



## RETURN BIDS TO:

### RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Quebec

K1A 0S5

Bid Fax: (819) 997-9776

## SOLICITATION AMENDMENT

### MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

#### Comments - Commentaires

#### Vendor/Firm Name and Address

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

#### Issuing Office - Bureau de distribution

Information Management/Information Technology -  
IM/IT/Gestion de l'Information -Technologie de  
l'Information-GI/TI

Terrasses de la Chaudière 4th Floor

10 Wellington Street

Gatineau

Quebec

K1A 0S5

<b>Title - Sujet</b> Visa Application Centre (VAC)	
<b>Solicitation No. - N° de l'invitation</b> B8698-200141/A	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> B8698-200141	<b>Date</b> 2020-08-04
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XQ-007-37861	
<b>File No. - N° de dossier</b> 007xq.B8698-200141	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-09-24</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> Specified Herein - Précisé dans les présentes <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input checked="" type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> PSPC VAC Procurement Team	<b>Buyer Id - Id de l'acheteur</b> 007xq
<b>Telephone No. - N° de téléphone</b> ( ) - ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

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

**B8698-200141**  
**VISA APPLICATION CENTRES (VAC) PROCUREMENT**  
**Request for Information (RFI) #1**

**1. Purpose and Nature of this Request for Information**

Public Services and Procurement Canada (PSPC), on behalf of Immigration, Refugees and Citizenship Canada (IRCC), is requesting Industry feedback regarding the proposed strategies, approaches and requirements for the provision of Visa Application Centre (VAC) services as outlined in this document.

This RFI #1 is the first phase of Canada's proposed engagement with interested Suppliers, who are invited to register their participation with the Contracting Authority identified in section 7 of this document. The RFI will be followed by one-on-one sessions with Suppliers individually. Only Suppliers who have properly registered will receive the RFI Document Package identified in section 4 of this document.

Respondents are requested to provide their comments, concerns, and where applicable, alternative recommendations regarding how the requirements or objectives described in the vision document of this RFI could be satisfied. Although the information collected by Canada may be provided as commercial-in-confidence, Canada may use the information to assist in defining the business requirements. The information contained in this document remains a work in progress and Respondents should not assume that new requirements will not be added, changed, or removed to any subsequent RFI or bid solicitation, should Canada decide to proceed with either.

Respondents are reminded that this is an RFI and not a Request for Proposal (RFP); as such, responses will not be formally evaluated and no agreement or contract will be entered into. The issuance of this RFI is not to be considered in any way a commitment by the Government of Canada, nor as authority to potential Respondents to undertake any work that could be charged to Canada. This RFI is not to be considered a commitment to issue a subsequent solicitation or award contract(s) for the work described herein. Respondents will not be reimbursed for any costs incurred by participating in this RFI including, but not limited to, expenses incurred for participating in any additional engagement activities.

Participation in this RFI is encouraged, but is not mandatory. There will be no short-listing of potential Suppliers for the purpose of undertaking any future work as a result of this RFI. Similarly, participation in this RFI is not a condition or prerequisite for the participation in any potential subsequent solicitation. Changes to this RFI may occur and will be advertised on the Government Electronic Tendering System. Canada asks Respondents to visit [Buyandsell.gc.ca](http://Buyandsell.gc.ca) regularly to check for any changes.

**2. Background Information**

IRCC is responsible for maintaining a global network of VACs overseas that provide facilities and enhanced administrative support services to individuals applying to come to Canada. VACs are operated by third-party service providers formally contracted by the Government of Canada to ensure a standardized service delivery approach. As a result, applicants benefit from more points of service, extended hours of operation, and in-person access that is not available at most Canadian Migration Offices.



VACs are currently the primary vehicle for collecting biometrics overseas in support of IRCC's Immigration Program lines of business. Biometrics, which comprise biometric data (fingerprint and photo) and biographic data are an integral part of the overall immigration decision-making process. Moreover, VACs play a key role in ensuring that applicants submit complete applications. VACs also provide various services before, during, and after their applications are assessed by an IRCC officer and ensure applicants have a positive experience by answering questions in local languages, facilitating the payment of government fees to Canada, photocopying, and completing online and paper application forms. However, VACs play no role in the decision-making process of any application. All decisions are made by IRCC.

As the world evolves, Canada is looking to further transform its application and biometric enrolment processes and explore opportunities to improve client service by offering more services via a VAC network both in Canada and overseas. It is Canada's intention to take advantage of available technology where possible to explore potential service delivery innovations to modernize and ensure excellence in client service. With this in mind, a primary goal of this Industry engagement strategy is to learn more about options that are available to support the development of IRCC's business requirements.

For more information on the potential scope of work related to this RFI, please refer to the Letter of Interest pertaining to this Industry engagement.

### **3. Legislation, Trade Agreements, and Government Policies**

The following is indicative of some of the legislation, trade agreements, and government policies that could impact any follow-on solicitation(s):

- a) World Trade Organization – Agreements on Government Procurement (WTO-AGP)
- b) the Canada-Chile Free Trade Agreement (CCFTA)
- c) the Canada Peru Free Trade Agreement (CPFTA)
- d) Canada-European Union Comprehensive Economic and Trade Agreement (CETA)
- e) Canadian Free Trade Agreement (CFTA)
- f) Federal Contractors Program for Employment Equity (FCP-EE)

Respondents are asked to identify if their response, or any part of their response, is subject to the Controlled Goods Regulations.

### **4. RFI Document Package for Industry**

The following documents contain information for Suppliers who have registered their interest to participate. The documents will be made available in both English and French, upon request.

Annex A Vision for Future VAC Model  
Annex B Questions to Industry  
Annex C Supplier Years of Corporate Experience  
Annex D Biometric Collection Technical Specifications  
Annex E Glossary of Terms

Historical volumes for applications, biometrics, and other services will be released at a later time.

## 5. Format of Responses

Suppliers wishing to provide feedback to IRCC are asked to do so using *Annex B Questions to Industry* and *Annex C Supplier Years of Corporate Experience* provided in the RFI #1 Document Package. Note that IRCC encourages the provision of partial responses to Annex B in cases where a Supplier is unable to respond to some of the questions. Suppliers may provide responses in English or French at their preference. Responses to this RFI will not be returned to Respondents.

Responses must be submitted only to Public Services and Procurement Canada (PSPC) Bid Receiving Unit by the date, time and place indicated in the RFI.

Note: to submit using epost Connect to the Bid Receiving Unit in the National Capital Region (NCR) the email address is: [tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca).

Note: Responses will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions 2003: (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/25#submission-of-bids>), or to send responses through an epost Connect message if the respondent is using its own licensing agreement for epost Connect.

## 6. Treatment of Responses

Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify the procurement or service delivery approach, as well as any draft documentation contained in this RFI. All responses received by the RFI closing date identified in section 9 of this document will be reviewed by Canada. Canada may, at its discretion, review responses received after the RFI closing date.

A Review Team composed of representatives of IRCC and PSPC will review the responses. Canada reserves the right to hire any independent consultant or to use any Government of Canada resources that it considers necessary to review any response. Not all members of the Review Team will necessarily review all responses or participate in subsequent engagements through this RFI.

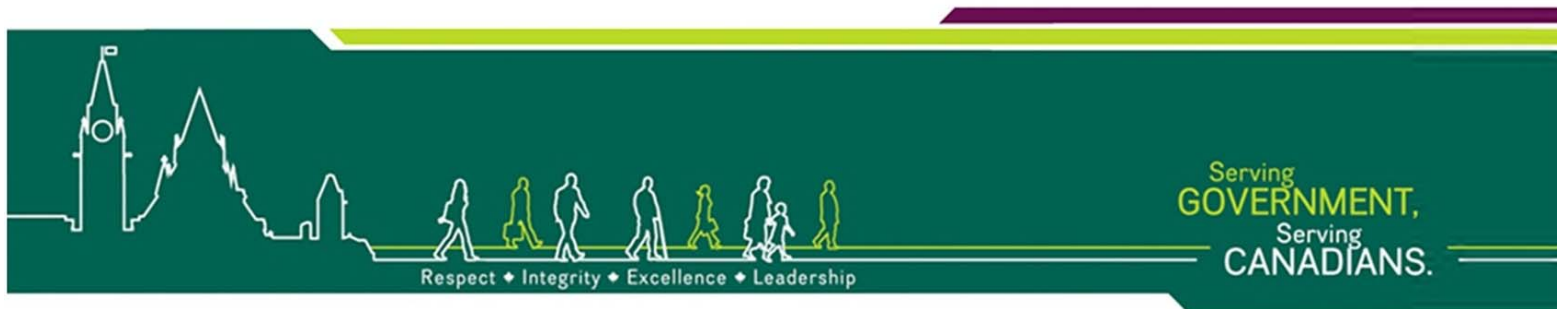
Respondents are encouraged to identify, in the information they share with Canada, any information that they feel is proprietary, third party, or personal information. Any information identified as such will be treated accordingly by Canada. Please note that Canada may be obligated by law (e.g. in response to a request under the Access to Information and Privacy Act) to disclose proprietary or commercially-sensitive information concerning a Respondent (for more information: <http://laws-lois.justice.gc.ca/eng/acts/a-1/>).

## 7. Enquiries and Communications

All enquiries, other communications related to this RFI, and associated Industry engagement activities shall be directed exclusively to the Contracting Authority identified below. The use of email to communicate is preferred.

Contracting Authority: PSPC VAC Procurement Team

Email address: [TPSGC.CRDVAprovisionnement-VACProcurement.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.CRDVAprovisionnement-VACProcurement.PWGSC@tpsgc-pwgsc.gc.ca)



Major Projects Procurement Directorate – XQ/XG Division  
Public Services and Procurement Canada

## **8. Follow-up Activity**

This RFI #1 will be followed by separate one-on-one sessions with interested Suppliers. Specific dates for the sessions will be provided at a later date. Members of the media cannot participate in any of the one-on-one sessions, nor can any session be recorded by any Supplier by audio or video.

At Canada's discretion, this RFI may be followed by other RFIs seeking additional feedback from Suppliers. Canada may, at its discretion, contact any Respondent to follow up with additional questions or to clarify any aspect of a response.

## **9. Closing Date for this RFI**

Responses to this RFI only to Public Services and Procurement Canada (PSPC) Bid Receiving Unit on or before 14:00 EDT on September 24, 2020.