



**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À :**

Transport Canada / Transports Canada

Attention: Sara Gould

Email/Courriel: [Sara.Gould@tc.gc.ca](mailto:Sara.Gould@tc.gc.ca)

**REQUEST FOR INFORMATION**  
**DEMANDE D'INFORMATION**

Comments – Commentaires

<b>Title – Sujet</b>		
Air Right Touch Solution (ART) Project		
<b>Solicitation No. – N° de l'invitation</b>		<b>Date</b>
T8080-230288		October 12, 2023
<b>Client Reference No. – N° référence du client</b>		
T8086-233371		
<b>Solicitation Closes L'invitation prend fin</b>		<b>Time Zone Fuseau horaire</b>
<b>at – à</b>	02:00 PM – 14h00	Eastern Daylight Time (EDT) Heure Avancé de l'Est (HAE)
<b>on – le</b>	November 02, 2023	
<b>F.O.B. - F.A.B.</b>		
Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>		
<b>Address inquiries to – Adresser toute demande de renseignements à :</b>		
E-mail / Courriel : <a href="mailto:Sara.Gould@tc.gc.ca">Sara.Gould@tc.gc.ca</a>		
<b>Destination – of Goods, Services, and Construction: Destination – des biens, services et construction</b>		
National Capital Region – Région de la capital nationale		
<b>Instructions: See Herein Instructions : Voir aux présentes</b>		
<b>Delivery required -Livraison exigée</b>		<b>Delivery offered -Livraison proposée</b>
See Herein – Voir aux présentes		See Herein – Voir aux présentes
<b>Jurisdiction of Contract: Province in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)</b>		
<b>Compétence du contrat : Province du Canada choisie par le soumissionnaire et qui aura les compétences sur tout contrat subséquent (si différente de celle précisée dans la demande)</b>		
<b>Vendor/firm Name and Address Raison sociale et l'adresse du fournisseur/de l'entrepreneur</b>		
<b>Telephone No. - N° de téléphone</b>		
<b>E-mail - Courriel</b>		
<b>Name and title of person authorized to sign on behalf of Vendor/firm (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>



# Transport Canada

Air Right Touch Solution (ART) Project

## **Air Right Touch Solution (ART) Project (T8080-230288)**

**Request for Information**



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## INTRODUCTION

This is the Request for Information (RFI) pertaining to the Air Right Touch Solution (ART) Project for the Aviation Security, Safety and Security Branch of Transport Canada (TC).

## PART I REQUEST FOR INFORMATION PROCESS

### 1.1 PURPOSE

The purpose of this RFI is to inform industry of TC's requirement for ART and to engage industry in a consultative process by seeking industry feedback to gain a better understanding of industry's capabilities.

### 1.2 NATURE OF THE REQUEST FOR INFORMATION

This RFI is neither a call for tender nor a Request for Proposal (RFP). No agreement or contract will be entered into based on this RFI. The issuance of this RFI is not to be considered in any way a commitment by the Government of Canada, nor as authority to potential respondents to undertake any work that could be charged to Canada. This RFI is not to be considered as a commitment to issue a subsequent or award contract(s) for the work described herein.

Although the information collected may be provided as commercial-in-confidence (and, if identified as such, will be treated accordingly by Canada), Canada may use the information to assist in drafting performance specifications (which are subject to change) and for budgetary purposes.

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

Participation in this RFI is encouraged but is not mandatory. There will be no short-listing of potential suppliers for the purposes of undertaking any future work as a result of this RFI. Similarly, participation in this RFI is not a condition or prerequisite for the participation in any potential subsequent solicitation.

Respondents will not be reimbursed for any cost incurred by participating in this RFI.

The RFI closing date published herein is not the deadline for comments or input. Comments and input will be accepted any time up to the time when/if a follow-on solicitation is published.

At its discretion, TC may contact any respondent to follow up with additional questions or to clarify any aspect of a submission.

### 1.3 SECURITY

A security clearance is a certification that is granted by the respective domestic Industrial Security Program of a Supplier. There are no security requirements associated with this RFI, however, there will be security requirements associated with any subsequent competitive procurement process. As the requirement is refined, TC will finalize the Vendor Security Profile requirements, however TC currently anticipates that Successful Suppliers and/or Bidders may require the following:

- Reliability Clearance from the Government of Canada for any Successful Supplier and/or Bidder who will have access to any Sensitive Information (or for foreign Supplier and/or Bidder, a Reliability



- Clearance from their respective domestic industrial security program);
- Facility Security Clearance (FSC) and/or Document Safeguarding Capability (DSC) from their respective domestic Industrial Security Program for the facility at which the Successful Supplier and/or Bidder intends to use and store Sensitive Information; and
- Information Technology Security capability approved by their respective domestic Industrial Security Program for the facility at which the successful Supplier and/or Bidder intends to use and store Sensitive Information, for the Successful Supplier and/or Bidder to be able to process, store or transmit Sensitive Information electronically.

Respondents may familiarize themselves with potential security provisions through the PSPC website (<https://tpsgc-pwgsc.gc.ca/esc-src/index-eng.html>). Any future procurement actions may also include additional security requirements as part of the mandatory criteria for award of a contract.

Should Industry require information on personnel and organizational security screening or security requirements, please refer to the Canadian Industrial Security Directorate (CISD), Industrial and Security Program of Public Services and Procurement Canada website available at <http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>.

## 1.4 OPPORTUNITIES FOR DISCUSSION

This RFI may be followed by separate demonstration sessions with interested suppliers in order to facilitate submission discussions and solution demonstrations. These sessions represent an additional opportunity for TC to learn more about the industry, gather additional information and explore opportunities for future pilots of the solutions presented. Participation in a demonstration session is voluntary. For those wishing to participate, kindly complete Annex E: Registration Form for Demonstration Sessions. The demonstration sessions will be held in the National Capital Region (Ottawa, Ontario) or remotely. Each participant will be allotted a maximum number of hours to be determined at the time of scheduling.

## 1.5 COMMUNICATION WITH INDUSTRY

The Contracting Authority may communicate with respondents through direct email rather than by posting additional notices on the [CanadaBuys](#) website.

## 1.6 FORMAT OF RESPONSES

TC requests that respondents submit their response in unprotected (i.e., no password) PDF and MS Word format by email, if the size of the document is less than 10 MB, to:

[Sara.Gould@tc.gc.ca](mailto:Sara.Gould@tc.gc.ca)

If file size exceeds 10MB, please provide a secured link to download the files from a hosted service.

Responses to this RFI can be submitted in either of Canada's Official languages.

All correspondence must include "ART Team - RFI number T8080-230288" in the subject line. A point of contact for the Respondent should be included in the package.



## 1.7 INQUIRIES

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

Subject: ART Team - RFI Number T8080-230288

Email: [Sara.Gould@tc.gc.ca](mailto:Sara.Gould@tc.gc.ca)

## 1.8 PRESENTATION OF RESPONSES

### **Cover Page:**

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

### **Title Page:**

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

- (i) Title of the respondent's response and the volume number
- (ii) Name and address of the respondent
- (iii) Name, address and telephone number of the respondent's contact
- (iv) Date
- (v) RFI number.

### **General Response:**

This section should include any information vendors wish to include that does not fit into the sections of their response. E.g., Company history (**see Section 3.1**), project management methodology, implementation schedules, etc.

### **Financial Response:**

All financial information provided should include all aspects of the solution and/or alternative solutions in **Section 3.3**.



## PART II AIR RIGHT TOUCH (ART) SOLUTION

### 2.1 BACKGROUND

Transport Canada's responsibility is to ensure a safe, secure, efficient, and environmentally responsible transportation system. The Air Right Touch initiative aims to transition current manual paper-based processes to an automated approach using digital identity and biometric technologies to improve efficiency and operational effectiveness. Observing industry offerings through this RFI will inform TC policy and program development efforts.

#### Travel Journey Process:

Below is the envisioned traveller journey::

- Develop and/or use a verified, authentic, secure and private biometrically-enabled digital credential based on eligible physical credentials (e.g. Driver's License, Passport etc.).
- Store the verified, authentic, secure and private biometrically enabled digital credential in a way that ensures that travelers retain full control of their credentials and of the use of their personal information.
- Digitally check in for a flight using a digital credential
- Share or present biometrically-enabled digital credential to support identity verification at various touchpoints throughout an airport (e.g. boarding gate)
- Use biometric verification to pass through the various touchpoints throughout an airport in a secure and private manner i.e.
  - Check-in with an air carrier
  - Clear security checkpoints
  - Aircraft Onboarding

These steps are conceptual, and it is expected that the proposed solution enables a high degree of certainty that travelers' credentials are authentic and that the travelers are who they say they are.

The identity of the traveller could then be used as the anchor for a specific journey at the airport, meaning that the face or ID document would also provide passenger attributes and travel information to the entity managing the touchpoint at the airport (i.e., air carriers for check-in, Canadian Air Transport Security Authority (CATSA) for checkpoints, etc).

### 2.2 EXPECTED BUSINESS OUTCOMES

The following are the desired business process outcomes for the identified touchpoints in the Air Right Touch Initiative:

#### Enrollment:

- Privacy statement must be included on the kiosk and/or mobile application for the traveller to provide informed consent so they understand what data they are sharing, with whom and for what purposes.
- The kiosk and/or mobile application must instruct the traveller to scan their passport or plastic photo identification (driver's license, Permanent Resident Card, or NEXUS card) with a screen command, so that the action for the traveller is clear.
- The scanned image from the original identity document should be lifted and compared against a live selfie image captured by the device's camera for facial matching purposes.
- The image lifted from the original identity document must be integrated into the digital credential for use throughout the duration of the travel.



- The derived digital credential from the kiosk or mobile application must be created based on the authentication of the original identity document's security feature(s).
- Travel information to be associated with the traveller's identity information including their biometrics, so this information can be obtained quickly by entities operating at airports when the passenger shows up at their touchpoint.

#### **Check-in/Bag Drop:**

- Check-in using the mobile application or kiosk and derive a digital boarding pass that is integrated with the traveller's digital credential.
- Verify the digital credential and receive consent from the traveller to share it throughout the duration of travel.
- Present the traveller's face at the kiosk and use Facial Recognition Technology (FRT) to access their flight information and print a baggage tag upon their request.
- Present traveller's face/baggage tag at bag drop before dropping the bag to reconcile the passenger with the bag.
- For the traveller using a mobile application, use the same kiosk and facial recognition to match the face to the photo and then issue the electronic bag tag.

#### **Pre-Board Security Screening:**

- Use Facial Recognition Technology (FRT) in place of scanning a boarding pass while integrating into existing security screening systems.
- Use Facial Recognition Technology (FRT) to verify the results (verified/denied) and indicate them using visual cues.
- Authenticate and verify presented digital credentials and physical credentials through identity proofing solutions and facial recognition technology.
- Provide CATSA with all needed information for them to manage access to the restricted areas of airports.

#### **Boarding:**

- To be able to perform "one to many" face matching against a closed flight gallery in order to biometrically verify travellers' identity for boarding.
- To record and share with the air carrier when the match occurs at boarding.
- The solution must be interoperable with air carriers' existing system by following industry standards.

## 2.3 SOLUTION FEATURES AND FUNCTIONALITY

TC is interested in receiving information on the market solutions available that can provide the services in **Section 2.1** but also addresses the following:

#### **Features and Functionality:**

- Customer information management within a core database or through integration to third party registries.
- User/role/privilege management.
- Ability to manage user privileges through a mobile Client.
- Multi-Language: must support, at a minimum, English and French language interfaces.
- Workflow/Process Management.
- Multi-level secure login or provided via third party solution (i.e., Entrust IdentityGuard, RSA SecureID Access, etc.).
- Alerts/Messages at a functional level.
- Service Standards.
- Data Integrity and Protection





- Data retention periods and purging process.
- A list and description of any Software Development Kits (SDK).
- Where possible, validation of information with the issuing authorities or a public key
- Integration of traveller data in a cloud, for subsequent verification at touchpoints.

**NOTE:** Functionality may be sequenced logically rather than concurrently.

**Web Service / API Capability:**

Describe the solution integration with external stakeholders' systems, subject to security policies, in areas such as:

- Traveller registration.
- Creation of a digital credential.
- Management and submission of credential information.
- Resolution of corrective action.
- Integration of on-line forms into workflow.
- Merger of multiple data elements into a single token that can be easily read.

**Integration to Internal Applications and Third-Party Products / Services:**

- Customer Management Systems.
- 3rd Party workflows.
- External query requests.
- E-payment systems.
- Active Directory Integration.

**Accessibility:**

Transport Canada requires that the solution be accessible. Any web interfaces of the solution must, at a minimum, meet the Web Content Accessibility Guidelines (WCAG 2.1) published by the World Wide Web Consortium.

Any solutions that have non-web-based interfaces should be able to use the client operating system accessibility features.

All components must also comply with requirements for the accessibility of federal transportation as defined by the Canadian Transportation Agency - <https://otc-cta.gc.ca/eng/legislation-regulations-codes-practice-standards-and-guidelines>

**Privacy and Security**

All solutions must be designed in a way that ensures the protection of private information and comply with Canadian Privacy laws and cyber-security requirements.



## PART III QUESTIONS FOR INDUSTRY

### 3.1 COMPANY HISTORY

- 3.1.1 Provide a description of your firm and its background in supporting the Aviation Industry and the types of services and products it provides, as well as some of the projects that your firm has completed in the past five (5) years that is specific to the transportation regulated industry that would relate to the ART project.
- 3.1.2 Provide a description of your firm's experience in the past five (5) years in the development and implementation of solutions of this nature for **aviation industry only**.
- 3.1.3 Provide information on your firm's facilities and locations and on whether you foresee any barriers to attaining the security levels stipulated in **Section 1.3**.
- 3.1.4 Provide supporting information that would be beneficial to TC, including product demo videos, white papers, lessons learned, data sheets, equipment specifications, etc., as well as any case studies/examples of projects that are similar to our requirements that you have previously implemented.
- 3.1.5 Provide any details of standing offers that may exist with any public entity.

### 3.2 SOLUTION/TECHNOLOGY

- 3.2.1 What component(s) of ART, listed in **Section 2.1** would you be interested in providing and how would you propose to deliver these products/solutions?
  - What constraints to completing a solution might you identify and how would you mitigate them?
  - What measures are in place for data consolidation and database migration?
- 3.2.2 If you have technical solutions or other security enhancement technologies or processes that can enhance your solutions and improve the overall quality of the solution, identify these enhancements in your response. Identify any industry standards that regulate or otherwise influence the technical and operational solutions that are in your response.
- 3.2.3 Provide a description of the services or products that your firm and team can provide that are unique and which can offer added value to the solution. When describing your value-added services or products, specify whether you will require changes or additions to the other components of the solution to ensure overall operational and technical quality.
- 3.2.4 The solution may need to integrate and/or interoperate with other components of the 3<sup>rd</sup> Party vendors such as Airport Authorities, Airline Industry, and the Canadian Air Transport Security Authority (CATSA). What information would help you in proposing how to implement these integrations and/or interoperability?
- 3.2.5 The Government of Canada's Digital Standards forms the foundation of the government's shift to becoming more agile, open, and user focused. To that end, please describe how your solution aligns to the guidelines in **Annex B**.

**NOTE:** These digital standards were co-created with the public and key stakeholder groups. They are living standards and they will continue to evolve over time as we better understand the complexities involved in legacy data query and on demand import.

### 3.3 COSTING

TC is seeking to obtain pricing based on the description in the Part 2 section.

- 3.3.1 Provide pricing associated with the proposed solution for the following:



- Initial cost
- Annual fee structure
- Structure/cost of licensing (i.e., 0 – 500; 501 – 1000; 1001-2000, etc)
- Support and Maintenance (years 2 through 5 and years 6 to 15)
- Costs associated with providing professional services related to the initial setup and any customizing that TC may want to leverage.

Respondent to add, delete or modify pricing as needed.

3.3.2 Provide pricing options for:

- Legacy data query and on demand import.

**NOTE:** All prices are to be in Canadian Dollars, Exchange rates are to be identified separately, if applicable and any applicable taxes are extra.

### 3.4 GENERAL

3.4.1 Include any additional information TC is to provide to vendors for vendors to propose an Air Right Touch (ART) Solution?

3.4.2 Include steps TC should take to prepare to transition its business to the proposed solution.

3.4.3 Identify any technical challenges on any aspects of this project that would limit a vendor's ability to successfully undertake and complete one or more components of this project.

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



**ANNEX A: GLOSSARY**

Acronym	Description
CCCS	Canadian Centre for Cyber Security
CISD	Canadian Industrial Security Directorate
COTS	Commercial Off the Shelf
CSP	Cloud Service Provider
DSC	Document Safeguarding Capability
FRT	Facial Recognition Technology
FSC	Facility Security Clearance
PSPC	Public Services and Procurement Canada
RFI	Request for Information
RFP	Request for Proposal
SaaS	Software as a Service
SDK	Software Development Kits
TC	Transport Canada
TCCA	Transport Canada Civil Aviation
WCAG	Web Content Accessibility Guidelines

**ANNEX B: GOVERNMENT OF CANADA DIGITAL STANDARDS**

**(SEE ATTACHED)**

**ANNEX C: GUIDANCE ON SECURITY CATEGORIZATION OF CLOUD-BASED SERVICES**

**(SEE ATTACHED)**

**ANNEX D: CCCS MEDIUM CLOUD PROFILE RECOMMENDATIONS**

**(SEE ATTACHED)**



## ANNEX E: REGISTRATION FORM FOR DEMONSTRATION SESSIONS

**Company Name of Participating Supplier**

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**Contact name**

---

**Title**

---

**Telephone**

---

**Email**

---

**Mailing address**

---

---

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**Attendance**

YES

NO

**Attendees**

**Name**

**Title**

1

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2

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3

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**NOTE:**

- Meeting time will be allocated to each participant, with date, time, and duration to be coordinated with the Contracting Authority.
- TC's preference is to hold virtual meetings, but requests for personal meetings will be considered if it is safe in the aftermath of the COVID-19 pandemic.
- Please advise if any attendee requires special venue arrangements (if applicable) for any of the meetings (e.g. persons with special needs, etc.).