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 Attn : Nataliya Sekret

LETTER OF INTEREST

Canada Border Services Agency (CBSA)

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

LETTRE D'INTÉRÊT

**l'Agence des services frontaliers
du Canada (ASFC)**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux appendices ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqués(s).

Comments — Commentaires :

Issuing Office – Bureau de distribution

CBSA / ASFC
 355 Ch. North River Road, 17th Floor – 17ième étage
 Ottawa ON K1A 0L8

Title — Sujet: Senior IT Accessibility Specialists	
Spécialistes principaux en accessibilité des TI	
Solicitation No. — N° de l'invitation 1000439633	Date: April 03, 2023

Solicitation Closes — L'invitation prend fin	Time Zone — Fuseau horaire
At /à: 02:00 PM (hours/heures) On/le: April 14, 2023	<input checked="" type="checkbox"/> EST (Eastern Standard Time)/ HNE (heure normale de l'Est) <input type="checkbox"/> EDT (Eastern Daylight Saving Time)/ HAE (heure avancée de l'Est)
F.O.B. — F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other — Autre: <input checked="" type="checkbox"/>	
Address Enquiries to — Adresser toutes questions à: All communications related to this solicitation must be sent to: EMAIL: CBSA-ASFC Solicitations-Demandes de soumissions@cbsa-asfc.gc.ca	
Telephone No. — No de téléphone:	FAX No. — No de télécopieur:
Destination - of Goods and or Services: Destination – des biens et ou services: FOB	

Instructions: See Herein — Voir aux présentes

Delivery Required — Livraison exigée See herein — voir aux présentes	Delivery Offered — Livraison proposée
Vendor/Firm Name and Address — Raison sociale et adresse du fournisseur/de l'entrepreneur:	
Telephone No. — No de téléphone:	FAX No. — No 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



LETTER OF INTEREST

Senior IT Accessibility Specialists - three (3) resources

1.0 Purpose

The intent of this Letter of Interest is to find three (3) Information Technology Accessibility Specialists to provide Canada Border Services Agency (CBSA), Accessibility and Adaptive Technology Program (AATP) with the professional services in a collaborative role to support and guide employees on how to conduct accessibility testing against current standards, to build accessibility best practices into development standards, to mentor and provide knowledge transfer to AATP employees on accessibility processes and to identify, evaluate and test the accessibility of existing and in-flight CBSA IM/IT applications and tools.

The CBSA AATP would like to canvas industry for the following purposes:

- i) Acquiring general or specific information about Industry's Accessibility knowledge and skill;
- ii) Soliciting assistance in identifying potential resources; and
- iii) Soliciting input into the development and knowledge of the AATP, ISTB and how to do Accessibility Assessments.

Note that there is currently no firm procurement requirement however a subsequent competitive solicitation will likely be issued if and when a procurement requirement has been finalized.

2.0 Requirements

Its Annex A (Statement of Work), section 5.0 details a preliminary set of requirements for provide the Accessibility consulting services.

3.0 Background

In July 2019, the Government of Canada passed the legislation *An Act to Ensure a Barrier-Free Canada (the Accessible Canada Act (ACA))*, which introduced new accessibility legislation to facilitate the interactions of Canadians with disabilities within all areas of federal jurisdiction. The overarching goal is to make Canada barrier-free by January 1, 2040.

The new accessibility legislation aims to increase the inclusion and participation of Canadians who have visible or invisible disabilities, by identifying and removing barriers such as those that exist in information and communication technologies (ICT).

The AATP was formed in January 2022 in response to the legislative requirements of the ACA. This team will work with all CBSA IT stakeholders to ensure that all existing information technology applications and tools are accessibility compliant within the timelines stated by the new act and its relevant supporting policies and directives.

Reference Documents:

- Accessible Canada Act;
- EN 301 549 (EU); and
- Web Content Accessibility Guidelines (WCAG) 2.1.



4.0 Deliverable

Respondents are requested to:

1. Implement a Kick-off meeting with AATP employees and IT stakeholders and continue to conduct regular bi-weekly meetings;
2. The contractor must confirm the Project Plan, Methodology and Coach/consulting Plan;
3. Audit applications/systems and provide compliance information to AATP employees;
4. Testing of upgraded applications and systems;
5. Assist AATP team as they re-evaluate all systems and applications with end-users to confirm proper operation with the Accessibility Standards;
6. Provide support to IM/IT professional services on an as and when required basis;
7. Conduct an audit of CBSA's software/programs;
8. Support AATP in conducting accessibility testing, functional testing, and compliance check;
9. Provide a risk model; and
10. Generate a report.

The following deliverables must be completed:

1. Implement the Accessibility project by using the EN301 549 (EU) and WCAG 2;
2. Perform assessments on various COTS and in-house developed applications against the WCAG 2.1 and EN 301 549
3. Knowledge of web coding languages such as HTML, Java, JavaScript, CSS, Python, C#, PHP, C++, Perl;
4. Identify, evaluate and test the accessibility of existing and in-flight CBSA IT applications and tools; analyze the structure and assets on each system; and non-compliant components and accessibility barriers in relation to content design; provide written remediation strategies including an action plan;
5. Guide employees on how to conduct accessibility compliance testing against current standards;
6. Build accessibility best practices into standards as well as mentor CBSA employees;
7. Perform knowledge transfer to CBSA employees; and
8. Engage, prioritize solutions for compliancy, development of strategies to undertake work, mitigation of risks, and assisting with the resolution of existing IT accessibility issues.

5.0 Enquiries

All enquiries and other communications related to this Letter of Interest must be directed exclusively to the Procurement Authority. All enquiries must be submitted to the Procurement Authority no later than five calendar days before the closing date. Enquiries received after that time may not be answered.

Care should be taken by vendors 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 determined that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the vendor do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all vendors.

Enquiries not submitted in a form that can be distributed to all vendors may not be answered by Canada. Changes to the Letter of Interest may occur and will be posted on the Ariba. It is each interested party's responsibility to verify changes, if any, on the web site.



6.0 Response - Registration Procedures

- a) Responses to this Letter of Interest must be submitted by e-mail to the Procurement Authority by the date, time and place indicated on Cover Page 1 of this document. Responses should clearly identify the solicitation number in the e-mail subject line and on the cover page of the information package.
- b) **Procurement Authority**
Nataliya Sekret
Senior Procurement and Contracting Officer
Canada Border Services Agency / Government of Canada
E-mail: Nataliya.Sekret@cbsa-asfc.gc.ca
- c) Interested individuals wishing to participate are invited to send their contact information to:
[CBSA-ASFC Solicitations-Demandes de soumissions@cbsa-asfc.gc.ca](mailto:CBSA-ASFC_Solicitations-Demandes_de_soumissions@cbsa-asfc.gc.ca)