30 am – 11:30 am (Eastern Time) | One-on-One Session A |
| 1:00 pm – 3:00 pm (Eastern Time)  | One-on-One Session B |

#### Day 2 – Wednesday, January 29, 2020

| Time                              | Event                |
|-----------------------------------|----------------------|
| 9:30 am – 11:30 am (Eastern Time) | One-on-One Session C |
| 1:00 pm – 3:00 pm (Eastern Time)  | One-on-One Session D |

#### Day 3 – Thursday, January 30, 2020

| Time                              | Event                |
|-----------------------------------|----------------------|
| 9:30 am – 11:30 am (Eastern Time) | One-on-One Session E |
| 1:00 pm – 3:00 pm (Eastern Time)  | One-on-One Session F |

Additional days for one-on-one sessions may be added as required.

Please advise if any attendee requires special venue arrangements for any of the meetings (i.e. persons with special needs).

## **ANNEX G: PREVIOUS RFP PUBLISHED IN 2015 – STATEMENT OF WORK AND STATEMENT OF REQUIREMENTS (Latest available version)**

### **STATEMENT OF REQUIREMENTS**

#### **TABLE OF ACRONYMS**

|   |
|---|
| CBSA – Canada Border Services Agency  |
| CCS - CIC's Card Control System   |
| CIC – Citizenship and Immigration Canada  |
| CPC – Case Processing Centre  |
| EPC – Electronic Product Code   |
| FOSS – Field Operations Support System  |
| GCMS – Global Case Management System  |
| GFP – Government Furnished Property   |
| GOC – Government of Canada  |
| IC – Integrated Circuits  |
| ICAO – International Civil Aviation Organization  |
| IM/IT - Information Management / Information Technology   |
| NCITS – International Committee for Information Technology Standards                                      |
| ISO – International Organization for Standardization  |
| ISO/IEC - <u>International Organization for Standardization/International Electrotechnical Commission</u> |
| MRZ – Machine Readable Zone   |
| NHQ – CIC National Headquarters   |
| OCR – Optical Character Recognition   |
| OVD – Optical Variable Device   |
| OVI – Optical Variable Ink  |
| PC – Polycarbonate  |
| PR Card – Permanent Resident Card   |
| RFID – Radio Frequency Identification   |
| SOR – Statement of Requirements   |
| WHTI – Western Hemisphere Travel Initiative   |

#### **1. BACKGROUND AND OBJECTIVE**

##### **1.1 Background**

Citizenship and Immigration Canada (CIC) issues status identification cards, known as Permanent Resident Cards (PR Cards), to new and existing permanent residents of Canada. The purpose of the PR Card is to provide a secure and reliable means to verify permanent resident status, thereby reducing the incidence of fraud and illegal activity encountered with the status verification aspect of the inspection process.

The current Canadian PR Card is a wallet size, polycarbonate card that other than having the cardholder signature removed is compliant with the machine reading and data layout principles contained in the international standards published by the International Civil Aviation Organization (ICAO) and the International Organization for Standardization (ISO) for Machine Readable Travel Documents.

For the next generation of the Canadian PR Card, CIC will continue having the printed cardholder signature removed from the Card design. Other than this deviation, CIC is committed to issuing all its current and future travel documents in accordance with the ICAO approved specifications and guideline

materials contained in Part 3 of ICAO Document 9303 for ID-1 Cards ([http://www.icao.int/publications/Documents/9303\\_p3\\_v1\\_cons\\_en.pdf](http://www.icao.int/publications/Documents/9303_p3_v1_cons_en.pdf)).

The global environment is demanding a card more capable of interacting with border control systems. To this end, CIC plans to incorporate RFID chips designed to interface with the CBSA border control infrastructure in the next generation of the PR Card.

## 1.2 Objective

To acquire, for Canada, the services of a contractor to provide a PR Card design, manufacturing, personalization and distribution solution that meets the requirements defined in this SOR over the term of the Contract. For security reasons, CIC requires that the manufacturing of the card and the personalization process both take place in a facility (or facilities) located in Canada.

## 2. Requirements

This Statement of Requirements (SOR) defines the objectives and deliverables associated with the CIC initiative for issuance of modern and highly secure PR Cards, containing a RFID computer integrated circuit (IC). The Contractor must provide a PR Card solution to enable CIC to issue cards compatible with the latest ISO/IEC and ICAO standards and specifications (with the exception of the cardholder signature requirement). In all instances where ISO/IEC or ICAO standards or specifications are referenced throughout this document, the reference is understood to be the Latest Edition of the standard or specification.

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

- Consultation and design services for developing the next generation PR Card;
- Provision of a secure production site with all equipment, personnel and systems required for a complete turnkey solution;
- Supply Chain Management of sub-contractors for all components required to manufacture the PR Card;
- Warehouse/Inventory Management of all components required to maintain uninterrupted production of the PR Card;
- IM/IT Infrastructure required for interfacing with CIC systems, accepting and processing cardholder data, managing card production and mailing/shipping and completing all reporting functions required;
- Card production incorporating a chip and antenna array and multiple security printing and manufacturing processes;
- Card personalization incorporating cardholder biographical information and photograph used for visual inspection by an authorized person and also encrypted for use with a card reader;
- Ensuring that all security requirements of the contract are adhered to;
- Establishing and maintaining a Quality Assurance (QA) program covering the complete workflow required to produce the PR Cards.
- Ensuring that all numbers associated with a Card are accurately linked and managed during the entire production and reporting process over the period of the contract.

The PR Card must provide authorized individuals, who determine an individual's right to travel to and enter into Canada, with a reliable, fraud-resistant method for positive identification of the cardholder. The card design and production must incorporate security features that allow for multiple tiers of verification

which can be rapidly confirmed, primarily by visual examination without magnification or with simple hand held devices in various indoor and outdoor lighting conditions.

- **Tier I** security features allow verification and detection of falsification with the use of the human senses alone, in an average light environment condition, such as an airport ticket/boarding counter.
- **Tier II** security features are not clearly visible to the naked eye and require a device to aid detection. Examples, such as micro line printing and ultraviolet ink, require small pocket tools for inspection (E.g. magnifier, UV light sources).
- **Tier III** security features require specialized knowledge and/or sophisticated tools such as microscopes, or an electronic reader such as bar code readers, chip readers or other readers.

### **3. SCOPE**

#### **3.1 Card Volumes**

Volume is an intended purchase of an estimated annual volume of 300,000 cards. This number is a minimal guarantee of volume; since 2008 the lowest actual annual production volume for PR Cards measured was over 371,000 cards.

Because production rates vary through the year, the Contractor must have a minimum production capacity of 12,000 cards per week.

#### **3.2 Service Standards**

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

##### **3.2.1 Standard Service**

Turnaround time of less than three (3) working days (Monday to Friday, 8am-4pm, excluding statutory holidays) based on projected volumes of cards, measured from the time a production request is received from CIC, to the time the personalized card is ready for delivery.

If card production requests are superior to 12 000 per week, a turnaround time of four (4) working days is acceptable. If card production requests are superior to 18 000 per week, a turnaround time of five (5) working days is acceptable. An additional working day will be allowed for each additional 6000 card per week (i.e. six working days is acceptable if card requests surpass 24 000 per week).

##### **3.2.2 Priority Service**

Priority service refers to cases where the PR Card applicant needs the card urgently due to special circumstances. Priority service will be for no more than 5% of card production requests in a given week (Monday to Sunday).

Such priority service must include turnaround times not to exceed one (1) production-day, as measured from the time the production request is received from the CIC system during working days.

##### **3.2.3 Production Continuity Standard**

The contractor must, through appropriate redundancies, ensure that at no time production of cards be shut down or otherwise unavailable for a period greater than *two (2)* consecutive days.

### **3.3 Card Specifications**

#### 3.3.1 Dimensions of the PR Card

The dimensions of the PR Card must be as follows:

##### 3.3.1.1 Nominal dimensions.

The nominal dimensions of the PR Card must be 53.98 mm X 85.60 mm (2.125 in X 3.370 in), as specified in ISO/IEC 7810 for the ID-1 type card.

##### 3.3.1.2 Edge tolerances.

The edges of the PR Card must be within the area circumscribed by concentric rectangles as defined in ISO/IEC 7810 for an “unembossed card”.

##### 3.3.1.3 Thickness.

The thickness of the PR Card, including any surface protection materials, must be as per ISO/IEC 7810 standards.

#### 3.3.2 Card Material

3.3.2.1 PR Cards must be made entirely of Polycarbonate (PC) layered substrate material and accommodate multiple laser engraving methods.

3.3.2.2 Sub-surface layer(s) on both sides of the PR Card must accommodate a laser engraving method of permanently printing and engraving black for text and a mix of greyscale for the photograph.

3.3.2.3 The top surface layer on both sides of the card must be capable of responding to surface structure creation and transparent relief laser engraving (printing with tactile effect).

3.3.2.4 The solution must be able to combine the methods described in 3.3.2.2 and 3.3.2.3 to create dark tactile personalization on the surface of the card.

3.3.2.5 Surface defects, such as pits, scratches, dents greater than 0.2 mm in height or depth in an area of 1000 mm<sup>2</sup>, must not be found in more than 3% of cards in a given sample of the card stock.

3.3.2.6 Cards containing any defect that interferes with the bearer’s identification will be deemed unacceptable whether the defect falls inside the main photograph or any additional rendering of the photograph.

3.3.2.7 The PR Card must exhibit no toxic element while under normal use during its intended life of 5 years.

3.3.2.8 The PR Card must resist the effect of chemicals due to normal handling and use during its intended life of 5 years.

3.3.2.9.0-The PR Card cannot lose its flexibility after having been stored at a relative humidity ranging from 0% to 100%.

3.3.3.0The PR Card printed components and data must not deteriorate due to exposure to normal light during its intended life of five years.

### 3.3.3 Visual Inspection Zones

The Dimension, Content, Layout and Use of the Visual Inspection Zones I to VI (VIZ), the Eye/Machine Readable Zone (MRZ – Zone VII) are defined in the document ICAO Document 9303 – Part 3.

3.3.3.1 The PR Card must, in normal use throughout its period of validity, meet the specifications defined in ISO/IEC 7810 for deformation, toxicity, resistance to chemicals, dimensional stability and warping with temperature and humidity, flammability, and durability.

3.3.3.2 The PR Card must, in normal use throughout its period of validity, meet the specifications defined in ISO/IEC 7816-1 for x-rays, ultraviolet light and bending properties.

3.3.3.3 The PR Card must, in normal use throughout its period of validity, meet the specifications defined in ISO/IEC 11693 for contamination, light transmittance, atmospheric requirements, and default test environment and conditioning, where applicable.

3.3.3.4 The PR Card and its laser engraved printed data must resist deterioration from exposure to light encountered during normal use.

3.3.3.5 Card materials for the PR Card must comply with ISO/IEC 7816-1 for x-rays, ultraviolet light, and bending properties.

### 3.3.4 Optical Character Recognition (OCR) – Machine Readable Zone (MRZ)

There must be an area for the MRZ in place on the backside of the card.

3.3.4.1 A white background must be created as per the ICAO Document 9303 Standard compliant format in the MRZ of the PR card. It must be located at the base of the PR card on its back and cover approximately 40% of the surface. The printing must be laser- engraved as per 3.3.2.2.

3.3.4.2 The MRZ must be designed to be readable by OCR readers either manually or automatically at border control points. The content of this MRZ must be laser engraved at the time of personalization, be compliant with ICAO standards and must be readable by commonly used readers.

3.3.4.3 Machine readable data must be printed in OCR-B type font, size 1, constant stroke width characters, at a fixed width spacing of 2.54 mm (0,1 in); i.e. horizontal printing density of 10 characters per 25.4 mm (1.0 in) as specified in ISO 1073-2. Printed characters are restricted to those defined in Appendix 2 of the ICAO 9303 Part 3.

### 3.3.5 Photograph

The Card must have a laser engraved photograph of the card holder conforming to the requirements of ICAO Machine Readable Travel Documents, document 9303 Part 3.

### 3.3.6 RFID Chip

The card must contain an embedded RFID chip and antenna that will identify the card holder by means of a unique card identifier when activated at a CBSA border control crossing, by a CBSA reader.

CIC will obtain a company header from EPCglobal and RFID tags will be encoded with the Global Document Type Identifier (GDTI-96) format prior to testing procedures. Additionally, the RFID tags encoded will also have factory encoded unique tag identifier.

This "CIC company header number will identify the RFID tag as being linked to a Canadian PR Card.

The Contractor is solely responsible for ensuring they link the combined "CIC company header and unique chip number of the tag to the unique client identifier issued by CIC.

All components associated with the RFID tag and antenna array must retain their integrity for the five (5) year validity period of the PR Card, once it is encoded and locked.

The RFID tag must, at a minimum, include the functionality to:

1. Adhere to the WHTI RFID Tag standards
2. Support EPC Global Class 1 Generation 2, also known as ISO 18000-6C
3. Provide the entire RFID tag EPC value (96 bits) to the CBSA's network infrastructure

3.4 Additional Non-Mandatory card specifications:

3.4.1 Laser Engraving: personalization

3.4.2 Application of OVD

3.4.3 Guilloche patter incorporated in design

3.4.4 OVI Printing

3.4.4.1 Rainbow printing

3.4.4.2 UV reactive inks

3.4.5 Micro-printing (micro line or micro text)

3.4.6 Transparent window

3.4.7 Embossing techniques

3.4.8 Anti copy/scan ink

3.4.9 Tactile black and CO2 laser text

3.4.10 1D bar code

3.4.11 Multiple portrait images

### **3.4 Card Life Span**

Cards have a maximum validity of five (5) years; therefore, the minimum physical life span for cards is five (5) years.

The Card life is considered ended if the card ruptures, creases, or becomes "unreadable". "Unreadable" is defined as read degradation to the point where read errors occur 5% of the time or more, by a specification compliant chip or other card reader, MRZ reader, or bar-code reader.

Any protective layer bonding chemical material (if applicable) must be capable of lasting at least five years of life span, resist standard humidity and general flexion as per the ISO card standards.

Life cycle of the cards must also apply to fading when exposed to bright light or heat for extended periods.

The Contractor must replace at no charge to CIC all cards that fail during the validity period, except cards that are shown to have been subjected to undue abuse and/or wilful damage.

#### **4. STATEMENT OF WORK**

The Contractor must provide consultation and complete all work required for designing, testing, implementing and maintaining production and distributing the PR Card over the term of the Contract.

##### **4.1 Consultation**

The Contractor must work with the CIC Project Authority to finalize the Card design and project implementation and management plans provided in their proposal. As required, sub-sets of any of the plans, or additional plans, may be developed during this process. Once the CIC Project Authority has accepted the plans, the Contractor must provide one copy of each to the CIC Project Authority in an agreed to format, and retain a copy in a secure location.

At a minimum, documentation provided by the Contractor must address:

- Card design and testing
- Project Management for the Contract
- Procurement supporting the Card production
- Software Development and Information Management
- Production Management
- Quality Assurance
- Transition at end of contract

##### **4.2 Card Design**

The GOC has selected a wallet size format for the card and adopted the machine reading and data layout principles contained in the International Standards published by ICAO and ISO for Machine Readable Travel Documents (Part 3 of ICAO's Document 9303).

Document 9303, entitled Machine Readable Travel Documents is issued in three separate parts to cover a complete range of travel documents. The PR Card will follow the specifications and guideline materials contained in the latest edition of Document 9303 (Part 3), for Size 1 (TD-1) Cards, with the exception of the cardholder signature requirement.

Advanced security features and OCR technologies must be incorporated into the PR Card in order to conform to the ICAO and other business needs of CIC stakeholders.

As well as meeting the CBSA card reader requirements, the design of the PR Card must enhance the capability of authorized individuals to positively identify the cardholder and confirm the card's authenticity primarily by visual examination without magnification or with simple hand held devices in various indoor and outdoor lighting conditions.

The Contractor must provide experienced personnel to work with the CIC project authority to develop a secure PR Card design incorporating the required IC type, allowance for the personalization requirements and multi-layered security features.

#### 4.2.1 Card Design Deliverables

The design group composed of Contractor and CIC personnel will jointly develop and finalize the specifications for all elements that comprise the overall card design. The Contractor must produce the master card templates in electronic and hard copy formats. The Contractor must provide one copy of the master templates and specifications to the CIC Project Authority in an agreed to format, and retain a copy in a secure location in compliance with the Contract requirements for document safeguarding.

The Contractor must produce the master Card proofs in digital and printed format as necessary for the process. Once the proofs have been finalized, they will be signed off as "Master Proofs" by both the relevant CIC and Contractor authorities. The Contractor must retain copies for Quality Assurance reference in a secure location that complies with the Contract requirements for document safeguarding and protects them from factors such as heat, light, humidity, or anything which may alter the approved images.

Canada will retain all rights to the designs, master templates, proofs and specifications. These will remain the exclusive property of Canada and must not be provided, sold or released in any manner to anyone or to any organization unless permission is obtained in writing by an authorized representative of Canada.

The Contractor must destroy all preliminary versions, drafts or mock-ups developed during the process in compliance with the security provisions of the Contract upon receiving instructions from the CIC Project Authority to do so.

In addition, the design group will jointly finalize the Card testing plan and inspection standards for the on-going Card production. The Contractor must provide one copy of the Card testing plan and inspection standards to the CIC Project Authority in an agreed to format and must retain copies for reference, as required, during production. The Contractor is solely responsible for ensuring that all relevant staff are aware of the inspection standards and fully comply with them.

#### 4.2.2 Minimum Design Features

The security features listed are those that must be included in the base Card design. The Contractor may propose additional features for enhancing the security and functionality of the card. The CIC Project Authority will approve all texts and graphics (including photograph) and security features for the card design.

**Guilloche pattern (Tier 1 feature)**

These drawing features must be applied to the substrate material according to the approved artwork design. Filigree patterns (fine details) will be part of the overall design embedded in the Guilloche pattern.

**Microline or microtext (approx. 0, 2 mm) printing with authentication features (Tier 2 feature, possibly Tier 3 if intentional errors are included)**

The microline text & patterns must be unique to the Government of Canada i.e., it must not have been provided, sold, or released to anyone other than authorised CIC officials. Its size, spacing, alignment and font must be consistent.

**Rainbow Printing (Tier 1 feature)**

Rainbow printing must have subtle colouring, with at least two predominant overall background colours.

**UV Reactive Ink (Tier 2 feature)**

At least one of the inks comprising the images overprinted on selected areas of the background design must be UV reactive within a specified wavelength range.

**Anti Copy/Scan Ink (Tier 2 features)**

Anti copy/scan ink refers to ink that cannot be readily reproduced through standard scanning or photocopying and it must be incorporated into the card design (background printing).

**Optical Variable Ink (Tier 2 feature, possible Tier 3 if a feature such as covert “Charms” is incorporated)**

The card design must incorporate printed OVI imaging of at least two and ideally, three levels of colours. CIC wishes to have the inclusion of optically variable ink that offers dynamic colour shift, with apparent movement, in the design considerations for the PR Card.

**Optical Variable Device (Tier 2 and 3 feature)**

The current card design incorporates a Kinegram feature, manufactured by The Kurz Group. The Kinegram design is proprietary to CIC and is currently applied to the card surface by a hot stamping method. While CIC wishes to maintain the Kinegram feature in the card production, hot stamping is no longer considered to provide sufficient protection.

In order to enhance the security of the OVD, CIC has decided to incorporate an embedded Kinegram in the PR Card design. The Kinegram will have to meet the following requirements:

- Must be embedded in the polycarbonate layers of the card
- The design of the Kinegram must be different than the current solution
- The Kinegram must incorporate nano features (level 3 security feature)
- The design must be exclusive to CIC
- The size of the Kinegram must be of an equal diameter as the one currently found on the card, with a 5% tolerance in size adjustment.

Specimens of the current PR Card are available upon request.

### **Titles and Field names**

The fonts will be based on non-standard characters. The type: "Permanent Resident Card" must be black, in French and English. The field names on the front of the card must be blue at the manufacturing stage, in a specific spectrum difficult to reproduce in a photomechanical way.

### **Area of the Photograph**

In the current card, the area of the photograph is located in the Zone V of the ICAO standard for TD-1 card. The area has a smooth surface to accept laser engraved smooth surface printing effect.

The basic design considerations for the area of the photograph are:

- The area must have a white background in accordance with ICAO standards, with embedded filigrees (thin hairlines) passing through this area, being part of the background design.
- The edge must gradually blend and overlap with the coloured background print design creating an overlap with the portrait edge.
- The card layers must be compatible with laser engraving. The photograph must be imaged in black and white greyscale. Photo area must be between 35mm wide x 45mm high
- Photo image (portrait) size printed on the PR Card is to be between 31mm and 36mm (chin to crown).

### **OCR – MRZ area**

The card design must comply fully with the card specifications stated in section 3.3.4 of this SOR.

### **Multiple Portrait Images (Tier 1 feature)**

One or more scaled down secondary photo image(s), or ghost image(s) must be incorporated into the card design.

### **Card serial number**

The design must include allowance for a unique bar code and eye readable serial number located on the top edge of the back of the card. The bar code that stores the Card serial number must be readable with bar code readers through the manufacturing and production phases.

### **Embossing (Tier 1 feature)**

An embossment feature on the surface of the card must be incorporated into the lamination process for the card construction. This embossment may feature fine line work and variable sized microtext.

### **Transparent Window (Tier 1 feature)**

A transparent, laser-receptive window must be incorporated into the design for the card construction. The design must ensure the window is free of ink or card core obstructions and allow laser-engraved personalization features, such as a reduced version of the main photo, to link the front and back faces of the card.

### **Tactile Black Laser Text (Tier 1 feature)**

The design must include a raised surface texture version of specified text characters marked through the use of a Black laser as defined in 3.3.2.4.

### **Tactile CO2 (“Clear”) Laser Text (Tier 1 feature)**

The design must include a raised surface texture version of specified text characters marked through the use of a Clear laser as defined in 3.3.2.3.

### **Laser Engraving**

Laser Engraving must be incorporated into the card design for card personalization as well as for additional security features as defined in 3.3.2.2.

### **Vicinity RFID chip (Tier 2 feature)**

A vicinity RFID chip must be incorporated in the card design.

### **1D Bar Code (Tier 2 feature)**

The Contractor must incorporate the Card Serial Number consisting of a unique 1D bar code and matching eye readable serial number located on the top edge of the back of the card.

#### **4.2.3 Card Design Deliverable**

At the end of the design process, the Contractor must provide to the CIC Project Authority an electronic and hard copy template of the card design as well as detailed technical specifications for each of the security features included in the final design.

#### **4.2.4 Design Modifications**

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

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

- If there are associated costs, the Contractor must provide an estimate giving a detailed breakdown of all activities, materials and related costs to the CIC Project Authority;
- If the modifications are sufficient to require a change to the SOR the Contractor must provide a description of the modification for inclusion in a contract amendment.

The Contractor must not undertake any work related to implementing design modifications without first receiving authorization from the CIC Project Authority and/or a contract amendment.

### **4.3 Card Testing**

The scheduled rollout for the new version PR Card is April 1, 2015. Successful tests of personalized specimen cards must be completed before rollout and must include standard tests of the integrity of the card.

#### **4.3.1 Card Testing Laboratory**

The Contractor must contract with an independent testing laboratory to complete all tests listed. The Contractor must demonstrate to the satisfaction of the CIC Project Authority that the laboratory:

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

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

Tests must be performed in accordance with ISO/IEC 10373, section 5.10 and NCITS 322:2002

- Card Dimensional Stability (ISO/IEC 13073-1)
- Adhesion or Blocking (ISO/IEC 13073-1)
- Dynamic Bending Stress (ISO/IEC 13073-1)
- Dynamic Torsion Test (ISO/IEC 13073-1)
- Delamination (Peel strength 90) (ISO/IEC 13073-1)
- Resistance to Chemicals (including art perspiration) (ISO/IEC 13073-1)
- Ultraviolet Light Exposure (ISO/IEC 13073-1)
- Surface Abrasion (NCITS 322:2002)
- Bar Code Abrasion (NCITS 322:2002)
- Card Structural Integrity (NCITS 322:2002)

RFID chip function must be tested to the most appropriate industry standard(s), based on how the card will be used. It is the responsibility of the Contractor to ensure appropriate tests are conducted to ensure chip functionality.

#### 4.3.1.1 Card Testing Timeframe

- Within 60 days after contract award the Contractor must submit, for approval by the CIC Project Authority, the agreement made with their selected laboratory concerning:
  - The method of shipping, tracking and confirmation of receipt of the Cards;
  - The protocol for reporting any lost or inventory discrepancies related to the Cards;
  - The protocol for tracing any inventory discrepancies related to the Cards.
  - CIC reserves the right to audit these conditions.
- No later than sixteen weeks after contract award, the Contractor must ship 100 units of personalized Cards to the approved testing laboratory.
- The laboratory must submit their report on the test results to the Contractor, with a copy to the CIC Project Authority, within 4 weeks of receipt of the 100 units by the testing laboratory.
  - The Contractor must ensure that the laboratory returns all reports
- Once tests are completed, the Contractor must ensure that test Cards are returned to their facility.
  - The Contractor must hold all returned test Cards until they receive instructions to either destroy the Cards or provide them to the CIC Project Authority.
  - Should any Cards be destroyed during testing a certificate of destruction, signed by authorized laboratory officials, must be provided with the test report.

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

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

#### 4.3.1.2 Card Testing Timeframe – CIC Cards

When the Contractor ships test Cards to the selected laboratory they must also ship 100 Cards to the CIC Project Authority for testing the functionality of the RFID chip by CIC and CBSA. The procedures for these tests are:

- The Contractor will receive 100 dummy Client ID identifiers from the CIC Project Authority;
- The Contractor must laser engrave the dummy Client ID identifiers in the required eye-readable and bar code format on the Card; and
- Match the unique RFID identifier and Card Serial Number from each card with the dummy client identifier and include these on the shipment report.;
- CIC and CBSA will jointly test the functionality of the Cards;
  - The Contractor will be asked to participate in these tests;
- The Contractor will be advised of the test results - acceptable or not acceptable;
  - If the tests results are not acceptable the Contractor must consult with the CIC Project Authority to correct the faults at no additional cost to CIC, and
  - Submit another batch of test Cards within an agreed to timeframe at no additional cost to CIC.

#### 4.3.2 On-going Production Testing

The Contractor must provide a test environment consisting of a server that is separate from a production environment, which can connect with CIC in a way that mimics the Production process, for end-to-end testing. This environment must provide CIC the capability to input test data to the system and obtain card samples. The test server must have the capacity to connect to the production systems in order to produce test cards. The Contractor must maintain this test environment throughout the term of the contract.

### 4.4 CIC Permanent Resident Card Functional Process

The Contractor must complete all card production and personalization processes starting at the point of data transfer from CIC to card shipment to clients or delivery to specified Immigration offices within a secure production site located within Canada.

#### 4.4.1 Data Transfer - Current CIC Infrastructure:

For internal operations, CIC currently operates the Global Case Management System (GCMS) to automate and streamline immigration processing in Canada. GCMS provides an electronic case management system to store, transmit, access and retrieve immigration information electronically for processing of citizenship and immigration applications and immigration enforcement cases. It contains records of immigration and citizenship clients (applicants for citizenship and immigration services and statuses, as well as enforcement action and statuses) as well as application and case records, and other associated records. Associated components store electronic documents which can be retrieved through GCMS. GCMS enables CIC and CBSA staff at CIC and CBSA offices in Canada, at the Canadian border and overseas to search for clients and applications, including for client immigration history, and process applications and cases to completion, to generate valid control documents.

For external interaction with the Contractor, GCMS interfaces with the Contractor's systems to transfer the data necessary to produce cards, including the person's photograph and all other necessary data.

As a feedback mechanism, GCMS also receives and manages production data from the Contractor's systems, including validity dates, card serial numbers, etc.

Note:

- PR Card service requests are currently being sent by both the CCS ***and*** the GCMS system (with accompanying images) until such time that the CCS system is deactivated. *Note that the CCS system is to be deactivated prior to the GCMS 7.0 Release (Nov.2014), but the specific point in time is yet to be determined.*

- After CCS is deactivated, GCMS will serve as the only system of record for all PR Card requests.
- PR Card images are still captured by the Dunord scanning application, and are transmitted to back end GCMS and CCS systems for inclusion in Card Requests sent to the Contractor.
  - Once CCS is deactivated, the scanned images will no longer be forwarded on to the CCS system.

#### Data Transfer Infrastructure Requirements:

Currently all data transfer is over a secure link between CIC and the Contractor. CIC has provided as Government Furnished Property (GFP) all cabling, routers, and other devices to securely connect the Contractor's systems to the CCS system. CIC is responsible for the maintenance of this equipment. CIC will provide the contractor with required GFP for this contract.

The current transfer method employs:

- SSL for all communications.
- Encryption of the data payload from CIC to the Contractor.
- Data remains encrypted in the Contractors server.

#### Future Infrastructure Requirements/Considerations:

- Current interface requirements only require that web services are implemented on the Contractor's web server. If requirements changes dictate that services are also to be provided by CIC, the inverse communication will need to be established with the Contractor serving as the client for specific message exchanges. Communications between client/server will still be transmitted through a secure link as described above.
- Data must be stored in accordance with Government of Canada requirements with respect to Protected B data
- Data in transit must be encrypted in accordance with Government of Canada requirements with respect to Protected B data
- The Contractor must provide an up to date Threat and Risk Assessment that demonstrates IT Protected B requirements are met or will have to conduct one before the commencement of services (by an independent third party) and provide results to CIC for review.

#### Interface Design Requirements:

The CIC system(s) currently interface with the Contractor through a suite of Web Services in order to perform the following functional operations;

- 1) Initiate new PR Card Requests
- 2) Delete completed requests from the Contractor's system/database.
- 3) Request updates for existing Card Status requests.

In all of the above operations, the currently defined message exchange pattern is such that the 'client' CIC system sends synchronous requests to provided web service(s) provided by the Contractor.

All data being exchanged between CIC and the Contractor is represented in a well formed XML request, and is sent using SOAP over HTTPS. The structure/format of the request and response message bodies, for all Contractor provided web services, is specified by the respective WSDLs.

#### Future Interface Technical Requirements/Considerations

- There are no current business requirements to amend the data being sent on the Card Requests.

- PR Card Status updates are currently retrieved as a batch 'polling' process whereby GCMS initiates a web service request for a Card Status update for each 'pending' card request. This is an inefficient process which results in a large volume of redundant requests being transmitted between systems on an hourly basis.
- In order to reduce the volume of transactions being sent between CIC and the Contractor, CIC plans to replace the current batch polling process with a process to 'update' transactions as part of a 'push' process, rather than a 'pull'.
  - Once the Contractor has received/acknowledged the initiating PR Card Request from CIC, CIC will subscribe to future updates on this Card request. CIC expects that any updates to this Card Request would be initiated from the Contractor system only when the state/status of a Card Request has been updated.
  - Frequency of updates will be subject to detailed business requirements. A batch process update from the Contractor would be permissible.
  - The Message Exchange Pattern for this specific transaction may require that the Contractor has a means of processing the response from a CIC-provided web service in order to update the card request record. The purpose will be to indicate delivery of the status update transaction to the CIC server so that they need not be sent again.

#### 4.4.2 Data Transfer Interface

The Contractor must provide the infrastructure for accepting and processing of card production requests and for the management of information relevant to the supply of the cards under the contract. During the term of the contract the Contractor must always retain CIC information in secure databases meeting the requirements of all applicable privacy legislation.

Data types transmitted from CIC will include, but not necessarily be limited to:

- Requests for production of cards, including card data
- Requests to delete card request data from Contractor's system
- Query for status of production requests
- Requests for change of priority for individual cards
- Requests for production reports
- Requests for audit trail data

Data types transmitted from the Contractor must include, but not necessarily be limited to:

- Card request status updates

The interface must be able to map data fields from one system to the other to pass information and updates. The Contractor's system must be capable of processing product information in uppercase and lowercase format and, in the case of the French language, be able to represent all accents and related characters.

##### 4.4.2.1 Layout for Card Production Request Table:

- The request table for card production is filled by the data transmitted from GCMS.
- After the card is created, additional data elements including numbers associated with each card will be filled by the Contractor's Production System.
- One table is used for the input and output process.
- Data elements will include transmission data, client personal data, immigration data, card specific data, address data, signature and photograph image data.
- The layout of the card production request table will be the responsibility of the Contractor.

Each card record transmitted by CIC will contain a CRI, (**Card Request Identifier**). This CRI will be used for the following:

- Method of identifying and tracking the card throughout the complete production process.
- Method of identification by which CIC requests for information, or instructions to the Contractor, concerning the status of any card in process will be transmitted to the Contractor.
  - The Contractor's Production Systems must read the CRI and record it for transmission back to CIC with the associated PR Card Number, production date and such tracking information, as requested.

#### 4.4.3 Card Production Request Processing

Following reception, the card production requests must be removed from the reception server and entered into the Contractor's production management system. The Contractor's system must process all card production requests (including all necessary data such as photo image, production request identifier, Client Identification), build and manage production queues and provide production and tracking reports as required.

The Contractor's production management system must be of sufficient size and capacity to store 15 days of pending production requests.

The system must be capable of allowing an operator to initiate a re-make of a rejected card, and must record the card ID number of both the rejected card and the re-made card for transmission back to CIC.

The Contractor will have access to the CIC protected information for the life of the production cycle alone and must retain the information only long enough to do so. After each transmission is completed, and following mailing/shipping of cards and confirmation from CIC, the Contractor must purge the card production requests in a recognised method for destruction of Protected B data

4.4.3.1 The Contractor's production management system must integrate with any other relevant systems such as purchasing or inventory/warehouse management systems to ensure a sufficient supply of components and consumables is available to maintain production.

#### 4.4.4 Technical Personnel

The Contractor must develop the interface between CIC and their internal systems based on direction from the technical personnel. The Contractor must provide technical personnel to work with CIC representatives to set up and maintain the data management systems. The Contractor must work with CIC representatives over the term of the contract to implement any expansions to the services required under the contract.

### 4.5 Card Production

The Contractor must complete all operations required to maintain a production site meeting the security requirements of the contract and including all the equipment, personnel and information management systems required to provide a complete turnkey solution. The Contractor is solely responsible for managing the supply of all materials, components and consumables required to maintain production of the PR Card.

#### 4.5.1 Card Construction

The Contractor is solely responsible for integrating all components such as the RFID tag and antenna, embedded Kinegram, clear windows or other features, as determined through the design process, into the card body whether completed internally or by sub-contractors.

#### 4.5.2 Card Blank

A PR Card Blank is defined as a Card containing all printed information and integrated security features before personalization. All pre-printed Eye Readable Data on Card Blanks must appear in English and French.

The Contractor is solely responsible for completing all production operations required to produce the Card Blanks, incorporating all information and security features resulting from the design process.

##### 4.5.2.1 Card Serial Number

The Contractor must incorporate the Card Serial Number consisting of a unique 1D bar code and matching eye readable serial number located on the top edge of the back of the card.

This serial number is used to control the inventory and production synchronisation of each card manufactured throughout the production cycle. It is also a unique document number for CIC internal use.

The bar code that stores the Card serial number must be readable with bar code readers through the manufacturing and production phases.

#### 4.5.3 Personalization

The Contractor is solely responsible for completing all operations required for laser engraving the card recipient's information onto the card. The Contractor must ensure that the laser engravers used for personalizing text and image data (Black & White, greyscale) on both the front and back of the PR Card are capable of printing spectrally correct (i.e. B900 compatible) OCR text in the MRZ.

Personalization of Text and Image Details for the Visual Inspection Zones (Zones I-V), Reverse Side Optional Data Zone (Zone VI), and the MRZ (Zone VII) must adhere to the specifications included in Part 3 of ICAO Document 9303. Once again, there will be an exception with regards to the requirement of including the cardholder's signature on the card.

The Contractor is responsible for ensuring the accuracy of the data transfer of the card production request information to the personalization production and its incorporation into the card. At a minimum, the Contractor must laser engrave in true black with a smooth (non-tactile) effect the following elements:

- Recipients photograph laser engraved at a minimum of 300 dpi to a maximum of 500 dpi.  
Biographical Text on the front and back of the card
- Micro-text printed sinusoidal way starting from 1mm to 0.2mm repeating the defined personalised data of the cardholder.
- Machine-readable OCR-B information in ICAO-9303 compliant format that has the optical absorption spectrum as specified in ICAO-9303.

##### 4.5.3.1 Card ID serial number

The card ID serial number must be laser engraved into the card in the eye readable and 1D Bar Code format. The card ID serial number and number for the chip must link to the CIC client identifier for reporting and for initiating the CBSA / CIC database information flow.

The Contractor is solely responsible for generating the serial numbers and must ensure that the correct sequence of numbers is used and that the bar code matches the eye readable serial number.

## 4.6 Card Distribution

The Contractor must distribute Cards by two methods:

Approximately 90% of the total cards produced annually are distributed by mail directly to the address of the individual client, postage paid by CIC.

The remaining 10% of the Cards are shipped by courier, paid by CIC, to the 40 in-Canada CIC offices.

### 4.6.1 Distribution Preparation

Following personalization, and the Contractor's final quality assurance test, the finalized card must be affixed to an insertion letter in a manner that will permit the recipient to easily remove the Card from the letter and without residue remaining on the Card or the Card being damaged. This 1-page (double side print on 8.5 x 11 paper) letter and Card must be inserted into a double window envelope.

The Contractor must supply the printed envelopes:

#10 Double window envelopes

Black printing on front and back

The Contractor must supply the printed letter:  
8.5" x 11" on white multipurpose paper  
Printed on 2 sides in black ink

#### 4.6.1.1 Insertion for mailing (bulk insertion)

The name, personal address of the cardholder and the card serial number bar code must be printed on the letter. This information must be seen as being the destination address in the envelope windows after the letter has been inserted. Additional information is printed on the letter, front and back. All printing is black.

The Contractor is solely responsible for ensuring:

- The personal information printed on the letters corresponds to the Card
- The correct matching of the Card and letter.

### 4.6.2 Distribution

Canada Post:

The Contractor must complete all mail preparations operations required to obtain the best incentive rate possible and deliver each day's production of Cards to the closest Canada Post facility suitable for processing the envelopes for mailing. The Contractor must invoice CIC for the mailing costs. The Contractor must provide an electronic Statement of Mailing for any delivery upon request by the CIC Project Authority.

Cards mailed directly to individual homes are currently sent by regular mail and have no postal tracking number associated with them. However, CIC may eventually require that these cards be sent by registered mail.

#### Bulk Package:

When the contractor has to ship cards to in-Canada CIC offices (10% of cards), envelopes are shipped in boxes of different sizes to accommodate different volumes. Some boxes will accommodate volumes of less than 100 cards while some boxes will hold as many as 500.

The Contractor must print and affix the shipping labels and include a packing slip detailing the contents and quantity in each package. An electronic e-packing slip replicating this information must be sent by email to the CIC project authority and applicable local CIC offices. Information of each card holder must also be emailed to each local office using Entrust encryption software. This information will enable the local offices to mass generate letters that will be sent to clients informing them to pick up their card.

The Contractor must provide an electronic report for each shipment in an agreed to format to the applicable local CIC office. This report must contain a 'file' for each PR Card, with the client name, address, language preference (English or French), and any other information as requested.

The file format must allow CIC to track card shipments and to generate individual notices to clients without the need to key in client data.

The Contractor must also have established procedures for monitoring the distribution of the personalized PR cards from their facility to the destined CIC offices whether through the use of their corporately owned vehicles or by sub-contractor.

- The Contractor must establish procedures either internally or with a sub-contractor for providing a tracking number unique to each shipment.
- Tracking numbers for each shipment must be entered into an information management system and be available to the CIC Project Authority as shipments are prepared.
- The procedures must permit the CIC Project Authority to independently track the progress of each shipment.

#### **4.7 Inventory / Warehouse / Supply Chain Management**

During the period of the Contract, the Contractor is solely responsible for ensuring:

- The quantity of all materials in their inventory of material is sufficient to maintain the level of production required for the PR Cards;
- The supply of all materials is sufficient to maintain the level of production required for the PR Cards;
- The quality of all materials under their management is sufficient to maintain the level of production and functionality required for the PR Cards;
- A quantity of Card blanks sufficient to meet the contingency requirements of the Contract is maintained.

##### 4.7.1 PR Card Blanks

Throughout the period of the Contract and starting with the receipt, or initial production run, of PR Card Blanks, the Contractor must maintain a contingency supply of a minimum quantity of one hundred thousand (100,000) Card Blanks in inventory.

- This minimum quantity will be referred to as the Safety Stock;
- The Contractor must rotate the Safety Stock into production as required to ensure the Card functionality during its validity period;
- The Contractor must include the Safety Stock in any discussions with CIC concerning inventory levels and replenishment requirements.

#### 4.7.2 Inventory Replenishment

The Contractor must work with the CIC Project Authority to establish the replenishment point and replenishment time frames for all material maintained in inventory. Once the inventory standards have been established:

- The Contractor must maintain regular consultation with the CIC Project Authority to review the status of the inventory and replenishment requirements;
- When any item reaches the established supply reorder point, the Contractor's system must highlight that item as ready for replenishment and enable the CIC Project Authority to obtain status of the item in a format that:
  1. Identifies the item,
  2. Provides the replenishment point,
  3. Provides the quantity on hand at the time of the product status request,
  4. Provides the estimated timeframe required for replenishment.
- The Contractor must also advise the CIC Project Authority of any factors potentially impacting the requirements for replenishing material in accordance with the established procedures;
- The Contractor must monitor the supply chain for the Cards; advise the CIC Project Authority of any factors potentially affecting the supply of material and, as necessary, propose alternatives in time to avoid a disruption in production;
- The Contractor is solely responsible for the costs incurred in disposing of any waste material in excess of the amount required to meet CIC needs.

#### 4.7.3 Inventory and Warehouse Management

The Contractor is responsible for the storage of all materials related to production as well as the Card Blanks/Safety Stock in a manner that complies with the security requirements of the Contract.

#### 4.7.4 Supply Chain Management

The Contractor must have established procedures for monitoring the supply of material obtained from sub-contractors.

### 4.8 Quality Assurance and Control

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

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

The Contractor must implement and maintain a quality control program covering the complete production cycle, including management of the supply chain for the Card, from data reception to distribution of the Cards. The program must include any automated and manual operations deemed necessary to ensure the complete functionality of the Card for its intended use.

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

#### 4.8.1 Inspection Requirements

Cards must meet all of the inspection standards established in the design specifications before they are shipped by the Contractor.

- CIC and the CBSA will conduct regular inspections on the physical premises of the Contractor's facility to ensure the cards' features meet contract requirements. A sample of 100 cards will be inspected during each visit.
- The Contractor must ensure that any cards failing inspection at any time and any point in the production process, during the period of the contract, are removed from production.
- The reason for rejection must be noted in an audit log. Rejected cards must be secured until destruction. Destruction must be documented and reported to the CIC Project Authority on an ongoing basis in a report sent by email.
- The system must be capable of allowing an operator to initiate a re-make of a rejected card.
- Any Cards failing inspection must be remade in accordance with the production protocols established by the Contractor for the PR Card.

#### 4.8.2. On-site quality inspection

- Canada may elect to perform an on-site inspection of card products, components and materials at any step of the manufacturing or personalization process including finished and stored materials. The contractor is to make the necessary arrangements upon Canada's request to allow Canadian representatives to evaluate the quality of such elements at the manufacturing step of Canada's choosing including on press during production or personalization if deemed necessary by Canada.

### 4.9 Secure Destruction

The Contractor must ensure that all materials that have a security designation and are destined for disposal are subjected to monitored destruction in a manner required by the security classification and is in accordance with the security requirements of the Contract.

When Cards have to be destroyed, the Contractor must:

- Record the Card serial numbers in their information management system;
- Complete a *Certificate of Destruction/Transfer/Receipt of Transferred Key Control Form*, signed by two employees who have witnessed the destruction, that lists the Card serial numbers and attests to the means and date of destruction;
- Ensure all certificates are retained in a secure manner;
- Provide a copy to the CIC Project Authority upon request.

CIC will monitor destruction actions and investigate if necessary.

### 4.10 Reporting

The Contractor must report to the CIC Project Authority and/or designate on:

- Estimated and actual production date
- Estimated and actual shipping date
- The status of Card Production Requests by received, production status, shipping status
- Information on Card spoilage
- Information on Card destruction
- Inventory of card blank stocks

In addition to providing the reporting module in their information management systems, the Contractor must provide the following within 24 hours, if so requested:

- Responses to status queries and ad hoc reporting requests

#### **4.11 Records Management**

The Contractor must back-up and retain all electronic records pertaining to the CIC inventory and production activities for the period of the Contract unless otherwise instructed by the CIC Project Authority.

The Contractor must store all hard copy records pertaining to the CIC inventory and production activities for the period of the Contract unless otherwise instructed by the CIC Project Authority.

The Contractor must provide any records requested by the CIC Project Authority within one (1) working day of a request for the records being submitted by the CIC Project Authority.

The CIC Project Authority may require that the Contractor delete all or any part of the electronic records or shred all or any part of the hard copy records at 24 month intervals dating from the award of the Contract. Written instructions, signed by the CIC Project Authority, detailing the records to be deleted or shredded will be provided to the Contractor.

### **5. Invoicing Instructions**

The Contractor must invoice CIC on a monthly billing cycle, by calendar month, in the shortest possible delay. At the beginning of the month, the Contractor must send an invoice for all Cards produced and shipped during the previous month only. (Example: October 1<sup>st</sup> – October 31<sup>st</sup>, billing exclusively for this month).

At a minimum, invoices must show:

On-going operations section: includes day to day production and distribution, with associated costs as applicable

- Number of Cards personalized
- Number of Cards mailed to individuals by Canada Post and cost of postage
- Number of Cards and packages shipped to CIC offices with related shipping costs

Special items section: includes charges not directly related to the daily production and distribution of Cards such as ad hoc CIC requests for systems testing, minor modifications to the card design, photo image corrections/associated destruction of unsuccessful cards and start up/administrative costs for the modifications to the card distribution method (if CIC decides to start shipping all cards instead of using regular mail). The Contractor will be asked to provide an hourly rate to perform these functions..

**ANNEX H: PREVIOUS RFP PUBLISHED IN 2015 – EVALUATION CRITERIA AND EVALUATION GRID (Latest available version)**

**EVALUATION CRITERIA AND EVALUATION GRID**

Bidder: \_\_\_\_\_

Date: \_\_\_\_\_

**EVALUATION SUMMARY - MANDATORY CRITERIA**

MET

NOT MET

**EVALUATION SUMMARY - POINT RATED CRITERIA**

| POINT RATED CRITERIA                                     |  | Score Achieved              | Pass Mark |
|--|--|-----------------------------|-----------|
| R.1 Corporate Capability                                 |  | /62                         | 46        |
| R.2 PR Card Design                                       |  | /60                         | 42        |
| R.3 Contract Management Plan                             |  | /58                         | 40        |
| R.4 Corporate Business Continuity Plan/Quality Assurance |  | /28                         | 21        |
| <b>Minimum required total points: 149</b>                |  | <b>Total Points ___/208</b> |           |

**MANDATORY TECHNICAL CRITERIA**

Bidders MUST meet the mandatory criterion of the RFP. No further consideration will be given to bidders not meeting the mandatory criterion.

**M.1 CORPORATE CAPABILITY**

To demonstrate that the Bidder has the corporate experience in producing secure ID cards, the Bidder must provide a description of *contracts* (started or completed) since June 30 2007 that collectively includes the provision of all of the following:

M1.1 Security Design services

M1.2 IM/IT services for on-going data transfer, processing and reporting

M1.3 Card production incorporating individual card personalization

M1.4 Card distribution to individual recipients

M1.5 Inventory and Supply Chain management supporting on-going production

M1.6 ID card quantities that are equal to or exceed the guaranteed quantity as specified in Annex A of 300,000/year.

M1.7 Production of vicinity RFID-enabled personalized ID cards

The contract descriptions must identify and describe any activities undertaken by sub-contractors, joint venture partners, the Bidder's parent organization, and/or the Bidder's affiliated organization for requirements M1.1 through M1.7. If the Bidder has entered into a joint venture partnership for the purposes of this RFP, the combined experience of both companies representing the joint venture may be used to respond to the requirements. Bidders who bid as a joint venture must indicate clearly that it is a joint venture and provide the information as indicated in 2003 Standard Instructions- Goods or Services Competitive requirements (2014-03-01).

For each contract, the Bidder must provide contact information for the client to whom the Bidder, the Bidder's parent organization, and/or the Bidder's affiliated organization provided the identified services.

For M.1 Corporate Capability experience of the Bidder, the Bidder's parent organization, and/or the Bidder's affiliated organization may be used. If the Bidder has joint ventured for this proposal the experience of the joint venture partners will also be accepted.

| <b>M1.</b> | <b>Corporate Capability Collectively includes:</b>  | <b>Mandatory Met</b> | <b>Mandatory Not Met</b> |
|------------|---|----------------------|--------------------------|
| M1.1       | Security Design services  |                      |                          |
| M1.2       | IM/IT services for on-going data transfer, processing and reporting   |                      |                          |
| M1.3       | Card production incorporating individual card personalization   |                      |                          |
| M1.4       | Card distribution to individual recipients  |                      |                          |
| M1.5       | Inventory and Supply Chain management supporting on-going production  |                      |                          |
| M1.6       | ID card quantities that are equal to or exceed the guaranteed quantity as specified in Annex A of 300,000/year. |                      |                          |
| M1.7       | Production of vicinity RFID-enabled personalized ID cards   |                      |                          |
| M1.8       | Contract dates provided: start or completed since June 30, 2007   |                      |                          |
| M1.9       | Identifies activities by subcontractors as applicable to the contract.  |                      |                          |
| M1.10      | Client contact information provided   |                      |                          |

## **M2. PROJECT MANAGEMENT**

M.2.a The Bidder must provide the name of the overall Project Manager for this requirement, including project implementation. The Bidder must provide a concise summary of the Project Manager's experience

with projects of comparable variety and complexity of required output. Responses must include a description of one (1) project worked on by the person named, the size and start/end dates of the project and a client reference with contact information for the project. The Project Manager must have a minimum of 1 year experience in the last 10 years as a project manager responsible for projects of comparable variety and complexity of required output. To demonstrate one (1) year experience the Bidder must provide the start and end dates (month and year) of the period when the experience was acquired.

M.2.b The Bidder must provide the name of the Production Manager for this requirement. The Bidder must provide a concise summary of the Production Manager’s previous experience with projects of comparable variety and complexity of required output. Responses must include a description of one (1) project worked on by the person named, the size and duration of the project and a client reference with contact information for the project. The Production Manager must have a minimum of 1 year experience in the last 10 years as a Production manager responsible for projects of comparable variety and complexity of required output. To demonstrate one (1) year experience the Bidder must provide the start and end dates (month and year) of the period when the experience was acquired.

Bidder’s responses that do not provide the name and details requested for the Project Manager and the Production Manager will be deemed non-responsive and will not be evaluated further.

For the project description:

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

- a) Experience as a project/production manager responsible for an output of over 100,000 personalized ID cards per year, compliant with ICAO standards. “Output” refers to the production, personalization and delivery of the card to the client or end user.
- b) Experience as a project/production manager responsible for the production of any secure ID document (PR Card, passport, driver’s license, or other) contract of a total value superior to 1 million dollars,
- c) Experience as a project/production manager responsible for the supply of personalized ID cards that include the incorporation of vicinity RFID technology.

| <b>M2.a Project Manager</b>   | <b>Mandatory Met</b> | <b>Mandatory Not Met</b> |
|---|----------------------|--------------------------|
| Name of the Project Manager   |                      |                          |
| Summary of the Project Manager’s previous experience with projects of comparable variety and complexity of required output provided |                      |                          |
| Project: Client reference with contact information provided   |                      |                          |
| Dates: Start/end dates (month & year) of the period of the project  |                      |                          |
| Acquired Experience: Start/end dates (month & year) of the period when the experience was acquired.                                 |                      |                          |
| Acquired experience is within the last 10 years from bid closing.   |                      |                          |
| The project involved two (2) or more of the following elements:   |                      |                          |

|   |  |  |
|---|--|--|
| <ul style="list-style-type: none"> <li>a) Experience as a project manager responsible for an output of over 100,000 personalized ID cards per year, compliant with ICAO standards,</li> <li>b) Experience as a project manager responsible for the production of any secure ID document (PR Card, passport, driver's license, or other) contract of a total value greater than to 1 million dollars,</li> <li>c) Experience as a project manager responsible for the supply of personalized ID cards that include the incorporation of vicinity RFID technology.</li> </ul> |  |  |
|---|--|--|

| <b>M2.b Production Manager</b>  | <b>Mandatory Met</b> | <b>Mandatory Not Met</b> |
|---|----------------------|--------------------------|
| Name of the Production Manager  |                      |                          |
| Summary of the Production Manager's previous experience with projects of comparable variety and complexity of required output provided  |                      |                          |
| Project: Client reference with contact information provided<br><br>Dates: Start/end dates (month & year) of the period of the project   |                      |                          |
| Acquired Experience: Start/end dates (month & year) of the period when the experience was acquired.   |                      |                          |
| Acquired experience is within the last 10 years from bid closing.   |                      |                          |
| The project involved two (2) or more of the following elements: <ul style="list-style-type: none"> <li>a) Experience as a production manager responsible for an output of over 100,000 personalized ID cards per year, compliant with ICAO standards,</li> <li>b) Experience as a production manager responsible for the production of any secure ID document (PR Card, passport, driver's license, or other) contract of a total value greater than 1 million dollars,</li> <li>c) Experience as a production manager responsible for the supply of personalized ID cards that include the incorporation of vicinity RFID technology.</li> </ul> |                      |                          |

**M3. CARD SAMPLES**

The Bidder will be provided with a CD containing 1 client image and cardholder data that will be sent by courier. The Bidder must produce four (4) sample cards using the client image provided (and associated cardholder data) at any resolution that the Bidder believes is sufficient to enable cardholder identity verification at border control points. The photos must be laser engraved at 31 mm by 35 mm (chin to crown) on polycarbonate substrate. The cards will be further assessed under Rated requirement R2.2.4. The objective is to evaluate laser engraving capabilities, as a result, no other security features other than the photo and card holder data need to be incorporated in the sample card.

| <b>M3. Card Samples</b> | <b>Mandatory Met</b> | <b>Mandatory Not Met</b> |
|-------------------------|----------------------|--------------------------|
|-------------------------|----------------------|--------------------------|

|   |  |  |
|---|--|--|
| Bidder has produced the (4) laser engraved sample cards |  |  |
|   |  |  |

**TECHNICAL EVALUATION - POINT RATED TECHNICAL CRITERIA**

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Assessment of responses will be based solely on the information in the response. Canada may seek further information or clarification from the Bidder.

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

**R1 CORPORATE CAPABILITY (MAXIMUM 62 POINTS)**

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

For the purposes of R.1.1.1, R.1.1.2 and R.1.1.3 only the experiences of the Bidder (or the Bidder and joint venture partners) will be evaluated.

For R.1.1.4 the Bidder, the Bidder’s parent organization, or any subsidiary organization of the Bidder will be evaluated.

R1.1.1 The Bidder should clearly describe its manufacturing infrastructures and capability for producing the types of cards that incorporate the security features detailed in 4.2.2 Minimum Design Features of this SOR, which consist of:

1. Laser Engraving: personalization
2. Incorporation of RFID chip and antenna array
3. Application of OVD
4. Guilloche pattern incorporated in design
5. OVI Printing
6. Rainbow printing
7. UV reactive Inks
8. Micro-printing (micro line or micro text)
9. Transparent Window
10. Embossing techniques
11. Anti Copy/Scan Ink
12. Tactile Black and CO2 Laser Text
13. 1D bar code

14. Multiple portrait images

R1.1.2 The Bidder should provide the quantity of the types of cards described in the Annex A, Statement of Requirements that the Bidder is currently capable of producing per week in their facility or facilities identified for this requirement.

R1.1.3 The Bidder should describe its Supply Chain infrastructure for maintaining the supply of materials necessary for manufacturing secure ID cards. The description should include:

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

R1.1.4 The Bidder should provide the number of years the Bidder, the Bidder's parent organization, any subsidiary organization of the Bidder or joint venture partners have been producing secure ID Cards for use with Border Control Points.

|   |  |  |   |
|---|--|--|---|
| <b>R.1.1.1</b> The Bidder should clearly describe their manufacturing infrastructures capability for producing the types of cards that include:   |  |  |   |
|   |  |  |   |
| Laser Engraving: personalization  |  | Yes  | No  |
| Incorporation of RFID chip and antenna array  |  | Yes  | No  |
| Application of OVD  |  | Yes  | No  |
| Guilloche pattern incorporated in design  |  | Yes  | No  |
| OVI printing  |  | Yes  | No  |
| Rainbow printing  |  | Yes  | No  |
| UV reactive inks  |  | Yes  | No  |
| Micro-printing  |  | Yes  | No  |
| Transparent Window  |  | Yes  | No  |
| Embossing techniques  |  | Yes  | No  |
| Anti Copy/Scan Ink  |  | Yes  | No  |
| Tactile Black and CO2 Laser Text  |  | Yes  | No  |
| 1D Bar code   |  | Yes  | No  |
| Multiple portrait images  |  | Yes  | No  |
| The Bidder has a fully functioning facility, or facilities in Canada, capable of producing the types of cards as described in the Annex A SOR that incorporate <u>11 or less</u> of the above listed security features of the Permanent Resident cards. | The Bidder has a fully functioning facility, or facilities in Canada, capable of producing the types of cards as described in the Annex A SOR that incorporate <u>all but two</u> of the above listed security features of the Permanent Resident cards. | The Bidder has a fully functioning facility, or facilities in Canada, capable of producing the types of cards as described in the Annex A SOR that incorporate <u>all but one</u> of the above listed security features of the Permanent Resident cards. | The Bidder has a fully functioning facility, or facilities in Canada, capable of producing the types of cards as described in the Annex A SOR that incorporate <b>all</b> the above listed security features of the Permanent Resident cards. |
| Or  |  |  |   |
| The Bidder does not have a fully functioning facility or facilities in  | The Bidder has demonstrated how the necessary missing feature will be incorporated into  | The Bidder has demonstrated how the necessary missing feature will be incorporated into  |   |

|  |   |   |                |
|--|---|---|----------------|
| Canada, capable of producing these types of cards.<br><br>Or<br><br>The bidder is missing one or more features but hasn't demonstrated that their facility will be fully functioning in order to produce all the required features within 8 weeks of RFP closing date. | their production capabilities and be fully functioning within 8 weeks of this RFP closing date. | their production capabilities and be fully functioning within 8 weeks of this RFP closing date. |                |
| 0 points _____   | 1 points _____  | 2 points _____  | 3 points _____ |
| Points Allocated for R.1.1.1: _____/3 Multiplied by a weighting factor of 5 = : _____/15   |   |   |                |

|  |   |   |   |
|--|---|---|---|
| <b>R1.1.2</b> The number of cards requiring laser engraving and all of the identified security features as per Annex A Statement of Requirement of the Permanent Resident cards that the Bidder is capable of producing per week in their facility, or facilities. |   |   |   |
| The Bidder has a current capability to produce less than 10,000 cards per week   | The Bidder has a current capability to produce 10,000 to 11,999 cards per week. | The Bidder has a current capability to produce 12,000 to 15 000 cards per week. | The Bidder has a current capability to produce more than 15,000 cards per week or more. |
| 0 point _____  | 1 point _____   | 2 points _____  | 3 points _____  |
| Points Allocated for R.1.1.2: _____/3 Multiplied by a weighting factor of 3 = : _____/9  |   |   |   |

|   |  |   |   |
|---|--|---|---|
| <b>R1.1.3</b> The Bidder should describe its Supply Chain infrastructure for maintaining the supply of materials necessary for manufacturing secure ID cards. The response should include a clear explanation of corporate procurement processes in place, with mention of security, quality assurance, inventory management and obtaining the best value of functionality and price. |  |   |   |
|   | Description does not provide any information or does not demonstrate any corporate procurement | Description does not fully or clearly demonstrate corporate procurement | Description provides clear and complete information; Description demonstrates corporate procurement |

|  |   |  |   |
|--|---|--|---|
|  | processes are in place.<br><br>0 points | processes are in place.<br><br>1 point | processes are in place. Description demonstrates that the Bidder can meet the requirements of the SOR.<br><br>2 point |
| The Bidder provides its corporate procurement processes with respect to obtaining the best price and functionality for the materials/services procured.  |   |  |   |
| The Bidder provides its corporate procurement processes with respect to vetting suppliers based on security considerations.                              |   |  |   |
| The Bidder provides its corporate procurement processes with respect to inventory management, with emphasis on avoiding disruptions in the supply chain. |   |  |   |
| The Bidder provides its corporate procurement processes with respect to on-going product quality assurance.  |   |  |   |
| Points Allocated for R.1.1.3: _____/8 Multiplied by a weighting factor of 1.5 = : _____/12   |   |  |   |

|  |   |  |   |
|--|---|--|---|
| <b>R.1.1.4</b> The Bidder should provide the number of years the Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder has been producing secure ID Cards for use with Border Control Points. |   |  |   |
| The Bidder, the Bidder's parent organization, or any subsidiary organization of the  | The Bidder, the Bidder's parent organization, or any subsidiary organization of | The Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder has 3-4 years | The Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder has 5 or more years experience producing |

|   |  |   |                                      |
|---|--|---|--------------------------------------|
| Bidder has less than one year experience producing cards used at Border Control Points.<br><br>OR<br><br>Not enough information provided to rate the bidders' response. | the Bidder has 1-2 years experience producing cards used at Border Control Points. | experience producing cards used at Border Control Points. | cards used at Border Control Points. |
| 0 points _____  | 1 point _____  | 2 points _____  | 3 points _____                       |
| Points Allocated for R.1.1.4: _____/3 Multiplied by a weighting factor of 2 = : _____/6   |  |   |                                      |

**R.1.2. CORPORATE CLIENTS**

To demonstrate their capability, the Bidder should provide a description of two (2) projects. These two (2) projects must have been for two (2) different clients for which the Bidder (including any joint venture partners), the Bidder's parent organization, or any subsidiary organization of the Bidder has produced secure personalized ID cards requiring the types of production and security features described in the Annex A, Statement of Requirements. The Description should provide the information on the quantities produced, the end use and security features incorporated into the cards, the project title and/or the contract number for each project, the client's names as well as which company was under contract to do this work. The Bidder should provide a contact name and contact coordinates for each company.

**PROJECT 1**

|  |  |   |  |
|--|--|---|--|
| R.1.2.1a The average annual quantity of personalized cards, including laser engraving, produced over the period of the contract. |  |   |  |
| Not enough information provided to evaluate the Bidders' response.   | The Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder produced an average of less than 250,000 cards per year for the client. | The Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder produced an average of 250,000 to 350,000 cards per year for the client. | The Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder produced an average of 350,000 cards per year for the client. |
| 0 points _____   | 1 point _____  | 2 points _____  | 3 points _____   |

Points Allocated for R.1.2.1a: \_\_\_\_\_/3

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

|   |  |
|---|--|
| The end use of the card is/was not used to validate the cardholder's identity and status at border control points<br><br>0 points _____ | The end use of the card is/was used to validate the cardholder's identity and status at border control points<br><br>2 point _____ |
|---|--|

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

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

|   |  |  |  |   |
|---|--|--|--|---|
| List of features  |  |  |  |   |
| Laser Engraving: personalization  |  | Yes  | No   |   |
| Incorporation of RFID chip and antenna array  |  | Yes  | No   |   |
| Application of OVD  |  | Yes  | No   |   |
| Guilloche pattern incorporated in design  |  | Yes  | No   |   |
| OVI printing  |  | Yes  | No   |   |
| Rainbow printing  |  | Yes  | No   |   |
| UV reactive inks  |  | Yes  | No   |   |
| Micro-printing  |  | Yes  | No   |   |
| Transparent Window  |  | Yes  | No   |   |
| Embossing techniques  |  | Yes  | No   |   |
| Anti Copy/Scan Ink  |  | Yes  | No   |   |
| Tactile Black and CO2 Laser Text  |  | Yes  | No   |   |
| 1D Bar code   |  | Yes  | No   |   |
| Multiple portrait images  |  | Yes  | No   |   |
| 5 or less features listed were incorporated in the client cards.<br><br>1 point _____ | 6 features listed were incorporated in the client cards.<br><br>2 points _____ | 7 features listed were incorporated in the client cards.<br><br>3 points _____ | 8 features listed were incorporated in the client cards.<br><br>4 points _____ | At least 9 features listed were incorporated in the client cards.<br><br>5 points _____ |

Points Allocated for R.1.2.3a: \_\_\_\_\_/5

**PROJECT 2**

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

|                                 |                                 |  |  |
|---------------------------------|---------------------------------|--|--|
| Not enough information provided | The Bidder, the Bidder's parent | The Bidder, the Bidder's parent organization, or any | The Bidder, the Bidder's parent organization, or any |
|---------------------------------|---------------------------------|--|--|

|                                    |  |  |   |
|------------------------------------|--|--|---|
| to evaluate the bidders' response. | organization, or any subsidiary organization of the Bidder produced an average of less than 250,000 per year for the client. | subsidiary organization of the Bidder produced an average of 250,000 to 350,000 cards per year for the client. | subsidiary organization of the Bidder produced an average of more than 350,000 cards per year for the client. |
| 0 points _____                     | 1 point _____  | 2 points _____   | 3 points _____  |
| Points Allocated for               |  |  |   |
| R.1.2.1b: _____/3                  |  |  |   |

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

|  |  |  |  |   |
|--|--|--|--|---|
| R.1.2.3b The number of listed features incorporated in the client cards. |  |  |  |   |
| List of features   |  |  |  |   |
| Laser Engraving: personalization   |  |  | Yes  | No  |
| Incorporation of RFID chip and antenna array                             |  |  | Yes  | No  |
| Application of OVD   |  |  | Yes  | No  |
| Guilloche pattern incorporated in design                                 |  |  | Yes  | No  |
| OVI printing   |  |  | Yes  | No  |
| Rainbow printing   |  |  | Yes  | No  |
| UV reactive inks   |  |  | Yes  | No  |
| Micro-printing   |  |  | Yes  | No  |
| Transparent Window   |  |  | Yes  | No  |
| Embossing techniques   |  |  | Yes  | No  |
| Anti Copy/Scan Ink   |  |  | Yes  | No  |
| Tactile Black and CO2 Laser Text   |  |  | Yes  | No  |
| 1D Bar code  |  |  | Yes  | No  |
| Multiple portrait images   |  |  | Yes  | No  |
| 5 or less features listed were incorporated in the client cards.         | 6 features listed were incorporated in the client cards. | 7 features listed were incorporated in the client cards. | 8 features listed were incorporated in the client cards. | At least 9 features listed were incorporated in the client cards. |

|  |                |                |                |                |
|--|----------------|----------------|----------------|----------------|
| 1 point _____                          | 2 points _____ | 3 points _____ | 4 points _____ | 5 points _____ |
| Points Allocated for R.1.2.3b: _____/5 |                |                |                |                |

**R.1 TOTAL POINTS = \_\_\_\_\_ / 62**

**R.2 PROPOSED PERMANENT RESIDENT CARD DESIGN (MAXIMUM 50 POINTS)**

The Bidder should provide a proposed design for the Permanent Resident Card. This design should include a description of the specific security features proposed and the rationale for each of these features as well as a description of the overall design philosophy indicating the reasons behind the selection of the proposed design and a high level overview of the design strategy.

**R2.1 DESIGN CONCEPT**

The explanation of the design concept should clearly demonstrate that the design can meet the current and future needs of CIC PR Cards as defined in the Annex A, Statement of Requirements.

Canada will not accept any proposed security features, production processes and/or methods that are proprietary to the Bidder.

The Bidder should explain the design concept with regard to how the inter-operability layering of the security features of the design will enhance the functionality of the Card for its intended use.

*“The PR Card must provide authorized individuals, who determine an individual’s right to travel to and enter into Canada, with a reliable, fraud-resistant method for positive identification of the cardholder. The card design and production must incorporate security features that allow for multiple tiers of verification which can be rapidly confirmed, primarily by visual examination without magnification or with simple hand held devices in various indoor and outdoor lighting conditions.”*

The explanation should emphasize how the design meets the Tier I, II and III verification requirements while minimizing the threats from Forgery, Counterfeiting and Impostors.

“Forgery” is defined, as the fraudulent alteration of any part of the PR Card. Reliable security measures must be incorporated to facilitate the visual and automated detection of any attempted unauthorized alteration to the PR Card.

“Counterfeit” is defined as the unauthorized reproduction of the PR Card by whatever means. To facilitate the visual and/or automated detection of counterfeits, a combination of reliable security features must be incorporated in the PR Card.

“Impostor” is defined as someone representing him or herself to be some other person. Security features must be incorporated to facilitate the visual and/or automated detection of the fraudulent use of a PR Card by an impostor.

Tier 1 security features: 7 mandatory requirements

- Guilloche pattern

- Rainbow Printing
- Embossing
- Transparent Window
- Tactile Black Laser
- Tactile CO2 (“Clear”) Laser Text
- Multiple Portrait Images

Tier 2 security features: 7 mandatory requirements

- Micro line or micro text (approx. 0.2 mm) printing with authentication features (Possibly Tier 3 if intentional errors are included)
- UV Reactive Ink
- Anti Copy Ink/Scan
- Optically Variable Ink (Possibly Tier 3 if Charms or a similar feature are incorporated)
- Optically Variable Device (the OVD itself is a Tier 2 but the nano features required in its design will be considered Tier 3)
- Vicinity RFID chip
- 1D Bar code

Tier 3 security features: 1 mandatory requirement

- Optically Variable Device (nano features only)

|   |   |
|---|---|
| <p>R2.1 The Bidder should provide a clear explanation for the proposed design concept that details how the layering and the inter-operability of the security features:</p> <p>A. Enhances the functionality of the Card for its intended use</p> <p>B. Meets the Tier I, II, and III security requirements</p> <p>C. Minimizes threats from Forgery, Counterfeiting and impostors.</p> |   |
| 0 Points  | Information provided does not demonstrate how the design incorporates the required security features and fails to explain the interoperability/functionality of the features and/or significant deficiencies that could cause the card to be vulnerable to external threats have been identified. |
| 1 Point   | Information provided partially demonstrates how the design incorporates the required security features and demonstrates the interoperability/functionality of   |

|          |  |
|----------|--|
|          | most but not all of the features and/or some deficiencies that could cause the card to be vulnerable to external threats have been identified.   |
| 2 Points | Information provided clearly demonstrates how the design incorporates all the required security features and clearly explains how the interoperability/functionality of all of the features meets the above requirements (A to C). Few minor deficiencies were noted in the design concept but the impact is considered minor and is not believed to make the card vulnerable to external threats. |
| 3 Points | Information provided clearly and completely demonstrates how the design incorporates all the required security features and clearly explains how the interoperability/functionality of all of the features meets the above requirements (A to C). No deficiencies noted in the design concept that could make the card vulnerable to external threats.   |

Points Allocated for R.2.1.1a: \_\_\_\_\_/3 Multiplied by a weighting factor of 3 =: \_\_\_\_\_/9

## R.2.2 DESIGN OVERVIEW

Bidders should provide a design overview. This may consist of sample cards or scaled diagrams showing a high-level card design for visual review that address the requirements indicated below. Any technology necessary to read features of the card electronically e.g. Bar Code or RFID array should be mentioned as part of the response. The design overview will be evaluated for:

R2.2.1 Integration of the elements required for the Card as stated in the Annex A SOR.

R2.2.2 How the Personalization of Text and Image Details for the VIZ (Zones I-V), Reverse Side Optional Data Zone (Zone VI), and the MRZ (Zone VII) are compliant with the specifications included in Part 3 of ICAO's Document 9303.

R2.2.3 Physical Security Features proposed for the PR Card Blanks.

The Bidder should demonstrate how the proposed solution protects the security features from attempted removal, substitution, counterfeiting and alteration. The Bidder is requested to address these requirements and recommend various approaches available.

R2.2.4 Personalization and Photo Sample

Bidders should produce four (4) sample cards using data provided by CIC. The cards should demonstrate an overall clarity of the images engraved into the polycarbonate substrate.

The personal information on each card will be assessed for completeness, legibility and accuracy in terms of quality, position and readability.

The photo should be reproduced at any resolution proposed that the bidder believes is sufficient to enable cardholder identity verification at border control points. The photo must be laser engraved at 31 mm by 35 mm (chin to crown). Sample cards should demonstrate a laser engraved clear photo that exhibits more than acceptable factors including but not limited to brightness, lines, quality, background, size and position. The photo should be of the appropriate size, should not contain any errant lines or markings and should have a consistent level of

brightness and intensity. The photo should display appropriate contrast with the client's facial features in order to make it clearly delineated. The photo will be assessed based on qualities of sharpness, clarity and functional utility in verification of client identity.

|  |  |  |   |
|--|--|--|---|
| R2.2.1 The Design Overview illustrates the integration of the elements required for the Card as stated in the Annex A SOR. |  |  |   |
|  | No information provided or design overview does not illustrate the integration of the elements for the card as stated in the Annex A SOR.<br><br>0 point | Description provides partial information: The description does not fully or clearly demonstrate how the design overview illustrates the integration of the elements for the card as stated in the Annex A SOR<br><br>0.5 point | Information is clear and complete. Design overview clearly illustrates the integration of the elements for the card as stated in the Annex A SOR<br><br>1 point |
| Laser Engraving: personalization   |  |  |   |
| Incorporation of RFID chip and antenna array   |  |  |   |
| Application of OVD   |  |  |   |
| Guilloche pattern incorporated in design   |  |  |   |
| OVI printing   |  |  |   |
| Rainbow printing   |  |  |   |
| UV reactive inks   |  |  |   |
| Micro-printing   |  |  |   |
| Embossing technique  |  |  |   |
| Transparent Window   |  |  |   |
| Anti Copy/Scan Ink   |  |  |   |
| Tactile Black and CO2 Laser Text   |  |  |   |

|   |  |  |  |
|---|--|--|--|
| 1D Bar code   |  |  |  |
| Multiple Portrait Images  |  |  |  |
| Points Allocated for R.2.1.2: _____/14 Multiplied by a weighting factor of 1.5 = : _____/21 |  |  |  |

|   |  |   |  |
|---|--|---|--|
| <p>R2.2.2 The Bidder should explain how their Design Overview is compliant with the specifications included in Part 3 of ICAO's Document 9303, specifically:</p> <p>A. Personalization of Text and Image Details for the VIZ (Zones I-V),</p> <p>B. Reverse Side Optional Data Zone (Zone VI),</p> <p>C. MRZ (Zone VII)</p> |  |   |  |
|   | 0 points   | 0.5 points  | 1 points   |
|   | Description not provided or does not demonstrate compliance with the specifications included in Part 3 of ICAO's Document 9303 | Description provides partial information; The description does not fully or clearly demonstrate compliance with the specifications included in Part 3 of ICAO's Document 9303 | Information complete and clear. Demonstrates compliance with the specifications included in Part 3 of ICAO's Document 9303 |
| Personalization of Text and Image Details for the VIZ (Zones I-V),  |  |   |  |
| Reverse Side Optional Data Zone (Zone VI)   |  |   |  |
| MRZ (Zone VII)  |  |   |  |
| Points Allocated for R.2.2.2: _____/3 Multiplied by a weighting factor of 2 = : _____/6   |  |   |  |

R2.2.3 Physical Security features proposed for PR Card blanks: the Bidder should provide a description to demonstrate how the solution protects each security feature from attempted removal, substitution, counterfeiting and alteration. The Bidder is requested to address these requirements and recommend various approaches available.

| Description demonstrate how the following features are protected: | Description not provided or information provided does not demonstrate how the solution protects from attempted removal, substitution counterfeiting and alteration<br><br>0 points | Description provides partial information; The description does not fully or clearly demonstrate how the solution protects from attempted removal, substitution counterfeiting and alteration<br><br>0.5 point | Information complete and clear. Clearly demonstrates how the solution protects from attempted removal, substitution counterfeiting and alteration<br><br>1 point |
|---|--|---|--|
| Laser Engraving   |  |   |  |
| Incorporation of RFID chip and antenna array                      |  |   |  |
| Application of OVD  |  |   |  |
| Guilloche pattern incorporated in design                          |  |   |  |
| OVI printing  |  |   |  |
| Rainbow printing  |  |   |  |
| UV reactive inks  |  |   |  |
| Micro-printing  |  |   |  |
| Embossing technique   |  |   |  |
| Transparent window  |  |   |  |
| Anti Copy/Scan Ink  |  |   |  |
| Tactile Black and CO2 Laser Text                                  |  |   |  |
| 1D Bar code   |  |   |  |
| Multiple Portrait Images  |  |   |  |
| Points Allocated for R.2.2.3: _____ / 14                          |  |   |  |

|  |         |
|--|---------|
| R2.2.4 Personalization and Photo Sample: The four (4) sample cards provided by the Bidder should demonstrate an overall clarity of the images engraved into the polycarbonate substrate. |         |
| Sample engraved photo clearly identifies the card holder (acceptable level of brightness, intensity, contrast, sharpness & clarity)  | 1 point |
| Absence of any errant lines or markings on the photo   | 1 point |
| Photograph is compliant with the 31mm by 35mm (chin to crown) specifications that were provided in Annex A SOR.  | 1 point |
| Facial features are clearly delineated   | 1 point |
| Cardholder data is clear and legible without magnification   | 1 point |
| Points Allocated for R.2.2.4: _____/5 Multiplied by a weighting factor of 2 = : _____/10   |         |

**R.2 TOTAL POINTS = \_\_\_\_\_ / 60**

**R.3. CONTRACT MANAGEMENT PLAN (MAXIMUM 58 POINTS)**

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

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

**R3.1 PROJECT MANAGEMENT**

For the purposes of R.3.1.1, R.3.1.2.1, R.3.1.3 and R.3.1.4 only the experiences of the Bidder will be evaluated.

For R.3.1.2.2 the Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder will be evaluated.

The Bidder should provide details on how it will project manage the contract implementation. The plan should include the Bidder's internal and external resources such as subcontractors or joint venture partners. At a minimum, the plan should include and describe how the Bidder proposes to address:

R3.1.1 Project Implementation

R3.1.2 Risk Management

R 3.1.2.1 Strategy

R 3.1.2.2 Concrete example of how the Bidder successfully implemented risk mitigation strategies for a similar identification card requirement

R3.1.3 Problem Resolution

R3.1.4 Change Management

**R3.1 PROJECT MANAGEMENT**

**R3.1.1 Project Implementation**

The Bidder should provide a detailed description of proposed Contractor/Client project organization, including implementation, and Contractor/Client relationship. The description should include a comprehensive work breakdown structure identifying activities, roles, related responsibilities and information flow encompassing the card design and testing, contract roll-out and on-going production phases. For each phase, the Bidder should identify and explain:

- principal activities with milestones and dependencies,
- principal contractor/client roles and related responsibilities,

The Bidder should also provide a Project Organization Chart that fully and clearly demonstrates project information flow and the Bidder’s accountability and reporting relationships.

Bidders should ensure that responses:

- Cover the card design and testing, contract roll-out and on-going production phases of the contract.
- Include a narrative that provides supporting details for any graphs, charts, tables (or other) submitted; details the roles and responsibilities of the personnel involved in each phase (card design and testing, contract roll-out and on-going production); explains the nature of the milestones/dependencies relationships for consultations and approvals; provides a feedback mechanism for on-going contract management to ensure the CIC Project authority is informed of any changes or events impacting all contract phases.

|   |  |   |   |
|---|--|---|---|
|   | Description not provided or fails to address what is being evaluated<br><br>0 points | Description provides partial information; the description does not fully or clearly demonstrate what is being evaluated.<br><br>1 point | Description complete and clear.<br><br>2 points |
| The Bidder provides a comprehensive work breakdown structure with principal activities with milestones and dependencies |  |   |   |

|  |  |  |  |
|--|--|--|--|
| The work breakdown structure demonstrates principal contractor/client roles and related responsibilities,                            |  |  |  |
| Project information flow between CIC and the Bidder is clearly mapped out in the Project Organization Chart                          |  |  |  |
| Project Organization Chart demonstrates the Bidder's accountability and reporting relationships                                      |  |  |  |
| The Bidder explains how the Bidder plans to work with the Client to manage each phase of contract after the launch of the new cards. |  |  |  |
| Points Allocated for R.3.1.1: _____/10 Multiplied by a weighting factor of 2 = : _____/20  |  |  |  |

|   |   |   |                                    |
|---|---|---|------------------------------------|
| <p><b>R3.1.2 Risk Management</b></p> <p>R 3.1.2.1 Strategy</p> <p>The Bidder should provide a Risk Management Strategy that:</p> <p>a) Identifies and describes the risks/threats it perceives as potentially impacting the successful implementation and on-going production and distribution of Cards;</p> <p>b) categorizes the identified risks/threats by severity to the overall service;</p> <p>c) identifies related aspects of the service potentially impacted;</p> <p>d) proposes mitigation strategies with timeframes that show how the risks/threats are progressively reduced during the mitigation period.</p> <p>R 3.1.2.2 Concrete example</p> <p>The Bidder, the Bidder's parent organization or any subsidiary organization of the Bidder should provide an example of how they have successfully implemented risk mitigation strategies for a similar Identification card requirement and lessons learned.</p> |   |   |                                    |
| Description demonstrates the following:   | Description not provided or fails to address what is being evaluated. | Description provides partial information; the description does not fully or clearly demonstrate what is being evaluated | Description is complete and clear. |
|   | 0 points  | 1 point   | 2 points                           |
| <b>R3.1.2.1</b> The Bidder identifies risks/threats it perceives as potentially impacting the successful implementation and on-going production and distribution of Cards.  |   |   |                                    |

|   |  |  |  |
|---|--|--|--|
| <b>R3.1.2.1</b> The Bidder categorizes the identified risks/threats by severity to the overall service.   |  |  |  |
| <b>R3.1.2.1</b> The Bidder identifies related aspects of the service potentially impacted.  |  |  |  |
| <b>R3.1.2.1</b> The Bidder proposes mitigation strategies with timeframes that show how the risks/threats are progressively reduced during the mitigation period.   |  |  |  |
| <b>R3.1.2.2</b> Concrete example of how the Bidder, the Bidder's parent organization, or any subsidiary organization of the Bidder have successfully implemented risk mitigation strategies for a similar Identification card requirement along with lessons learned from the experience. |  |  |  |
| Points Allocated for R.3.1.2: _____/10 Multiplied by a weighting factor of 2 = : _____/20   |  |  |  |

|   |   |   |   |
|---|---|---|---|
| <p><b>R3.1.3 Problem Resolution:</b></p> <p><b>Problem Escalation Process</b><br/> The Bidder should provide a detailed description demonstrating how its problem escalation process will operate in providing clear access to senior management over the period of the contract. The response should address the resolution process for all areas required to maintain the PR Card production over the period of the contract with emphasis on:</p> <ul style="list-style-type: none"> <li>A. Supply of materials</li> <li>B. Design</li> <li>C. Card production (including personalization and distribution)</li> <li>D. Quality Assurance</li> <li>E. Information/data management</li> </ul> <p><b>Organization Chart</b><br/> The response should include a detailed organization chart identifying:</p> <ul style="list-style-type: none"> <li>A. individual positions and their role related to the PR Card contract,</li> <li>B. the identified positions' respective role in the organization,</li> <li>C. reporting relationships among the identified positions,</li> <li>D. decision-making authority of each position.</li> </ul> |   |   |   |
|   | Description not provided or fails to address what is being evaluated.<br><br>0 points | Description provides partial information; the description does not fully or clearly demonstrate what is being evaluated.<br><br>1 point | Information complete and clear.<br><br>2 points |

|   |  |  |  |
|---|--|--|--|
| The description of the problem escalation process demonstrates how CIC can access the Bidder's senior management.   |  |  |  |
| The problem escalation process addresses potential problem scenarios related to the supply of materials, issues with card design, card production (including personalization and distribution), quality assurance and information/data management |  |  |  |
| The description and the organizational chart identify the role each employee plays in the problem resolution process.   |  |  |  |
| The organizational chart demonstrates and identifies the decision making authority of each position, along with reporting relationships   |  |  |  |
|   |  |  |  |
| Points Allocated for R.3.1.3: _____/8 Multiplied by a weighting factor of 1.5 =<br>: _____/12   |  |  |  |

|  |         |
|--|---------|
| <p><b>R3.1.4 Change Management:</b> the Bidder should demonstrate how they would manage change to the service provided under the Contract in the following scenario: <i>card design change requested by CIC due to an increase in fraudulent activity with regards to the PR Card</i>. Response should address the Bidder's research and development and technical capabilities, timelines for implementation of change and delivery. The response must be supported by a concrete example of how change management was implemented to meet Client requirements under a previous contract (no specific Client or employee names need to be mentioned).</p> |         |
| Bidder provides a description of R&D/technical teams' capabilities and linkages with regards to changing elements of Card design on relatively short notice (1-2 months).  | 1 point |
| Bidder provides realistic and acceptable timelines (1-2 months) for implementation of changes to the Card design.  | 1 point |
| Bidder provides a concrete example of how change management was implemented in the past to meet Client requirements; the example should mention the change request (high level explanation), the key players involved (no names need to be provided), the implementation timelines and the overall result.   | 1 point |
|  |         |
| Points Allocated for R.3.1.4: _____/3 Multiplied by a weighting factor of 2 = : _____/6  |         |

R.3 TOTAL POINTS = \_\_\_\_\_ / 58

**R4. BUSINESS CONTINUITY PLAN AND QUALITY ASSURANCE (MAXIMUM 28 POINTS)**

Bidders should provide a Business Continuity Plan (BCP) for all operations required to complete the production and shipping of PR Cards. The BCP should not only provide for a recovery of services but also for the continued production of PR Cards, as specified in the Annex A, Statement of Requirements, while the recovery to normal operations is underway. Bidders should address at a minimum the following elements: mechanical breakdown, hardware failures, system failures and service outages.

The BCP should specifically detail all provisions for: The functioning of the production facility and any backup facilities; staffing; production equipment and distribution.

The Bidder should also provide a detailed description of the Quality Assurance Program/Quality Control procedures it has in place and demonstrate how this program and these procedures meet the requirements for the production of PR cards as specified in the Annex A, Statement of Requirements.

**R.4.1** Bidders should provide a Business Continuity Plan (BCP) for each facility identified in their proposal and indicate how they would respond, at a minimum, to mechanical breakdowns, hardware/system failures and service outages.

|   |   |
|---|---|
| 0 points  | Information required was not provided OR no BCP provided for any facility identified in the proposal.   |
| 1 point   | BCP provided for some facilities identified in the proposal OR the BCP(s) addresses only some of the minimum risk elements (mechanical breakdown, hardware/system failures and service outages) |
| 2 points  | BCP provided for all facilities identified in the proposal and addresses all minimum risk elements.   |
| Points Allocated for R.4.1: _____/2 multiplied by w.f. 5 = : _____/10 |   |

**R.4.2** The BCP for each facility identified in the proposal as necessary to complete the work should include a mitigation strategy to overcome an interruption in services for each risk element identified in R4.1 for each of the following areas:

- a. Facility
- b. Personnel
- c. Supply of materials including OVD and RFID chips
- d. Print production (including security printing techniques) as described in the Annex A, Statement of Work

|          |   |
|----------|---|
| 0 points | Information required was not provided OR Not enough details are provided to assess the mitigation strategy for each threat identified for R4.1. OR Does not demonstrate capability to maintain production in one or more areas (facility, personnel, supply of materials and print production). |
| 1 point  | Details provided lead to a partial understanding of the mitigation strategy for each threat identified for R.41. Mitigation strategy is not fully clear in one or more areas.   |
| 2 points | Substantial details provided lead to a complete and thorough understanding of mitigation strategy for each threat identified for R.41. Clearly demonstrates capability to maintain production in each area.   |

|    |   |                                    |
|----|---|------------------------------------|
| a. | Facility  | Points Allocated ____/2            |
| b. | Personnel   | Points Allocated ____/2            |
| c. | Supply of materials including OVD, RFID, cover, laminate and text paper                                 | Points Allocated ____/2            |
| d. | Print production (including security printing techniques) as described in the Annex A Statement of Work | Points Allocated ____/2            |
|    |   | Points Allocated for R.4.2: ____/8 |

**R.4.3** The BCP for each facility identified in the proposal as necessary to complete the work should provide the required information to demonstrate the estimated timeframe for resuming production for each mitigation strategy identified in R.4.3.2 for each area listed (a – d).

|          |  |
|----------|--|
| 0 points | Information required was not provided OR Not enough details are provided to assess the estimated timeframe for resuming production for each mitigation strategy identified in R4.3.2. Does not demonstrate capability to maintain production |
| 1 point  | Details provided lead to a good understanding of the estimated timeframe for resuming production for each mitigation strategy identified in R.4.3.2. All elements present.   |

|    |   |                                    |
|----|---|------------------------------------|
| a. | Facility  | Points Allocated ____/1            |
| b. | Personnel   | Points Allocated ____/1            |
| c. | Supply of materials including OVD, RFID, cover, laminate and text paper                                 | Points Allocated ____/1            |
| d. | Print production (including security printing techniques) as described in the Annex A Statement of Work | Points Allocated ____/1            |
|    |   | Points Allocated for R.4.3: ____/4 |

**R4.4** The Bidder should indicate how its quality assurance program will help ensure the following criteria in card production are met:

- The compliance of the Card with relevant ICAO and ISO standards,
- The functionality of the Card for its intended use,
- The quality of all goods, components and consumables provided by sub-contractors.
- The integrity of the Card, and all components, for the intended life cycle (5 years)

|  |   |
|--|---|
| 0 points   | Information required was not provided OR Not enough details are provided to assess the quality assurance program of the Bidder in one or more of the minimum criteria (compliance with ISO/ICAO standards, functionality of card for intended use, sub-contractor materials and integrity of card). |
| 1 point  | Details provided lead to a partial understanding of the quality assurance program. Quality assurance program is not fully clear in one or more of the minimum criteria.   |
| 2 points   | Substantial details provided lead to a complete and thorough understanding of the Bidder's quality assurance program for the entire minimum criterion.  |
| Points Allocated for R.5.1: ____/2 multiplied by w.f. 3 = : ____/6 |   |

**R.4 TOTAL POINTS = \_\_\_\_\_ / 28**

## **ANNEX I: PREVIOUS RFP PUBLISHED IN 2015 – SECURITY REQUIREMENTS FROM PART 7 - RESULTING CONTRACT CLAUSES**

1. Security Requirement
- 1.2 The following security requirement (SRCL and related clauses) applies and form part of the Contract.
  - 1.2.1 The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Facility Security Clearance at the level of SECRET, with approved Document Safeguarding and Production Capabilities at the level of SECRET, issued by the Canadian Industrial Security directorate (CISD), Public Works and Government Services Canada (PWGSC).
  - 1.2.2 The Contractor/Offeror personnel requiring access to PROTECTED/CLASSIFIED information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of RELIABILITY STATUS or SECRET as required, granted or approved by the CISD, PWGSC.
  - 1.2.3 The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store any sensitive PROTECTED/CLASSIFIED information until CISD/PWGSC has issued written approval. After approval has been granted, these tasks may be performed at the level of PROTECTED B and an IT Link at the level of PROTECTED B.
  - 1.2.4 Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
  - 1.2.5 The Contractor/Offeror must comply with the provisions of the: (a) Security Requirements Check List and security guide (if applicable); (b) Industrial Security Manual (Latest Edition).
- 1.3 Contractor's Site or Premises Requiring Safeguard Measures
  - 1.3.1 The Contractor must diligently maintain up-to-date, the information related to the Contractor's site or premises, including the address(es), where safeguard measures are required in the performance of the Work.





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|--|
| Contract Number / Numéro du contrat<br>B8362-190251                  |
| Security Classification / Classification de sécurité<br>UNCLASSIFIED |

**SECURITY REQUIREMENTS CHECK LIST (SRCL)  
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

| PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE   |   |  |
|--|---|--|
| 1. Originating Government Department or Organization<br>Ministère ou organisme gouvernemental d'origine<br>Citizenship and Immigration Canada / IRCC   | 2. Branch or Directorate / Direction générale ou Direction<br>IPG               |  |
| 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<br>Design, production and distribution of Canada's PR card   |   |  |
| 5. a) Will the supplier require access to Controlled Goods?<br>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?<br>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?<br>Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS?<br>(Specify the level of access using the chart in Question 7. c)<br>(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?<br>No access to PROTECTED and/or CLASSIFIED information or assets is permitted.<br>Le fournisseur et ses employés (p.ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes?<br>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?<br>S'agit-il d'un contrat de messagerie ou de livraison commerciales 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<br>Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>  | All NATO countries<br>Tous les pays de l'OTAN <input type="checkbox"/>          |  |
| No releasable<br>À ne pas diffuser <input type="checkbox"/>  |   |  |
| Restricted to: / Limité à: <input type="checkbox"/>  | Restricted to: / Limité à: <input type="checkbox"/>                             |  |
| Specify country(ies): / Préciser le(s) pays:   | Specify country(ies): / Préciser le(s) pays:                                    |  |
| 7. c) Level of information / Niveau d'information  |   |  |
| PROTECTED A<br>PROTÉGÉ A <input type="checkbox"/>  | NATO UNCLASSIFIED<br>NATO NON CLASSIFIÉ <input type="checkbox"/>                | PROTECTED A<br>PROTÉGÉ A <input type="checkbox"/>                    |
| PROTECTED B<br>PROTÉGÉ B <input checked="" type="checkbox"/>   | NATO RESTRICTED<br>NATO DIFFUSION RESTREINTE <input type="checkbox"/>           | PROTECTED B<br>PROTÉGÉ B <input type="checkbox"/>                    |
| PROTECTED C<br>PROTÉGÉ C <input type="checkbox"/>  | NATO CONFIDENTIAL<br>NATO CONFIDENTIEL <input type="checkbox"/>                 | PROTECTED C<br>PROTÉGÉ C <input type="checkbox"/>                    |
| CONFIDENTIAL<br>CONFIDENTIEL <input type="checkbox"/>  | NATO SECRET<br>NATO SECRET <input type="checkbox"/>                             | CONFIDENTIAL<br>CONFIDENTIEL <input type="checkbox"/>                |
| SECRET<br>SECRET <input checked="" type="checkbox"/>   | COSMIC TOP SECRET<br>COSMIC TRÈS SECRET <input type="checkbox"/>                | SECRET<br>SECRET <input type="checkbox"/>                            |
| TOP SECRET<br>TRÈS SECRET <input type="checkbox"/>   |   | TOP SECRET<br>TRÈS SECRET <input type="checkbox"/>                   |
| TOP SECRET (SIGINT)<br>TRÈS SECRET (SIGINT) <input type="checkbox"/>   |   | TOP SECRET (SIGINT)<br>TRÈS SECRET (SIGINT) <input type="checkbox"/> |

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|--|
| Security Classification / Classification de sécurité<br>UNCLASSIFIED |
|--|





**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 / Non  Yes / 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 / Non  Yes / Oui

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

Document Number / Numéro du document :

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

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

- |   |   |  |  |
|---|---|--|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS<br>COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL<br>CONFIDENTIEL           | <input checked="" type="checkbox"/> SECRET<br>SECRET | <input type="checkbox"/> TOP SECRET<br>TRÈS SECRET               |
| <input type="checkbox"/> TOP SECRET - SIGINT<br>TRÈS SECRET - SIGINT        | <input type="checkbox"/> NATO CONFIDENTIAL<br>NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET<br>NATO SECRET  | <input type="checkbox"/> COSMIC TOP SECRET<br>COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS<br>ACCÈS AUX EMPLACEMENTS              |   |  |  |

Special comments:  
Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.  
REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  No / Non  Yes / Oui

If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté?  No / Non  Yes / 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 / Non  Yes / 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 / Non  Yes / 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 / Non  Yes / 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 / Non  Yes / 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 / Non  Yes / Oui



|  |
|--|
| Contract Number / Numéro du contrat<br>B8362-190251                  |
| Security Classification / Classification de sécurité<br>UNCLASSIFIED |

**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 Secret              | COSMIC Top Secret / COSMIC Très Secret | Protected / Protégé      |                          |                          | Confidential / Confidentiel | Secret                   | Top Secret / Très Secret |
|   |                          |                                     |                          |                             |                                     |                          |   |                          |                          |  | A                        | B                        | C                        |                             |                          |                          |
| Information / Assets / Renseignements / Biens | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> |
| Production                                    | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> |
| IT Media / Support TI                         | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> |
| IT Link / Lien électronique                   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> |

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.

12. b) Will the document 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).

|  |
|--|
| Security Classification / Classification de sécurité<br>UNCLASSIFIED |
|--|

