



**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

**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  
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> CIBIDS NextGen Technical RFI	
<b>Solicitation No. - N° de l'invitation</b> B8465-220030/A	<b>Date</b> 2021-07-08
<b>Client Reference No. - N° de référence du client</b> B8465-220030	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$\$XQ-012-39765
<b>File No. - N° de dossier</b> 012xq.B8465-220030	<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> Eastern Daylight Saving Time EDT <b>on - le 2021-11-01</b> Heure Avancée de l'Est HAE	
<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 type="checkbox"/> <b>Other-Autre:</b> <input checked="" type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> CIBIDS Procurement Team	<b>Buyer Id - Id de l'acheteur</b> 012xq
<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>  Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b> See Herein – Voir ci-inclus	<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/ de l'entrepreneur ( taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>



**Public Services and Procurement Canada (PSPC)  
Acquisitions Branch (AB)**

**Subject**

Procurement of the Next Generation Canadian Immigration Biometric Identification System (NextGen CIBIDS)

**1. Purpose**

Public Services and Procurement Canada (PSPC) and Immigration, Refugees and Citizenship Canada (IRCC) have begun exploratory work on the procurement for the next generation of IRCC Canadian Immigration Biometric Identification System (NextGen CIBIDS). The procurement could replace the CIBIDS technology solution. This Notice outlines Canada’s intended industry engagement strategy and invites interested Suppliers to participate in the engagement process.

The industry engagement will follow PSPC’s Smart Procurement principles, allowing interested Suppliers the opportunity to engage with Canada regarding Biometric Technology and related Services procurement, and maintain an open dialogue throughout the procurement process. IRCC will seek industry feedback on biometric collection solutions, orchestration engines and associated services. This approach will help achieve the future delivery of a modern biometric technology solution that meets the needs of Canada’s Citizenship, Refugee and Immigration programs in the most effective way possible. For more information please refer to <https://buyandsell.gc.ca/initiatives-and-programs/smart-procurement>.

**2. Background Information**

The IRCC biometric technology solution, Canadian Immigration Biometric Identification System (CIBIDS), has been operational since May 2013. The CIBIDS technology solution is comprised of a biometric collection solution (e.g. Front-end) and an orchestration engine (e.g. Backend components).

The CIBIDS biometric collection solution (BCS) is a suite of custom and commercial off the shelf software packages and hardware peripherals that enable the collection of biographic information, live facial capture and fingerprint collection.

The IRCC Biometric Collection Solution is deployed and used in several operational environments called Service Channels. Service Channel partners are currently responsible to provide the hosting platform (e.g. workstation and operating system) for the IRCC BCS solution and the network connectivity (e.g. Internet and GC-Cloud) to access IRCC’s CIBIDS orchestration engine (Backend components).

IRCC has approximately 850 BCS endpoints deployed across the 5 service channels, in approximately 270 locations around the world.

The CIBIDS orchestration engine is responsible for receiving biometric enrolment transactions from the BCS endpoints, validating and transforming the transactions and forwarding the data to downstream systems.

It is Canada's intention to take advantage of the latest technologies, where possible, to modernize its biometric technology solution in alignment with [Treasury Board Policy on Service and Digital](#). With this in mind, a primary goal of this industry engagement strategy is to learn more about technology and service delivery options that are available to support the development of IRCC's requirements.

### 3. Potential Scope of Work

The possible scope of the work to be explored under the NextGen CIBIDS procurement initiative may include, but is not limited to the following:

#### a. Biometric Collection Solution Technology

- Biometric Collection hardware, including:
  - Electronic Fingerprint Capture Device (EFCDs) (contactless; contact)
  - Photo capture devices
  - Machine Readable Travel Document (MRTD) devices
  - Biometric kiosks
  - All-in-one biometric devices
- Biometric Collection Software;
- Biometric Solution Integration; and
- Video recording and video management solutions.

#### b. Backend Biometric Orchestration Engines

- Biometric validation, transformation, matching, and exchange capabilities;
- Biometric quality and performance analysis;
- Workflow management and Users interfaces;
- Biometric monitoring and reporting; and
- Program integrity features including, but not limited to, spoof detection.

#### c. Biometric Collection Solution Service Delivery Model

- Design and Development of a new IRCC custom Biometric Collection Solution
- Technical operations support activities;
- Governance; and
- Change and Release management.

### 4. Related Industry Engagement

In late 2020, a parallel RFI was issued by IRCC (B8698-200141 – Visa Application Centres (VAC) Procurement) which explored, amongst other things, the feasibility for VAC Service Providers to supply their own biometric collection solution as part of the services offered to Canada. This previous RFI, while complimentary to the current CIBIDS biometrics technology RFI, was a separate initiative.

### 5. Industry Engagement Strategy

Canada's industry engagement strategy may include the following activities:

#### a. Written responses to Requests For Information



Canada may issue one or more Requests for Information (RFI), in which Suppliers will be invited to submit a response to include their ideas, solutions, and vision for NextGen CIBIDS. Any RFI issued by Canada will be sent to all Suppliers registered to participate in the engagement process.

**b. One-on-one sessions with interested Suppliers**

In addition to RFIs, one-on-one sessions may be offered to any Suppliers interested in discussing the submitted ideas, solutions and vision for NextGen CIBIDS with Canada. One-on-one sessions would be held between Canada and each interested Supplier individually. The invitation to any sessions offered will be sent to all Suppliers registered to participate in the engagement process, and the schedule established at that time.

**c. Participation in Supplier workshops and/or conferences**

Canada may also consider attending workshops or conferences held by Suppliers, provided they are related to the scope of this industry engagement. Should this activity be considered, Canada will issue a call-out to Suppliers registered to participate in the engagement process, with guidelines and timeframes during which invitations for Canada to participate in workshops or conferences may be proposed.

**d. Demonstration of existing or proof-of-concept Supplier solutions**

Considering the scope of this industry engagement includes the Next Generation CIBIDS solution, Canada may offer Suppliers the opportunity to demonstrate their existing solutions, or proof-of-concepts for solutions being built but not fully completed, provided they are related to the scope of this industry engagement. Canada may request to test these solutions. Should this activity be considered, Canada will issue a call-out to Suppliers registered to participate in the engagement process, with guidelines and timeframes during which demonstrations or proof-of-concepts may be proposed.

**e. Participation in Industry Day**

As Canada moves closer to formalizing its vision for NextGen CIBIDS, it may hold an Industry Day to present Canada's vision, operational model, business and technical requirements, and the procurement strategy for NextGen CIBIDS. The Industry Day would permit Canada the opportunity to present and explain its vision and grant an open forum to participants to provide input and ask questions directly. The Industry Day would likely be held by video conference, and may include the option for in-person attendance as well. Following the Industry Day, Canada may request that participating Suppliers submit written feedback on the information presented. Canada will notify all Suppliers registered to participate in the engagement process of any scheduled Industry Day.

**f. Written responses to Draft Request for Proposal**

Canada may publish one or more draft Requests for Proposal (RFP), in order to solicit further feedback from Industry prior to developing the final RFP. A draft RFP would contain some or all of the proposed contractual language that is being considered for inclusion in the final RFP. Following the publication of a draft RFP, Canada may invite Suppliers to submit written feedback on its content and language. Canada will advise all Suppliers registered to participate in the engagement process any time a draft RFP is published.



## 6. Participating in Industry Engagement

Suppliers are encouraged to email the PSPC Contracting Authority listed in this Notice to identify their organization as interested in participating in this engagement process. To register, Suppliers must complete the attached “Rules of Engagement” form and send, via email to the email the PSPC Contracting Authority. As described in section 4 of this document, further details (such as dates, guidelines, and timeframes) for any activity Canada elects to engage in will be communicated directly to all Suppliers registered to participate in the engagement process.

Participation in industry engagement activities is not a mandatory requirement. Suppliers that do not participate will remain eligible to submit a proposal in response to any future Request for Proposal relating to the NextGen CIBIDS procurement.

However, please be advised that participation in any industry engagement activity related to the NextGen CIBIDS procurement will be strictly reserved to Suppliers who have properly registered with PSPC and have signed the Rules of Engagement.

Suppliers may pose questions at any point during this engagement process. All communications related to this industry engagement must be directed through the PSPC Contracting Authority only; suppliers are not to contact IRCC directly. Any questions and subsequent responses will be distributed to all Suppliers registered to participate in the engagement process as they become available.

## 7. Confidentiality

Canada will handle any material or information provided by Industry in response to any engagement strategy activities in accordance with the Access to Information Act. Although the information collected may be provided as commercial-in-confidence, Canada may use the information to assist in defining the business requirements.

Suppliers responding to any of the engagement activities are encouraged to identify the information shared with Canada they feel is proprietary, third party confidential, or personal information. Please note that Canada may be obligated by law to disclose proprietary or commercially-sensitive information concerning a respondent (for example, in response to a request under the Access of Information and Privacy Act). For more information, please refer to: <http://laws-lois.justice.gc.ca/eng/acts/a-1/>

## 8. Disclaimer

This document is intended for information purposes only and may be subject to change without notice. Release of this information does not constitute a commitment on the part of the Government of Canada to carry out a procurement, issue a Request for Proposal, or contract for any of the above-mentioned requirements.

Please note Canada will not reimburse any Supplier or attendee for expenses incurred in responding to Canada’s questions or participating in any engagement activities. Attendees are responsible for their own



transportation, accommodation, meals, parking, and all other expenses associated with this industry engagement.

**9. PSPC Contracting Authority**

Contracting Authority: Next Generation CIBIDS Procurement Team

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

Technology-Enabled Major Projects Procurement Directorate (TEMPPTD)  
Business and Technology Solutions Sector (BTSS)  
Public Services and Procurement Canada (PSPC)



**BIOMETRIC COLLECTION, ORCHESTRATION ENGINE AND RELATED TECHNICAL OPERATION  
SUPPORT SERVICES**

**Industry Engagement Process**

**Rules of Engagement**

**(Mandatory Form for Participant)**

B8465-220030



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 Crown documentation provided throughout the Industry Engagement process (“Consultative Process”), which begins with registering for Industry Engagement and concludes should a RFP be published on Buyandsell.gc.ca, will be provided to all participants who have agreed to and signed the Rules of Engagement (“Participant”).

The Consultative Process may consist of any of the following activities, Industry Engagement Sessions, Industry Meetings, Working Group Sessions, One-on-one Sessions, and any other processes deemed necessary by the Contracting Authority.

In order to maximize the benefits of the Consultative Process, Canada will endeavor to solicit comments from Participants on various issues raised.

Any solutions, ideas or issues raised during the One-on-One sessions will be first analyzed for further consideration by Canada;

Any issues, recommendations, solutions or ideas raised during the One-on-One meetings and accepted by Canada, may be raised for discussion during the Working Group Sessions;

An agenda with discussion topics and any available supporting documentation will be provided to Participants in advance of any Working Group Session;

A draft RFP will be made available to Participants before the RFP is published. A notice will be posted on Buyandsell.gc.ca stating a draft RFP will be made available upon request to additional participants who agree to and sign the Rules of Engagement (“Participant”).

Canada 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 Consultative Process. In order to encourage open dialogue, Participants agree to the following:

1. Discuss their views concerning the requirement and to provide positive resolutions to the issues in question. Everyone shall have equal opportunity to share their ideas and suggestions.
2. Allow Canada to record and/or make notes during the one-on-one sessions, should clarification of information be required;
3. All enquiries are to be directed to the PSPC Contracting Authority. Any communication to unauthorized representatives of Canada may be subject to full disclosure by Canada on Buyandsell.gc.ca;
4. Canada is not obligated to issue any Request for Proposal (RFP), or to negotiate any Contract for the requirement;





5. If Canada does release a RFP, the terms and conditions of the RFP shall be subject to Canada's absolute discretion;
6. Canada will not reimburse any person or entity for any cost incurred in participating in this Industry Consultative Process;
7. Participation is not a mandatory requirement. Not participating in this Consultative Process will not preclude a bidder from submitting a proposal;
8. Failure to agree to and to sign the Rules of Engagement will result in the exclusion from participation in the Industry Engagement Process; and
9. A dispute resolution process to manage impasses throughout this Consultative Process shall be adhered to as follows:
  - 9.1. 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.
  - 9.2. 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 Participant's Representative and the PWGSC Manager managing the Industry Engagement. The parties will have three (3) business days in which to resolve the dispute;
    - b. In the event the representatives of the parties specified in Article 9.2a above are unable to resolve the dispute, it shall be referred to the Participant's Project Director and the PWGSC Senior Director of the Division responsible to manage the Industry Engagement. The parties will have three (3) business days to resolve the dispute;
    - c. In the event the representatives of the Parties specified in Article 9.2b above are unable to resolve the dispute, it shall be referred to the Participant's President and the PWGSC Director General, who will have three (3) business days to resolve the dispute.
    - d. In the event the representatives of the Parties specified in Article 9.2c above are unable to resolve the dispute, it shall be referred to the Participant's Chief Executive Officer and the PWGSC Assistant Deputy Minister, Acquisitions Branch, who will have five (5) business days to resolve the dispute; and
    - e. In the event the representatives of the Parties specified in Article 9.2d 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 Participant.



By signing this document, the individual represents that he/she has full authority to bind the supplier listed below and that the individual and the supplier agrees to be bound by all the terms and conditions contained herein.

Name of Supplier:

Name of Individual	Title	Email Address	Signature	Date

**IMPORTANT: ALL INDIVIDUALS INTERESTED IN PARTICIPATING IN THE NextGen CIBIDS INDUSTRY ENGAGEMENT MUST AGREE UPON AND SIGN THIS MANDATORY FORM.**