

REQUEST FOR INFORMATION (RFI) – Remote Traveller Processing

This is not a bid solicitation

INTRODUCTION

The Canada Border Services Agency (CBSA) is seeking feedback from industry, with respect to information on technology and hardware solutions that have remote border management related technology capabilities including image capturing, document reader functionality, and remote control of hardware such as gates and lights, inclusive multimodal communication (voice, text, video), physical considerations for optimal sound in call/command centres, and software for managing calls.

OBJECTIVES OF THE RFI

The objective of this RFI is to collect information on market readiness and industry capabilities specific to the Remote Traveller Processing (RTP) concept and technology solution at small and remote ports of entry. This RFI contains a list of specific questions and requests for additional documentation to develop a better understanding of the capabilities and maturity of industry with respect to the ability to provide a technology solution with the functionality required to regularize and expand the RTP concept.

The vendor will provide information on their product(s) and the CBSA intends to use this input to help determine the “way forward” as to whether and how this service should be acquired, delivered, and managed and if so, to solidify its procurement approach.

NATURE OF RFI

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement processes. 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.

NATURE AND FORMAT OF RESPONSES REQUESTED

Respondents are requested to provide their comments, or concerns electronically and should explain any assumptions they make in their responses.

RESPONSE COSTS

The Government of Canada (GoC) will not reimburse any respondent for expenses incurred in responding to this RFI.

RESPONSES AND ENQUIRIES

Respondents are reminded that this is a RFI and not a Request for Proposal (RFP).

Responses will not be formally evaluated. However, the responses received may be used by the GoC to develop or modify procurement strategies. The GoC will review all responses received by the RFI closing date. The GoC may, in its discretion, review responses received after the RFI closing date.

A review team composed of representatives of the CBSA will review the responses on behalf of the GoC. The GoC reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

Confidentiality: Respondents should mark any portions of their response that they consider proprietary or confidential. The GoC will handle the responses in accordance with the *Access to Information Act*. The GoC may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

PREFACE

The CBSA is a GoC agency under the Ministerial portfolio of Public Safety. The CBSA is responsible for providing integrated border services that support national security and public safety priorities and facilitate the free flow of persons and goods, including animals and plants, that meet all requirements under the program legislation.

Modernizing border processing and increasing service delivery options at ports of entry (POE) is a strategic goal of the CBSA. With that perspective, the CBSA developed and piloted a prototype technology and hardware solution of the RTP concept, at the Morses Line border crossing in Saint-Armand, Quebec (QC). As a result of the development and implementation of RTP, travellers arriving at the POE during specific hours were processed remotely by a border services officer (BSO) located at a remote monitoring centre (RMC). The BSO at the RMC was able to communicate with the traveller and the passengers through a kiosk equipped with one-way video, two-way audio, and a document reader. Travellers were monitored from the RMC through a closed-circuit television (CCTV) camera system, and RTP hardware such as gates and lights were controlled remotely from the RMC.

The success of the pilot allowed the CBSA to refine business requirements for RTP technology and infrastructure; however, it has delivered strictly prototype technology and infrastructure. RTP is not production ready or scalable. The CBSA is currently exploring alternate options for a production technology solution that can be replicated and/or enhanced and implemented nationally to other small and remote ports of entry on land borders and potentially other remote settings such as air, ferry terminals, and marine.

QUESTIONS TO INDUSTRY

General Overview	
Q1	Does your company have experience developing and/or deploying technology solutions in a border security or law enforcement environment?
Q2	If so, please describe: <ul style="list-style-type: none"> a) Number of years of applicable experience b) Number and type of clients c) Type of technology/hardware (design, build, deployment and maintenance/support) d) Whether the new technology solutions required integration with existing CBSA processes.
Q3	Does your company have experience developing and/or deploying technology-based security solutions for the GoC or private sector clients not included above?

General Overview	
Q4	<p>If so, please describe:</p> <p>a) Number of years b) Number and type of clients c) Type of technology/hardware (design, build, deployment and maintenance/support).</p>

Table 2- Functional and Business Requirements

Goal: The RTP solution requires a traveller/user interface to enable travellers to make a declaration when entering Canada by highway, without exiting their vehicle, present and scan travel, and other documents, and respond to questions from an officer through inclusive communication (voice, text, video).	
Q1	Describe how your solution provides the ability for an officer to interact and examine travellers remotely, from a dedicated user interface at an off-site monitoring centre.
Q2	Describe how your solution would enable an officer to remotely control the movement of vehicles and travellers using technology and infrastructure components throughout processing at the POE, from an off-site monitoring centre.
Q3	Describe how your solution would enable an officer to simultaneously view multiple areas and objects of interest, in real-time, from an off-site monitoring centre.
Q4	Describe how your solution would enable an officer to record and manage video remotely, including the ability to search, retrieve, playback and export.
Q5	Describe how your solution would allow travellers and officers to conduct business in both official languages: French and English.
Q6	Describe how your solution would enable an officer to remotely monitor the operational status (e.g. open/closed, on/off) of technology and infrastructure components, as well as the health status of systems and applications (e.g. connected/unconnected).
Q7	Describe how your solution would provide a traveller user interface and associated peripherals that are able to function in all Canadian climates (-40C to +50C).
Q8	Describe how your solution would provide a traveller user interface and associated peripherals that are able to accommodate varying types and sizes of non-commercial vehicles; recreational vehicles, motorcycles, and passenger vehicles.
Q9	Describe how your solution will meet the GoC accessibility standard. For example: How would your solution provide a traveller user interface and associated peripherals that are able to accommodate all travellers who have the range of ability normally associated with being able to drive a vehicle, but may also have limitations in abilities (e.g. full-body movement, hearing, and vocal communication).
Q10	Describe any infrastructure requirements for the implementation of your solution (ex. re-enforced concrete, underground conduit/sensors, etc.)
Q11	Describe how your solution can optimize a monitoring command centre to reduce environmental noises for workers.

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Q12	Describe how your solution can restrict or block environmental noise for the officer and the traveller at the POE while communicating via two-way voice communication.
Q13	What amount of bandwidth would your solution require to function (please provide minimum requirements and optimal requirements)?
Q14	Describe how your solution will enable an officer to capture and verify documents presented.
Q15	Describe how your software solution can manage calls at the monitoring command centre.
Q16	Does your solution have the capacity to monitor/manage multiple ports of entry? Is there a limitation on the number of locations that can be monitored from a single command center?
Q17	What is the typical asset life-cycle replacement that can be expected for your solution?
Q18	Does your technology solution use proprietary solutions or leverage industry standards?
Q19	What is the expected system availability for your solution?

Additional Information Requested

ENQUIRIES

Because this is not a bid solicitation, the GoC will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

[CBSA-ASFC Solicitations-Demandes_de_soumissions@cbsa-asfc.gc.ca](mailto:CBSA-ASFC_Solicitations-Demandes_de_soumissions@cbsa-asfc.gc.ca) and CC the Contracting Authority Grace Tan: GraceQiMei.Tan@cbsa-asfc.gc.ca

SUBMISSION OF RESPONSES

The CBSA requests that respondents submit their written responses to the requirements herein via electronic mail to the CBSA Procurement Solicitation Generic Mailbox: [CBSA-ASFC Solicitations-Demandes_de_soumissions@cbsa-asfc.gc.ca](mailto:CBSA-ASFC_Solicitations-Demandes_de_soumissions@cbsa-asfc.gc.ca) and CC the Contracting Authority Grace Tan: GraceQiMei.Tan@cbsa-asfc.gc.ca

CLOSING DATE:

Responses to this RFI will be accepted until March 31, 2023.