



RETURN BIDS TO : - RETOURNER LES SOUMISSION À:

Canada Revenue Agency
Agence du revenu du Canada
See herein / Voir dans ce document

Proposal to: Canada Revenue Agency
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 and attached hereto, the goods and/or services listed herein and on any attached sheets at the price(s) set out therefor.

Proposition à : l'Agence du revenu du Canada
Chef du Canada, en conformité avec les conditions énoncées dans la présente incluses par référence dans la présente et ci-jointes, les biens et services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).
Bidder's Name and Address - Raison sociale et adresse du Soumissionnaire

Blank lines for bidder name and address

Bidder is required to identify below the name and title of the individual authorized to sign on behalf of the Bidder - Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire

Name /Nom

Title/Titre

Signature

Date (yyyy-mm-dd)/(aaaa-mm-jj)

() Telephone No. - No de téléphone

() Fax No. - No de télécopieur

E-mail address - Adresse de courriel

REQUEST FOR PROPOSAL / DEMANDE DE PROPOSITION

Form containing details: Title - Sujet (Webinar Services), Solicitation No. - No de l'invitation (1000303733), Date (2013-08-26), Solicitation closes - L'invitation prend fin on - le 2013-10-07 at - à 2:00 P.M. / 14 h, Time zone - Fuseau horaire (EDT), Contracting Authority - Autorité contractante (Name: Brian Marshall, Address, E-mail, Telephone: 613.948.2457, Fax: 613.957.6655), Destination - Destination (See herein / Voir dans ce document)



TABLE OF CONTENTS

PART 1 GENERAL INFORMATION

- 1.1 INTRODUCTION
- 1.2 SUMMARY
- 1.3 GLOSSARY OF TERMS
- 1.4 DEBRIEFINGS

PART 2 BIDDER INSTRUCTIONS

- 2.1 MANDATORY REQUIREMENTS
- 2.2 REVISION OF DEPARTMENTAL NAME
- 2.3 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS
- 2.4 SUBMISSION OF PROPOSALS
- 2.5 COMMUNICATIONS - SOLICATION PERIOD
- 2.6 CONTRACTING AUTHORITY
- 2.7 AMENDMENTS TO BIDDER'S PROPOSAL
- 2.8 APPLICABLE LAWS
- 2.9 BIDDERS' CONFERENCE
- 2.10 OPTIONAL SITE VISIT
- 2.11 MANDATORY SITE VISIT
- 2.12 BASIS OF CANADA'S OWNERSHIP OF INTELLECTUAL PROPERTY

PART 3 PROPOSAL PREPARATION INSTRUCTIONS

- 3.1 NUMBER OF COPIES
- 3.2 BID FORMAT
- 3.3 PRIORITY OF DOCUMENTS FOR REQUEST FOR PROPOSAL

PART 4 EVALUATION AND SELECTION

- 4.1 GENERAL
- 4.2 STEPS IN THE EVALUATION PROCESS

PART 5 CERTIFICATIONS

PART 6 SECURITY, FINANCIAL AND OTHER REQUIREMENTS

- 6.1 SECURITY REQUIREMENTS
- 6.2 FINANCIAL CAPABILITY
- 6.3 INSURANCE REQUIREMENTS
- 6.4 LIST OF PROPOSED SUBCONTRACTORS

PART 7 MODEL CONTRACT



List of Attachments

- Attachment 1: Mandatory Criteria
- Attachment 2: Point Rated Criteria
- Attachment 3: Financial Proposal
- Attachment 4: Certifications required to be submitted at time of bid closing
- Attachment 5: Certifications required to be submitted prior to contract award

List of Annexes

- Annex A: Statement of Work
- Annex B: Basis of Payment
- Annex C: Security Requirements Check List (SRCL)
- Annex D: Requirements for a CRA Synergy Solution
- Annex E: Proof of Synergy Compliance Testing (PoSC)



REQUEST FOR PROPOSAL (RFP)

PART 1 GENERAL INFORMATION

1.1 INTRODUCTION

The solicitation is divided into seven parts plus attachments and annexes, as follows:

Part 1 General Information: provides a general description of the requirement;

Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the solicitation;

Part 3 Proposal Preparation Instructions: provides bidders with instructions on how to prepare their bid;

Part 4 Evaluation and Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;

Part 5 Certifications: includes the certifications to be provided by bidders;

Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and

Part 7 Model Contract: includes the clauses and conditions and any annexes that will apply to any resulting contract.

The Attachments include:

Attachment 1: Mandatory Criteria

Attachment 2: Point Rated Criteria

Attachment 3: Financial Proposal

Attachment 4: Certifications required to be submitted at time of bid closing.

Attachment 5: Certifications required to be submitted prior to contract award

The Annexes include:

Annex A: Statement of Work

Annex B: Basis of Payment

Annex C: Security Requirements Check List (SCRL)

Annex D: Requirements for a CRA Synergy Solution

Annex E: Proof of Synergy Compliance Testing (PoSC)



1.2 SUMMARY

The Canada Revenue Agency (CRA) requires professional services for the planning, preparation, production, and delivery of webinars, as well as for the production of video conversions from these same webinars.

The CRA develops, maintains, and updates national information services and products that assist individuals, businesses and charities in voluntarily complying with federal, provincial, and territorial tax legislation, and in receiving credit and benefit entitlements. The CRA delivers the information to taxpayers to assist them in meeting their obligations and obtaining the benefits to which they may be entitled.

The CRA delivers information in person and electronically. In 2009, the CRA introduced the use of webinars as another communication medium to deliver tax information to taxpayers. Due to the success of these sessions, the CRA expanded the use of webinars.

The CRA is now in the process of developing an Agency-wide procurement vehicle to enable it to contract for the production of webinars and video conversions of these webinars.

ARIBA SUPPLIER NETWORK (ASN) MEMBERSHIP REQUIREMENT

The Canada Revenue Agency's (CRA) e-commerce solution for ordering, receiving and reconciling goods and services is an Ariba tool which has been branded internally as "Synergy". Synergy is being used in this requirement in order to expedite the ordering process under any resulting contract.

The three (3) highest-ranked responsive Bidders must become a member of the ASN prior to Contract award, and maintain membership in the ASN throughout the period of any resulting Contract. All costs associated with this membership shall be borne by the Bidder.

1.3 GLOSSARY OF TERMS

TERM	DEFINITION
"Canada", "Crown", "Her Majesty" or "the Government"	Refers to Her Majesty the Queen in right of Canada as represented by the Canada Revenue Agency (CRA).
Contract or This Contract	The Articles of Agreement, the specified general conditions, any supplemental general conditions, annexes and any other document specified or referred to as forming part of the Contract, all as amended by agreement of the Parties from time to time.
CRA	Canada Revenue Agency
Day/Month/Year	For purposes of technical evaluation, one (1) month shall equal a minimum of 16.67 billable days (a day equals 7.5 hours) and one (1) year equals a minimum of 200 billable days. Any additional billable days within the same year will not increase the experience gained for the purposes of evaluation.
DDP	Delivered Duty Paid
EDT	Eastern Daylight Time
Environmentally Preferable	Products and services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. The comparison may consider raw material acquisition, production, manufacturing, packaging, distribution, operation, maintenance, disposal and re-use of the product or service
EST	Eastern Standard Time
Green Product	A product that is less harmful to the environment throughout its lifecycle than the next best alternative, having characteristics including, but not limited to the following: <ul style="list-style-type: none"> • Recyclable - local facilities exist that are capable of recycling the product at the end of its useful life; • Biodegradable - will not take a long time to decompose in landfill;



TERM	DEFINITION
	<ul style="list-style-type: none"> • Contains recycled material (post-consumer recycled content preferred); • Minimal packaging (take-back and reuse/recycling by the supplier preferred); • Reusable and/or contains reusable parts; • Contains no or minimal hazardous substances; • Produces fewer and/or less polluting by-products during manufacture, distribution, use and disposal; • Produces the minimal amount of hazardous substances during production; use and disposal; • Makes efficient use of resources - a product that uses energy, fuel or water more efficiently or that uses less paper, ink or other resources; and/or • Durable - has a long economically useful life and/or can be economically repaired or upgraded.
Project	A set of activities required to produce certain defined outputs, or to accomplish specific goals or objectives, within a defined schedule and resource budget. A project exists only for the duration of time required to complete its stated objectives.
Proposal	A solicited submission by one party to supply certain goods or services. The word “proposal” is used interchangeably with “bid”
RFP	Request for Proposal
Solicitation	An act or instance of requesting proposals/bids on specific products and/or services.
SOW	Statement of Requirement/Statement of Work
Sustainable Development	An internationally recognized concept that embodies social, economic and environmental dimensions. It recognizes the fact that a healthy economy contributes to quality of life, which are both critically dependent on the protection of air, land, water and ecosystems that these resources support. The concept is intergenerational, ensuring that the actions of one generation do not compromise the ability of future generations to have an equal quality of life.
Task Authorization	Also considered an “Order” (see Synergy definitions)
VOC: Volatile Organic Compounds	A group of common industrial and household chemicals that evaporate or volatilize, when exposed to air. VOCs are used as cleaning and liquefying agents in fuels, degreasers, solvents, polishes, cosmetics, and dry cleaning solutions.
Webinar:	Live Internet broadcast using streaming media technology (see below) from one or more locations to multiple destinations, usually individual viewer’s own computers. Can also include interactive elements like e-mailed audience questions or interactive audience voting and/or polling. While considered a real-time form of communication, processing and network latency (delay) can result in arrival delays at receive sites ranging from a few seconds to several minutes
Video:	A media presentation posted on the CRA Website using streaming media technology. The webcasts will be developed from the video recording
Streaming / streaming	Audio or video content which can be buffered into a player on an end-user’s computer for immediate viewing, but which cannot be captured or saved to



TERM	DEFINITION
media:	their hard drive. The source can be live or archived material. Network demands are relatively high to ensure an uninterrupted flow or stream of data. Once buffer limits are exceeded by network congestion, the program usually comes to a complete stop, adversely affecting the intelligibility and pace of the program and testing the viewer's patience. Mostly used for long-form live or recorded events where actual file sizes can be very large and therefore not good candidates for download. Also used to protect copyrighted media assets from download and re-distribution
Acquisition Card:	A federal government credit card, also known as a Purchase Card. The Acquisition Card that is currently used by the CRA is a MasterCard provided by Bank of Montreal.
Advance Ship Notice (applicable only in Annex E: Requirements for CRA Synergy Solution):	A message the Contractor transmits, through the Ariba Supplier Network, to Synergy stating that the Contractor is shipping one or more items on a Purchase Card Order
Ariba Supplier Network (ASN):	An e-business solution, proprietary to Ariba that connects businesses across different systems and processes.
Catalogue	A detailed list of all the goods and services offered by the Contractor that will be available through Synergy.
Cancel Order:	A request to cancel an Order already sent to the Contractor.
Change Order:	A request to modify an Order already sent to the Contractor. A Change Order retains the same unique Order number as the original, but has a different version number.
.CIF:	Catalogue Interchange Format. A format for text files used to populate electronic catalogues.
Contractor:	The supplier identified on page one of the Contract.
CRA Purchasers:	CRA Purchasers are responsible for placing Orders, receiving goods and services, managing returns and exchanges, and verifying reconciliation of Orders with acquisition card charges.
CRA Synergy Vendor Enablement Coordinator (CRA SVEC):	CRA resource that enables the Contractor's catalogue and the PCO Process, as well as identifies, troubleshoots, and resolves system issues throughout the Proof of Synergy Compliance Testing (PoSC) phase and the life of the contract, including any exercised option period(s).
Credit:	A transaction reverse; the credit must contain the same Level II transaction data as its respective debit.
DUNS:	The Data Universal Numbering System is a unique nine-digit identification sequence for a single business entity. For more information on this term, visit: http://www.dnb.ca/get-a-duns-number.html



TERM	DEFINITION
External Purchase Method:	Orders that are placed outside of the Synergy application.
Ghost Card:	A CRA acquisition card account that is assigned to an individual Contractor and Contract.
Goods Receipt:	A goods receipt is a document that records which items requested on a Purchase Card Order (PCO) have been received. Any receipt can be used to record acceptance and/or rejection of items.
GSIN Codes	Goods and Services Identification Number
Issue Tracker	The ticketing system used by the Acquisition Service Desk and the Acquisition Card Program to log and track all inquiries.
Level II credit card transaction data:	The minimum Order data that the Contractor must provide to CRA. This data must include at a minimum: the Synergy Purchase Card Order (PCO) number (passed to the Contractor over the ASN, maximum of 25 characters), the order amount and the GST/HST amount.
Orders	A generic term that can be to reference both orders placed using the external purchase method as well as Purchase Card Orders.
Obsolete Order:	When a Purchase Card Order (PCO) is changed or cancelled, the previous PCO version becomes out-dated and its routing status becomes "Obsolete" in the ASN.
Order Confirmations:	A message the Contractor transmits, through the Ariba Supplier Network, to Synergy stating that the Contractor is accepting one or more items on a Purchase Card Order.
PoSC	Proof of Synergy Compliance
Progress Report:	A report detailing progress towards resolving a problem. The report must contain at a minimum, a description of the problem, the date and time the problem occurred, the date and time problem was discovered, the steps required to resolve the problem and the estimated date the problem will be resolved.
Purchase Card:	A federal government credit card, also known as an Acquisition Card. The Purchase Card that is currently used by the CRA is a MasterCard provided by Bank of Montreal.
Purchase Card Order (PCO):	An Order created in Synergy consisting of goods and/or services that the CRA is purchasing. PCO's are created using a Contractor provided catalogue and transmitted to the Contractor via the ASN. A PCO includes a unique identifier, one or more line items (descriptions of items being purchased, quantity, and unit price), the name and contact information of the person placing the PCO, and the shipping address.
Purchase Requisition	The Purchase Requisition (PR) is created in Synergy and contains the goods and/or services that the CRA is purchasing. Once the PR is



TERM	DEFINITION
(PR):	submitted and approved, the PR generates a PCO(s), which is sent to the Contractor via the ASN.
Receipt	The act of receiving goods or services.
Rejection Notification	Rejection Email Notifications are sent to the Contractor by Synergy if the CRA Purchaser chooses to return goods for credit or exchange goods.
Return for Credit	If a CRA Purchaser chooses to return goods for credit, a rejection email notification will indicate each applicable line item, including the item description, product code, rejection reason, and a value of Yes in the Return for Credit field.
Return for Exchange	If a CRA Purchaser chooses to exchange goods, the rejection email notification will indicate each applicable line item, including the item description, product code, rejection reason, and a value of Yes in the Return for Exchange field
Supplier:	The Contractor. The term supplier is also used interchangeably with Contractor.
UNSPSC:	United Nations Standard Product and Services Classification. For more information on this term, visit: http://www.unspsc.org
Vendor	The term Vendor is also used interchangeably with Contractor.
WHMIS:	The Workplace Hazardous Materials Information System is Canada's national hazard communication standard. For more information on this term, visit: http://www.hc-sc.gc.ca/ewh-semt/occup-travail/whmis-simdut/index-eng.php

1.4 DEBRIEFINGS

After contract award, bidders may request a debriefing on the results of the solicitation process. Bidders should make the request to the Contracting Authority within ten (10) calendar days of receipt of the results of the solicitation process. The debriefing may be in writing, by telephone or in person.



PART 2 BIDDER INSTRUCTIONS

2.1 MANDATORY REQUIREMENTS

Wherever the words “shall”, “must” and “will” appear in this document or any related document forming a part hereof, the item being described is a mandatory requirement.

Failure to comply or demonstrate compliance with a mandatory requirement will render the bid non-responsive and the bid will not be considered further.

2.2 REVISION OF DEPARTMENTAL NAME

Reference to the Minister of Public Works and Government Services or to Public Works and Government Services Canada contained in any term, condition or clause of this document shall be interpreted as a reference to the Commissioner of Revenue or the Canada Revenue Agency (CRA), as the case may be with the exception of the following clauses:

1. Standard Instructions, Clauses and Conditions;

2.3 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS

All instructions, clauses and conditions identified in the solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada (PWGSC). The Manual is available on the PWGSC Website: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of this solicitation and accept the clauses and conditions of the resulting contract.

REVISIONS TO STANDARD INSTRUCTIONS 2003

The 2003 (2013-06-01) Standard Instructions - Goods or Services – Competitive Requirements as revised herein, are incorporated by reference into and form part of the solicitation.

Section 01 titled “Code of Conduct and Certifications – Bid”, is revised as follows:

Subsection 1 is hereby deleted in its entirety and replaced with:

1. Bidders must respond to bid solicitations in an honest, fair and comprehensive manner, accurately reflect their capacity to satisfy the requirements stipulated in the bid solicitation and resulting contract, submit bids and enter into contracts only if they will fulfill all obligations of the Contract. To ensure fairness, openness and transparency in the procurement process, the following activities are prohibited:
 - a. payment of a contingency fee to a person to whom the [Lobbying Act](#) (1985, c. 44 (4th Supp.)) applies;
 - b. corruption, collusion, bid-rigging or any other anti-competitive activity in the procurement process.

Subsection 4, delete reference to: (Consent to a Criminal Record Verification form - PWGSC-TPSGC 229) and replace with: (Consent to a Criminal Record Verification form).

Section 03 titled “Standard Instructions, Clauses and Conditions”, “Pursuant to the [Department of Public Works and Government Services Act](#) (S.C. 1996, c.16),” is hereby deleted.

Section 05 titled “Submission of Bids”, paragraph 2 (d) is deleted in its entirety and replaced with the following: “(d) send its bid only to the Canada Revenue Agency Bid Receiving Unit or to the address specified in the solicitation in Section 2.4.”

Section 05 titled “Submission of Bids” paragraph 4, sixty (60) days is deleted and replace with one hundred and twenty (120) days.



Section 06, titled "Late Bids", reference to "PWGSC" is hereby deleted and replaced with CRA.

Section 07 titled "Delayed Bids", all references to "PWGSC" are hereby deleted and replaced with "CRA".

Section 08 titled "Transmission by Facsimile", this section is not applicable to this solicitation and is hereby deleted.

Section 11 titled "Rights of Canada", add the following:

- h) accept, or waive, a non-material error of form in a Bidder's proposal or, where practical to do so, request a Bidder to correct a non-material error of form in the Bidder's proposal provided there is no change in the price quoted;
- i) award more than one contract for the requirement if it is determined that no single proposal satisfies the project objectives; and
- j) retain all proposals submitted in response to this bid solicitation.

Section 12 titled "Rejection of Bid", delete subsections 1(a) and 1(b) in their entirety.

Section 17 titled "Joint Venture" delete in its entirety and replace with the following:

17 Joint Venture

1. Bidders who bid as a contractual joint venture shall clearly indicate in their bid submission (in Annex XX) that they are bidding as a contractual joint venture and shall provide the following information.
 - a) the name of the contractual joint venture;
 - b) the name of each member of the contractual joint venture;
 - c) the Procurement Business Number of each member of the contractual joint venture;
 - d) a certification signed by each member of the joint venture representing and warranting:
 - (i) the name of the joint venture (if applicable);
 - (ii) the members of the joint venture;
 - (iii) the Procurement Business Numbers (PBN) of each member of the joint venture;
 - (iv) the effective date of formation of the joint venture;
 - (v) that the joint venture continues to be in effect as of the date of the bid submission; and
 - (vi) that each member of the joint venture has appointed and granted full authority to the specified member of the joint venture (the "Lead Member") to act on behalf of all members as its representative for the purposes of executing documentation relating to the Contract issued subsequent to contract award (if the joint venture is awarded a contract), including but not limited to Contract Amendments and Task Authorizations.
 - e) the name of the representative of the joint venture (the "Lead Member"), i.e. the member chosen by the other members to act on their behalf.
2. Notwithstanding that the joint venture members have appointed one of the members of the joint venture to act as the representative of the joint venture, the bid including any certifications to be submitted as part of the bid, as well as any resulting contract must be signed by all the members of the joint venture.
3. If a contract is awarded to a joint venture, all members of the joint venture will be jointly and severally or solidarily liable for the performance of any resulting contract.
4. In the case of a contractual joint venture, no dispute, claim or action for damages, whether based in contract, or in tort, or any other theory of law, howsoever arising from the Request for Proposal, Contract, or any other related or subsequently issued documents including without limitation Task Authorizations, Contract amendments may be commenced, or brought against the CRA, including without limitation any of its officers, employees or agents unless each member of the joint venture is a party to such dispute, claim, or action (as the case may be).



5. The Bidder shall obtain the prior written approval of the Contracting Authority to any change in the membership of a contractual joint venture after bid submission. Any change in the membership of a contractual joint venture after bid submission without the prior written approval of the Contract Authority shall result in elimination of the bid or if such change occurs after contract award shall be deemed to be default under the Contract.

Section 20 titled "Further Information", Paragraph 2 is hereby deleted and replaced with the following: Enquiries concerning receipt of bids may be addressed to the Contracting Authority identified in the bid solicitation.

2.4 SUBMISSION OF PROPOSALS

When responding, the proposal SHALL be delivered to the Bid Receiving Unit address indicated below by the time and date indicated on Page 1.

BIDDERS ARE TO SUBMIT PROPOSALS TO:

Canada Revenue Agency

Bid Receiving Unit

Ottawa Technology Centre

Receiving Dock

875 Heron Road

Room D-95

Ottawa, ON

K1A 1A2

Telephone No: (613) 941-1618

Bidders are hereby advised that the Bid Receiving Unit of CRA is open Monday to Friday inclusive, between the hours of 0730 and 1530, excluding Statutory Holidays.

ELECTRONIC BIDS WILL NOT BE ACCEPTED. Due to the nature of this solicitation, electronic transmissions of a proposal by such means as electronic mail or facsimile is not considered to be practical and therefore will not be accepted.

2.5 COMMUNICATIONS - SOLICATION PERIOD

All enquiries regarding the RFP, including requests for clarification, must be submitted in writing to the Contracting Authority identified in the solicitation no less than four (4) calendar days prior to the bid closing date to allow sufficient time to provide a response. Enquiries received after that time may not be answered.

To ensure the integrity of the competitive bid process, enquiries and other communications regarding the solicitation must be directed only to the Contracting Authority identified in the solicitation. Failure to comply with the request may result in the bid being declared non-responsive.

Bidders should reference as accurately as possible the numbered item of the solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that contain proprietary information must be clearly marked "proprietary" and will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary information is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

To ensure consistency and quality of information provided to suppliers, the Contracting Authority will simultaneously distribute any information with respect to significant inquiries received and the replies to such inquiries, without revealing the sources of the inquiries, by way of a formal RFP Amendment.

Meetings will not be held with individual Bidders prior to the closing date and time of this RFP.



2.6 CONTRACTING AUTHORITY

The Contracting Authority is:

Name: Brian Marshall

Telephone Number: 613.948.2457

E-mail address: Brian.Marshall@cra-arc.gc.ca

2.7 AMENDMENTS TO BIDDER'S PROPOSAL

Notwithstanding the Rights of Canada, amendments to the Bidder's proposal will not be accepted after the RFP closing date and time.

2.8 APPLICABLE LAWS

Any resulting contract shall be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

The Bidder may, at its discretion, substitute the applicable laws of a Canadian province or territory of its choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder.



PART 3 PROPOSAL PREPARATION INSTRUCTIONS

CRA requests that bidders provide their bid in separately bound sections as follows:

Section I Technical Proposal

The technical proposal should demonstrate the Bidder’s understanding of the requirements of the Statement of Work and explain how they will meet the mandatory and point-rated criteria detailed in Attachments 1 and 2 respectively. Bidders should demonstrate their capability for webinar services in a thorough, concise and clear manner for carrying out the work.

The technical proposal should address clearly and in sufficient depth the items that are subject to the evaluation criteria. Simply repeating the statement contained in the solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Section II Financial Proposal

The Bidder shall provide prices for the webinar services requested in the Statement of Work, using the format outlined in Attachment 3: Financial Proposal. The total amount of the Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable.

Prices must appear in the financial proposal only. Pricing information must not be indicated in any other section of the proposal.

Exchange Rate Fluctuation

The requirement does not provide for exchange rate fluctuation protection. Any request for exchange rate fluctuation protection will not be considered.

Section III Certifications

Bidders must provide the required certifications in order to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted as requested. Please refer to Part 5 “Certifications” of this document for more details that are required for this solicitation.

3.1 NUMBER OF COPIES

The Bidder is requested to submit the following number of printed and soft copies of the separately bound sections as follows:

SECTION	MASTER (HARD COPY)	NUMBER OF SOFT COPIES CD-ROM, DVD or USB Stick
Technical Proposal	1	3
Financial Proposal	1	0
Certifications	1	0
Supporting Information	1	3

The soft copies must be provided in a format that is compatible with:

- Microsoft Office 2010



- Supporting information can be provided in Adobe PDF

The master copy (one original hard copy) must be clearly labelled and contain original signatures. If there is a discrepancy between the wording of the soft copy and the printed copy, the wording of the master copy will have priority over the wording of the soft copy.

The financial proposal must be provided on a separate CD-ROM, DVD or USB stick.

3.2 BID FORMAT

CRA requests that the Bidder follow the format instructions described below in the preparation of their bid:

- Use recycled-fibre content paper and two-sided printing. Reduction in the size of documents will contribute to CRA's sustainable development initiatives and reduce waste;
- Use 8.5 inch x 11 inch (or equivalent metric dimensions) bond paper and avoid the use of colour and glossy formats
- Use a numbering system corresponding to that of the RFP and Statement of Work. All references to descriptive material, technical manuals and brochures should be included in the bidder's proposal.

Sustainable Development

CRA Materiel Management policy requires that contracting be conducted in a manner that will ensure the pre-eminence of operational requirements and comply with international trade agreements. It also requires that contracting support national CRA objectives, such as protection of the environment.

In support of the CRA Sustainable Development (SD) Strategy, the Agency is committed to:

- Carrying out its mandate in a manner consistent with the principles of sustainable development (SD) and to promote SD opportunities and obligations with respect to economic growth, social well-being, and a healthy environment. Opportunities and cooperative efforts related to SD will be supported and encouraged throughout the contract period; and
- The purchase of green products and services that are of equal or better performance and quality where available and cost effective.

It is the policy of the CRA to:

- Demonstrate leadership and commitment to SD; and raise the level of management and employee involvement and support for SD;
- Communicate our SD commitment and be accountable to the public;
- Assess the economic, social, and environmental effects of our programs, policies and plans leading to integrated and informed decision-making; and leverage sustainable development to enable efficient and innovative program delivery;
- Monitor, measure, and report on our SD progress;
- Enhance partnerships with clients and partners to support shared responsibility and cooperation for SD objectives; and
- Reduce waste, ensure efficient use of resources, and comply with environmental legislation resulting in environmental stewardship.

3.3 PRIORITY OF DOCUMENTS FOR REQUEST FOR PROPOSAL

The documents listed below form part of and are incorporated into this Request for Proposal.

If there is any conflict or inconsistency between the wording of any documents that appear on the list, the wording of the document that first appears on the list shall take precedence over the wording of any document that subsequently appears on the list.



- a) This Request for Proposal and Attachments 1-5, and any amendments; excluding Part 7 Model Contract and Annexes A to E;
- b) Standard Instructions 2003, (2013-06-01) Goods or Services – Competitive Requirements as amended in section 2.3 of this RFP;
- c) Part 7 – Model Contract;
- d) General Conditions 2035 (2013-04-25), General Conditions - Services, as amended in the Model Contract in Part 7 of the RFP;
- e) Annex A – Statement of Work and any attachments;
- f) Annex B – Basis of Payment
- g) Annex C – Security Requirements Check List (SRCL);
- h) Annex D – Requirements for CRA Synergy Solution;
- i) Annex E, Synergy Proof of Compliance Testing (PoSC);



PART 4 EVALUATION AND SELECTION

4.1 GENERAL

A committee composed of representatives of CRA will evaluate the proposals on behalf of the Agency. The services of independent consultants may be called upon to assist in the evaluation of, or in the validation of, specific aspects of the solution proposed. CRA reserves the right to engage any independent consultant, or use any Government resources, which it deems necessary to evaluate any proposal.

Proposals will be evaluated in accordance with the evaluation criteria identified in Attachments 1 and 2 to Part 4 and in conjunction with the Statement of Work (SOW). Bidders are encouraged to address these criteria in sufficient depth in their proposals to permit a full evaluation of their proposals. The onus is on the Bidder to demonstrate that it meets the requirements specified in the solicitation.

Bidders are advised that only listing experience without providing any supporting information to describe where and how such experience was obtained will not be considered to be “demonstrated” for the purpose of the evaluation. The Bidder should not assume that the evaluation team is necessarily cognizant of or knowledgeable about the experience and capabilities of the Bidder or any of the proposed resource(s); as such, any relevant experience must be demonstrated in the Bidders’ written proposal.

Canada will evaluate the bid only on the documentation provided as part of the bid. References in a bid to additional information not submitted with the bid, such as website addresses where additional information can be found or technical manuals or brochures not submitted with the bid will not be considered in the evaluation of the bid.

4.2 STEPS IN THE EVALUATION PROCESS

The selection process to determine the successful Bidder will be carried out as follows:

Notwithstanding Steps 1 and 2 below, in order to expedite the evaluation process, CRA reserves the right to conduct Step 3 - Evaluation of Financial Proposals concurrently with Steps 1 and 2. Should CRA elect to conduct Step 3 prior to the completion of Step 2, the information in the Financial Proposal will not be disclosed to the team evaluating the mandatory and rated sections until the completion of Steps 1 and 2. However, if the Contracting Authority is able to ascertain that a proposal is non-responsive by virtue of incomplete information or an error in the financial proposal, the Contracting Authority will advise the team evaluating the mandatory and rated sections that the proposal is not compliant and should no longer be considered. The concurrent evaluation of the financial proposal does not in any way construe compliance in Steps 1 and 2 despite the statement "All bids meeting the minimum thresholds in Step 2 will proceed to Step 3".

Please note that all numbers and figures used in the Point-Rated and Financial Evaluation will be rounded to two (2) decimal places.

STEP 1 – EVALUATION AGAINST MANDATORY CRITERIA

All bids will be evaluated to determine if the mandatory requirements detailed in Attachment 1 “Mandatory Criteria” have been met. Only those bids meeting ALL mandatory requirements will then be evaluated in accordance with Step 2 below.

STEP 2 – EVALUATION AGAINST POINT-RATED CRITERIA

All proposals meeting the criteria from Step 1 will be evaluated and scored, in accordance with the point-rated criteria detailed in Attachment 2 “Point-Rated Criteria”, to determine the Bidder’s Total Technical Merit Score. All bids meeting the minimum thresholds in Step 2 will proceed to Step 3.

STEP 3 – EVALUATION OF FINANCIAL PROPOSALS

Only technically compliant bids meeting all of the requirements detailed in Steps 1 and 2 will be considered at this point.

Prices submitted will be evaluated to determine the bid evaluation price as defined in Attachment 3: “Financial Proposal”.



Should there be an error in the extended pricing of the bid, the unit pricing and rates shall prevail and the extended pricing shall be corrected in the evaluation. Any errors in quantities of the bid shall be changed to reflect the quantities stated in the RFP.

Should the Bidder not provide a price (for example: the space is left blank or the letters N/A or the words “no charge” or “included”) for one or more items in Attachment 3: Financial Proposal, the following steps will be taken:

1. The CRA Contracting Authority will notify the Bidder of any omission(s) in its financial proposal and give it the opportunity to withdraw its bid, or agree to the following process:
 - If the Bidder does not wish to withdraw its bid, CRA will insert a price of \$0.00 for evaluation purposes for all cells in which financial information is omitted. The price of \$0.00 would also be reflected in any resulting contract and the Bidder would be obliged to honour those prices for the period of the contract.
 - The Bidder must advise the Contracting Authority of its decision to withdraw the bid or agree to the process described above in writing, within two (2) business days of notification. If the Bidder does not respond within the two (2) business days, CRA will render the bid non-responsive and the bid will receive no further consideration.

STEP 4 – BASIS OF SELECTION

BASIS OF SELECTION – HIGHEST COMBINED RATING OF TECHNICAL MERIT AND PRICE SCORE

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the solicitation; and
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum of 60% overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 70 points.
2. Bids not meeting "(a) or (b) or (c)" will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained divided by the maximum number of points available multiplied by the ratio of 70%
5. To establish the pricing score, the overall price score for each responsive bid will be determined as follows: lowest evaluated Bidder's price divided by each responsive Bidder's price, multiplied by the ratio of 30%
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bids obtaining the highest technical scores nor the one with the lowest evaluated price will necessarily be accepted. The three (3) responsive bids with the highest combined rating of technical merit and price will be recommended for award of a contract.



In situations where two or more bidders achieve the same total combined rating of technical merit and price score, the compliant bidder achieving the highest technical score will be given priority in the ranking of bidders over the other bidders with the same score.

Bidder	Technical Points out of 1000	Technical Merit Score (X) (70%)	Bid Price	Price Score (Y) (30%)	Total Combined Rating (X+Y)
1	620	$620/1000 \times 70 = 43.4$	\$500,000*	$500,000/500,000 \times 30 = 30$	73.4
2	650	$650/1000 \times 70 = 45.5$	\$520,000	$500,000/520,000 \times 30 = 28.85$	74.35
3	720	$720/1000 \times 70 = 50.4$	\$580,000	$500,000/580,000 \times 30 = 25.86$	76.26
4	790	$790/1000 \times 70 = 55.3$	\$700,000	$500,000/700,000 \times 30 = 21.43$	76.73***
5	960**	$960/1000 \times 70 = 67.2$	\$2,000,000	$500,000/2,000,000 \times 30 = 7.50$	74.7

*Lowest priced technically compliant proposal (Bidder 1)

**Highest scoring technically compliant proposal (Bidder 5)

***Winning proposal (Bidder 4)

STEP 5 – CONTRACTOR SELECTION

The three (3) Bidders with the highest ranked responsive bids as described above will be considered the successful Bidders for this requirement and will be recommended for award of a contract.

STEP 6 – CONDITIONS PRECEDENT TO CONTRACT AWARD

The Bidders recommended for award of a Contract must meet the requirements provided in Part 5 “Certifications” and Part 6 “Security, Financial and Other Requirements” of this RFP.

STEP 7 – CONTRACT ENTRY

The three (3) Bidders with the highest ranked responsive bids and meeting all the requirements listed above will be recommended for award of a contract.



PART 5 CERTIFICATIONS

Bidders must provide the required certifications in order to be awarded a contract.

Compliance with the certifications that bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify bidders' compliance with the certifications. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Canada will declare a bid non-responsive if the required certifications are not completed and submitted as requested. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

The Bidder must submit the original of the completed Attachment 4: "Certifications required to be submitted at time of bid closing" along with its bid, by the bid closing date.

When notified by the Contracting Authority, the Bidder shall submit the original of the completed Attachment 5: "Certifications required to be submitted prior to contract award" at the time and date specified by the Contracting Authority. However, at their discretion, Bidders may submit these certifications with their proposal.

The Bidder should contact the Contracting Authority if they require further clarification on any certification.



PART 6 SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 SECURITY REQUIREMENTS

There are no security requirements associated with this RFP or any resulting contract. All contractor personnel must be escorted while on CRA premises.

6.2 LIST OF PROPOSED SUBCONTRACTORS

If the bid includes the use of subcontractors, the Bidder agrees, upon request from the Contracting Authority, to provide a list of all subcontractors including a description of the things to be purchased, a description of the work to be performed and the location of the performance of that work. The list should not include the purchase of off-the-shelf items, software and such standard articles and materials as are ordinarily produced by manufacturers in the normal course of business, or the provision of such incidental services as might ordinarily be subcontracted in performing the Work.



PART 7 MODEL CONTRACT

PART 7 MODEL CONTRACT

The following clauses and conditions apply to and form part of any contract resulting from the solicitation.

7.1 REVISION OF DEPARTMENTAL NAME

Reference to the Minister of Public Works and Government Services or to Public Works and Government Services Canada contained in any term, condition or clause of this contract shall be interpreted as a reference to the Commissioner of Revenue or the Canada Revenue Agency, as the case may be, with the exception of the following clauses:

1. Standard Clauses and Conditions; and
2. Security Requirements.

7.2 AGENCY RESTRUCTURING

In cases where the Contracting Authority's department or agency is being reconfigured, absorbed by another government department or agency, or disbanded entirely, the Commissioner may, by giving notice to the Contractor, designate another Contracting Authority for all or part of the Contract.

7.3 REQUIREMENT

To provide webinar services in accordance with Annex A: Statement of Work (SOW), and Annex D: Requirements for a CRA Synergy Solution attached hereto and forming part of this Contract, and the Contractor's proposal dated (yyyy-mm-dd).

7.4 PERIOD OF CONTRACT

The period of the Contract is two (2) years from date of contract award.

7.5 OPTIONS

7.5.1 OPTION TO EXTEND THE CONTRACT

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to FIVE (5) additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

7.5.2 OPTION TO ADD, REMOVE OR MODIFY SERVICES

Where the need may arise due to a shift in legislation, policy or program requirements, CRA reserves the right to add or remove products or services from the Contract, as well as modify items.

In the event that the CRA requires an additional or modified product or service, or requires delivery to a CRA location not included in the present Contract, the Contractor will be asked to provide a price quote for the additional or modified product or service, or the new CRA location, in priority over any other potential vendor.

The option to add, remove or modify products, services or CRA delivery locations may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment.

The Contracting Authority may exercise these options at any time before the expiry of the Contract by sending a written notice to the Contractor.



7.6 TECHNOLOGY SUBSTITUTION/REFRESH

In the event a product, component or device identified in Annex A: SOW or in the Contractor’s proposal which has been delivered and installed at a CRA site becomes obsolete during the period of the Contract and a replacement is proposed by the Contractor, the replacement product, component or device must provide the same or better functionality, operability, interface/configuration and support management requirements identified in Annex A: SOW or in the Contractor’s proposal, and must be provided at no additional cost to CRA. Any training required as a result of a substitution shall be at no cost to CRA.

7.7 SECURITY REQUIREMENTS

Contractor personnel must be escorted at all times while on CRA premises.

7.8 AUTHORITIES

7.8.1 CONTRACTING AUTHORITY

The Contracting Authority for the Contract is:

Name: Brian Marshall

Telephone Number: 613.948.2457

E-mail address: Brian.Marshall@cra-arc.gc.ca

The Contracting Authority is responsible for the management of the Contract, and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

7.8.2 PROJECT AUTHORITY

The Project Authority is the representative of the CRA for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority; however the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

All work carried out under this Contract is to be performed to the satisfaction of the Technical Authority or a designated representative in accordance with the terms and conditions of this Contract. Should the work or any portions thereof not be satisfactory, the Technical Authority reserves the right to reject it, in part or in its entirety, and to require its correction before recommending payment.

The Technical Authority will be responsible for:

- arranging for access to Crown facilities and equipment;
- review and inspection of all invoices submitted;
- inspection and acceptance of all work performed as detailed in the Contract; and
- defining any proposed changes to the scope of work.

To be completed at the time of Contract award.

Name: _____

Address: _____

Telephone Number: _____

Fax Number: _____



E-mail Address: _____

7.8.3 CRA ACQUISITION SERVICE DESK

The CRA Acquisition Service Desk provides national support to CRA Purchasers, the CRA Contracting Authority and the Contractor.

To be completed at the time of Contract award.

Telephone Number: _____

Fax Number: _____

E-mail Address: _____

7.8.4 CONTRACTOR SYNERGY CONTACTS

To be completed at the time of Contract award

Synergy Contact Name: _____

Toll Free Telephone Number: _____

Fax Number: _____

E-mail Address: _____

7.8.5 CONTRACTOR'S REPRESENTATIVE

To be completed at the time of Contract award.

Name: _____

Address: _____

Telephone Number: _____

Fax Number: _____

E-mail Address: _____

7.9 WORK AUTHORIZATION PROCESS

The Contractor shall not commence any Work described in the Contract until the Contractor receives authorization from the CRA to proceed with the Work.

The CRA will authorize the Work with the Contractor, at the CRA's discretion, by either:

- Submitting a Purchase Card Order (PCO) to the Contractor using the Synergy ordering system, or an External Purchase to the Contractor outside the Synergy ordering system, all as described at Annex D: Requirements for CRA Synergy Solution; or
- Submitting a Task Authorization (TA) form, signed by the Contracting Authority and sent to the Contractor via facsimile or email. The CRA reserves the right to issue a cancellation of any Order within 48 hours of the issuance of the Synergy Order confirmation message. Returns (other than returns for exchange in the case of rejected goods) and Change Orders will not be issued under this Contract.



7.10 TASK AUTHORIZATION / PURCHASE CARD ORDER PROCESS

A Task Authorization (TA)/Purchase Card Order (PCO) issued against the Webinar Services Contract defines the performance of a specified unit of work to meet the requirement of a Canada Revenue Agency (CRA) client authorized to use the Contract. PCOs will only be issued to Bidders that have been awarded a Contract.

PCOs issued against the Webinar Services Contract will be prepared by the CRA Project Authority in the Public Affairs Branch.

AUTHORITY TO RAISE TAs / PCOs AGAINST THE CONTRACT

Under the Webinar Services Contract, the Director of the CRA Contracting Division delegates authority to issue TAs/PCOs against the Webinar Services Contract. All Authorities shall follow all terms, conditions, and processes defined in this Contract.

SOLICITATION PROCESS

The solicitation process described in this section will be followed to issue TAs/PCOs under the Webinar Services Contract.

Stage 1—Preparation of Solicitation Document

The CRA Public Affairs Branch (PAB) manager authorized to use the Contract identifies a need for services under the Webinar Services Contract. The manager is the Project Authority for the solicitation and selects a category from the Webinar Services Contract Category Catalogue. The Project Authority develops a Statement of Work (SOW) to supplement the category description.

Stage 2—Distribution of the Task Solicitation

The Project Authority distributes the Catalogue category description, and the SOW to Contractors for the requirement in accordance with the work distribution methodology as described herein. CRA intends to use its e-commerce tool to distribute Task Solicitations, but reserves the right to establish whatever process best serves its requirements in this regard. The Project Authority will distribute the Task Solicitation to all three Contractors in the appropriate stream for competition.

Stage 3—Contractor Prepares and Submits Proposals

After receiving the Task Solicitation, the Contractor must prepare and submit a proposal in response to the Task Solicitation within the time specified in the solicitation. A Contractor is required to respond to a Task Solicitation within five (5) business days, unless otherwise stipulated in the solicitation.

Clarification of a Requirement

Should a Contractor require clarification of a requirement, it is the responsibility of the Contractor to contact the authorized Project Authority identified in the Task Solicitation to obtain clarification of the requirement prior to the Contractor submitting its proposal. The Contractor must submit any questions or concerns about the Task Solicitation within the time specified in the solicitation and must direct them only to the authorized personnel as specified on the Task Solicitation.

All questions related to a Task Solicitation and CRA's answers will be made available to all Contractors participating in a Task Solicitation. Failure by a Contractor to comply with this condition will result in disqualification of the Contractor's proposal.



Contents of a Proposal

As part of its proposal, the Contractor must provide the firm per scenario rate(s). The Contractor must not propose a rate that is higher than the ceiling rate included in the Contractor's Webinar Services Contract. The Contractor must not include any premiums, caveats, or riders that have the effect of raising the ceiling rate.

Step 1—Proposals Forwarded to the Project Authority

At the end of the proposal solicitation period, when proposals from all Contractors have been received through CRA's e-commerce tool, the cost proposals will be evaluated by the Project Authority who initiated the requirement.

Step 2—Project Authority Evaluates Proposals

The Project Authority responsible for the requirement is wholly responsible for the evaluation of proposals and will document the evaluation. The Project Authority first reviews the proposals for compliance with the requirements specified in the Task Solicitation and the SOW. The Project Authority rejects from further consideration any proposal the Project Authority identifies as non-compliant.

The Project Authority will evaluate the compliant Contractors proposal solely on the basis of the overall price.

Step 3— Project Authority Documents Evaluation

The Project Authority will document all decisions regarding the Contractors proposal including supporting documentation.

Step 3A—Project Authority Selects a Successful Proposal

Based on the results of the review of proposals the Project Authority selects a successful Contractor to fulfill the requirement and issues a TA/PCO to the successful Contractor.

Step 3B—Project Authority Does not Select a Successful Proposal

If, on the basis of the review of the proposals, the Project Authority determines that, none of the proposals met all CRA expectations established in the Task Solicitation, the Project Authority may request that the solicitation process be restarted.

Stage 4—TA/PCO Award

PCOs awarded under the Contracts shall clearly specify the work to be performed for the full period of TA/PCO and will be based on the Task Solicitation and shall follow terms and conditions of the Contract.

The Project Authority will award a TA/PCO to the successful Contractor. The TA/PCO will incorporate the Task Solicitation documents and, by reference, terms and conditions of the Contract, and the Contractor's proposal for the Task Solicitation. The TA/PCO will authorize the Contractor to proceed based upon the agreed technical requirements and start and end dates.

The Contractor will not commence work until an approved TA/ PCO has been received from the Project Authority. The Contractor acknowledges that any and all work performed in the absence of the aforementioned TA/PCO will be done at the Contractor's own risk, and the CRA shall not be liable for payment thereafter, unless or until a TA/PCO is provided by the Project Authority.



Stage 5—Commencement of Work

The Contractor selected for a TA/PCO resulting from the Webinar Services Contract must commence work in accordance with a start date indicated in the TA/PCO.

Financial Limitations

The estimated total cost authorized for each TA/PCO will not be exceeded unless and until an increase is authorized by a formal TA/PCO amendment. No amendment of a TA/PCO will be binding upon the Contractor or the CRA unless a formal TA/PCO amendment in writing has been issued by the Project Authority. Likewise, CRA will not be liable for any adjustment to the price of a TA/PCO on account of a change in the TA/PCO, unless the change is authorized in writing by the Project Authority.

7.10.1 TASK AUTHORIZATION LIMIT

The Project Authority may authorize individual task authorizations up to a **limit of \$25,000.00**, Goods and Services Tax or Harmonized Sales Tax included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by both the **Project Authority** and **Contracting Authority** before issuance.

7.10.2 MINIMUM WORK GUARANTEE - ALL THE WORK - TASK AUTHORIZATIONS

1. In this clause,
"Maximum Contract Value" means the amount specified in the "Limitation of Expenditure" clause set out in the Contract; and
"Minimum Contract Value" means \$5,000.00
2. Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph 3. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
3. In the event that Canada does not request work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
4. Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

7.11 STANDARD CLAUSES AND CONDITIONS (SACC)

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada (PWGSC). The Manual is available on the PWGSC Website: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>

7.12 GENERAL CONDITIONS

2035 (2013-04-25), General Conditions – Higher Complexity - Services, apply to and form part of the Contract.

Section 02 titled "Standard Clauses and Conditions" is hereby amended to delete the phrase "Pursuant to the Department of Public Works and Government Services Act, S.C. 1996, c. 16,". The remainder of Section 02 remains unchanged.

Section 16 titled "Payment Period" will not apply to payment made by credit cards.



Section 17 titled "Interest on Overdue Accounts" will not apply to payment made by credit cards.

Section 22 titled "Confidentiality", subsection 6 is hereby amended to delete: "PWGSC *Industrial Security Manual* and its supplements", and insert: "Security Requirements for the Protection of Sensitive Information" issued by the CRA, Security and Internal Affairs Directorate (SIAD). The remainder of Section 22 remains unchanged.

Section 41 titled "Code of Conduct and Certifications - Contract", subsection 1 is hereby deleted in its entirety and replaced with:

1. The Contractor must comply with the terms set out in this section.

7.13 CONTRACTOR IDENTIFICATION PROTOCOL

The Contractor must be responsible for ensuring that each of its employees, officers, directors, agents, and subcontractors (hereinafter referred to as "Contractor Representative") complies with the following self-identification requirements:

1. A Contractor Representative who attends a Government of Canada meeting whether internal or external must identify themselves as being a representative of the Contractor prior to the commencement of the meeting to ensure that each meeting participant is aware of the fact that the individual is not a government employee;
2. During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and
3. If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify themselves as a non-government employee in all electronic mail in the signature block as well as under "Properties". This identification protocol must also be used in all other correspondence, communication and documentation.

7.14 ACCESS TO FACILITIES AND EQUIPMENT

Canada's facilities, equipment, documentation and personnel are not automatically at the disposal of the Contractor. If access to government premises, computer systems (micro computer network), working space, telephones, terminals, documentation and personnel for consultation is required by the Contractor to perform the Work, the Contractor must advise the Contracting Authority of the need for such access in a timely fashion. If the Contractor's request for access is approved by Canada and arrangements are made to provide access to the Contractor, the Contractor, its subcontractors, agents and employees must comply with all the conditions applicable at the Work site. The Contractor must further ensure that the facilities and equipment are used solely for the performance of the Contract.

7.15 IDENTIFICATION BADGE

Any person assigned to the performance of any part of the Work that is performed on government premises must wear in a conspicuous place the identification badge issued to that person by Canada.

7.16 SITE REGULATIONS

The Contractor must comply with all rules, instructions and directives in force on the site where the Work is performed.

7.17 WORK LOCATION

All work under this Contract will be performed at the Contractor's site.



7.18 GOVERNMENT SUPPLIED MATERIAL

1. All manuscripts, texts, artwork, computer tapes, diskettes, audio tapes, print designs, plates, engravings, negatives, positives and any other materials either supplied by Her Majesty to the Contractor or paid for by Her Majesty shall remain the property of Her Majesty and shall be collectively referred to as Government Supplied Material. All property, title to which is with, or vests in, Her Majesty, shall be returned immediately on request of the Minister.
2. Upon any payment being made to the Contractor for or on account of materials, parts, work-in-process, or finished work, either by way of progress payments or otherwise, title in and to all materials, parts, work-in-process and finished work so paid for by such progress payments or otherwise shall vest and remain in Her Majesty and the Contractor shall be responsible therefor. It is being understood and agreed that such vesting of title in Her Majesty shall not constitute acceptance of Her Majesty of such materials, parts, work-in-process and finished work and shall not relieve the Contractor of its obligations to perform the work in conformity with the requirements of the contract. Any material or work-in-process paid for by Her Majesty is to be known as Government Supplied Material.
3. All items comprised in any Government Supplied Material shall be used by the Contractor solely for the purposes of the Contract and shall always be and remain the property of Her Majesty and wherever feasible the Contractor shall maintain adequate accounting records of all Government Supplied Material and shall mark the same as being Her Majesty's property.
4. All Government Supplied Material (except such as are installed or incorporated in the Work) shall be returned to Her Majesty upon demand, in the same condition as when supplied to the Contractor; provided the Contractor shall not be responsible for any loss or damage resulting from ordinary wear and tear, or causes beyond the Contractor's control.
5. Except as otherwise provided in the contract, no insurance shall be carried by the Contractor on any Government Supplied Material. The Contractor shall take reasonable and proper care of all property, title to which is vested in Her Majesty, while the same is in, on or about the plant and premises of the Contractor or otherwise in his possession or subject to his control and shall be responsible for any loss or damage resulting from his failure to do so other than loss or damage caused by ordinary wear and tear.

7.19 BASIS OF PAYMENT

The Contractor will be paid a firm lot price for the services described at Annex A: SOW, in accordance with the schedule of payment provided at Annex B: Basis of Payment.

FIRM LOT PRICE - TASK AUTHORIZATIONS

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA)/Purchase Card Order (PCO), the Contractor will be paid firm lot price(s) in accordance with the basis of payment, in Annex: A, as specified in the authorized TA/PCO. Applicable taxes are extra.

7.20 LIMITATION OF PRICE

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.



7.21 TERMS OF PAYMENT

Payment by CRA to the Contractor for the Work shall be made by:

Single Payment

Canada will pay the Contractor upon completion and delivery of the Work in accordance with the payment provisions of the Contract if:

- a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b) all such documents have been verified by Canada; and
- c) the Work delivered has been accepted by Canada.

7.22 METHOD OF PAYMENT

Canada will pay the Contractor using one of the following methods of payment, as determined by the Contracting Authority at the time of contract award. At its sole discretion, Canada may change the method of payment at any time during the period of the Contract, including any extension thereto.

It is the sole responsibility of the Contractor to ensure that their organization is entitled to receive payment from the Government of Canada.

7.22.1 Payment by Credit Card

The Contractor shall accept Government of Canada Acquisition Cards (credit cards) for payment of the goods and/or services described herein. Payments by credit card will not be subject to Article 18 – Payment Period and Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2013-04-25) forming part of this Contract.

The CRA Acquisition Card is currently a MasterCard provided by Bank of Montreal. At any time during the period of the Contract, including any exercised option period(s), the CRA reserves the right to change its acquisition card type or provider.

7.22.2 Payment by Cheque

The Contractor shall accept Government of Canada cheques for the payment of goods and/or services described herein. Payments by cheque will be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2013-04-25) forming part of this Contract.

7.23 REFUND TO THE CROWN IN THE EVENT OF TERMINATION

Notwithstanding Article 30 of 2035 (2013-04-25), “Termination for Convenience”, General Conditions – Higher Complexity – Services; in the event of termination of services for which an advance payment has been made, charges up to the date of termination will be calculated by prorating on the basis of a twelve (12) month year and thirty (30) day month, and the Contractor shall immediately refund to Canada the unliquidated portion of the advance payment and pay to Canada interest thereon, from the date of the advance payment to the date of the refund, at the discount rate of interest per annum set by the Bank of Canada and prevailing on the date of the advance payment, plus 1 ¼ percent annum.



7.24 DISCRETIONARY AUDIT

The Contractor's certification that the price or rate is not in excess of the lowest price or rate charged anyone else, including the Contractor's most favoured customer, for the like quality and quantity of the goods, services or both, is subject to verification by government audit, at the discretion of Canada, before or after payment is made to the Contractor.

If the audit demonstrates that the certification is in error after payment is made to the Contractor, the Contractor must, at the discretion of Canada, make repayment to Canada in the amount found to be in excess of the lowest price or rate or authorize the retention by Canada of that amount by way of deduction from any sum of money that may be due or payable to the Contractor pursuant to the Contract.

If the audit demonstrates that the certification is in error before payment is made, the Contractor agrees that any pending invoice will be adjusted by Canada in accordance with the results of the audit. It is further agreed that if the Contract is still in effect at the time of the verification, the price or rate will be lowered in accordance with the results of the audit.

7.25 TRAVEL AND LIVING EXPENSES

The CRA will not cover any travel and living expenses.

7.26 LIQUIDATED DAMAGES

1. LIQUIDATED DAMAGES FOR SYNERGY NON-COMPLIANCE

- a) If the Contractor fails to meet the Synergy requirements and the response and resolution times as specified in Annex E: Requirements for a CRA Synergy Solution, within the time specified in the Contract, the Contractor agrees to pay to the CRA, liquidated damages for each hour of delay, or any part thereof, for the time spent by the CRA Acquisition Service Desk addressing any issues that occur due to the failure of the Contractor to meet the CRA's Synergy requirements, based on the following calculation:

Calculation of the hourly rate is based on the current salary of a SP-06, level 3, including the bilingual bonus and a 20% premium representing benefits. The salary for this occupation group is found at <http://www.cra-arc.gc.ca/crrs/wrknng/pyrts/sp-eng.html>

The liquidated damages amount is calculated as follows $[(\text{SP-06, level 3} + \text{Bilingual Bonus}) * 1.2] / (261 \text{ days} * 7.5 \text{ hours}) = \text{hourly liquidated damage amount}$.

Any overtime that is required after a 7.5 hour day will be calculated by taking the amount for each calendar day multiplied by 1.5.

The total amount of the liquidated damages must not exceed 10% of the Contract's value.

- b) CRA and the Contractor agree that the amount stated above is their best pre-estimate of the loss to the CRA in the event of such a failure, and that it is not intended to be, nor is it to be interpreted as, a penalty.
- c) CRA will have the right to hold back, drawback, deduct or set off from and against the amounts of any monies owing at any time by CRA to the Contractor, any liquidated damages owing and unpaid under this section.
- d) Nothing in this section must be interpreted as limiting the rights and remedies which CRA may otherwise have under the Contract.



7.27 INVOICING INSTRUCTIONS

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the General Conditions. Invoices cannot be submitted until all Work identified in the invoice is completed.
2. Invoices must be distributed as follows:
 - a) The original and one (1) copy must be forwarded to the Project Authority of the Contract. Identified under the section entitled "Authorities" of the Contract for certification and payment.
 - b) The original invoice must be forwarded to the Project Authority of the Contract in electronic pdf format
 - c) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

7.28 INVOICING – SYNERGY ORDERS

- a) Synergy Orders (Including Purchase Card Orders):

For Goods:

A Packing Slip must be submitted on the Contractor's own form and must be included with the shipment and provide the following information:

- a. the date;
- b. Consignee's name and address;
- c. Item or reference number;
- d. Contractor GST registration number;
- e. The amount charged to the Acquisition Card (exclusive of applicable taxes); and
- f. The amount of applicable taxes, shown separately.

For Services:

For services, the Contractor must provide written details of the services provided. The summary must specify the Contractor's name, address, and GST registration number, the PCO number, CRA Purchaser name, date the service was completed, description of the service, cost (before tax), tax amount, and total amount to be charged to the CRA Ghost Card including applicable tax.

- b) Task Authorizations and External Purchases:

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the General Conditions. Invoices cannot be submitted until all Work identified in the invoice is completed.
2. Invoices must be distributed as follows:
 - a) The original and one (1) copy must be forwarded to the Project Authority of the Contract identified under the section entitled "Authorities" of the Contract for certification and payment.
 - b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.
 - c) One (1) copy must be forwarded to the consignee (The person to whom goods are shipped).



7.29 CERTIFICATIONS

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the entire period of the contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

7.30 SUSTAINABLE DEVELOPMENT

It is the Agency's objective to promote sustainable development initiatives by purchasing environmentally preferable products, where possible, as well as encouraging vendors to use best practices in packaging and delivery to reduce environmental impacts.

To assist the CRA with achieving these objectives, the Contractor will be responsible for:

- Ensuring all employees are accountable for compliance with applicable environmental laws and regulations, and immediately reporting violations or other misconduct to the CRA; and
- Continually seeking ways to incorporate environmentally responsible principles and practices into its operations.

7.31 JOINT VENTURE

If the Contract is awarded to a joint venture, all members of the joint venture will be jointly and severally or solidarily liable for the performance of the Contract.

In the case of a contractual joint venture, no dispute, claim or action for damages, whether based in contract, or in tort, or any other theory of law, howsoever arising from the Request for Proposal, Contract, or any other related or subsequently issued documents including without limitation Task Authorizations, Contract Amendments, may be commenced, or brought against the CRA, including without limitation any of its officers, employees or agents unless each member of the joint venture is a party to such dispute, claim, or action (as the case may be).

The Contractor shall obtain the prior written approval of the Contracting Authority to any change in the membership of a contractual joint venture after Contract Award. Any change in the membership of a contractual joint venture after Contract Award without the prior written approval of the Contracting Authority shall be deemed to be default under the Contract.

The joint venture represents and warrants that it has appointed and granted full authority to (name to be inserted at Contract Award), the "Lead Member", to act on behalf of all members as its representative for the purposes of executing documentation relating to the Contract, including but not limited to Contract Amendments and Task Authorizations.

In the event of a contractual joint venture, all payments due and owing to the joint venture shall be made by the Canada Revenue Agency to the Lead Member of the joint venture. Any such payment to the Lead Member of the joint venture shall be deemed to be payment to the joint venture and shall act as a release from all the members of the joint venture.

By giving notice to the Lead Member the Canada Revenue Agency will be deemed to have given notice to all the members of the joint venture.

7.32 APPLICABLE LAWS

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

7.33 PRIORITY OF DOCUMENTS

If there is any conflict or inconsistency between the wording of any documents that appear on the list, the wording of the document that first appears on the list shall take precedence over the wording of any document that subsequently appears on the list.



- a) The Articles of Agreement;
- b) The General Conditions 2035 (2013-04-25), General Conditions - Services, as amended;
- c) Annex A, Statement of Work and Attachments (if applicable);
- d) Annex B, Basis of Payment;
- e) Annex C, Security Requirements Check List (SRCL);
- f) Annex D, Requirements for CRA Synergy Solution;
- g) Annex E, Synergy Proof of Compliance Testing (PoSC);
- h) The Purchase Card Order (PCO) using the Synergy ordering system;
- i) The Request for Proposal No. 1000303733 dated 2013-08-26 including any amendments thereto;
- j) The Contractor's proposal dated *(insert date of bid)*, *(If the bid was clarified, insert) as clarified on _____ (and insert date(s) of clarification(s)).*

7.34 INSURANCE REQUIREMENTS

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

7.35 ALTERNATIVE DISPUTE RESOLUTION

NEGOTIATION FOLLOWED BY MANDATORY MEDIATION, THEN, IF NECESSARY BY ARBITRATION OR LITIGATION

The parties agree to meet, negotiate in good faith, and attempt to resolve, amicably, any dispute arising out of or related to this contract or any breach thereof. If the parties are unable to resolve the dispute through negotiations within 10 working days, the parties agree to attempt to resolve the dispute through mediation by submitting the dispute to a sole mediator selected jointly by the parties. The mediator will be chosen from a roster of qualified mediators maintained by the Canada Revenue Agency. All costs shall be shared equally between the disputing parties.

If a dispute cannot be settled with a 15 calendar day period after the mediator has been appointed, or if the parties are unable to select a mediator within 15 calendar days of the date of provision of notice by one party to the other of the intention to proceed to mediation, or such longer period as agreed to by the parties, the parties shall have the right to resort to any remedies permitted by law, including but not limited to arbitration or litigation.

All defences based on the passage of time shall be tolled pending the termination of the mediation.

7.36 ANNEXES

The following Annexes apply to and form part of the Contract:

ANNEX A:	STATEMENT OF WORK
ANNEX B:	BASIS OF PAYMENT
ANNEX C:	SECURITY REQUIREMENTS CHECK LIST (SRCL)
ANNEX D:	REQUIREMENTS FOR CRA SYNERGY SOLUTIONS
ANNEX E:	PROOF OF SYNERGY COMPLIANCE TESTING (POSC)



ATTACHMENT 1: MANDATORY CRITERIA

1. EVALUATION PROCEDURES

Bids will be evaluated in accordance with all the mandatory evaluation criteria detailed below. Bids failing to adequately respond to ALL mandatory requirements will be considered non-responsive and will be given no further consideration.

2. MANDATORY TECHNICAL CRITERIA

Bids will be evaluated in accordance with all the mandatory evaluation criteria detailed below. The Bidder must provide supporting documentation in its proposal as requested by CRA, in order to demonstrate that each technical mandatory requirement has been met. Bids that fail to meet all mandatory requirements will be declared non-responsive.

M1 The Bidder's proposal **MUST** clearly demonstrate compliance with each of the following minimum technical requirements:

1. File format - MP4 for video and MP3 for audio. Other suggested formats include WEBM, SWF, WMV, MOV, RealPlayer, MPEG, and WAV. Must support and include embedded closed-captioning and a transcript is provided (for both English and French versions);
2. Digital encoding format – H.264;
3. Estimated frame rate per second (FPS) – ± 29.98 ;
4. Estimated bits per second (BPS) – 50 Kpbs to 384 Kpbs;
5. Dimensions – 640 x 361 for High-quality files and 480 x 361 for Low-quality files; and
6. Must provide bit rates and 16x9 video sizes following the range given below:
 - 854x480 – 900KBS+
 - 768x432 – 750KBS+
 - 640x360 – 480KBS+
 - 512x288 – 340KBS+
 - 320x180 – 220KBS+

M2 The Bidder's proposal **MUST** clearly demonstrate a minimum of five (5) years experience in delivering webinar services to the public.

M3 The Bidder **MUST** submit a summary of up to five (5) webinar services performed within the last five (5) years as of bid closing. Each webinar services summary must include the following information:

- Date of broadcast;
- Size of intended audience;
- Name of Client and contact information (may be used to validate information submitted);
- Language requirements;
- Technical requirements;
- Number of actual participants; and
- Post production requirements.

M4 The Bidders proposal **MUST** include a video clip of a recent* webinar. The video clip should be no more than ten (10) minutes in length and must be submitted with the proposal on a CD/DVD or USB stick in MP4 or WMV format.

*recent is defined as within one (1) year of the closing date of this RFP.



ATTACHMENT 2: POINT RATED CRITERIA

Technical bids will be assessed separately against the evaluation criteria identified below. Point-rated criteria not addressed in the bid will result in a score of zero being assigned against that particular criterion.

Any proposal that does not achieve an overall minimum score of 60% will be considered non-compliant and will receive no further consideration.

Criteria		Rating Scale	Max. Available Points
R1	The Bidders proposal will be awarded points for additional experience possessed over and above the minimum experience identified at mandatory criterion M2	<p>4 points – more than 5 to less than 6 years</p> <p>8 points – 6 to less than 8 years</p> <p>10 points – greater than 8 years</p>	10 points
R2	The Bidders proposal will be awarded additional points if the description of the webinars submitted for M3 contain the following elements:	<p>5 points –an average audience of more than five thousand (5,000) viewers</p> <p>5 points –at least one instance of using Skype as a means of distribution</p> <p>5 points –at least one instance of using a teleprompter</p> <p>5 points –at least one instance of delivering closed captioning</p> <p>5 points –at least one instance of delivering live simultaneous translation services</p> <p>5 points – at least one instance of editing of video after webinar for chaptering</p> <p>5 points – at least one instance of post-production clean-up</p>	35 points
R3	The Bidders proposal will be awarded points based on the quality of the video clip submitted to meet mandatory criterion M4	<p>The submitted video clip will be assessed on the quality of the following elements:</p> <ul style="list-style-type: none"> • Video (HD quality, 16*9) • Audio (Clear, Crisp) • Staging (proper location) • Lighting (Bright and not over exposed) • Closed Captioning (present and accurate) <p>The Bidders proposal will be assessed up to five (5) points for meeting any of the elements listed above.</p>	25 points
Maximum Available Points			70
Minimum Score Required to be deemed compliant (60%):			42/70



ATTACHMENT 3: FINANCIAL PROPOSAL

1.1 FINANCIAL PROPOSAL

The following two (2) scenarios describe the CRA's typical Webinar requirements from the Canada Revenue Agency (CRA). Bidders must submit two (2) all inclusive cost proposals; one (1) for each scenario listed below.

Each cost proposal must:

- Contain a breakdown of all applicable cost elements as detailed in each Scenario;
- Provide sufficient detail for each cost element to allow for an thorough assessment;
- Quote ceiling rates in Canadian funds, applicable taxes extra.

The bid evaluation price will be derived by giving full marks to the lowest **combined** price and prorating all other compliant proposals accordingly.

Scenario 1: Audio Only

The CRA delivers webinar services in both official languages to support the outreach activities of various branches of the Agency.

The CRA requires a contractor that will supply the equipment, technology, personnel and appropriate space for the planning, delivery, production, and recording of webinars. Closed captioning during a webinar and a verbatim transcription of the webinar will also be required.

The CRA will also require bilingual (English and French) registration capabilities and bilingual technical support prior to registration and during the webinar.

The space provided by the Contractor must be within 15 km of the Ottawa downtown core and include:

- Two separate rooms, that would permit those delivering the session to walk within 50 feet between the two rooms, preferably side by side;
- The first room, for the taping of the webinars, must be a minimum of 100 square feet with a computer for the presenter;
- the second room must be a minimum of 200 square feet and have three computers with Internet access for viewing and researching the responses to participants questions, and one printer with paper;

The rooms must be:

- Clean, comfortable and offer sufficient seating for all involved with furniture that is clean and in good condition;
- Free of disruption - an enclosed quiet space;
- Close to amenities – within 10 minutes walking distance from restaurants or cafeteria.
- Available for at least one hour after the live webinar.
- Provide the functionality of a question management system that enables a CRA screener to assign questions to at least three subject matter experts;

The vendor must provide presenters with training to deliver live webinar presentations and the training should include familiarizing the presenters with the persons responsible for screening/answering questions with the software and applicable equipment. The training will prepare presenters to:

- Make effective use of presentation software and familiarize them with the Contractors technology and equipment;



- Deliver the presentation in an engaging manner; and
- Promote meaningful interaction with the audience including how to deal with technical issues that may occur during the delivery of the live webinars.

The Contractor will be responsible for the design and production of the bilingual registration page, registration of the online participants for the live webinars and will provide a bilingual registration website where participants can register and test their systems. The registration web site will be designed in consultation with CRA. The Contractor is to provide the bilingual registration website within twenty (20) calendar days of receipt of CRA's branding style and content requirements. The Contractor will also:

- Provide instructions to participants if session is full (content to be provided by the CRA Project Authority).
- Provide a link upon log-in to download Flash at no additional charge.
- Provide participants with an electronic confirmation that they are registered, reminders or other notices, and other related documents (bilingual content to be provided by the CRA Project Authority).
- Record and convert the live webinars (in English and in French) into a MP3 file format that the CRA can post online.
- Ensure the presentation material is accessible to session participants and ensure seamless distribution of the webinars to the registered audience.
- Compile a list of all topic related questions submitted by session participants and provide them to the CRA Project Authority in a Microsoft Word compatible document within five (5) business days once the live webinar is recorded.

The Contractor will provide live recordings of up to 75 minutes each in duration for up to 1,200 online participants per session. The technology must:

- be available no additional cost for both high speed and dial-up users;
- allow for the presenter to be heard by participants;
- make the Power Point presentations (provided by the CRA) available to participants so that it will be easily readable during the live webinar;
- allow for viewing of the presentation slides (by both the presenter and participants);
- allow for the slides to change automatically, for all participants;
- allow the option for participants to change the slides manually, should they wish;
- allow an area that permits written questions ,via text chat, from participants before and during the webinars allowing the speaker or presenter to respond;
- provide capability for all questions to be viewed by all participants;
- allow for on-demand polling with results displayed in real time;
- allow for speaker bios and photos, and webinar description;
- allow for CRA branding customization on all screens accessible to webinar participants;
- allow for slide and screen panning and zooming;
- record an introduction and conclusion to be included in the video conversion of the webinar on the same day as the live webinar;
- provide closed captioning during the live webinars (and once they are converted into videos); and
- provide closed captioning in Timed Text Markup Format ([TTML 1.0 format](#)).



The Contractor will administer a standard bilingual evaluation form (provided by CRA Project Authority) in an electronic format for participants to complete before leaving each live webinar in order to gather participant's feedback/comments, and present a compilation of the results to the CRA Project Authority in a Microsoft Word compatible document within five (5) business days of recording the live webinar.

The bilingual evaluation form will be provided by the CRA Project Authority and the online reporting tool containing post event data must include:

- login duration for each participant;
- poll responses;
- a record of live questions and answers; and
- the geographical location of participants.

The Contractor must to perform the following tasks:

- Provide training/rehearsal sessions.
- Provide access to space, technology, and equipment.
- Provide all technical support, including:
 - Bilingual instructions for participants on how to log into the session and how to proceed during the live webinars. The CRA Project Authority will approve the final wording.
 - Bilingual on-line (via email and/or live chat) and toll-free telephone assistance for participants who encounter any problems with the software and technology when registering, testing their system, and during the webinar sessions.
- Provide a bilingual registration website, where participants can register and test their system to ensure it will work properly. A link should also be provided to participants to enable them to print the presentation and other related documents.
- Provide a bilingual webpage where the Power Point presentations, and other material, will be available for participants to print. The web page must be available at least until the webinar is concluded.
- Provide electronic reminders to registrants.
- Produce/record live webinars in French and in English, including a five (5) minute introduction and conclusion to be used for the videos that will be produced after the live webinar is held.
- Convert the live webinars into an MP3 audio file including the closed captioning, for posting on the CRA website, in a format that will be accessible to both high speed Internet and dial-up users.
- Provide closed-captioning for each webinar.
- Transcribe the live webinars and participant's written interaction in Microsoft Word compatible format, including both technical or sessions related enquiries received prior to and during the live webinar.
- Edit the video as required by the CRA Project Authority within five (5) days of receipt of the editing instructions. Provide copies or original source files before and after editing, in digital format.
- Compile a list of all topic-related questions submitted by session participants.
- Provide the CRA's standard biligual evaluation form for participants to complete before leaving the webinar in order to gather participants' feedback/comments:
- Compile the evaluations, aggregate polling results, and participants' data where applicable, after each live webinar. Provide the results to the CRA Project Authority in a Microsoft Word compatible document.
- Transcribe all the questions received for both the technical issues/enquiries and the webinar topic questions.
- Meet with the CRA Project Authority to exchange comments/feedback on what went well and what could be improved and provide a final evaluation of the webinar.



Timelines per Deliverable (Scenario 1):

Deliverable	Timing
1. Training/rehearsal sessions.	At least one (1) business day before each scheduled webinar.
2. Access to space, technology, and equipment, as well as the recordings of all webinar sessions including a five minute introduction and conclusion, to be used for the videos	On the day of the session.
3. Technical Support	On-going
4. Bilingual Registration Website	Within twenty (20) business days of receipt of the CRA's style and content requirements. The website must be available 24 hours a day 7 days a week.
5. Bilingual Web Page (available 24hours/day 7 days/week)	Within twenty (20) business days of receipt of the CRA's branding and content requirements.
6. Electronic Reminders to registrants	Three (3) business days before the webinars; and a final reminder on the day of the webinar.
7. Production/recordings of live webinars in French and in English	The CRA will notify the Contractor a minimum of five (5) business days prior to the scheduled webinar.
8. The live webinars converted into MP3 audio files or videos including the closed-captioning, for posting on the CRA Web site, in a format that will be accessible to both high speed internet and dial-up users.	Within ten (10) business days following each recording.
9. Closed Captioning for each webinar	On the day of and for the duration of each webinar
10. A transcript of the live webinars.	Within ten (10) business days following each recording.
11. Edited audio; copies and originals	Within five (5) business days of receipt of the editing instructions from the CRA Project Authority.
12. A list of all topic-related questions submitted by session participants	Within five (5) business days of each live recordings.
13. The evaluations, aggregate polling results, and participants' data where applicable, after each live webinar. The results will be provided to the CRA project authority in a Microsoft Word compatible document.	Within five (5) business days following each recording.
14. Compilation of participant feedback	Within five (5) business days of the live webinar.



15. Transcripts of all the questions received for both the technical issues/enquiries and the webinar topic questions	Within five (5) days after the completion of each webinar
16. Feedback and comments on the project.	Meeting held within five (5) business days of each live webinar
17. A final evaluation of the project	Within ten (10) business days following the date of the webinar.



Scenario 2: Audio and Video

The CRA delivers webinar services in both official languages to support the outreach activities of various branches of the Agency.

The CRA requires a contractor that will supply the equipment, technology, personnel and appropriate space for the planning, delivery, production, and recording of webinars. Closed captioning during a webinar and a verbatim transcription of the webinar will also be required.

The CRA will also require bilingual (English and French) registration capabilities and bilingual technical support prior to registration and during the webinar.

The space provided by the Contractor must be within 15 km of the Ottawa downtown core and include:

- Two separate rooms, that would permit those delivering the session to walk within 50 feet between the two rooms, preferably side by side;
- The first room, for the taping of the webinars, must be a minimum of 100 square feet with a computer for the presenter;
- the second room must be a minimum of 200 square feet and have three computers with internet access for viewing and researching the responses to participants questions and one printer with paper;

The rooms must be:

- Clean, comfortable and offer sufficient seating for all involved with furniture that is clean and in good condition;
- Free of disruption - an enclosed quiet space;
- Close to amenities – within 10 minutes walking distance from restaurants or cafeteria.
- Available for at least one hour after the live webinar.
- Provide the functionality of a question management system that enables a CRA screener to assign questions to at least three subject matter experts;

The Contractors must provide the presenters with training to deliver live webinar presentations and the training should include familiarizing the presenters with the persons responsible for screening/answering questions with the software and applicable equipment. The training will prepare presenters to:

- Make effective use of presentation software and familiarize them with the contractor's technology and equipment;
- Deliver the presentation in an engaging manner; and
- Promote meaningful interaction with the audience including how to deal with technical issues that may occur during the delivery of the live webinars.

The Contractor will be responsible for the registration of the online participants for the live webinars and will design and provide a bilingual registration Website where participants can register and test their systems. The registration web site will be designed in consultation with CRA. The Contractor will provide a bilingual Website within twenty (20) calendar days of receipt of CRA's branding style and content requirements. The Contractor will also:

- Provide instructions to participants if session is full (bilingual content to be provided by the CRA Project Authority).
- Provide a link upon log-in to download Flash at no additional cost.
- Provide participants with an electronic confirmation that they are registered, reminders or other notices, and other related documents (bilingual content to be provided by the CRA Project Authority).
- Record and convert the live webinars (in English and in French) into a MP4 and WEBM file formats, 16 x 9 widescreen that the CRA can post online.
- Ensure the presentation material is accessible to session participants and ensure seamless distribution of the webinars to the participants.



- Compile a list of all topic-related questions submitted by session participants and provide them to the CRA Project Authority in a Microsoft Word compatible document within five (5) business days once the live webinar is recorded.

The Contractor will provide live recordings of up to 75 minutes each in duration for up to 1,200 online participants per session. The technology must:

- be available at no additional charge for both high speed and dial-up users;
- allow for the presenter to be seen and heard by the participants;
- make the Power Point presentations (provided by the CRA Project Authority) available to participants so that it will be easily readable during the live webinar;
- allow for viewing of the presentation slides (by both the presenter and participants);
- allow for the slides to change automatically, for all participants;
- allow the option for participants to change the slides manually, should they wish;
- allow an area that permits written questions ,via text chat, from participants before and during the webinars allowing the speaker or presenter to respond;
- provide capability for all questions to be viewed by all participants;
- allow for on-demand polling with results displayed in real time;
- allow for speaker bios and photos, and webinar description;
- allow for CRA branding customization on all screens accessible to webinar participants;
- allow for slide and screen panning and zooming;
- record an introduction and conclusion to be included in the video conversion of the webinar on the same day as the live webinar;
- provide closed captioning during the live webinars (and once they are converted into videos) in Timed Text Markup Format ([TTML 1.0 format](#)); and
- Convert the live webinars into videos (in English and in French) with closed captioning using Flash Video (MP4) 16 x 9 widescreen, WMV and WEBM, in a format that will be accessible to both high speed internet and dial-up users. The Contractor must provide videos to the CRA Project Authority no later than ten (10) business days after recording the live webinar.

The Contractor will administer a standard bilingual evaluation form (provided by CRA Project Authority) in an electronic format for participants to complete before leaving each live webinar in order to gather participant's feedback/comments and present a compilation of the results to the CRA Project Authority in a Microsoft Word compatible document within five (5) business days of recording the live webinar.

The bilingual evaluation form will be provided by the CRA Project Authority and the online reporting tool containing post event data must include:

- login duration for each participant;
- poll responses;
- a record of live questions and answers; and
- the geographical location of participants.



The Contractor must perform the following tasks:

- Provide training/rehearsal sessions.
- Provide access to space, technology, and equipment.
- Provide all technical support, including:
 - Bilingual instructions for participants on how to log into the session and how to proceed during the live webinars. The CRA project Authority will approve the final wording.
 - Bilingual on-line (via email and/or live chat) and toll-free telephone assistance for participants who encounter any problems with the software and technology when registering, testing their system, and during the webinar sessions.
- Provide a bilingual registration website, where participants can register and test their systems to ensure it will work properly. A link should also be provided to participants to enable them to print the presentation and other related documents.
- Provide a bilingual webpage where the power point presentations, and other material, will be available for participants to print. The web page must be available at least until the webinar is conducted.
- Provide electronic reminders to registrants.
- Produce/record live webinars in French and in English, including a five (5) minute introduction and conclusion to be used for the videos.
- Convert the live webinars into MP4 and WEBM videos including the closed-captioning, for posting on the CRA Website, in a format that will be accessible to both high speed internet and dial-up users.
- Provide closed-captioning for each webinar.
- Transcribe the live webinars in Microsoft Word compatible format of participants' written interaction, either technical or sessions related enquiries, prior and during the live webinar.
- Edit the video as required by the CRA Project Authority within five (5) business days of receipt of the editing instructions. Provide copies or originals of the source files before and after editing, in digital format.
- Compile a list of all topic related questions submitted by session participants.
- Provide the CRA's standard bilingual evaluation form for participants to complete before leaving the webinar in order to gather participant's feedback/comments:
- Compile the evaluations, aggregate polling results, and participants' data where applicable, after each live webinar. Provide the results to the CRA Project Authority in a Microsoft Word compatible document.
- Transcribe all the questions received for both the technical issues/enquiries and the webinar topic questions.
- Meet with the CRA Project Authority to exchange comments/ feedback on what went well and what could be improved and provide a final evaluation of the project.



Timelines per Deliverable (Scenario 2):

Deliverable	Timing
1. Training/rehearsal sessions.	At least one (1) business day before each scheduled webinar.
2. Access to space, technology, and equipment, as well as, the recordings of all webinar sessions including a five minute introduction and conclusion, to be used for the videos	On the day of the session.
3. Technical Support	On-going
4. Bilingual Registration Website	Within twenty (20) business days of receipt of the CRA's style and content requirements. The website must be available 24 hours a day 7 days a week.
5. Bilingual Web Page (available 24hours/day 7 days/week)	Within twenty (20) business days of receipt of the CRA's branding and content requirements.
6. Electronic Reminders to registrants	Three (3) business days before the webinars; and a final reminder on the day of the webinar.
7. Production/recordings of live webinars in French and in English	The CRA will provide the Contractor a minimum of five (5) business days prior to the scheduled webinars.
8. The live webinars converted into Flash Video (FLV, WMV,MP4) videos including the closed captioning, for posting on the CRA Web site, in a format that will be accessible to both high speed internet and dial-up users.	Within ten (10) business days following each recording.
9. Closed Captioning for each webinar	On the day of and for the duration of each webinar
10. A transcript of the live webinars.	Within ten (10) business days following each recording.
11. Edited video; copies and originals	Within five (5) business days of receipt of the editing instructions from CRA Project Authority
12. A list of all topic related questions submitted by session participants	Within five (5) business days of each live recordings.
13. The evaluations, aggregate polling results, and participants' data where applicable, after each live webinar. The results will be provided to the CRA project authority in a Microsoft Word compatible document.	Within five (5) business days following each recording.
14. Compilation of participant feedback	Within five (5) business days of the live webinar.



15. Transcripts of all the questions received for both the technical issues/enquiries and the webinar topic questions	Within five (5) days after the completion of each webinar
16. Feedback and Comments on the project.	Meeting held within five (5) business days of each live webinar
17. A final evaluation of the project	Within ten (10) business days following the date of the webinar.



ATTACHMENT 4: CERTIFICATIONS REQUIRED TO BE SUBMITTED AT TIME OF BID CLOSING

Bidders must submit the following duly completed certifications as part of their bid at bid closing. The Bidder should ensure they review and understand the certifications below. The Bidder should contact the Contracting Authority if they require further clarification on these certifications.

Please ensure all the required signatures are provided at bid closing, as indicated below.

4.1 TERMS AND CONDITIONS

The Bidder hereby certifies compliance with and acceptance of all of the articles, clauses, terms and conditions contained or referenced in this Request for Proposal (RFP) and Statement of Work (SOW) or Statement of Requirement (SOR). Any modifications, deletions or additions to the articles, clauses, terms and conditions contained or referenced in this RFP and/or SOW document will render the bid non-responsive.

4.2 EDUCATION AND EXPERIENCE

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

4.3 CERTIFICATION STATEMENT

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 and attached hereto, the goods and/or services listed herein and on any attached sheets at the price(s) set out therefor.

The Bidder, by signing below, hereby certifies that it has read the solicitation and is in compliance with the above noted certifications, that all statements made in its proposal are accurate and factual, that it is aware that CRA reserves the right to verify all information provided in this regard, and that untrue statements may result in the proposal being declared non-responsive or in other action being taken which CRA deems appropriate.

Date: _____

Name (Print): _____

Signature: _____

Title: _____
(Title of duly authorized representative of business)

Place: _____

For: _____
(Name of Business)



4.4 CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid or tender (hereinafter "bid") to:

Canada Revenue Agency

(Corporate Name of Recipient of this Submission)

for: RFP 1000303733 for Webinar Services

in response to the call or request (hereinafter "call") for bids made by:

Canada Revenue Agency

(Name of Tendering Authority)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of:

(Corporate Name of Bidder or Tenderer [hereinafter "Bidder"])

that:

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the Bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the Bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the Bidder to determine the terms of, and to sign, the bid, on behalf of the Bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the Bidder, whether or not affiliated with the Bidder, who:
 - (a) has been requested to submit a bid in response to this call for bids;
 - (b) could potentially submit a bid in response to this call for bids, based on their qualifications, abilities or experience;
6. The Bidder discloses that (check one of the following, as applicable):
 - (a) the Bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with, any competitor;
 - (b) the Bidder has entered into consultations, communications, agreements or arrangements with one or more competitors regarding this call for bids, and the Bidder discloses, in the attached document(s), complete details thereof, including the names of the competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements;
7. In particular, without limiting the generality of paragraphs (6)(a) or (6)(b) above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) methods, factors or formulas used to calculate prices;



- (c) the intention or decision to submit, or not to submit, a bid; or
- (d) the submission of a bid which does not meet the specifications of the call for bids;
except as specifically disclosed pursuant to paragraph (6)(b) above;
8. In addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the products or services to which this call for bids relates, except as specifically authorized by the Tendering Authority or as specifically disclosed pursuant to paragraph (6)(b) above;
9. The terms of the accompanying bid have not been, and will not be, knowingly disclosed by the Bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening, or of the awarding of the contract, whichever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph (6)(b) above.

(Printed Name and Signature of Authorized Agent of Bidder)

(Position Title)

(Date)



4.5 JOINT VENTURE CERTIFICATION

NOTE TO BIDDER: Complete this certification if a joint venture is being proposed otherwise check the box below.

[] This certification is not applicable.

The Bidder represents and warrants the following:

- (a) The bidding entity is a contractual joint venture... (b) The name of the joint venture is: (c) The members of the contractual joint venture are (d) The Procurement Business Numbers (PBN) of each member... (e) The effective date of formation of the joint venture is: (f) Each member of the joint venture has appointed and granted full authority to (g) The joint venture is in effect as of the date of bid submission.

This Joint Venture Certification must be signed by EACH member of the joint venture.

The Joint Venture Certification shall be effective throughout the entire period of the Contract, including any exercised option period, if exercised.

The CRA has the right to request documentation from the Bidder evidencing the existence of the contractual joint venture.

Signature of an authorized representative of each member of the joint venture (the Bidder is to add signatory lines as necessary):

Table with 4 columns: Signature of Authorized Representative, Name of Individual (Please Print), Name of Business Entity, Date. Two rows for signature lines.



ATTACHMENT 5: CERTIFICATIONS REQUIRED TO BE SUBMITTED PRIOR TO CONTRACT AWARD

The certifications listed below should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid-non responsive.

5.1 FORMER PUBLIC SERVANT CERTIFICATION

Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in the spending of public funds.

Definitions:

For the purpose of this clause, "former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means, a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c.S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c.C-17, the [Defence Services Pension Continuation Act](#), 1970, c.D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c.R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c.R-11, the [Members of Parliament Retiring Allowances Act](#), R.S., 1985, c.M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c.C-8.

Former Public Servant in Receipt of a Pension

Are you, the Bidder, a FPS? **YES** () **NO** ()

Are you, the Bidder, a FPS in receipt of a pension as defined herein? **YES** () **NO** ()

If "yes", please identify in what capacity you, the Bidder, are bidding by ticking the appropriate box below:

- an individual?
- an individual who has incorporated?
- a partnership made of former public servants?
- a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity?

Please provide the following additional information:

- (i) name(s) of the former public servant(s);
- (ii) date(s) of termination of employment or retirement from the Public Service; and
- (iii) for each former public servant named in (i) above, provide the applicable pension act(s) and any post employment constraints or restrictions if applicable.



By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on the CRA website as part of the published proactive disclosure reports for contracts.

Work Force Reduction Program

Are you, the Bidder, a FPS who received a lump sum payment pursuant to the terms of a work force reduction program?

YES () NO ()

If "yes", please provide, for each FPS named in (i) above, the following information:

- (a) conditions of the lump sum payment incentive;
- (b) amount of lump sum payment;
- (c) rate of pay on which lump sum payment is based;
- (d) period of lump sum payment including start date, end date and number of weeks;
- (e) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

Certification

The Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

Signature of authorized Bidder representative: _____

5.2 FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - \$200,000 OR MORE

1. The Federal Contractors Program for Employment Equity (FCP-EE) requires that some suppliers bidding for federal government contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Bidder is subject to the FCP-EE, evidence of its commitment must be provided before the award of the Contract.

Suppliers who have been declared ineligible contractors by Human Resources and Social Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the Government Contract Regulations. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP-EE for a reason other than the reduction of their workforce. Any bid from ineligible contractors will be declared non-responsive.

2. If the Bidder does not fall within the exceptions enumerated in 3. (a) or (b) below, or does not have a valid certificate number confirming its adherence to the FCP-EE, the Bidder must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity, to the Labour Branch of HRSDC. The form can be found on the following Service Canada Website: <http://www1.servicecanada.gc.ca/cgi-bin/search/eforms/index.cgi?app=profile&form=lab1168&dept=sc&lang=e>.

3. The Bidder certifies its status with the FCP-EE, as follows:

The Bidder

- (a) () is not subject to the FCP-EE, having a workforce of less than 100 permanent full or part-time employees in Canada;
- (b) () is not subject to the FCP-EE, being a regulated employer under the Employment Equity Act, S.C. 1995, c. 44;



(c) () is subject to the requirements of the FCP-EE, having a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from HRSDC, (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached;

(d) () is subject to the FCP-EE, and has a valid certificate number as follows: _____ (e.g. has not been declared an ineligible contractor by HRSDC).

Further information on the FCP-EE is available on the following HRSDC Website: <http://www.hrsdc.gc.ca/en/labour/equality/index.shtml>.

Date: _____

Signature: _____

Title: _____

(Title of duly authorized representative of business)

Place: _____

For: _____

5.3 VENDOR REPORTING INFORMATION

The following information should be provided to enable CRA compliance with paragraph 221(1)(d) of the Income Tax Act, R.S.C. 1985, c.1 (5th Supp.) and report payments made to contractors under applicable services contracts (including contracts involving a mix of goods and services) on a T1204 Government Service Contract Payments slip.

For the purpose of this clause:

“Legal Name” means the name of the company, corporation or other entity constituted as a legal person under which this person exercises its rights and performs its obligations.

“Operating Name” means the name that is legally protected and used in the course of its business by a company, corporation or other entity legally constituted as a legal person, or by the individual.

The Bidder is requested to provide the following:

Legal Name: _____

Operating Name: _____

Address: _____

City: _____

Province: _____

Postal Code: _____

Telephone: _____



Fax: _____

Type of Business (Select only one)

- Corporation
- Partnership
- Sole Proprietor
- Non-Profit Organization
- US or International Co.

All registered companies (excluding Non-Profit organizations and US or International companies) must provide their Goods and Services Tax (GST) or Business Number (BN).
If the services will be rendered by an individual, please provide the Social Insurance Number (SIN). If a SIN number is being provided, the information should be placed in a sealed envelope marked "Protected".

Goods and Services Tax (GST) Number: _____

Business Number (BN): _____

Social Insurance Number (SIN): _____

N/A Reason: _____

Note: If you select "N/A", then you must give a reason.

Date: _____

Name: _____

Signature: _____

Title: _____
(Title of duly authorized representative of business)

5.4 SYNERGY REQUIREMENTS

Prior to Contract Award, the Bidder must provide:

- a) Ariba Supplier Network (ASN) Account number: _____
(refer to <http://supplier.ariba.com> for more information)
- b) The name, title, email address and telephone number of a technical resource who will be responsible for working with the CRA Synergy Vendor Enablement Coordinator (CRA SVEC) throughout the Proof of Synergy Compliance Testing (PoSC)

Name: _____

Title: _____

Email address: _____

Telephone number: _____



ANNEX A: STATEMENT OF WORK

1.0 INTRODUCTION

The Canada Revenue Agency (CRA) requires the professional services of a Contractor(s) for the planning, preparation, production, and delivery of webinars, and for the production of video conversions from these same webinars.

2.0 BACKGROUND

The CRA develops, maintains, and updates national information services and products that assist individuals, businesses and charities in voluntarily complying with federal, provincial, and territorial tax legislation, and in receiving credit and benefit entitlements. The CRA delivers the information to taxpayers to assist them in meeting their obligations and obtaining the benefits to which they may be entitled.

The CRA delivers information in person and electronically. In 2009, the CRA introduced the use of webinars as another communication medium to deliver tax information to taxpayers. Due to the success of these sessions, the CRA expanded the use of webinars.

The CRA is now in the process of developing an Agency-wide standing offer to enable it to contract for the production of webinars and video conversions of these webinars.

3.0 SCOPE OF WORK AND SERVICES REQUIRED

To support the CRA in planning, preparation, production, and delivery of webinars, and in production of videos, the Contractor must be able to deliver the following products and services as and when required:

- train presenters and other CRA staff required for webinars
- event pre-registration and notification (usually on-line)
- create "lobby page" (event-specific home page)
- speaker support materials (e.g., PowerPoint slides), as and if required
- special staging, lighting, and all other A/V support requirements
- make the presentation available for download via contractor's site
- record and edit webinars
- compile audience questions, polling and/or voting systems
- closed captioning
- draft electronic evaluation form template for the CRA review and approval
- distribute electronic evaluation form to participants and compile results
- convert webinars into webcasts for posting online
- self-serve administrative portal for CRA reporting on demand
- consultation services

Tasks

The tasks involved for webinar/video services may include, but are not limited to:

Training

- Provide space and equipment for the training sessions as and when required.

Technology/Production for Webinar and Videos

- Streaming and recording of webinars
- Bilingual technical support prior to registration and during the webinar
- closed captioning during the webinars in W3C's SMIL 2.1 format, with time specified in seconds, e.g., <p begin="00:00:80.40" end="00:00:86.60">
- Make the PowerPoint presentations (provided by the CRA) available to participants in electronic format (in English and French)
- Provide all technical support, including:
 - Bilingual instructions for participants to log into the session and to proceed during the webinars.



- Bilingual on-line (via email and/or live chat) and toll-free telephone assistance for participants who encounter any problems with the software and technology when registering, testing their system, and/or during the webinars.
- Stream the webinar content/video live, allowing simultaneous transmission.
- Convert the webinars into videos (in English and in French) with closed captioning.
- Apply edits to the video as required by the CRA Project Authority.

Venue

Provide venue for the recording of the webinars in the National Capital Region (NCR).

Registration

- Provide a bilingual registration Web site for participants to register and test their systems. The registration Web site should be customized to include CRA visual identity and content requirements.
- Provide bilingual instructions (approved by the CRA) to participants when session is full.
- Provide a link upon log-in to download Flash free of charge.
- Provide participants with an electronic confirmation of registration, reminders, other notices, and other related documents as required (bilingual content to be provided by the CRA).
- Provide a bilingual Web page where presentations, or other material, will be available for participants to print.

Follow-up

- Provide verbatim transcripts to the CRA Project Authority in Microsoft Word compatible format including participants' written interaction, technical or session-related enquiries and responses, prior and during the webinar
- Provide a list of topic-related questions submitted by participants during the webinar
- Provide copies or originals of the source files before and after editing, electrically.
- Provide an electronic evaluation form (tailored to each webinar) for participants to complete before leaving the webinar
- Compile the evaluations in a template pre-approved by the CRA and provide the results electronically, in a Microsoft Word compatible document
- Allow for online reporting tool on post-event data for CRA use such as:
 - Self-serve administrative portal to include, but not limited to:
 - Number of registrants
 - Number of participants and login duration;
 - Archive viewers
 - No-show list
 - Geographical location of participants
 - Poll responses
 - Record of live questions and answers
 - Filter of registration data to run custom reports
 - Reports to determine average view time for live and archive events and individual attendee view time
 - Measurement of promotional tools used to drive traffic to webinars//videos

4.0 TECHNICAL REQUIREMENTS

The Contractor must support the below technical requirements:

- be compatible with WCAG 2.0 (Web Content Accessibility Guidelines) as set out in the Government of Canada (GoC) new standard on Accessibility;



- be available free of charge for both high speed and dial-up users;
- have database located in Canada;
- allow for visual and audio of the presenter;
- allow for multiple cameras, up to two teleprompters and a switcher;
- allow for viewing presentation slides (by both the presenter and participants);
- allow for slides to change automatically, for all participants;
- allow the option for participants to change the slides manually, should they wish;
- allow an area that permits written questions via text chat to be received from participants before and during the webinars, and for the CRA to respond in writing (on-line in the Chat window);
- provide capability for questions to be viewed by all participants;
- allow for participants to ask live questions orally to the presenter;
- allow for on-demand polling with results displayed in real time;
- allow for annotation and white-boarding tools to mark up presentation slides or screen captures;
- allow for speaker bios and photos, and webinar description;
- allow for CRA visual identity customization on all screens accessible to webinar participants;
- allow for a question management system that enables a CRA screener to assign questions to at least three subject matter experts;
- allow for slide and screen panning and zooming;
- record an introduction and conclusion to be included in the video conversion of the webinar;
- adhere to the following CRA requirements and specifications:
 1. File format - preferred format is FLV for video and MP3 for audio. Other suggested formats include SWF, WMV, MOV, RealPlayer, MPEG, and WAV. It is very important that whatever format is chosen supports and includes embedded close-captioning or, alternatively, a transcript is provided (for both English and French versions)
 2. Digital encoding format – H.264
 3. Estimated frame rate per second (FPS) – ± 29.98
 4. Estimated bits per second (BPS) – 50 Kpbs to 384 Kpbs
 5. Dimensions – 640 x 361 for High-quality files and 480 x 361 for Low-quality files
- The Contractor must provide bit rates and 16x9 video sizes following the range given below:

854x480 – 900KBS+
768x432 – 750KBS+
640x360 – 480KBS+
512x288 – 340KBS+
320x180 – 220KBS+

5.0 SUPPORT PROVIDED BY THE CANADA REVENUE AGENCY

The Canada Revenue will be responsible for the following:

- Manage the project and the work provided by the Contractor;
- Make available a coordinator, presenters and screeners for each webinar;
- Provide all the content of the presentations in French and English in Power Point format, the invitation to register to the contractor's Web site, the reminders, the content to be posted on the contractor's Web site, the content for evaluation and any other relevant information to be provided to participants;
- Provide visual identity rules and regulations, content of various kinds, direction on conversion from webinars to videos, etc.



ANNEX B: BASIS OF PAYMENT (TO BE INSERTED AT CONTRACT AWARD)

For fulfilling all of its obligations as specified under the Contract, the Contractor will be paid firm prices for the webinar services as detailed in each Task Authorization (TA) / Purchase Card Order (PCO). Applicable Tax are extra, in accordance with the ceiling rates below (to be inserted at Contract Award) and the Method of Payment and Invoicing clauses identified herein.

ALL PAYMENTS ARE SUBJECT TO GOVERNMENT AUDIT.



ANNEX C: SECURITY REQUIREMENTS CHECK LIST (SRCL)

Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat 1000303733
Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Canada Revenue Agency	2. Branch or Directorate / Direction générale ou Direction Public Affairs Branch
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant 0

4. Brief Description of Work / Brève description du travail
RFP for webinar services on behalf of the CRA.

5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées?
 No / Non Yes / Oui

5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?
 No / Non Yes / Oui

6. Indicate the type of access required / Indiquer le type d'accès requis

6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS?
(Specify the level of access using the chart in Question 7. c) / Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)
 No / Non Yes / Oui

6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.
 No / Non Yes / Oui

6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?
 No / Non Yes / Oui

7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès

Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
--	--------------------------------------	---

7. b) Release restrictions / Restrictions relatives à la diffusion

No release restrictions / Aucune restriction relative à la diffusion (h. Roy/SIAD)	All NATO countries / Tous les pays de l'OTAN	No release restrictions / Aucune restriction relative à la diffusion
Not releasable / À ne pas diffuser		
Restricted to: / Limité à: Specify country(ies): / Préciser le(s) pays:	Restricted to: / Limité à: Specify country(ies): / Préciser le(s) pays:	Restricted to: / Limité à: Specify country(ies): / Préciser le(s) pays:

7. c) Level of information / Niveau d'information

PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité





Contract Number / Numéro du contrat 1000303733
Security Classification / Classification de sécurité

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

- | | | | |
|---|---|---|--|
| <input type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET- SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | No security requirements
for this contract | | |

Special comments:

Commentaires spéciaux :

(L. ROY/ISIAD)

Contractor will be escorted by CRA Personnel while on Agency premises

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Non Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Non Yes / Oui



Contract Number / Numéro du contrat 1000303733
Security Classification / Classification de sécurité

PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
 Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.
 Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIEL		TRÈS SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL			A	B	C			
Information / Assets Renseignements / Biens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media / Support TI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link / Lien électronique	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Security Classification / Classification de sécurité
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Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat 1000303733
Security Classification / Classification de sécurité

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
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Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
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14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
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Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
---------------------------------	-----------------------------------	-----------------------------------	------

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? No Yes
 Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes? Non Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
---	---------------	-----------

Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
---------------------------------	-----------------------------------	-----------------------------------	------

17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
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Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
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TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
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ANNEX D: REQUIREMENTS FOR CRA SYNERGY SOLUTION

1. Overview

The Canada Revenue Agency’s (CRA) e-commerce solution for ordering, receiving and reconciling goods and services is an Ariba tool which has been branded internally as “Synergy”.

Synergy is an end-to-end e-procurement system based on the Ariba suite of products. Synergy is the primary system the CRA uses to purchase goods and services with an Acquisition Card. Ariba provides the CRA with two methods of purchasing:

1. Purchase Card Orders (PCO): Purchases made by CRA Purchasers from catalogues within the Synergy e-commerce solution.
2. External purchases: Purchases made by CRA Purchasers outside the Synergy e-commerce solution.

The Synergy Catalogue Order Requirements section of this Annex describes the process for PCOs while the Requirements for External-Purchase Method section describes the process for external purchases. The CRA may use one or both of these methods for the purchase of goods and services under the Contract.

The requirements for the Contractor to support CRA purchases under the Contract using Synergy are detailed below. These requirements include support for catalogue orders and external purchase methods, and the need for on-going Contractor support during the term of the Contract, including any exercised option period(s).

2. Glossary of Terms

Term	Definition
Acquisition Card:	A federal government credit card, also known as a Purchase Card. The Acquisition Card that is currently used by the CRA is a MasterCard provided by Bank of Montreal.
Advance Ship Notice (applicable only in Annex D: Requirements for CRA Synergy Solution):	A message the Contractor transmits, through the Ariba Supplier Network, to Synergy stating that the Contractor is shipping one or more items on a Purchase Card Order
Ariba Supplier Network (ASN):	An e-business solution, proprietary to Ariba that connects businesses across different systems and processes.
Catalogue	A detailed list of all the goods and services offered by the Contractor that will be available through Synergy.
Cancel Order:	A request to cancel an Order already sent to the Contractor.
Change Order:	A request to modify an Order already sent to the Contractor. A Change Order retains the same unique Order number as the original, but has a different version number.
.CIF:	Catalogue Interchange Format. A format for text files used to populate electronic catalogues.
Contractor:	The supplier identified on page one of the Contract.
CRA Purchasers:	CRA Purchasers are responsible for placing Orders, receiving goods and services, managing returns and exchanges, and verifying reconciliation of Orders with acquisition card charges.
CRA Synergy Vendor Enablement Coordinator (CRA SVEC):	CRA resource that enables the Contractor’s catalogue and the PCO Process, as well as identifies, troubleshoots, and resolves system issues throughout the Proof of Synergy Compliance Testing (PoSC) phase and the life of the contract, including any exercised option period(s).
Credit:	A transaction reverse; the credit must contain the same Level II transaction data as its respective debit.
DUNS:	The Data Universal Numbering System is a unique nine-digit identification sequence



	for a single business entity. For more information on this term, visit: http://www.dnb.ca/get-a-duns-number.html
External Purchase Method:	Orders that are placed outside of the Synergy application.
Ghost Card:	A CRA acquisition card account that is assigned to an individual Contractor and Contract.
Goods Receipt:	A goods receipt is a document that records which items requested on a Purchase Card Order (PCO) have been received. Any receipt can be used to record acceptance and/or rejection of items.
GSIN Codes	Goods and Services Identification Number
Issue Tracker	The ticketing system used by the Acquisition Service Desk and the Acquisition Card Program to log and track all inquiries.
Level II credit card transaction data:	The minimum Order data that the Contractor must provide to CRA. This data must include at a minimum: the Synergy Purchase Card Order (PCO) number (passed to the Contractor over the ASN, maximum of 25 characters), the order amount and the GST/HST amount.
Orders	A generic term that can be to reference both orders placed using the external purchase method as well as Purchase Card Orders.
Obsolete Order:	When a Purchase Card Order (PCO) is changed or cancelled, the previous PCO version becomes out-dated and its routing status becomes "Obsolete" in the ASN.
Order Confirmations:	A message the Contractor transmits, through the Ariba Supplier Network, to Synergy stating that the Contractor is accepting one or more items on a Purchase Card Order.
PoSC	Proof of Synergy Compliance
Progress Report:	A report detailing progress towards resolving a problem. The report must contain at a minimum, a description of the problem, the date and time the problem occurred, the date and time problem was discovered, the steps required to resolve the problem and the estimated date the problem will be resolved.
Purchase Card:	A federal government credit card, also known as an Acquisition Card. The Purchase Card that is currently used by the CRA is a MasterCard provided by Bank of Montreal.
Purchase Card Order (PCO):	An Order created in Synergy consisting of goods and/or services that the CRA is purchasing. PCO's are created using a Contractor provided catalogue and transmitted to the Contractor via the ASN. A PCO includes a unique identifier, one or more line items (descriptions of items being purchased, quantity, and unit price), the name and contact information of the person placing the PCO, and the shipping address.
Purchase Requisition (PR):	The Purchase Requisition (PR) is created in Synergy and contains the goods and/or services that the CRA is purchasing. Once the PR is submitted and approved, the PR generates a PCO(s), which is sent to the Contractor via the ASN.
Receipt	The act of receiving goods or services.
Rejection Notification	Rejection Email Notifications are sent to the Contractor by Synergy if the CRA Purchaser chooses to return goods for credit or exchange goods.
Return for Credit	If a CRA Purchaser chooses to return goods for credit, a rejection email notification will indicate each applicable line item, including the item description, product code, rejection reason, and a value of Yes in the Return for Credit field.
Return for Exchange	If a CRA Purchaser chooses to exchange goods, the rejection email notification will indicate each applicable line item, including the item description, product code, rejection reason, and a value of Yes in the Return for Exchange field
Supplier:	The Contractor. The term supplier is also used interchangeably with Contractor.
UNSPSC:	United Nations Standard Product and Services Classification. For more information on this term, visit: http://www.unspsc.org
Vendor	The term Vendor is also used interchangeably with Contractor.
WHMIS:	The Workplace Hazardous Materials Information System is Canada's national



	hazard communication standard. For more information on this term, visit: http://www.hc-sc.gc.ca/ewh-sem/occup-travail/whmis-simdut/index-eng.php
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3. CRA Synergy Stakeholders

This section describes the CRA Synergy stakeholders and their respective roles and responsibilities. The descriptions of the stakeholder responsibilities' are not all-inclusive; and may be modified at CRA's sole discretion as required.

CRA Purchasers: The Synergy application supports electronic purchases for over 1,700 CRA purchasers. CRA Purchasers are responsible for placing Orders, receiving goods and services, processing/managing returns and exchanges, and verifying reconciliation of Orders with acquisition card charges. The Contractor will not deal directly with the CRA Purchaser except in the following situations:

- To process a return or exchange items delivered under an Order as described in the Requirements for External-Purchase Method section below; or
- To request or provide clarification on items ordered.

CRA Acquisition Service Desk: The CRA Acquisition Service Desk provides national support to CRA Purchasers, the CRA Contracting Authority and the Contractor. The CRA Acquisition Service Desk's responsibilities include:

- Assisting CRA Purchasers and the Contractor with system related billing and delivery issues;
- Distributing the Ghost Card number to the Contractor; and
- Working with the CRA Purchasers and the Contractor to resolve issues related to: returns, exchanges Cancelling Orders and Changing Orders.

Note: Contacts to be provided at time of contract award.

CRA Synergy Vendor Enablement Coordinator (CRA SVEC): The Contractor will work with the CRA Synergy Vendor Enablement Coordinator (SVEC) to enable the Contractor's catalogue and the PCO Process, as well as to identify, troubleshoot, and resolve system issues throughout PoSC testing phase and the life of the contract, including any exercised option period(s).

4. Synergy Catalogue Order Requirements

This section details the requirements for the Contractor to interact with the CRA in Synergy. The requirements are divided into the following areas:

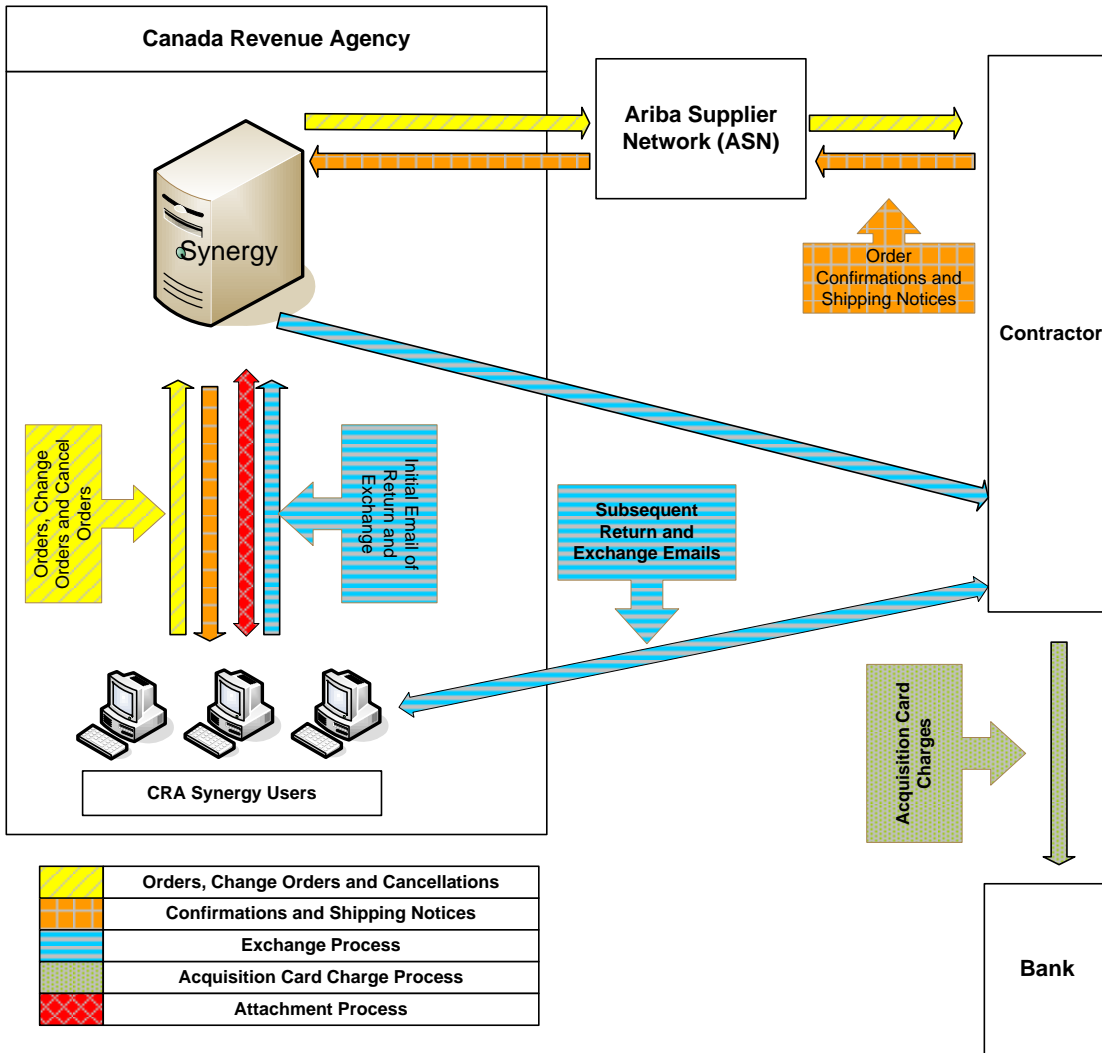
- Synergy communication flow
- Ariba Supplier Network (ASN)
- PCO and Change Order Process Requirements
- Cancel Order process requirements
- Order receipt and rejection (returns and exchanges) process requirements
- Synergy catalogue requirements
- Acquisition Card charges

5. CRA Synergy Solution Communication Flow

The following illustration describes the communication flow between the parties involved in the Synergy solution.



CRA Synergy Solution Communication Flow





6. Ariba Supplier Network (ASN) Requirements

The ASN is an e-business solution that connects buyers and suppliers across different systems and processes. The CRA and the Contractor will use the ASN to communicate order related information, including, and without limitation:

- Purchase Card Orders, Change Orders, and Cancel Orders from the CRA to the Contractor; and
- Order Confirmation and Advance Ship Notices from the Contractor to the CRA.

The Contractor is required to establish and maintain an ASN production and test account throughout the life of the Contract.

The Contractor must:

- Virus-scan attachments sent over the ASN.
- Send an Order Confirmation message within 30 minutes of receiving a Purchase Card Order, Change Order, or Cancel Order from the CRA.
- Correctly verify that the goods and services are available and will be shipped under the terms of the Contract before they send the Order Confirmation message.
- Include backorder details, if applicable, in the Order confirmation message.
- Send an Advance Ship Notice when goods are shipped.

The Contractor must disregard the Acquisition card related fields on the Purchase Card Order. CRA does not send Acquisition Card information over the ASN.

The Contractor must obtain written authorization from the CRA Contracting Authority as well as the CRA Acquisition Service Desk before rejecting a Purchase Card Order.

7. PCO and Change Order Process Requirements

CRA Purchasers will submit PCOs and Change Orders to the Contractor through Synergy.

The Contractor shall receive PCOs and Change Orders from the ASN.

The Contractor must not substitute items without written authorization from the CRA Contracting Authority.

For goods, the Contractor must include a packing slip with each shipment. The packing slip must specify the Contractor's name, address, and GST registration number, the PCO number, CRA Purchaser, date the goods were shipped, description of the goods, cost (before tax), tax amount, and total amount to be charged to the Ghost Card, including applicable taxes.

For services, the Contractor must provide written details of the services provided. The summary must specify the Contractor's name, address, and GST registration number, the PCO number, CRA Purchaser name, date the service was completed, description of the service, cost (before tax), tax amount, and total amount to be charged to the CRA Ghost Card including applicable tax.



8. Cancel Order Process Requirements

Purchase Card Orders may be cancelled in whole or in part. All Cancel Order requests will be routed to the CRA Acquisition Service Desk for processing before being transmitted electronically to the Contractor through Synergy to the ASN.

The Cancel Order procedure is as follows:

1. CRA Purchaser logs into Synergy and opens the PCO to cancel.
2. CRA Purchaser cancels the PCO.
3. Synergy creates a new version of the PCO and routes it to the CRA Acquisition Service Desk for processing.
4. CRA Acquisition Service Desk team confirms that Synergy has not received an Advance Ship Notice and then contacts the Contractor via email to confirm that the PCO has not been shipped. If neither condition has been met, the PCO cancellation can be processed in Synergy by the CRA Acquisition Service Desk team.
5. Synergy sends the Cancel Order to the Contractor through the ASN.

Once successfully cancelled, the status of the original PCO in ASN changes to Cancelled and an order cancellation message is sent to the Contractor over the ASN. The status of the purchase order then changes to "Obsolete" on the ASN.

The Contractor may not confirm or reject cancelled orders, nor create order-fulfillment messages (order confirmation or advance shipping notices) against an Obsolete Order.

CRA Purchasers may not issue Cancel Orders for line items that have been shipped or for which an Advance Ship Notice has been sent.

9. Order Receipt and Rejection (Returns and Exchanges) Process Requirement

Receipt and Rejection (Returns or Exchange)

PCO purchased items may be rejected, in whole or in part, by the CRA Purchaser. A Rejection notification will be transmitted to the Contractor by email for any item being returned or exchanged. Rejected items will be marked as 'rejected' within Synergy by the CRA Purchaser and a rejection reason will be identified on the email notification

The Receipt and Rejection (Return and Exchange) Process:

1. The CRA Purchaser physically receives the goods.
2. The CRA Purchaser inspects the goods and determines if any part of the delivery should be rejected.
3. The CRA Purchaser logs into Synergy and opens the corresponding PCO.
4. The CRA Purchaser records in Synergy, for each line item, the rejected quantity and rejection reason.
5. The CRA Purchaser completes the Goods Receipt.
6. If applicable, Synergy will send the Contractor a rejection email notification and this notification is cc'd to the corresponding CRA Purchaser. The rejection email notification will specify either a return for credit or a return for exchange, at CRA's sole discretion:

If the CRA Purchaser chooses to return the goods for credit, the rejection email notification will indicate each applicable line item, including the item description, product code, rejection reason, and a value of Yes in the Return for Credit field, or:

If the CRA Purchaser chooses to exchange the goods, the rejection email notification will indicate each applicable line item, including the item description, product code, rejection reason, and a value of Yes in the Return for Exchange field.

7. The Contractor is responsible for contacting the CRA Purchaser via email within one business day to coordinate the return or exchange of goods. The Contractor must provide the CRA Purchaser with any special instructions; for example, returning the product in its original packaging.
8. The CRA Purchaser must package the rejected items for pickup.



9. The Contractor picks up the rejected goods.
10. If the line item is a return for credit, the Contractor will credit the Ghost Card. If the line item is a return for exchange, the Contractor will ship the new item.

The Contractor must provide the CRA SVEC a new email address for the technical support group (as per Section 14, Order and Billing Support), via email, at least three business days prior to changing the email address for the rejection notifications.

10. Synergy Catalogue Requirements

Description: Purchase Card Orders originate in Synergy. CRA Purchasers create a Purchase Requisition (PR) in Synergy by adding items from one or more of the CRA-hosted catalogues to shopping carts. After the CRA Purchaser submits the PR, the shopping carts are work-flowed for internal CRA approval, if applicable. Once approved, the PR is converted into a PCO and sent to the Contractor through Synergy to the ASN for fulfilment.

Catalogue: During the Proof of Synergy Compliance (PoSC) Testing, the Contractor must provide the CRA SVEC with a catalogue in .CIF format via email. The catalogue must include all goods and services offered by the Contractor that will be available through Synergy.

The Contractor must maintain the catalogue during the period of the Contract as well as any exercised option period(s).

Catalogue Format:

- The .CIF catalogue is a comma delimited file.
- Unless otherwise specified, all fields are mandatory.
- The Item Description and Short Name must clearly, accurately and correctly describe the product or service.
- All fields are case-sensitive.

The following table details the fields where the Contractor must enter a value when using the .CIF catalogue format.

Number	Field Name	Item Description
1	Supplier ID	Supplier's DUNS number
2	Supplier Part ID	Up to 128 characters Remove all special characters (*, ?, &, etc).
3	Manufacture Part ID	Up to 128 characters
4	Item Description	Up to 2000 characters. This field will be displayed in the long description field on the online catalogue. Must be English for English lines and French for French lines.
5	SPSC Code	Up to 40 characters, integer. This is the product-commodity code in an eight-digit UNSPSC format.
6	Unit Price	The CRA price as per discount and contract (net). Cannot exceed two decimal places.
7	Units of Measure	UN or ANSI X.12 standard unit of measure. This is the product's UOM, such as BX for "box" and EA for "each."
8	Lead Time	Integer characters only. This is the number of business days between receipt of order and delivery to customer.
9	Manufacturer Name	Supplier's name
10	Supplier URL	In the format: http://
11	Manufacturer URL	In the format: http://



Number	Field Name	Item Description
12	Market Price	This is the list price or suggested retail price. Cannot exceed two decimal places.
13	Short Name	Up to 50 characters (English or French). This field will be displayed in the short description field on the online catalogue. Must be English for English lines and French for French lines.
14	Expiration Date	Contractors leave this field blank.
15	Effective Date	Contractors leave this field blank.
16	Language	Use en_CA for English line items and fr_CA for French line items.
17	Supplier Part Auxiliary ID	Use en_CA for English line items and fr_CA for French line items. This is not the supplier part number.
18	image	Used to indicate the filename of the image or picture. Do not use special characters (*, ?,,) in the filename.
19	Delete	Leave blank on new catalogues. This is an optional field to indicate whether this item is to be deleted. Enter "T" (for True) to identify a deleted status, otherwise this field remains empty This field is used in incremental catalogue loading.
20	WHMIS	Used to indicate if a catalogue item is a hazardous material. Enter Yes or No (for English line items) or Oui or Non (for French line items).
21	Green procurement	Used to indicate if a catalogue item is classified as a green product. Enter Yes or No (for English line items) or Oui or Non (for French line items). Questions regarding this classification should be forwarded to the contract authority.
22	Strategically sourced	Please enter Yes (for English line items) or Oui (for French line items). All catalogue items are considered strategically sourced.



The following picture illustrates the format of a .cif file (as displayed in MS Notepad):

```
CRASampleCatalogue.cif - Notepad
File Edit Format View Help
CIF_I_V3.0
LOADMODE: F
CHARSET: 8859_1
CODEFORMAT: UNSPSC
CURRENCY: CAD
COMMENTS: This is a sample CIF 3.0 file
SUPPLIERID_DOMAIN: DUNS
FIELDNAMES: Supplier ID, Supplier Part ID, Manufacturer Part ID, Item Description, SPSC Code, Unit Price, Unit of Measure
TIMESTAMP: 2008-02-15 15:25:04
UNUOM: TRUE
ITEMCOUNT: 2
DATA
6565,2B,2B1C,Men's black shoes,53111601,54.95,PR,2,,,,Men's black shoes,2010-03-01,2008-08-01,en_CA,en_CA,blk_shoe_2B
6565,2B,2B1C,"Chaussures noires des hommes",53111601,119.95,PR,2,,,,"Chaussures noires des hommes",2010-03-01,2008-08-01,en_CA,en_CA,blk_shoe_2B
ENDOFDATA
```

Bilingual Content: The Contractor must provide the catalogue in both Official Languages (English and French). The Contractor is required to include two lines for each unique product or service: one in English and one in French.

The quality of the product and services information provided in one language shall be comparable to the product and services information in the other.

Image Files: The Contractor must provide an image file for each Supplier Part ID. The image must be in .JPEG format with a maximum size of 1MB.

Catalogue Updates: The Contractor must provide an updated .CIF catalogue to the CRA Contracting Authority when there are catalogue changes.

The Contractor must notify the CRA Contracting Authority and the CRA Acquisition Service Desk, via email, within one (1) business day when a catalogue item becomes discontinued or otherwise unavailable.

The Contractor must notify the CRA Contracting Authority and the CRA Acquisition Service Desk, via email, within one (1) business day when a catalogue item becomes backordered for longer than five (5) business days.

The CRA Contracting Authority will notify the Contractor via email when there are CRA related catalogue changes. In this situation, the Contractor must provide an updated .CIF catalogue within two (2) business days of written notification.

The Contractor must fix catalogue file errors and provide a corrected version within one (1) business day after being notified by the CRA Contracting Authority or CRA SVEC via an email to the Contractor.

If the Contractor must update the catalogue, the updated .CIF catalogue must only contain product line items that are being added, deleted or modified. For deleted line items the Contractor must update the corresponding .CIF data field (i.e. field no. 19) to deleted status by entering a "T". If a product line item is being added or modified, it can simply be added to the .CIF catalogue.

The CRA Contracting Authority will notify the Contractor if and when there are any scheduled catalogue updates. For scheduled catalogue updates, the Contractor must provide the CRA Contracting Authority with the updated .CIF catalogue ten (10) business days before the catalogue changes are scheduled to take effect.

The CRA Contracting Authority must approve the updated .CIF catalogue before the updated catalogue will be made available in Synergy. All catalogue updates, scheduled or otherwise, including changes to pricing, will only go into effect after the CRA SVEC tests the new catalogue and loads it into the production environment.



11. Acquisition Card Charges

All Synergy PCOs must be charged to a CRA Acquisition Card. Synergy uses only one Ghost Card per contract and per Contractor for all PCOs. For security reasons, PCOs sent over the ASN display only a mock acquisition card number. The valid acquisition card number will be provided via telephone to the Contractor during PoSC Testing by the CRA SVEC or the CRA Acquisition Service Desk.

The CRA Acquisition Card is currently a MasterCard provided by Bank of Montreal. At any time during the period of the Contract, including any exercised option period(s), the CRA reserves the right to change its acquisition card type or provider.

Transactions against the Ghost Card must include Level II credit card transaction data, including the PCO number passed to the Contractor over the ASN, maximum of 25 characters, and the GST/HST amount.

The Contractor must verify that the prices are correct on the PCO before shipping the items and charging the acquisition card. If there is a discrepancy between the prices on the PCO and the prices in the Contractor's systems, the Contractor must work with the CRA Acquisition Service Desk to correct the discrepancy. The Contractor must not ship items or charge the acquisition card until the discrepancy is resolved.

The Contractor must only charge for goods that have been shipped and services that have been rendered.

Prior to shipping any items, the Contractor must send an Advance Ship Notice to the CRA Purchaser over the ASN.

12. Requirements for External Purchase Method

External Purchases are those made by CRA Purchasers by acquisition card outside the Synergy e-commerce solution.

External Purchases may be used by CRA as a:

- Back-up order method when Synergy is unavailable; and/or
- Regular order method for any items that are not currently hosted as a catalogue in Synergy.

The Contractor must receive, confirm, and process orders by one or more of the following methods: email, online, telephone, and facsimile.

The Contractor must provide confirmation of receipt to the CRA Purchaser within one (1) business day for orders placed using the external purchase method. External Purchase Orders placed by the CRA Purchaser must be confirmed by the Contractor in writing.

The Contractor must not accept orders placed using the External Purchase Method for catalogue items without written authorization from the CRA Acquisition Service Desk, the CRA SVEC or the CRA Contracting Authority. Orders placed using the External Purchase Method must be charged to the CRA Purchaser's Acquisition Card, these orders must not be charged to the Ghost Card. The Contractor is not required to provide Level II credit card transaction data for External Purchase Orders.

For goods, the Contractor must include a packing slip with each shipment. The packing slip must specify the Contractor's name, address, and GST/HST registration number, the purchaser name, date the goods were shipped, description of the goods, cost (before tax), tax amount, and total amount of the Order to be charged to the Acquisition Card including applicable taxes.

For services, the Contractor must provide written details of the services provided. The summary must specify the Contractor's name, address, and GST registration number, the PCO number, CRA Purchaser name, date the service was completed, description of the service, cost (before tax), tax amount, and total amount to be charged to the CRA Ghost Card including applicable tax.

13. Ordering and Payment

The Contractor must maintain and support ordering and payment for the entire period of the Contract, including any exercised option period(s).



The Contractor must notify the CRA Contracting Authority and the CRA Acquisition Service Desk of any changes to the ordering and payment processes and systems a minimum of forty (40) business days in advance to allow the CRA to assess their impact on the CRA Synergy Solution.

The CRA, at its sole discretion, may require the Contractor to retest the ordering process and transmission of Level II credit card transaction data against the requirements set out in the Contract.

The Contractor must complete and pass a new round of PoSC testing before the Contractor implements the system changes into production.

The Contractor must ensure that no errors are made when entering Orders into the Contractor's ordering and provisioning systems for external purchase and catalogue orders. If the Contractor does make any errors when entering Orders into the Contractor's ordering and provisioning systems, the CRA can request that the Contractor automate the ASN to Contractor Ordering/Billing System interface. The Contractor shall comply with any such written request of the CRA Contracting Authority within twenty (20) business days of the request.

The Contractor must validate the contents of each PCO and External Purchase Order to ensure accuracy. In the case of a discrepancy between CRA order information in Synergy and the Contractor, the Contractor shall notify the CRA Acquisition Service Desk, within thirty (30) minutes of occurrence.

14. Order and Billing Support

The Contractor must provide CRA order and billing support through a technical support group (helpdesk) that provides:

- A single point of contact for the CRA Acquisition Service desk to report issues regarding maintenance and support services, problem reporting and problem resolution updates;
- A single toll-free telephone number, fax number, and email address.
- Business hours coverage from 8AM to 5PM (Eastern Time), Monday to Friday (excluding Government of Canada holidays).

15. Ordering and System Issues - Incident Classification and Escalation

For all incidents identified by either the Contractor or the CRA, the Contractor must adhere to the response time requirements detailed in Table A: Incident Classification and Escalation Table, below:



Table A: Incident Classification and Escalation

Severity Levels	Description	Response Time and Resolution Time
Severity 1	System outage - The Contractor can neither accept nor process orders.	<p>The Contractor must notify the CRA Contracting Authority as well as the CRA Acquisition Service Desk of a system outage, within thirty (30) minutes of occurrence</p> <p>The Contractor must also issue progress reports and maintain communication (verbal and email) with the CRA Contracting Authority and CRA Acquisition Service Desk every two (2) hours until problem resolution, within business hours (8AM to 5PM Eastern Time, Monday to Friday (excluding Government of Canada holidays)).</p>
Severity 2	The system is operational, but with severely restricted functionality or degradation. For example, the Contractor cannot process acquisition card charges.	<p>The Contractor must immediately notify the CRA Contracting Authority as well as the CRA Acquisition Service Desk if the system functionality becomes severely restricted or degraded.</p> <p>The Contractor must also issue a verbal and email progress report and maintain communication with the CRA Contracting Authority as well as the CRA Acquisition Service Desk every business day until problem resolution.</p>
Severity 3	The system is operational, but with functional limitations or restriction not critical to the overall operations. Examples include billing errors, spelling mistakes in item descriptions or other non-critical catalogue issues, etc.	<p>The Contractor must notify the CRA Contracting Authority as well as the CRA Acquisition Service Desk if the system functionality becomes restricted, within thirty (30) minutes of occurrence</p> <p>The Contractor must also issue an email progress report and maintain communication when requested by the CRA Contracting Authority or the CRA Acquisition Service Desk.</p>

For all other incidents not classified as Severity Levels one through three, identified by the CRA Acquisition Service Desk, will be assigned an Issue Tracker number, which will be communicated via email to the Contractor. The Contractor must action and resolve the issue within five (5) business days. Upon resolution, the Contractor must reply to the initial email with problem resolution details.

Problems which have not been actioned within five (5) business days of notification will be escalated to the CRA Contracting Authority for further action.



ANNEX E: PROOF OF SYNERGY COMPLIANCE TESTING (POSC)

The Bidder must meet the following requirements for the Proof of Synergy Compliance Testing (PoSC).

The Bidder must:

- Be a member of the Ariba Supplier Network (ASN) and have an ASN Test Account <http://supplier.ariba.com>;
- Supply the CRA with a catalogue in the required format;
- Accept the CRA's Acquisition Card;
- Be able to process Level II credit card transaction data; and
- Provide the CRA with an email address for Order returns and exchanges.

The following table outlines the phases and responsibilities for the CRA PoSC Test.

PoSC Test Phases	Description	Owner	Other Participants
Kick-Off Vendor Meeting	Meeting to establish vendor enablement requirements and timelines.	CRA Contracting Authority	<ul style="list-style-type: none"> • CRA Contracting Authority • CRA Synergy Vendor Enablement • Coordinator, CRA ITB representative (optional)
ASN Relationship	CRA establishes an ASN relationship with the Bidder via ASN.	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> • Bidder
ASN Test Account Verification	The CRA SVEC verifies the Bidders ASN Test Account number	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> • Ariba Supplier Technical Support
Corporate Accounting System Vendor Set Up	CRA sets-up Bidder in CRA's Corporate Accounting System.	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> • CRA Acquisition Service Desk
Synergy Vendor Set-up	CRA sets-up Bidder.	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> • CRA Acquisition Service Desk
Contract Set-up	CRA sets-up contract terms in Synergy (ACC).	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> • CRA Contracting Authority
Catalogue Build	Bidder provides catalogue in required format.	Bidder	<ul style="list-style-type: none"> • CRA Synergy Vendor Enablement Coordinator • CRA IT representative
Catalogue Review and Edit	CRA reviews catalogue to ensure it meets contracting terms and adds custom CRA data elements.	CRA Contracting Authority	<ul style="list-style-type: none"> • CRA Synergy Vendor Enablement Coordinator



Commodity Code	CRA maps UNSPSC codes to G SIN Codes	CRA Contracting Authority	
Catalogue Hierarchy	CRA creates catalogue hierarchy	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> CRA Catalogue Administrator
Acquisition Card Number	CRA communicates Ghost Card number to Bidder.	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> CRA Acquisition Service Desk
Testing	CRA works with Bidder to test the new catalogue and end-to-end ordering process.	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> Bidder CRA ITB representative
Confirmation of Functionality	Confirmation of Synergy Vendor Enablement and functionality	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> CRA Contracting Authority
Roll-out	CRA configures Synergy and makes catalogue available in Synergy	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> CRA Acquisition Service Desk Bidder

Proof of Synergy Compliance (PoSC) Test

Within five (5) business days of written notification from the Contracting Authority, the CRA will test the Bidder’s ability to conduct electronic transactions with the CRA using the Ariba Supplier Network (ASN). The Bidder must work with the CRA Synergy Vendor Enablement Coordinator (CRA SVEC) during the PoSC test phase. The CRA SVEC’s contact information will be provided with the written notification.

TESTING

The Bidder must work with the CRA SVEC throughout the testing and roll-out phases to ensure all requirements are met, including finalizing the Catalogue content and format, within the period specified below.

The Bidder must demonstrate that they meet the Synergy requirements found in Annex E: Requirements for a CRA Synergy Solution. Within five (5) business days of written notification by the CRA Contracting Authority the Bidder must commence testing of their ability to conduct electronic transactions with the CRA using the ASN. Testing must be finalized within forty (40) business days of the written notification. The testing period may be extended at CRA’s sole discretion.

CRA will conduct testing of the following mandatory functionalities with the Bidder:

- ASN connectivity between Synergy, ASN and the Bidder;
- Communication of Purchase Card Orders and Change Orders to the Bidder via ASN;
- Communication of electronic order confirmations and electronic Advance Ship Notices to Synergy via the ASN;
- Communication of backordered or discontinued items to Synergy via the ASN;



- Communication of exchange and return notification to Synergy via email (where applicable);
- Loading of the Bidder's catalogues by the CRA into Synergy; and
- Communication of Level II credit card transaction data.