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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

Business Operations Support Systems Division/Systèmes
de soutien des activités opérationnelles

Terrasses de la Chaudière 4th Floo

10 Wellington Street

Gatineau

Quebec

K1A 0S5

Title - Sujet Facial Recognition Solution 2.0	
Solicitation No. - N° de l'invitation B7059-180321/B	Date 2021-09-23
Client Reference No. - N° de référence du client B7059-180321	GETS Ref. No. - N° de réf. de SEAG PW-\$\$XS-002-39912
File No. - N° de dossier 002xs.B7059-180321	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Daylight Saving Time EDT on - le 2021-11-03 Heure Avancée de l'Est HAE	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Hradecky, Michael	Buyer Id - Id de l'acheteur 002xs
Telephone No. - N° de téléphone (613) 408-4180 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF CITIZENSHIP AND IMMIGRATION 70 CREMAZIE ST GATINEAU Quebec K1A1L1 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

Facial Recognition System (FRS)

Maintenance Support Services

Invitation to Qualify (ITQ)

ITQ No. B7059-180321/B

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FACIAL RECOGNITION SYSTEM - MAINTENANCE SUPPORT SERVICES

Invitation to Qualify

1. Part 1 – General Information

1.1 Introduction

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

1.2 Overview of FRS and the Passport Program

- a) **Program background information:**

The value of the Canadian passport is largely derived from its unparalleled acceptance as reliable evidence of identity and citizenship used to facilitate visa free international travel across increasingly secure borders. This acceptance results from a number of factors, one of which is the level of confidence stakeholders have in the security of the document and the integrity of its issuance process. This issuance process involves many steps and uses several tools to help determine a passport applicant's identity, entitlement, and eligibility. Ensuring that passport applicants are who they say they are—at the time of the application and throughout their passport history—is essential to maintaining the passport's value. With technological advances, the ability to determine and validate identity has moved from a manual process, limited to comparisons against historical records, or other photo identification provided by the applicant, to automated checks with intelligent software. It is for these reasons that the Passport Program invested in facial recognition technology. All applicants for Canadian travel documents, including Canadian citizens, permanent residents, protected persons and refugees living in Canada, must submit, in addition to their passport application, two identical, printed photographs of their face and head. Applicants consent to their photos being used to confirm identity through the Passport Program's Facial Recognition System

FRS acts as an effective and accurate tool for IRCC's Passport Program to use in authenticating the identity of each adult passport applicant, which helps to increase the assurance that the applicant is who they say they are.

All biometric templates held within FRS are created from photographs submitted with applications for a Canadian

travel document. This includes:

- Canadian citizens applying for a regular (blue), special (green), diplomatic (red), or temporary (white) passport, or an Emergency Travel Document;
- Permanent residents of Canada applying for a Certificate of Identity; and,
- Refugees applying for a Refugee Travel Document.

Together, the identity authentication and fraud detection capabilities of FRS help IRCC meet its strategic objective of managing migration and facilitating travel that promote Canadian interests and protect the health, safety and security of Canadians.

FRS has had a single vendor supporting the maintenance of the solution which they originally delivered. IRCC is seeking a new vendor to provide continuing support for the FRS, and also to help define and deliver future enhancements that may be required to keep the Passport Program's FRS up to date with emerging technology and trends in facial recognition detection.

The anticipated output of the FRS-Maintenance Support Services (MSS) is to yield continued support to the Passport Program in meeting its objectives, strategies and directions. With a new service and maintenance contract, the FRS system will need to remain scalable and flexible as regular upgrades become available. As technology evolves, systems must be updated and upgraded to align with industry standards, including new features, software/hardware updates that improve performance and improved accuracy. Improvements realized through FRS-MSS will continue to benefit fraud detection, identity authentication and client service, across all the Passport Program's services.

b) **Key stakeholders for FRS-MSS**

Key Government of Canada stakeholders who will be impacted by the FRS-MSS include:

- i. IRCC
 - Integrity Risk Management Branch (IRM),
 - Citizenship and Passport Program Branch (CPPB),
 - Transformations and Digital Solutions Sector (TDSS),
 - Information Technology – Operations Branch (ITOPs), and
 - Administration, Security and Accommodation (ASA).
- ii. Supporting stakeholders at IRCC who will benefit from the new MSS are:
 - **Centralized Network (CN)**
 - CN is responsible for FRS service delivery, including the clearing or escalating of FRS hits. CN-Intelligence uses FRS as a tool, in an effort to detect and prevent fraud in the Passport Program.
 - **Domestic Network (DN)**
 - DN is responsible for the enforcement of the *Canadian Passport Order*, including incidents of passport misuse, entitlement fraud and identity fraud. DN is a frequent user of FRS, as it is a tool that helps investigators during the investigative process.
 - **Case Management Branch (CMB)**
 - CMB is responsible for the enforcement of the *Canadian Passport Order*, which includes the review and investigation of passport entitlement under IRCC's mandate for national security cases, and the support of Public Safety's review and investigation of passport entitlement for national security cases. CMB is a frequent user of FR, as it is a tool that helps identify national security cases and assists CMB during their investigation process.
- iii. Other Government of Canada stakeholders include:
 - **Shared Services Canada (SSC)**

- **Public Works and Government Services Canada (PWGSC)**
- c) **Business outcomes of the new FRS-MSS include the following:**
- i. Ongoing FRS coverage for the Passport Program (measured through service standards, system availability).
 - ii. Ongoing and uninterrupted support for Passport Modernization Project Office (PMPO) projects and initiatives, including Passport Program Modernization Initiative (PPMI); Passport Modernization Abroad Project (PMAP), Service Delivery Expansion, Digital Services E-app, Automation.
 - iii. Minimized disruption for Business, Operations and IT.
 - iv. Research and Development Module that can be used by the vendor and IRCC to research industry trends in FR to test continuous enhancements for FR which will lead to: Improved integrity, identity management, and client service. The Module will also provide key metrics on FRS accuracy, efficiency, effectiveness, bias and overall system availability. These metrics can be used to inform further FRS development.
- d) **Objectives of the new FRS-MSS include the following:**
- i. To maintain and enhance integrity, identity management and client service through the ongoing use of facial recognition capabilities in support of ongoing day-to-day Passport Program operations.
- e) **Anticipated Request for Proposal (RFP) contract award considerations**
- i. A key business outcome is that the IRCC must have FRS support capabilities in place no later than October 2023. This capability, along with subsequent FRS support and maintenance for the Passport Program, will be the key business outcome stemming from the FRS-MSS.
 - ii. The purpose of this ITQ is to pre-qualify a potential list of respondents who will be permitted to bid for the FRS-MSS, in advance of the anticipated RFP.
 - iii. This ITQ is being issued by PWGSC. It is intended that any and all contracts resulting from the anticipated RFP would be used by IRCC to provide maintenance and support services for the FRS.
- f) **Scope of procurement:**
- i. **Maintenance and support services:** IRCC has a requirement for the FRS to be maintained as a reliable and accurate system for establishing and confirming a person's identity throughout the passport program continuum, being an integral component of immigration and border decision-making processes. The FRS includes both a front-end component with a user interface (UI) that end users with approved access use to collect, enter, and view biographical and biometric data passport and potential passport clients, as well as a back-end component, comprised of database(s), table(s), algorithm(s), permissions, code, IT and security rules, and infrastructure, which together perform the validation, transformation, and dissemination and integration FR data in alignment with Government of Canada IT guidelines.
 - ii. **Number of contracts:** PWGSC is currently considering the award of one (1) contract.
 - iii. **Term of anticipated RFP contract:** The term of the resulting contract will be for up to a total of twelve (12) years with an initial period of two (2) years and up to ten (10) additional one (1) year option periods.
 - iv. **General description for RFP:** The Qualified Respondent must provide software warranty service (including maintenance and support) on all Respondent delivered software components for a period of 12 months. As well:
 - a. During the warranty period and any contracted maintenance periods, the Qualified Respondent must provide software updates and security patches as required.
 - b. Upon IRCC's request, the Qualified Respondent must provide software maintenance and support services. As such, the Qualified Respondent must:
 - i. Keep the software free from defects to ensure the software functions properly and in

- accordance with software specifications;
- ii. Maintain the software in good working order; and
 - iii. Maintain the software by providing software updates and enhancements to:
 1. fix software bugs / defects / issues;
 2. enhance the software to keep up to date with the current hardware and operating system releases and
 3. enhance the software to keep current with changes in biometric domain.

g) **Accessibility procurement**

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

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

1.3 Overview of Anticipated Procurement Process

This ITQ is the first phase in the procurement process for the FRS-MSS. Although the procurement process remains subject to change (and even to cancellation, in accordance with PWGSC's Standard Instructions), Canada currently anticipates that the procurement process will be conducted in the following phases outlined in Part 4 of this ITQ.

1.4 Conflict of Interest

Suppliers are advised to refer to Conflict of Interest provisions at Article 18 of the Standard Acquisition Clauses and Conditions (SACC) 2003, Standard Instructions – Goods or Services – Competitive Requirements (dated 2020-05-28) and Conflict of Interest provisions of SACC 2030, General Condition – Higher Complexity – Goods (dated 2020-05-28) available on the PWGSC Website.

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>

Without limiting in any way, the provisions described above, Suppliers are advised that Canada has engaged the assistance of the following private sector contractors and resources who have provided services including the preparation of this ITQ and/or who have had, or may have had, access to information related to this ITQ or other documents related to the FRS Maintenance Support Services ITQ:

Name	Company/Entity
Linda Sidoli	Mindwire
Alan Arsenaault	Mindwire
David Simpson	Mindwire

1.5 Trade Agreement

This ITQ is subject to all of Canada's Trade Agreements including but not limited to those listed below:

- i. Canada-Colombia Free Trade Agreement (CCoFTA)*
- ii. Canada-Peru Free Trade Agreement (CPFTA)*
- iii. Canada-Chile Free Trade Agreement (CCFTA)*
- iv. Canada-United States-Mexico Agreement (CUSMA)*
- v. World Trade Organization-Agreement on Government Procurement (WTO-AGP)*
- vi. Canada-Panama Free Trade Agreement (CPaFTA)*
- vii. Canada-Korea Free Trade Agreement (CKFTA)*
- viii. Canadian Free Trade Agreement (CFTA)*
- ix. Comprehensive Economic and Trade Agreement (CETA)*
- x. Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)*

IRCC is in the process of requesting that the national security exceptions provided for in the trade agreements to which Canada is a party, current and future, be invoked with respect to this procurement. Therefore, if invoked, the RFP will be excluded from all of the obligations of the trade agreements, for each and all purposes.

2. Part 2 – Instructions for Respondents

2.1 Standard Instructions, Clauses and Conditions

- a) All instructions, clauses and conditions identified in the ITQ by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual, (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada. These instructions, clauses and conditions are incorporated by reference, and they form part of this document although they were expressly set out here in full.
- b) By submitting a response, the Respondent is confirming that it agrees to be bound by all the instructions, clauses and conditions of the ITQ, including those incorporated by reference.
- c) The 2003 (2020-05-28) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the ITQ, except that:
 - i. Wherever the term “bid solicitation” is used, substitute “Invitation to Qualify”;
 - ii. Wherever the term “bid” is used, substitute “Response”;
 - iii. Wherever the term “Bidder(s)” is used, substitute “Respondent(s)”;
 - iv. Wherever the term “Contract (contract)” is used, it is substituted with “Qualification” or “Qualified Respondent” as applicable
 - v. Subsection 05(4) is deleted, as this ITQ invites Respondents to qualify. Canada will assume that all Respondents wish to continue to qualify unless they advise the Contracting Authority that they wish to withdraw their Response;
 - vi. Subsection 08(1) is deleted, as transmission of responses by facsimile are not authorized for this ITQ;
 - vii. Subsection 14 Price Justification does not apply as there is no financial component to the ITQ; and
 - viii. Delete subsection 20 – Further Information.
- d) If there is a conflict between the provisions of this document and any documents that are incorporated into it by reference as set out above, this document prevails.

2.2 Questions and Comments

All enquiries must be submitted in writing to the Contracting Authority via e-mail to **Michael Hradecky** Michael.Hradecky@tpsgc-pwgsc.gc.ca, no later than 7 calendar days before the bid closing date. Enquiries received after that time may not be answered.

Respondents should reference as accurately as possible the numbered item of the ITQ to which the enquiry relates. Care should be taken by Respondents to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as “proprietary” will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Respondent do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Respondents. Enquiries not submitted in a form that can be distributed to all Respondents may not be answered by Canada.

2.3 Submission of Only One Response

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

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

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

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

2.4 Security Clearance Requirement

1. A Respondent **is not required** to have an active security clearance in order to become a Qualified Respondent for this ITQ. It is anticipated that any resulting contract will require the Contractor to hold organizational and personnel security clearances at the SECRET level. Respondents that do not currently have personnel and organization security clearances through the Canadian federal government or their respective domestic Industrial Security Program can obtain more information on the clearance process by

contacting the Industrial Security Program (ISP) of PWGSC (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website, or their respective domestic Industrial Security Program, as applicable. The Contract Security Program (CSP) has international bilateral security instruments with the countries listed on the following PWGSC website: <http://www.tpsgc-pwgsc.gc.ca/esc-src/international-eng.html>.

2.5 Applicable Laws

The ITQ must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario, Canada.

2.6 Improvement of Requirement during ITQ

Should Suppliers consider that the requirements contained in the ITQ could be improved technically or technologically, Suppliers are invited to make suggestions, in writing, to the Contracting Authority named in the ITQ. Suppliers must clearly outline the suggested improvement as well as the reason for the suggestion. Only suggestions that do not restrict the level of competition nor favour a particular Supplier may be given consideration provided they are submitted to the Contracting Authority at least 10 working days before the ITQ closing date. Canada will have the right to accept or reject any or all suggestions.

Given that many people are currently working from home and in an effort to reduce the spread of the coronavirus disease (COVID-19) within communities, interested parties must transmit their response by ePost Connect. Hard copy responses will not be accepted.

2.7 Bid Challenge and Recourse Mechanisms

- 2.7.1 Several mechanisms are available to potential Suppliers to challenge aspects of the procurement process up to and including contract award.
- 2.7.2 Canada encourages Suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
- Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)
- 2.7.3 Suppliers should note that there are strict deadlines for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

3. Part 3 – Preparing and Submitting a Response

Given that many people are currently working from home and in an effort to reduce the spread of the coronavirus disease (COVID-19) within communities, interested parties must transmit their response by ePost Connect. Hard copy responses will not be accepted.

3.1 General Instructions – Electronic Submission of Response

- a) Canada requests that the Respondent submits its response in accordance with section 08 of the 2003 standard instructions. The ePost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.
- b) Due to the nature of this ITQ, responses transmitted by facsimile to PWGSC will not be accepted.

3.2 Language for Future Communications

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

3.3 Content of Response

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

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

4. Part 4 – Overview of Procurement Process

4.1 Overview

- 4.1.1 The Qualification Phase is the first phase of the FRS Maintenance Support Services multi-phase procurement process as shown in Figure 1 and summarized in Table 1.
- 4.1.2 The ITQ defines the requirements for the Qualification Phase. The objective of the Qualification Phase is to qualify Respondents for further consideration in the FRS Maintenance Support Services procurement process. Refer to Part 5 of the ITQ for a more detailed explanation of the ITQ Evaluation Procedures and Selection of Qualified Suppliers.

Figure 1. FRS Maintenance Support Services Procurement Approach

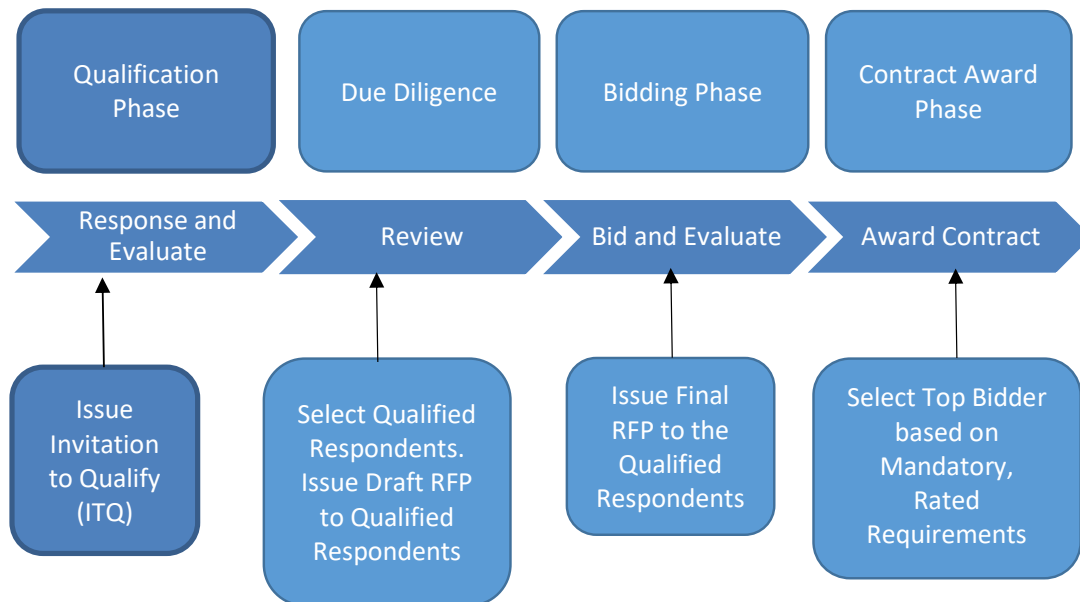


Table 1: Summary of FRS Maintenance Support Services Procurement Phases and Objectives

Procurement Phase	Objectives
Qualification	<ul style="list-style-type: none"> Issue ITQ on <i>Buyandsell.gc.ca</i> Obtain ITQ responses from Respondents Evaluate ITQ responses Select the Qualified Respondents that will move on to the Due Diligence phase
Due Diligence	<ul style="list-style-type: none"> Provide the Qualified Respondents with a draft of the FRS Maintenance Support Services RFP Provide the Qualified Respondents an opportunity to enhance their understanding of the FRS Maintenance and Support Services requirements Provide Canada with an opportunity to obtain recommendations for improvements to the FRS Maintenance Support Services requirements from Qualified Respondents

	<ul style="list-style-type: none"> Canada may modify FRS Maintenance Support Services requirements to incorporate changes approved by Canada
Bidding	<ul style="list-style-type: none"> Issue RFP to all Qualified Respondents Obtain complete bids from the Qualified Respondents (now referred to as Bidders) Evaluate and rank the bids
Contract Award	<ul style="list-style-type: none"> Award the FRS Maintenance Support Services Contract to the winning Bidder

- 4.1.3 The details outlined in Figure 1 and Table 1 above have been provided for information purposes only. Canada reserves the right to delete or modify or add any named procurement phases, objectives and associated target dates as required.

4.2 Qualification Phase

- 4.2.1 The Qualification Phase is the second phase of the FRS Maintenance Support Services multi-phase procurement process.
- 4.2.2 This ITQ defines the requirements for the Qualification Phase. The objective of the Qualification Phase is to qualify Respondents for further consideration in the FRS Maintenance Support Services procurement process. Refer to Part 5 – Evaluation Procedures and Basis of Qualification for a more detailed explanation of the ITQ evaluation procedures and basis of selection of Qualified Respondents.
- 4.2.3 During the Qualification Phase, all questions and answers will be posted on BuyandSell.gc.ca in a timely manner.

4.3 Requirement Refinement Phase

- 4.3.1 A draft RFP document will be issued to Qualified Respondents to further refine the requirement by addressing industry concerns and considering industry best practices. It is the responsibility of each Qualified Respondent to take advantage of the Requirement Refinement process by asking any questions that are necessary for them to prepare a complete response to the final bid RFP for the FRS Maintenance Support Services
- 4.3.2 The objectives of the Requirement Refinement Phase include:
- (i) Ensuring that the Qualified Respondents have an opportunity to conduct a thorough review and provide feedback relating to the draft FRS Maintenance Support Services RFP documents; and
 - (ii) Obtaining recommendations from Qualified Respondents for improvements to the draft FRS Maintenance Support Services RFP documents, which may be advantageous to Canada.
- 4.3.3 During this phase Canada may contact the Qualified Respondents seeking written feedback on drafts, conduct working sessions or one-one meetings with the intent on refining RFP documents. Details will be communicated at the appropriate time. If meetings are to be held, they will be held in the National Capital Region (NCR) or by video conference.
- 4.3.4 Canada reserves the right, at its sole discretion, not to conduct the Requirement Refinement Phase and proceed with the subsequent phase of the procurement process. Canada also reserves the right to modify the FRS Maintenance Support Services requirements and incorporate any changes in future RFP documents.

4.4 Bidding Phase

4.4.1 The objectives of the Bidding Phase include:

- (i) Issuing an RFP to the Qualified Respondents for the acquisition of the FRS Maintenance Support Services;
- (ii) Receiving and evaluating the bids submitted in response to the RFP; and
- (iii) Determining the responsive bidder and bid in accordance with requirements outlined in the RFP.

4.4.2 The approach for the Bidding Phase has not been decided upon and will be defined in the RFP document.

4.5 Contract Award Phase

4.5.1 The objective of the Contract Award Phase is for Canada to award a contract to the responsive bidder in accordance with the RFP for the acquisition of the FRS Maintenance Support Services.

5. Part 5 – Process for Evaluating Responses

5.1 Evaluation Procedures

- 5.1.1 Responses will be assessed in accordance with the entire requirement of the ITQ including the mandatory evaluation criteria. Respondents that meet all of the mandatory requirements of this ITQ will qualify as a “Qualified Respondents” for subsequent phases of the procurement process. Only these Qualified Respondents will be eligible to participate in Phase 3 - Requirement Refinement Phase and Phase 4 – Bidding Phase. Canada reserves the right to re-evaluate the qualification of any Qualified Respondent at any time during the procurement process. All Respondents will be notified in writing regarding whether or not they have qualified. Responses that do not meet or comply with each and every mandatory requirement will be declared non-responsive and will be disqualified.
- 5.1.2 An evaluation team composed of representatives of Canada and possibly independent consultants will evaluate the responses. Canada may hire any independent consultant or consulting firm or use any Government resources to evaluate any ITQ response. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation. By submitting a response, Respondent’s consent to the release of those responses to any third-party consultants retained by Canada, subject to Canada’s obtaining confidentiality undertakings from these third-party consultants.
- 5.1.3 Each Response will be reviewed for compliance with every mandatory requirement of this ITQ. The Respondent will be given an opportunity to correct a non-responsive finding with respect to the required mandatory requirement in accordance with the Phased Bid Compliance outlined in section 5.2 below.
- 5.1.4 In addition to any other time periods established in the qualification process:
- (a) **Requests for clarifications:** If Canada seeks clarification or verification from the Respondent about its response, the Respondent will have two (2) working days or a longer period if specified in writing by the Contracting Authority to provide the necessary information to Canada; and
 - (b) **Extension of time:** If additional time is required by the Respondent, the Contracting Authority may grant an extension at his or her sole discretion.
- 5.1.5 Canada will use the Phased Bid Compliance Process described below.
- 5.1.6 In conducting its evaluation of the responses, Canada may, but will have no obligation to, do the following:
- (a) Contact any or all references supplied by Respondents to verify and validate any information submitted by the Respondents; and
 - (b) Seek clarification or verification from Respondents regarding any or all information provided by them with respect to the ITQ.
- 5.1.7 Only referenced material included within the Respondent’s response, or clarified upon request by the Contracting Authority, will be evaluated. Reference material outside of the Respondent’s response will not be considered. It is the sole responsibility of the Respondent to provide sufficient information so that their responses can be adequately evaluated.
- 5.1.8 Canada reserves the right to re-evaluate the qualification of any Qualified Respondent at any time during the procurement process. If information comes to the attention of Canada that calls into question any of the Qualified Respondent’s qualifications under this ITQ, Canada may re-evaluate that Qualified Respondent. If Canada re-evaluates the qualification of any Qualified Respondent, Canada may request further information and, if the Qualified Respondent fails to provide it within 5 working days (or a longer

period provided by the Contracting Authority), Canada may disqualify the Qualified Respondent.

- 5.1.9 Unsuccessful Respondents will not be given another opportunity to participate or be re-evaluated for the subsequent phases of the procurement process, unless Canada determines, in its sole discretion, that the circumstances require such a change.
- 5.1.10 Canada reserves the right, in its sole discretion, to conduct a second qualification round among the unsuccessful Respondents if, in Canada's opinion, the first qualification round results in an insufficient number of Qualified Respondents.
- 5.1.11 If Canada determines that unsuccessful Respondents will be given a second opportunity to qualify, Canada will provide written information to all unsuccessful Respondents on the same day regarding the reasons they were unsuccessful during the first qualification round.
- 5.1.12 Any Respondent who does not qualify as a result of any second qualification round conducted by Canada will not be given another opportunity to participate or be re-evaluated for any subsequent phase of this procurement process.
- 5.1.13 The Government of Canada will provide written notice to each Respondent informing them of their qualification status.

5.2 Phased Response Compliance Process

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

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

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

5.3 ITQ Mandatory Criteria – Evaluation Approach

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

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

Evaluation of Experience of Respondent's Teaming Members

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

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

1. For corporate experience, except where otherwise expressly specified, only the experience of joint venture partners, a parent organization, an affiliated organization, any subsidiary organization and any major first-tier subcontractor;
 - i. Experience listed without providing any supporting data, in accordance with Annex D, will result in the experience not being included for evaluation purposes; and
 - ii. Experience listed must include the month and year for both the start and finish dates.

Example:

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

is not specific to this ITQ and does not relate to the requirements of this ITQ - it is provided only for illustrative purposes.)

2. For Corporate Experience, the following also applies:
 - i. The corporate experience identified by the Respondent to meet the mandatory criteria must be work for which the Respondent was directly responsible. Corporate experience, as a result of work carried out by a parent organization, any affiliated organization and/or any subsidiary organization that may be associated with the Respondent or general partner of the Respondent, as applicable will only be considered if the experience is accessible to the Respondent and the Respondent can rely upon and use the referenced experience throughout the performance of any resulting contract;
 - ii. To demonstrate this accessibility, the Respondent is required to provide a signed agreement which includes the name(s) of the entity whose experience is being presented for evaluation or the experience will not be considered in the evaluation. The Respondent must provide this certification with its proposal at ITQ closing; and
 - iii. The Respondent may, however, consist of several firms putting one bid together as a joint venture. In the case of such a joint venture, except as otherwise specified, the experience of the firms forming the joint venture will be considered in determining the Respondent's compliance with the mandatory criteria.

5.4 Debriefings

Suppliers may request a debriefing on the results of the ITQ. Suppliers should make the request to the Contracting Authority within 15 working days of receipt of the results of the ITQ.

Annex A – Statement of Work

I. Anticipated Future FRS Transition of Maintenance Support Services Plan

This section contains some requirements that may be required for an anticipated future RFP that are relevant to this ITQ. In particular:

1. It is anticipated that technical meetings involving IRCC and core team resources from both the new Contractor and the current FRS Service Provider to develop a Maintenance Services Contract Transition Plan will be conducted in order to develop and finalize this plan. The Transition plan must be presented to the IRCC Technical Authority three (3) weeks after the future anticipated contract award to allow IRCC time to review and approve the transition plan. The transition plan is anticipated to contain ALL maintenance work currently in progress with the current service provider, and a transition plan that will include delivery dates for all outstanding work with the new contractor. It will also contain a service continuity model that will ensure service standards identified in the RFP and subsequently anticipated contract are fully met. Transition will also factor in communications to stakeholders and knowledge transfer from the current FRS Service Provider to the new Contractor.
2. The Contractor must also:
 - i. Complete setup a pre-production environment which will include the environments required to provide the support, maintenance and development of FRS as described in the SOW for the anticipated RFP. A walkthrough of this environment will be required at the request of IRCC.
 - ii. Must provide to the Technical Authority a copy of all agreements with the third-party hardware and software Suppliers, at the request of IRCC.
 - iii. Must provide the IRCC Technical Authority all support processes and procedures it intends to employ for the day-to-day support for FRS environment. These documents must include, at a minimum: the ticketing system(s) it proposes to use, contact information for day-to-day support and issue reporting, all procedures for the purchasing of goods and services it intends to use, confirmation of security requirement compliance, and support related to information that the IRCC would require in order to communicate with the Contractor.

II. Anticipated Future FRS Contract Hardware Warranty

For a future anticipated RFP, some of the requirements are that the Contractor could be asked, if hardware is requested are:

1. The Contractor must provide a warranty for all newly purchased hardware components under the contract, for a period of 12 months.
2. The Contractor must provide hardware warranty coverage starting when the item is received at IRCC-NHQ.
3. The Contractor must provide "Return-to-Depot" hardware warranty services.
4. During the warranty period, the Contractor must replace any hardware components with new hardware components and must not use non-original manufacturer components.
5. The Contractor must ship a fully functional replacement to IRCC NHQ, Ottawa within 30 business days of the initial service call.
6. The Contractor is responsible for all costs (e.g., courier fees, insurance, handling, and duties) associated

with the shipping of the hardware components from the Contractor or manufacturer's location to IRCC-NHQ, Ottawa.

III. Anticipated Future FRS Contract Solution Enhancements and Extensions Process

IRCC may choose to implement enhancements to the FRS Solution to meet evolving program needs. The Contractor must provide assistance to design, implement and test such enhancements on an as and when requested basis. These activities will be initiated through the Engineering Change Request (ECR) process and Engineering Change Proposal (ECP), which will be described in the anticipated future RFP.

The Contractor may propose to IRCC, enhancements to the FRS Solution which align with IRCC, or Passport program needs or evolution of the FRS technical solution. The Contractor must provide assistance to design, implement and test such enhancements. These enhancements would be initiated through a process provided by IRCC, and all requests for change will be initiated via this process.

The Contractor must obtain written authorization from the Technical Authority to make any changes to the approved and baselined solution. The Contractor cannot execute the work until the ECP has been accepted by IRCC.

VI. Anticipated Future FRS Contract Release Management

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

V. Anticipated Future FRS Release Types

The following table provides examples of typical FRS releases.

Release Type	FRS Example
Product	Release of a new product into FRS, e.g., changes for future FRS enhancements (e.g., algorithm changes).
Major	Release of new major functionality, e.g., integration of new functionality or a significant number of bug fixes, etc. in a single release.
Minor	Release of minor changes such as bug fixes, spelling errors, etc. and other changes to the front-end user interface (UI).
Maintenance	Regularly scheduled maintenance window for FRS back-end components.
Emergency	An unscheduled release that is critical or essential to the proper functioning of FRS.

VI. Anticipated Future FRS Contract Professional Services

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

VII. Anticipated Future FRS Contract Reports and Meetings

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

The Contractor must organize, participate, and document meetings.

VIII. Anticipated Future FRS Contract Extensibility and Enhancements

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

1. Support for additional enrolment workflows;
2. Support of additional hardware peripheral devices (e.g., EFCD, MRTD reader, bar code label printer, etc);
3. Support for additional system interfaces;
4. Support for additional enrolment transaction file formats (e.g., IDENT Exchange Messages, Electronic Biometric Transmission Specification, etc.);
5. Support for additional biometric modes (e.g., iris, fingerprints, etc.);
6. Support for third party certified enrolment solutions; and
7. At IRCC's request, the Contractor must enhance the FRS technical solution to meet potential future support and business models by making changes to FRS in terms of:
 - i. Modification and enhancement of the back-end solution and ability to interface / integrate with other systems; and
 - ii. Modification and/or enhancement of the front-end solution and connectivity.

IX. Anticipated Future FRS Maintenance Support Services Contract Transition- out Services

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

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

X. Anticipated Future FRS Maintenance Support Services Contract Compliance Standards

1. The Contractor's Work and deliverables must comply with:
 - i. Global Case Management System (GCMS) in accordance with the FRS-GCMS ICD;

- ii. Integrated Retrieval Information System (IRIS); and
 - iii. Other legacy systems;
2. Support and maintenance of the FRS solution must interface with:
- i. ISO/IEC 19794-5:2011 - International Organization for Standardization/International Electrotechnical Commission, Information Technology-Biometric Data Interchange Formats-Part 5: Face Image Data, referred to within this document as ISO/IEC 19794-5 <https://www.iso.org/standard/50867.html>;
 - ii. Treasury Board of Canada Secretariat, Operational Security Standard: Management of Information Technology Security (MITS) at <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12328>;
 - iii. Treasury Board of Canada Secretariat - Policy on Privacy Protection - <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12510>;
 - iv. Treasury Board of Canada Secretariat - Policy on Government Security - <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578>; and
 - v. Treasury Board of Canada Secretariat - Policy on Management of Information Technology - <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12755>.

XI. Anticipated Future FRS Contract Government Furnished Equipment (GFE)

The Contractor must continue to maintain the FRS Solution and all future enhancements / versions to run on Government or Partner Organization (IRCC, VAC, SSC, GAC, ESDC) furnished infrastructure and host platforms described in Table 1 of this section, which are located at various departments and at partner organization locations in Canada. IRCC reserves the right to enhance, augment, evergreen or evolve the underlying government or partner-furnished infrastructure and platforms including alternate collection platforms.

Table 1 – Government or Partner Organization Furnished Equipment

Equipment	Description	Type of Site
Network and all network connections	Network connectivity is provided by Canada. Shared Services Canada (SSC) is responsible for all current network infrastructures within IRCC, Service Canada and GAC and between departments.	NHQ
Validation and Implementation Test Facility	Canada will provide its own test, staging and production environments. As such, the Data Centre space, servers, operating systems, storage, infrastructure software components will be provided by Canada or a third party <u>Note:</u> The Contractor must maintain their own IT environments necessary to fulfill its obligations under an anticipated future contract (e.g., development, test and maintenance environments).	NHQ

Annex B – Acronyms/Glossary

ACRONYM	DETAIL
FRS	Facial Recognition System
EFGD	Electronic Fingerprint Capture Device
ESDC	Employment and Social Development Canada
GAC	Global Affairs Canada
GCMS	Global Case Management System
ICD	Interface Control Document
IRCC	Immigration, Refugees and Citizenship Canada
ISO/IEC	International Organization for Standardization / International Electrotechnical Commission
MITS	Management of Information Technology Security (Canada)
MRTD	Machine Readable Travel Document
NHQ	National Head Quarters
RCMP	Royal Canadian Mounted Police

Annex C – Definitions of Relevant Terms

Term	Definition
Biographic Data	A collection of attributes that describe an individual or group of individuals including, but not limited to, demographic and physical descriptions such as name, address, date of birth, telephone number, etc.
Biometric	The measurement and analysis of unique physical or psychological traits (such as fingerprint, iris, or voice patterns) as a means of identifying or verifying a personal identity.
Biometric Data	Data pertaining to a person's unique physical and psychological traits for the purposes of identification or verification. This includes fingerprints, photos, samples, models, similarity scores and all verification or identification data excluding the individual's name and demographics.
Customer Relationship Management System	Customer relationship management (CRM) system is an approach to manage a company's interaction with current and potential customers. It uses data analysis about customers' history with a company to improve business relationships with customers, specifically focusing on customer retention and ultimately driving sales growth.

Annex D - Mandatory ITQ FRS Requirements

Respondents must meet all of the mandatory requirements in this attachment. In accordance with Part 5 - Evaluation Procedures and Basis of Qualification of the ITQ, Canada may contact the client contact for the referenced project(s) to validate Supplier's responses.

1.1 Substantiation of Technical Compliance – Mandatory Evaluation Criteria

- 1.1.1 Respondents must respond to the corresponding mandatory requirements by providing a description explaining, demonstrating, substantiating and justifying their Qualifications. Respondents are requested to utilize the unique number and associated title of each mandatory requirement in their responses. Respondents are requested to indicate where their mandatory requirement is met by entering the location (e.g., volume/binder number, page number, etc.) in the "Cross Reference to Response" column. Respondent's responses to the mandatory requirements will be evaluated as either "Met" or "Not Met". A "Not Met" will result in the response being deemed non-responsive.
- 1.1.2 Respondents should only provide the required reference project(s) as indicated in each mandatory requirement. If more than the required number of reference project(s) is provided, the Respondents should clarify which reference project(s) apply to corresponding mandatory requirement(s).

By submitting a response, the Respondent is indicating that it will comply with the mandatory requirements listed below. The Respondent should provide the following information for each Project reference:

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

Mandatory FRS Requirements for ITQ

ID	RESPONDENT MANDATORY CRITERIA	CROSS REFERENCE TO RESPONSE
M1	<p>The Respondent must demonstrate a minimum of four (4) years of experience in the last five (5) years designing, developing, and implementing a Facial Recognition System. The Facial Recognition System must have included a facial recognition algorithm along with the use of a threshold to identify cases where manual review is required. The Facial Recognition System must have used an overall photo gallery database of more than five (5) million photos.</p> <p>Respondents must demonstrate compliance with this requirement by:</p>	

ID	RESPONDENT MANDATORY CRITERIA	CROSS REFERENCE TO RESPONSE
	<p>(a) providing a minimum of one reference project which demonstrates that they or a Team Member have four (4) years of experience in the last five (5) years designing, developing and implementing a Facial Recognition System.</p>	
M2	<p>The Respondent must demonstrate their experience having designed, developed and implemented another biometric system (i.e., fingerprinting, iris) – based on a modality other than FR.</p> <p>Respondents must demonstrate compliance with this requirement by:</p> <p>(a) Providing a minimum of one Reference Project for which they or a Team Member have designed, developed and implemented another biometric system (i.e., fingerprinting, iris) – based on a modality other than FR.</p>	
M3	<p>The Respondent must demonstrate a minimum of four (4) years of experience in the last five (5) years integrating Facial recognition technology within a Customer Relationship Management System that incorporates the management of unique identifiers, as well as key identity authentication validation rules, such as Facial Recognition</p> <p>Respondents must demonstrate compliance with this requirement by:</p> <p>(a) Providing a minimum of one Reference Project which demonstrates that they or a Team Member have four (4) years of experience in the last five (5) years integrating Facial recognition technology within a Customer Relationship Management System that incorporates the management of unique identifiers, as well as key identity authentication validation rules, such as Facial Recognition.</p>	
M4	<p>The Respondent must demonstrate, a minimum of four (4) years of experience in the last five (5) years assessing the matching accuracy of a facial recognition biometric modality – using large datasets.</p> <p>Respondents must demonstrate compliance with this requirement by:</p> <p>(a) Providing a minimum of one Reference Project which demonstrates that they or a Team Member have four (4) years of experience in the last five (5) years assessing the</p>	

ID	RESPONDENT MANDATORY CRITERIA	CROSS REFERENCE TO RESPONSE
	matching accuracy of a facial recognition biometric modality – using large datasets.	
M5	<p>The Respondent must demonstrate a minimum of four (4) years of experience in the last five (5) years supporting, maintaining and enhancing a facial recognition system.</p> <p>Respondents must demonstrate compliance with this requirement by:</p> <p>(a) Providing a minimum of one Reference Project which demonstrates that they or a Team Member have four (4) years of experience in the last five (5) years supporting, maintaining and enhancing a facial recognition system.</p>	
M6	<p>The Respondent must demonstrate a minimum of four (4) years of experience in the last five (5) years working with a facial recognition system that depends on interoperability between several different software architectural components and/or multiple issuance systems.</p> <p>Respondents must demonstrate compliance with this requirement by:</p> <p>(a) Providing a minimum of one Reference Project which demonstrates that they or a Team Member have four (4) years of experience in the last five (5) years working with a facial recognition system that depends on interoperability between several different software architectural components and/or multiple issuance systems.</p>	
M7	<p>The Respondent must demonstrate a minimum of four (4) years of experience in the last five (5) years supporting, maintaining and enhancing a facial recognition system that is part of an overarching and robust identity management framework (meaning with integration/interface with at least one other system) and where the facial recognition system is a key contributor to the resulting identity workflow management.</p> <p>Respondents must demonstrate compliance with this requirement by:</p> <p>(a) Providing a minimum of one Reference Project which demonstrates that they or a Team Member have four (4) years of experience in the last five (5) years supporting, maintaining and enhancing a facial recognition system that is part of an overarching and robust identity management framework (meaning with integration/interface with at least one other system) and</p>	

ID	RESPONDENT MANDATORY CRITERIA	CROSS REFERENCE TO RESPONSE
	<p>where the facial recognition system is a key contributor to the resulting identity workflow management.</p>	
M8	<p>The Respondent must demonstrate a minimum of four (4) years of experience in the last five (5) years conducting biometric-related research and development, such as researching and testing various biometric algorithms, in support of the development of facial recognition systems and their ongoing/daily workflows and procedures.</p> <p>Respondents must demonstrate compliance with this requirement by:</p> <p>(a) Providing a minimum of one Reference Project which demonstrates that they or a Team Member have four (4) years of experience in the last five (5) years conducting biometric-related research and development, such as researching and testing various biometric algorithms, in support of the development of facial recognition systems and their ongoing/daily workflows and procedures.</p>	
M9	<p>The Respondent must demonstrate a minimum of four (4) years of experience in the last ten (10) years negotiating and managing agreements for the licensing of software.</p> <p>Respondents must demonstrate compliance with this requirement by:</p> <p>(a) Providing a minimum of one Reference Project which demonstrates that they or a Team Member have four (4) years of experience in the last ten (10) years negotiating and managing agreements for the licensing of software.</p>	
M10	<p>The Respondent must demonstrate a minimum of four (4) years of experience in the last ten (10) years providing documentation and expertise that supports client enterprise-wide architecture design, planning, modelling, and implementation.</p> <p>Respondents must demonstrate compliance with this requirement by:</p> <p>(a) Providing a minimum of one Reference Project which demonstrates that they or a Team Member have four (4) years of experience in the last ten (10) years providing documentation and expertise that supports client enterprise-wide architecture design, planning, modelling, and implementation.</p>	

ID	RESPONDENT MANDATORY CRITERIA	CROSS REFERENCE TO RESPONSE
M11	<p>The Respondent must demonstrate a minimum of four (4) years of experience in the last ten (10) years working on the privacy and data security characteristics of the use and storage of biographic and biometric data for a large organization, as defined as an organization with more than one thousand (1,000) employees, whose services include providing services directly to the general public, integrating with more than one external stakeholder, and with scope spanning across multiple programs.</p> <p>Respondents must demonstrate compliance with this requirement by:</p> <p>(a) Providing a minimum of one Reference Project which demonstrates that they or a Team Member have four (4) years of experience in the last ten (10) years working on the privacy and data security characteristics of the use and storage of biographic and biometric data for a large organization, as defined as an organization with more than one thousand (1,000) employees, whose services include providing services directly to the general public, integrating with more than one external stakeholder, and with scope spanning across multiple programs.</p>	
M12	<p>The Respondent must demonstrate that it has a minimum of four (4) years of experience in the last ten (10) years assessing, designing, planning, developing, testing, implementing, updating, and supporting an interactive and functional research and development environment that mimics current operational environment for facial recognition, to allow for feedback and improvements to a facial recognition system.</p> <p>Respondents must demonstrate compliance with this requirement by:</p> <p>(a) Providing a minimum of one Reference Project which demonstrates that they or a Team Member have four (4) years of experience in the last ten (10) years assessing, designing, planning, developing, testing, implementing, updating, and supporting an interactive and functional research and development environment that mimics current operational environment for facial recognition, to allow for feedback and improvements to a facial recognition.</p>	
M13	<p>The Respondent must demonstrate that they have provided an operational support model and that the respondent has experience, capacity, and the ability to provide *real-time operational support during regular</p>	

ID	RESPONDENT MANDATORY CRITERIA	CROSS REFERENCE TO RESPONSE
	<p>business hours from 7 am to 6 pm EST, and outside of business hours for any emergency requests (24/7).</p> <p><i>*Real-time operational support is defined as support provided during the operational issue, as it is arising, and without delay in providing support. Operational is defined as the work done by the operational and support teams at IRCC. Support is defined as support technical fixes, coaching, debugging, and agreed-upon workarounds, in order to ensure continuity of operations for the item(s) requiring support.</i></p> <p>Respondents must demonstrate compliance with this requirement by:</p> <p>(a) Providing a minimum of one Reference Project which demonstrates that they or a Team Member have experience in providing an operational support model based on *real-time operational support during regular business hours from 7 am to 6 pm EST, and outside of business hours for any emergency requests (24/7).</p>	

Annex E – Response Submission Form

Invitation to Qualify No. Response Submission Form													
Respondent's full legal name <i>In the case of a joint venture, please identify all members.</i>													
Authorized Representative of Respondent for evaluation purposes (e.g., clarifications)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 50%;">Name</td><td></td></tr> <tr><td>Title</td><td></td></tr> <tr><td>Address</td><td></td></tr> <tr><td>Telephone #</td><td></td></tr> <tr><td>Fax #</td><td></td></tr> <tr><td>Email</td><td></td></tr> </table>	Name		Title		Address		Telephone #		Fax #		Email	
Name													
Title													
Address													
Telephone #													
Fax #													
Email													
Respondent's Procurement Business Number (PBN) <i>Please see PWGSC Standard Instructions. Please make sure that your PBN matches the legal name under which you have submitted your response. If it does not, the Respondent will be determined based on the legal name provided, not based on the PBN, and the Respondent will be required to submit the PBN that matches the legal name of the Respondent.</i>													
Requested language for future communications regarding this procurement process – <i>please indicate either French or English.</i>													
Requested Canadian province or territory for applicable laws													
On behalf of the Respondent, by signing below, I confirm that I have read the entire ITQ, including the documents incorporated by reference into the ITQ, and I certify and agree that: <ol style="list-style-type: none"> 1. The Respondent considers itself and its products able to meet all the mandatory requirements described in the ITQ; 2. All the information provided in the response is complete, true and accurate; and 3. The Respondent agrees to be bound by all the terms and conditions of this ITQ, including the documents incorporated by reference into it. 													
Signature of Authorized Representative of Respondent													

Annex F – Non-Disclosure Agreement for ITQ

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

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

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

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

ITQ Respondent - Name, Title and Signature of Individual Authorized to Sign for certifications on behalf of the Respondent, and with the authority to bind the Respondent organization.	Name:
	Title:
	Signature:
	Date:
	Contact email: