



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/or 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
Nous offrons par la présente de vendre à Sa Majesté la Reine du Chef du Canada, en conformité avec les conditions énoncées dans la présente incluses par référence dans la présente et/ou incluses par référence aux annexes jointes à la présente les biens et/ou 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

Request for Proposal form containing fields: Title - Sujet, Solicitation No., Date, Solicitation closes, Contracting Authority, Telephone No., Fax No., Destination, and a security requirement notice.



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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

Attachment 6: Historical Data

The Annexes include:

Annex A: Statement of Requirement

Annex B: Basis of Payment

Annex C: Security Requirements Check List (SCRL)

1.2 SUMMARY

The Canada Revenue Agency (CRA) wishes to establish a strategic collaborative arrangement to produce the CRA's publications and folders requirements, in an efficient manner through the application of industry best practices.

The Contractor will be responsible for meeting CRA's requirements on an "as and when requested" basis, and to ensure timely, accurate service delivery.

It is estimated that 327 different publications and folders are printed by the CRA on an annual basis. The end user of the printed material may be internal or external to the CRA. As such, publications and folders may be required in either one or both of Canada's Official Languages (French and English).

The resulting contract will include a minimum guarantee of \$500,000.00 (applicable taxes included), for the period of the contract, including options.



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	<p>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:</p> <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; • 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



TERM	DEFINITION
Solicitation	An act or instance of requesting proposals/bids on specific products and/or services.
SOR	Statement of Requirement
SOW	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.
TA	Task Authorization
Task Authorization	A document issued against a Contract authorizing the Contractor to perform work. The Contract terms and conditions form part of any Task Authorization issued. The duration of a Task Authorization cannot extend beyond the end-date of the Contract.
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.

1.4 DEBRIEFINGS

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 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 ninety (90) 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 Attachment 4) 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.

2.3 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.

2.4 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 **7** 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.

2.5 CONTRACTING AUTHORITY

The Contracting Authority is:



Name: Diane Page
Telephone Number: (613) 995-4701
Fax Number: (613) 997-6655
E-mail address: Diane.Page@cra-arc.gc.ca

2.6 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.

2.7 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 Requirements 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 the provision and delivery of publications and folders in accordance with the specifications set out in the Statement of Requirements 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 provision and delivery of the publications and folders requested in the Statement of Requirements, 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 and documentation in order to be awarded a contract. Canada will declare a bid non-responsive if the required certifications and documentation are not completed and submitted as requested. Please refer to Part 5 “Certifications” of this document for more details on the certifications 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 PRINTED COPIES	NUMBER OF SOFT COPIES CD-ROM, DVD or USB Stick
Technical Proposal	1	3	1
Financial Proposal	1	1	1
Certifications	1	1	1
Supporting Information	1	1	1

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 Requirement. All references to descriptive material, technical manuals and brochures should be included in the bidder's proposal.

Sustainable Development

CRA Material 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 1-6, and any amendments; excluding Part 7 Model Contract and Annexes A to C;
- b) Standard Instructions 2003, (2013-06-01) Goods or Services – Competitive Requirements as amended in section 2.2 of this RFP;
- c) Part 7 – Model Contract;
- d) General Conditions 2035 (2013-06-27), General Conditions – Higher Complexity - Services as amended in the Model Contract in Section 7.10 of the RFP;
- e) Annex A – Statement of Requirement and any attachments;
- f) Annex B – Basis of Payment; and
- g) Annex C – Security Requirements Check List (SCRL).

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 and in conjunction with the Statement of Requirement (SOR). 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.

Historical Data

All data regarding prior usage, or estimated future usage by CRA of any of the required publications or folders, including the data set out in Attachment 6: Historical Data, is provided to respondents purely for information purposes, and to assist them in preparing their bids. This represents the best information currently available to CRA however, CRA does not warrant or represent that this data is complete or free from errors. Additionally, the inclusion of this data in this solicitation does not represent a commitment that CRA’s



future purchases of publications or folders will be consistent with this data. It is provided purely for informational purposes.

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 decimal places unless stated otherwise.

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 bids 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;
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum of 96 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 160 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 60% for the technical merit and 40% 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 60%.
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 40%.
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 bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid 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 bidder recommended for award of the contract will be the compliant bidder with the lowest priced bid.

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 – SELECTION

The Bidder with the highest ranked responsive bid as described above will be considered the successful Bidder for this requirement and will be recommended for award of a contract.

STEP 6 – CONDITIONS PRECEDENT TO CONTRACT AWARD

The Bidder 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 Bidder with the highest ranked responsive bid and meeting all the requirements listed above will be recommended for award of a contract.

PART 5 CERTIFICATIONS

Bidders must provide the required certifications and documentation to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default, if any certification made by the Bidder is found to be untrue whether during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder’s certifications. Failure to comply with this request will also render the bid non-responsive or will constitute a default under the Contract.

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

The Bidder must meet the security requirements identified in Annex C: Security Requirements Check List (SRCL) and in Section 7.5 of the Model Contract.

1. Before award of a contract, the following conditions must be met:
 - a) the Bidder must hold a valid Facility Security Clearance (FSC) as indicated in Part 7- Model Contract.



- b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Model Contract.
 - c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
2. It is the responsibility of the Bidder, to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the sole discretion of the CRA.

INSTRUCTIONS FOR BIDDERS WHO REQUIRE SECURITY CLEARANCES

Bidders that currently do not meet any of the security requirements identified in the solicitation should promptly contact the Contracting Authority for further details on how to initiate a security clearance.

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

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

7.1 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.

7.2 REQUIREMENT

The Contractor must provide publications and folders and related services on an "as-and-when-requested" basis in accordance with the Statement of Requirements (SOR), attached hereto as Annex A.

7.3 PERIOD OF CONTRACT

The period of the Contract is from date of Contract award to November 30, 2016, inclusive.

7.4 OPTIONS

7.4.1 OPTION TO EXTEND THE CONTRACT

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 4 additional one- 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.

The Contracting Authority may exercise an option at any time before the expiry of the Contract by sending a written notice to the Contractor. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

7.4.2 OPTION TO ADD, REMOVE OR MODIFY PRODUCTS AND/OR 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 and/or services from the Contract, as well as modify items.

In the event that the CRA requires an additional or modified product or service-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 or services 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 this option at any time before the expiry of the Contract by sending a written notice to the Contractor.

7.5 SECURITY REQUIREMENTS

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

7.5.1 SECURITY REQUIREMENTS – CANADIAN CONTRACTORS

Document Safeguarding and/or Production Capabilities – with Computer Systems

1. The Contractor personnel and/or subcontractor personnel requiring access to Protected information, assets or sensitive work site(s) must each hold a valid Reliability screening, granted by the Security and



Internal Affairs Directorate (SIAD) of the Canada Revenue Agency (CRA) or the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada (PWGSC).

2. The Contractor must not remove any Protected information or assets from the identified and approved work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
3. Processing of material only at the Protected B level is permitted under this contract. The work must be done either on a separate stand-alone computer system at the Contractor's site or on a restricted directory that is only accessible to Contractor personnel who have the need-to-know for the performance of the Contract.
4. Notwithstanding paragraph 1, Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.
5. The Contractor must comply with the provisions of the:
 - Security Requirement Check List (SRCL), attached as Annex C of the Contract.

7.5.2 SECURITY REQUIREMENTS – NON-CANADIAN CONTRACTORS

Document Safeguarding and / or Production Capabilities – with Computer Systems

1. The Contractor personnel and/or subcontractor personnel requiring access to Protected information, assets or sensitive work site (s) must each hold a valid Reliability screening, granted by the Security and Internal Affairs Directorate (SIAD) of the Canada Revenue Agency (CRA) or granted/approved by the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada (PWGSC).
2. The Contractor must, at all times during the performance of the Contract, hold an approved facility clearance for Document Safeguarding at the Protected B level issued or granted by CISD or a letter issued by the SIAD confirming that the facility is approved and meets the CRA security requirements.
3. Subcontracts during the performance of the Contract must include the security requirements for an approved Document Safeguarding at the level of Protected B as issued or granted by CISD or be a facility approved by the SIAD of the CRA. Before performing any work, the Contractor must ensure that the subcontractor holds an approved Facility for Document Safeguarding at the Protected B level issued or granted by the CISD or a letter issued by the SIAD confirming that the facility is approved and meets the CRA security requirements.
4. The Contractor must not remove any protected information or assets from the identified and approved work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
5. Processing of material only at the Protected B level is permitted under this Contract. The work must be done either on a separate stand-alone computer system at the Contractor's site or on a restricted directory that is only accessible to Contractor personnel who have the need-to-know for the performance of the Contract.
6. Notwithstanding paragraph 1, Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.
7. The Contractor must comply with the provisions of the:
 - Security Requirement Check List (SRCL), attached as Annex C of the Contract.



7.6 AUTHORITIES

7.6.1 CONTRACTING AUTHORITY

The Contracting Authority for the Contract is:

Name: Diane Page

Telephone Number: (613) 995-4701

Fax Number: (613) 957-6655

E-mail address: Diane.Page@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.

7.6.2 PROJECT /TECHNICAL AUTHORITY

7.6.2.1 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 Project Authority; however the Project 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 Project 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 Project Authority reserves the right to reject it, in part or in its entirety, and to require its correction before recommending payment.

The Project Authority will be responsible for:

- preparing pre-press material work for the Task Authorization;
- requesting and verifying proofs;
- inspection and acceptance of all work performed as detailed in this contract;
- defining any proposed changes to the scope of work.

NAME: *(to be inserted at contract award)*

ADDRESS: *(to be inserted at contract award)*

TELEPHONE NUMBER: *(to be inserted at contract award)*

FAX NUMBER: *(to be inserted at contract award)*

E-MAIL ADDRESS: *(to be inserted at contract award)*



7.6.2.2 Technical Authority

The Technical Authority shall be the CRA representative for whom the Work is being carried out under an individual Task Authorization.

The Technical Authority is responsible for all matters concerning the technical content of the Work under that Task Authorization. Deliverables rendered under this Contract shall be subject to inspection and acceptance by the Technical Authority or a designated representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work, Task Authorization, and to the satisfaction of the Technical Authority, as submitted, the Technical Authority shall have the right to reject it or require its correction at the sole expense of the Contractor. Any communication with the Contractor regarding the quality of Work performed pursuant to this Contract shall be undertaken by official correspondence through the Contracting Authority.

The Technical Authority will be responsible for:

- review and inspection of the invoices submitted;
- inspection and acceptance of all work performed as detailed in the Task Authorization;
- defining any proposed changes to the scope of work in the Task Authorization.

The Technical Authority may delegate their authority and may act through a duly appointed representative.

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.

7.6.3 CONTRACTOR'S REPRESENTATIVE

The Contractor Representative for the Contract is:

To be completed at the time of Contract award.

Name: _____

Address: _____

Telephone Number: _____

Fax Number: _____

E-mail Address: _____

7.7 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 submitting a Task Authorization form, signed by the CRA and sent to the Contractor via facsimile or email.



7.8 TASK AUTHORIZATION PROCESS

The CRA will submit orders to the Contractor using a Task Authorization process. The CRA will issue a Task Authorization in accordance with the requirements contained herein. Each Task Authorization will contain the following information:

- a. the details of the goods to be delivered and the services to be performed within the scope of the Contract;
- b. an estimate of the cost;
- c. the required delivery date; and
- d. the delivery location.

CRA shall send a signed copy of the Task Authorization to the Contractor via e-mail or fax. In the event that the Task Authorization was placed after 5:00 p.m. local time, it will be deemed to have been submitted as of 9:00 a.m. the next working day.

The Contractor shall not commence Work until an approved Task Authorization has been received from CRA. The Contractor acknowledges that any and all Work performed in the absence of the aforementioned approved Task Authorization will be done at the Contractor's own risk, and the Crown shall not be liable for payment therefore, unless or until an approved Task Authorization is provided by CRA.

All Work carried out under the Task Authorization is to be performed to the satisfaction of the CRA, in accordance with the terms and conditions of the Contract and Task Authorization.

The Contractor agrees to provide to the CRA, upon request, any information and estimates that may be required to prepare the Task Authorization.

7.8.1 TASK AUTHORIZATION LIMIT

The Project Authority may authorize individual task authorizations up to a limit of \$100,000.00 applicable taxes included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the Contracting Authority.

7.8.2 MINIMUM WORK GUARANTEE – ALL THE WORK -TASK AUTHORIZATIONS

- (i) 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 \$500,000.00 (applicable taxes included).
- (ii) 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.
- (iii) 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.
- (iv) Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.



7.9 STANDARD ACQUISITION 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>

7.10 GENERAL CONDITIONS

2035 (2013-06-27), General Conditions – Higher Complexity - Services, apply to and form part of the Contract.

Section 01 titled “Interpretation” the definition of "Canada", "Crown", "Her Majesty" or "the Government" is hereby amended to read: "Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the Canada Revenue Agency (CRA) ".

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.

7.11 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.



7.12 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.

7.13 PACKAGING AND SHIPPING

Refer to Annex A, Appendix A2.

7.14 DELIVERY

Refer to Annex A, Appendix A2.

7.15 WORK LOCATION

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

7.16 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.

7.17 BASIS OF PAYMENT

The Contractor will be paid for the goods or services described at Annex A: SOR, in accordance with the schedule of payment provided at Annex B: Basis of Payment.

7.18 LIMITATION OF EXPENDITURE

7.18.1 LIMITATION OF EXPENDITURE -TASK AUTHORIZATION

1. The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work specified in the authorized Task Authorization (TA), as determined in accordance with the Basis of Payment in Annex B, to the limitation of expenditure specified in the authorized TA.
2. Canada's liability to the Contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.
3. No increase in the liability of Canada or in the price of the Work specified in the authorized TA resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

7.18.2 LIMITATION OF EXPENDITURE –CUMULATIVE TOTAL OF ALL TASK AUTHORIZATIONS

1. Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of \$(*to be completed at the time of Contract award*). Customs duties are excluded and Applicable Taxes are extra.
2. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
3. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a. when it is 75 percent committed, or
 - b. four (4) months before the contract expiry date, or
 - c. as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.
4. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.19 TERMS OF PAYMENT

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

7.19.1 MULTIPLE PAYMENTS

Canada will pay the Contractor upon completion and delivery of units 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;
- c) the Work delivered has been accepted by Canada.

7.20 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.

7.20.1 PAYMENT BY DIRECT DEPOSIT

The Contractor shall accept Direct Deposit for payment of the goods and/or services described herein. Payments by direct deposit will be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 (2013-06-27), General Conditions – Higher Complexity - Services forming part of this Contract.

To complete or amend a direct deposit registration, the Contractor must complete the Vendor Electronic Payment Registration form accessible at: <http://www.cra-arc.gc.ca/E/pbg/tf/rc231/rc231-fill-09e.pdf>

It is the sole responsibility of the Contractor to ensure that the information and account number submitted to Canada via their Vendor Electronic Payment Registration form is up to date. Should the Contractor's information within the Vendor Electronic Payment Registration form not be accurate or up to date, the provisions identified herein under Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 (2013-06-27), General Conditions – Higher Complexity - Services forming part of this Contract will not apply, until the Contractor corrects the matter.

7.20.2 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 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2013-06-27) forming part of this Contract OR Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2013-06-27) 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.

7.20.3 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 (2013-06-27), General Conditions – Higher Complexity - Services forming part of this Contract.

7.21 DISCRETIONARY AUDIT

1. The following are subject to government audit before or after payment is made:
 - a) The amount claimed under the Contract, as computed in accordance with the Basis of Payment, including time charged.
 - b) The accuracy of the Contractor's time recording system.
 - c) The estimated amount of profit in any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier, for which the Contractor has provided the appropriate certification. The purpose of the audit is to determine whether the actual profit earned on a single contract if only one exists, or the aggregate of



actual profit earned by the Contractor on a series of negotiated contracts containing one or more of the prices, time rates or multipliers mentioned above, during a particular period selected, is fair and reasonable based on the estimated amount of profit included in earlier price or rate certification(s).

- d) Any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier for which the Contractor has provided a "most favoured customer" certification. The purpose of such audit is to determine whether the Contractor has charged anyone else, including the Contractor's most favoured customer, lower prices, rates or multipliers, for like quality and quantity of goods or services.
2. Any payments made pending completion of the audit must be regarded as interim payments only and must be adjusted to the extent necessary to reflect the results of the said audit. If there has been any overpayment, the Contractor must repay Canada the amount found to be in excess.

7.22 TRAVEL AND LIVING EXPENSES

The CRA will not cover any travel and living expenses.

7.23 TAXES – FOREIGN BASED CONTRACTOR TAXES

Unless specified otherwise in the Contract, the price includes no amount for any federal excise tax, state or local sales or use tax, or any other tax of a similar nature, or any Canadian tax whatsoever. The price, however, includes all other taxes. If the Work is normally subject to federal excise tax, Canada will, upon request, provide the Contractor a certificate of exemption from such federal excise tax in the form prescribed by the federal regulations.

Canada will provide the Contractor evidence of export that may be requested by the tax authorities. If, as a result of Canada's failure to do so, the Contractor has to pay federal excise tax, Canada will reimburse the Contractor if the Contractor takes such steps as Canada may require to recover any payment made by the Contractor. The Contractor must refund to Canada any amount so recovered.

7.24 LIQUIDATED DAMAGES FOR NON-COMPLIANT SKIDS

1. If the Contractor fails to deliver the goods within the time specified in the Contract, or approved TA as applicable, the Contractor agrees to pay to Canada liquidated damages in the amount of \$100.00 for each skid. The total amount of the liquidated damages must not exceed exceed 10 percent of the Minimum Contract Value.
2. Canada and the Contractor agree that the amount stated above is their best pre-estimate of the loss to Canada in the event of such a failure, and that it is not intended to be, nor is it to be interpreted as, a penalty.
3. Canada 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 Canada to the Contractor, any liquidated damages owing and unpaid under this section.
4. Nothing in this section must be interpreted as limiting the rights and remedies which Canada may otherwise have under the Contract.

7.25 CREDIT FOR NON PERFORMANCE

- a) In the event that the Contractor fails to meet the requirements, including but not limited to: late delivery, quality issues, and specification non-conformance; in accordance with the Contract, and in the absence of an Excusable Delay as defined under 2035 (2013-06-27) General Conditions – Higher Complexity - Services, Section 10, Excusable Delay (2008-05-12); the Contractor shall provide the CRA with a credit in the amount of 10% of the applicable line items of the effected requirement, and submit a revised invoice.



- b) Should a second incident occur whereby the Contractor again fails to meet the requirements, including but not limited to: late delivery, quality issues, and specification non-conformance; in accordance with the Contract, and in the absence of an Excusable Delay as defined under 2035 (2013-06-27) General Conditions – Higher Complexity - Services, Section 10, Excusable Delay (2008-05-12); the Contractor shall provide the CRA with a credit in the amount of 15% of the applicable line items of the effected requirement, and submit a revised invoice.
- c) Should a third incident occur whereby the Contractor again fails to meet the requirements, including but not limited to: late delivery, quality issues, and specification non-conformance; in accordance with the Contract, and in the absence of an Excusable Delay as defined under 2035 (2013-06-27) General Conditions – Higher Complexity - Services, Section 10, Excusable Delay (2008-05-12); the Contractor shall provide the CRA with a credit in the amount of 20% of the applicable line items of the effected requirement, and submit a revised invoice.
- d) Should a fourth, or any subsequent, incident occur whereby the Contractor again fails to meet the requirements, including but not limited to: late delivery, quality issues, and specification non-conformance; in accordance with the Contract, and in the absence of an Excusable Delay as defined under 2035 (2013-06-27) General Conditions – Higher Complexity - Services, Section 10, Excusable Delay (2008-05-12); the Contractor shall provide the CRA with a credit in the amount of 25% of the applicable line items of the effected requirement, and submit a revised invoice. The CRA, under these circumstances, has the discretion to terminate the Contract for default. The CRA reserves the right to obtain the services to fulfill the requirements of the Contract through alternate means, for example, from one of the suppliers who submitted a bid for the particular requirement and was found compliant, but was not awarded a contract.
- e) Multiple instances of incidents on the same Task Authorization will be treated as separate instances for purposes of this clause. For example, if an order has 3 deliveries and two are late, the two late deliveries will be treated as two separate instances of non-conformance.
- f) The parties agree that this calculation is a genuine pre-estimate of the damages that would be sustained by the CRA in the event of a Service Disruption and is not a penalty.
- g) Nothing in this article is to be interpreted as limiting the rights and remedies which CRA or the Minister may otherwise be entitled to under the Contract.

7.26 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.
Each invoice must be supported by a certified copy of the prepaid bill of lading provided, where applicable.
- 2. Invoices must be distributed as follows:
 - a) The original and one (1) copy must be forwarded to the Technical Authority of the Contract, identified under the section entitled "Authorities", for certification and payment.
 - b) CRA, at its sole discretion, may request the invoices be submitted in electronic pdf format and emailed to the Technical Authority of the Contract.
 - c) One (1) copy must be forwarded in electronic pdf format to the Contracting Authority on an "as and when" requested basis as identified under the section entitled "Authorities" of the Contract.

7.27 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.

7.28 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, if applicable*), 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.

7.29 APPLICABLE LAWS

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario (*or insert the name of the province or territory as specified in the Contractor proposal, if another is requested*).

7.30 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) 2035 (2013-06-27), General Conditions – Higher Complexity - Services;
- c) Annex A, Statement of Requirements and Appendices;
- d) Annex B, Basis of Payment;
- e) Annex C, Security Requirements Check List;
- f) The signed Task Authorizations,(including all of its annexes, if any);
- g) The Request for Proposal No. 10003614487 dated October 9, 2013, including any amendments thereto;



- h) 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)).

7.31 TRAINING AND FAMILIARIZATION OF CONTRACTOR PERSONNEL

Training of Contractor Personnel

Any training required by a new or replacement resource will be the responsibility of the Contractor, including training the resource for newly implemented software. The Contractor will assume all associated costs, including training pertaining to familiarization during the start-up of the Contract and Contract period for staff replacements. Training of the resource during the start-up period must take place without a reduction in service level. Time spent on such training will not be billed to, nor paid by, CRA.

Familiarization Period

Prior to the completion of the Contract, it may be necessary for another resource to undertake a period of familiarization and training before the completion date. The Contractor will be required to familiarize the incoming resource according to the process described above or through the use of another approach negotiated with and acceptable to CRA.

7.32 FOREIGN NATIONALS

SACC clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor) *(to be deleted at contract award if N/A)*

SACC clause A2001C (2006-06-16) Foreign Nationals (Foreign Contractor) *(to be deleted at contract award if N/A)*

7.33 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.

7.34 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.



7.35 QUALITY LEVELS

The quality levels of all work must, at a minimum, be in accordance with following SACC Manual clauses:

Item	Date	Title
P1010C	2010-01-11	Quality Levels for Printing
P1011C	2010-01-11	Quality Levels for Colour Reproduction
P1013C	2010-01-11	Quality Level for Forms
P1016C	2010-01-11	Quality Levels for Binding

7.36 ANNEXES

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

ANNEX A:	STATEMENT OF REQUIREMENTS
ANNEX B:	BASIS OF PAYMENT
ANNEX C:	SECURITY REQUIREMENTS CHECK LIST (SRCL)



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.

M.1	Production Experience	MET	NOT MET
	<p>The Bidder must demonstrate they have a minimum of ten (10) years' experience, within the last fifteen (15) years, providing services as specified under <i>Appendix A1: Production Overview and Technical Specifications for Publications and Folders</i> for clients external to the Bidder's organization.</p> <p>The Bidder should identify how many years it has been providing the services and provide a brief description of the number and type of publications and folders contracts/projects it has completed during this period.</p> <p>"Contracts/projects" refers to a one time contract; a single call-up under a standing offer or single contract under a supply arrangement for the printing and delivery of one or more items to destinations; or a single contract requiring multiple print runs over a stated period of time. It does not refer to the overall value of a standing offer or supply arrangement.</p>		
M.2	Size and Nature of Production	MET	NOT MET
	<p>The Bidder must demonstrate they have fulfilled publications and folders production services as specified under <i>Appendix A1: Production Overview and Technical Specifications for Publications and Folders</i> for two (2) different clients that meet the following characteristics:</p> <p>Size: Annual invoiced value of at least \$600,000 (all applicable taxes included) for each client .</p> <p>Nature: Publication production services must include Personalization, Insertion / polybagging.</p> <p>The clients described must be external to the Bidder's organization and cannot be from the same company.</p> <p>Only publication and folder production services performed by the Bidder within the last fifteen (15) years, as of the RFP closing date, will be considered for this requirement.</p>		
M.3	Client References	MET	NOT MET
	<p>The Bidder must provide a reference for each client described in M.2 who can confirm the Bidder provided work of similar Size and Nature.</p> <p>For each reference the Bidder must provide:</p> <ol style="list-style-type: none"> a. Name of Primary Client Reference. b. Email address of Primary Client Reference: <p>The Bidder should provide the same information for a back-up, or secondary,</p>		



	<p>client reference in case the primary client reference is not available.</p> <p>c. The contract period (start and end dates).</p> <p>d. Complete description of the printing and finishing requirements of publications & folders.</p> <p><i>Please note: these Client Reference contacts will be contacted to evaluate rated criteria R4 Reference Checks under Attachment 3: Point-Rated Evaluation Criteria.</i></p> <p>The onus is on the Bidder to provide client references that can be contacted easily. Any inaccurate or incomplete reference will be considered non-compliant.</p> <p>Only three (3) attempts over a maximum of a five (5) working-day period from the first attempt to contact the Primary Client Reference will be made by the evaluation team. If unsuccessful, the evaluators will make the same attempts as above to contact the Back-up, or Secondary, Client Reference if one is provided. If still unsuccessful, the Bidder will be considered non-compliant.</p>		
M.4	Sustainable Development	MET	NOT MET
a.	The Bidder must have a corporate environmental policy in place. In order to demonstrate this mandatory requirement, the Bidder must include its environmental policy statement printed on corporate letterhead and signed by an authorized officer of the company.		
b.	The Bidder must propose items for which the waste material from the manufacturing process for the proposed products is minimized. In order to demonstrate this mandatory requirement, the Bidder must include evidence which clearly demonstrates that waste material from manufacturing process for the proposed products is minimized. This evidence may be anecdotal or from waste audit results		
c.	The Bidder must propose items for which recyclable waste material from the manufacturing process is recycled. In order to demonstrate this mandatory requirement, the Bidder must include evidence which clearly demonstrates that recyclable waste material from the manufacturing process is recycled. This evidence may be anecdotal or from waste audit results.		
d.	The Bidder must propose items for which product packaging is designed to minimize waste. In order to demonstrate this mandatory requirement, the Bidder must include evidence which clearly demonstrates that product packaging is designed to minimize waste. This evidence may be anecdotal or from waste audit results.		
e.	<p>The Bidder must possess a certification under any one (1) of the following environmental programs as of the Request for Proposal (RFP) closing date.</p> <p>In order to demonstrate this mandatory requirement the Bidder must provide a copy of its current certification or certifications with its bid:</p> <ul style="list-style-type: none"> i. Environmental Choice Program - EcoLogoM Program CCD-041 (Lithographic Printing Services); ii. Environmental Choice Program - EcoLogoM Program CCD-141 (Digital Printing Services); iii. Forest Stewardship Council (FSC) Chain-of-Custody Certification(COC); iv. Sustainable Forestry Initiative (SFI) Chain-of-Custody Certification; v. Canadian Standards Association Sustainable Forest Management Standards (CSA/SFMS); vi. Program for the Endorsement of Forest Certifications (PEFC); or vii. ISO 14001 		



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.

Technical proposals will be assessed separately against the point-rated evaluation criteria identified below. Point-rated criteria not addressed in the Bidder's proposal will result in a score of zero being assigned against that particular criterion.

Bidders must meet the overall minimum pass point requirement of 96 points out of a maximum of 160 points.

Points Summary:

Subtotal for R1 Respect of Delivery Timeframes	Maximum points = 55
Subtotal for R2 Quality Assurance Strategy	Maximum points = 35
Subtotal for R3 Corporate Experience	Maximum points = 20
Subtotal for R4 Reference Checks	Maximum points = 50
TOTAL FOR POINT RATED CRITERIA	Maximum points = 160
Minimum pass mark required	96 points



R1 Respect of Delivery Timeframes (up to 55 points)

Rated Criteria	Points Available
<p>R1-1: The Bidder should describe how they will ensure on time delivery of their shipments to CRA.</p> <p>The Bidder should consider the following factors when preparing and submitting their response :</p> <ul style="list-style-type: none"> ▪ availabilities of representative(s) in communication with CRA; (up to 5 pts) ▪ production scheduling system; (up to 5 pts) ▪ monitoring, alerts, and checks in place; (up to 5 pts) ▪ other information the Bidder may consider relevant to their ability to ensure on time delivery of shipments to CRA. (up to 5 pts) 	<p>(maximum 20 pts)</p>
<p>R1-2: The Bidder should describe what contingency plans will be used to ensure non-disruptive production and deliveries to CRA.</p> <p>The Bidder should consider the following factors when preparing and submitting their response:</p> <ul style="list-style-type: none"> ▪ back-up power generation; (up to 5 pts) ▪ arrangements with back-up suppliers to provide material and production support in the event of bidder supply disruptions, power failure, or production over-flow; (up to 5 pts) ▪ back-up personnel to replace regular personnel; (up to 5 pts) ▪ other information the Bidder may consider relevant to their ability to ensure non-disruptive production and deliveries to CRA. (up to 5 pts) 	<p>(maximum 20 pts)</p>
<p>R1-3: The Bidder should describe how they will meet tight delivery deadlines such as those defined under <i>Appendix 2: Delivery and Shipping</i>, section 2.1.</p> <p>The Bidder should consider the following factors when preparing and submitting their response:</p> <ul style="list-style-type: none"> ▪ ability to prioritize, add production shifts, or add overtime capacity; (up to 5 pts) ▪ arrangements with multiple delivery transport carriers (up to 5 pts); and ▪ other information the Bidder may consider relevant to their ability to ensure they will meet tight delivery deadlines. (up to 5 pts) 	<p>(maximum 15 pts)</p>



R4 Reference Checks (up to 50 points)

Client reference 1 and 2 from criteria M3 (Attachment 1: Mandatory Criteria) will be contacted regarding the following questions. The onus is on the Bidder to provide client references that have knowledge of the questions below.

Rated Criteria	Cumulative Points Available (maximum 25 points x 2 references = 50 points)
Annual value of services invoiced over and above M.2 per client (all applicable taxes incl.)	\$600,001 to \$800,000 per client = 5 pts \$800,001 + per client = 10 pts
<p>Nature of work performed includes all four (4) of the following:</p> <p>A. Publications Type 1 (includes saddle stitching, spiral binding, perfect binding, perforating), B. Folders (file folders and kit folders) C. Publications Type 2 (Posters), and D. Personalization, insertion and polybagging.</p> <p>Nature of work performed includes only three (3) of the following:</p> <p>A. Publications Type 1 (includes saddle stitching, spiral binding, perfect binding, perforating), B. Folders (file folders and kit folders) C. Publications Type 2 (Posters), and D. Personalization, insertion and polybagging.</p> <p>Nature of work performed includes only two (2) of the following:</p> <p>A. Publications Type 1 (includes saddle stitching, spiral binding, perfect binding, perforating), B. Folders (file folders and kit folders) C. Publications Type 2 (Posters), and D. Personalization, insertion and polybagging.</p>	<p>5 pts</p> <p>4 pts</p> <p>3 pts</p>
Question 1: Were you able to communicate personally and readily with the vendor?	Yes = 1 No = 0
Question 2: Did the vendor comply with the terms of the Contract?	Yes = 1 No = 0
Question 3: Were deliveries consistently made on time?	Yes = 1 No = 0
Question 4: Were invoices consistently accurate and timely?	Yes = 1 No = 0
Question 5: Were you satisfied with the vendor's performance?	Yes = 1 No = 0
Question 6: On a scale of one (1) to five (5), (five being the best) how would you collectively rate the quality of service, delivery, and end product received?	Scale of 1 = 1 Scale of 2 = 2 Scale of 3 = 3 Scale of 4 = 4 Scale of 5 = 5



ATTACHMENT 3: FINANCIAL PROPOSAL

A3.1.1 The Bidder should complete the attached pricing schedule using the electronic file entitled "**ATTACHMENT 3 - Financial Proposal Oct 2013.xlsx**", and include it in its financial bid. The prices specified, when quoted by the Bidder, include all of the requirements defined in Annex A: Statement of Requirements.

A3.1.2 Bidders must quote the following, in Canadian funds, in accordance with Annex A: Statement of Requirements for the first year of service. Shipments shall be consigned to the destinations specified in Annex A, Appendix A2 and Delivered Duty Paid (DDP) Incoterms 2010 for shipments from a commercial supplier. The Bidder will be responsible for all administration, costs and risk of transport and customs clearance, including the payment of customs duties and taxes.

The maximum number of decimal places permitted is as follows:

- Firm unit prices - **two (2)** decimal places.
 - Firm shipping costs - **four (4)** decimal places.
 - Firm product weights - **two (2)** decimal places.
 - Percentages - **no** decimal places.
- (i) Table A: Publications (8 ½" x 11", Saddle Stitched & Spiral Bound) Pricing and Table A1: Publications Digital Pricing, (8 ½" x 11", Saddle Stitched & Spiral Bound) - firm unit prices per 1000 copies, firm percentage price increases, and firm percentage cost of paper, as applicable, excluding the transportation cost for the supply and delivery of the deliverables and services listed.
- (ii) Table B: Publications (up to 5 ½" x 8 ½", Saddle Stitched & Spiral Bound) Pricing and Table B1: Publications Digital Pricing (up to 5 ½" x 8 ½", Saddle Stitched & Spiral Bound) - firm unit prices per 1000 copies, firm percentage price increases, and firm percentage cost of paper, as applicable, excluding the transportation cost for the supply and delivery of the deliverables and services listed;
- (iii) Table C: Publications Perfect Bound (8.5 x 11) Pricing and Table C1: Publications Perfect Bound (8.5 x 11) Digital Pricing - firm unit prices per 1000 copies, firm percentage price increases, and firm percentage cost of paper, as applicable, excluding the transportation cost for the supply and delivery of the deliverables and services listed;
- (iv) Table D: Publications Posters Pricing and Table D1: Publications Posters Digital Pricing - firm unit prices per 1000 copies, firm percentage price increases, and firm percentage cost of paper, as applicable, excluding the transportation cost for the supply and delivery of the deliverables and services listed;
- (v) Table E: Folders Pricing – firm unit prices per 1000 copies, firm percentage price increases, and firm percentage cost of paper, as applicable, excluding the transportation cost for the supply and delivery of the deliverables and services listed;
- (vi) Table F: Common Elements Pricing – firm unit prices per 1000 copies and firm percentage price increases, as applicable, excluding the transportation cost for each type of services listed;
- (vii) Table G: Author's Alteration Pricing – firm unit prices (i.e., per page, per plate, per hour), as applicable, for each type of Author's Alteration listed.
- (viii) Table H: Reduced Delivery Time – firm percentage (%) price increase for reduced number of production days;
- (ix) Table I: Product Weights Grids - product weight in pounds (lbs) per 1,000 copies including any packaging and skidding.
- (x) Table J: Shipping Costs per Pound - firm shipping costs per pound (lb).



A3.1.3 Unit prices quoted for an item must not exceed any prices per 1000 copies quoted for the same item for a smaller quantity. For example, a Bidder may not propose a price of \$100 per 1000 copies for Quantity: 500 to 999 and \$120 per 1000 copies for Quantity: 50,000 to 99,999 for the same item.

A3.1.4 Bidders should provide pricing percentage increase or decrease, as applicable, for each item identified in the format specified in the attached electronic pricing schedule. Bidders must provide one price, percentage, or weight per field as applicable; ranges (e.g., \$10-\$13) are not acceptable. Any pricing or weight field left blank, or struck-through, or written 'N/A', etc., will be assigned a price or weight of zero (0), as applicable.

A3.1.5 All unit prices quoted must be inclusive of Canadian customs duties and excise taxes, with Goods and Services Tax (GST) or Harmonized Sales Tax (HST) as applicable, EXCLUDED.

A3.2 EVALUATED PRICE

A3.2.1 The Evaluated Pricing Score will be derived using **60** Scenarios as set out in the attached pricing schedule entitled "**ATTACHMENT 3 - Financial Proposal Oct 2013.xls**" and in accordance with the following:

Table	Description	Applicable Scenario(s)	Weight
A	Pricing for Publications (8 ½" x 11", Saddle Stitched & Spiral Bound)	1 to 25	45%
A1	Digital Pricing for Publications (8 ½" x 11", Saddle Stitched & Spiral Bound)	26 to 27	5%
B	Pricing for Publications (up to 5 ½" x 8 ½", Saddle Stitched & Spiral Bound)	28 to 36	15%
B1	Digital Pricing for Publications (up to 5 ½" x 8 ½", Saddle Stitched & Spiral Bound)	37	5%
C	Pricing for Publications (8 ½" x 11", Perfect Bound)	38 to 47	10%
C1	Digital Pricing for Publications (8 ½" x 11", Perfect Bound)	48	5%
D	Pricing for Posters	49 to 50	3%
D1	Digital Pricing for Posters	51	2%
E	Pricing for Folders	52 to 60	10%

The 60 scenarios may include:

1. Pre-determined CRA data, identified by cells with **yellow highlight**.
The applicable Scenario form #'s, sizes and quantities (form #'s and quantities for all scenarios, sizes for posters only) will not be provided to bidders within the RFP. These values have been pre-determined by CRA, prior to the RFP posting date, and will be inserted in the applicable cell during the financial evaluation only. The form #, size, and quantity used for evaluation purposes under each Scenario will be identical for each bidder.
2. Calculated formulae, identified in **red text**.
Each Scenario clearly identifies the various calculations that will apply.
3. The Bidder's proposed prices, identified in **blue text**.

The prices will be pulled directly from the Bidder's Financial Proposal. The applicable Table(s) is/are specified under each Scenario.



4. The Bidder's proposed Common Elements Pricing (Table F), Author's Alterations Pricing (Table G), Percentage Price Increase for Reduced Delivery Time (Table H), Product Weight Grid (Table I), and Shipping Costs per Pound (Table J). These components may not apply to every scenario.

The Scenario worksheets are locked and do not require any Bidder input.

Three (3) examples are described below under paragraph A3.2.3 *Scenario Pricing Example*. These examples are provided as a guideline to bidders to explain how the scenario pricing will be calculated during the financial evaluation.

A3.2.2 Determination of Total Evaluated Pricing Score

A Total Evaluated Pricing Score will be derived as follows under Table K of the attached Pricing Schedule entitled "**ATTACHMENT 3 – Financial Proposal Oct 2013.xlsx**". The Total Evaluated Pricing Score will be used to determine the Price Score as outlined in Part 4: Evaluation and Selection, article 4.2 Step 4 – Basis of Selection.

1. A "Total Scenario Pricing" (TSP) will be derived for Tables A, A1, B, B1, C, C1, D, D1 and E as follows:

TSP (Table A):	Sum of scenario prices 1 through 25.
TSP (Table A1):	Sum of scenario prices 26 through 27.
TSP (Table B):	Sum of scenario prices 28 through 36.
TSP (Table B1):	Scenario price 37.
TSP (Table C):	Sum of scenario prices 38 through 47.
TSP (Table C1):	Scenario price 48.
TSP (Table D):	Sum of scenario prices 49 through 50.
TSP (Table D1):	Scenario price 51.
TSP (Table E):	Sum of scenario prices 52 through 60.

2. A "Scenario Pricing Score" will then be derived by multiplying each TSP by the table's corresponding Weight Percent (W%) (e.g. TSP (Table A) x 45%).
3. The Bidder's "Total Evaluated Pricing Score" will then be determined under Table K by adding together each "Scenario Pricing Score" (SPS). (e.g. Total Evaluated Pricing Score = SPS (Table A) + SPS (Table A1) + SPS (Table B) + SPS (Table B1) + SPS (Table C) + SPS (Table C1) + SPS (Table D) + SPS (Table D1) + (Table E).

All payments are subject to discretionary audit.



A3.2.3 Scenario Pricing Examples

Example A

Item	Publication				Description
1	Form #		Publication A		Predetermined by CRA.
2	Print Specifications	Size	8 1/2" x 11"		Print specifications are based on the predetermined form #.
		Ink	Black + 1 PMS Colour		
		# of Pages	120		
		Cover	Self Cover		
		Stock	No. 2 offset, 100M White (Min. 30% PCW)		
		Binding	Saddle Stitched		
3	Quantity	Winnipeg, MB	A	26,000	Predetermined by CRA.
4	Price/m	Base Print Price/m (96pgs)	B	\$135.54	Pulled from Attachment 3, Table A (Bidder's Proposal)
		Extra Cost for Add'l 24 pgs (16pg + 8pgs)	C	\$27.67	Pulled from Attachment 3, Table A (Bidder's Proposal)
		Total Print Price/m	D	\$163.21	Calculated formula => (B + C)
5	Print Cost		E	\$4,243.46	Calculated formula => [(A/1000) x D]
6	Weight	lbs/m	F	13.65	Pulled from Attachment 3, Table I (Bidder's Proposal)
7	Shipping Cost	Total lbs	G	354.90	Calculated Formula => [(A/1000) x F]
		Price/lb	H	\$5.8765	Pulled from Attachment 3, Table J (Bidder's Proposal)
		Shipping Cost	I	\$2,085.57	Calculated formula => (G x H)
Example A Scenario Price			J	\$6,329.03	Calculated formula => (E + I)



Example B

Item	Publication				Description
1	Form #		Publication B		Predetermined by CRA.
2	Print Specifications	Size	8 1/2" x 11"		Print specifications are based on the predetermined form #.
		Ink	Separate Cover: 1 Side, Black Text Pages: Black		
		# of Pages	248 Text Pages + 4 Page Separate Cover		
		Cover	Separate Cover		
		Stock	Separate Cover: Uncoated Cover, 130m, Light Blue Text Pages: No. 2 offset, 100M White (Min. 30% PCW)		
		Binding	Perfect Bound		
3	Quantity	Ottawa, ON	A	40,000	Predetermined by CRA.
4	Print Price/m		B	\$240.75	Pulled from Attachment 3, Table C (Bidder's Proposal)
5	Print Cost		C	\$9,630.00	Calculated formula => [(A/1000) x B]
6	Weight	lbs/m	D	6.90	Pulled from Attachment 3, Table I (Bidder's Proposal)
7	Shipping Cost	Total lbs	E	276.00	Calculated Formula => [(A/1000) x D]
		Price/lb	F	\$4.8749	Pulled from Attachment 3, Table J (Bidder's Proposal)
		Shipping Cost	G	\$1,345.47	Calculated formula => (E x F)
Example B Scenario Price		H		\$10,975.47	Calculated formula => (C + G)



Example C

Item	Poster				Description
1	Form #		Poster C		Predetermined by CRA.
2	Print Specifications	Size	22" x 34"		Print specifications are based on the predetermined form #. Poster size will be inserted during the Financial Evaluation Only.
		Ink	2 Sides (No Bleeds), 4 Colour Process + Overall Varnish		
		Stock	Coated Cover C2S, 10pt., White		
3	Quantity	Summerside, PEI	A	6,500	Predetermined by CRA.
4	Print Price/m		B	\$16.86	Pulled from Attachment 3, Table D (Bidder's Proposal)
5	Print Cost		C	\$109.59	Calculated formula => [(A/1000) x B]
6	Weight	lbs/m	D	1.85	Pulled from Attachment 3, Table I (Bidder's Proposal)
7	Shipping Cost	Total lbs	E	12.03	Calculated Formula => [(A/1000) x D]
		Price/lb	F	\$2.9754	Pulled from Attachment 3, Table J (Bidder's Proposal)
		Shipping Cost	G	\$35.78	Calculated formula => (E x F)
	Example C Scenario Price		H	\$145.37	Calculated formula => (C + G)



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 Requirement (SOR). Any modifications, or conditional pricing by the Bidder, including deletions or additions to the articles, clauses, terms and conditions contained or referenced in this RFP and/or SOR document will render the bid non-responsive.

4.2 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/or 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)



4.3 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:

Publications and folders (RFP No. 1000314487)

(Name of Project and Solicitation Number)

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)



4.4 JOINT VENTURE CERTIFICATION

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

- Checkboxes and list items (a) through (g) regarding joint venture certification details.

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.

Date: _____

Name (Print): _____

Signature: _____

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

5.2 FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with such request by Canada will also render the bid non-responsive or will constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit the HRSDC-Labour website.

Date: _____ (YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)



Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a federally regulated employer being subject to the Employment Equity Act.
- A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
 - A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with HRSDC-Labour.

OR

- A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to HRSDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to HRSDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

OR

- B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)



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 (Print): _____

Signature: _____

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

Place: _____

For: _____
(Name of Business)



ATTACHMENT 6: HISTORICAL DATA

NOTE TO BIDDERS: The following information represents the historical print usage for publications and folders. These quantities are provided solely for informational purposes and shall not be construed as the actual volumes for future usage. Actual quantities required will be identified in the Task Authorization when issued.

Historical Spend (up to March 2013):

Fiscal Year	Spend (Excl. Taxes)	Spend (Incl. Taxes)
2010 - 2011	\$ 1,194,359.38	\$ 1,258,257.61
2011 - 2012	\$ 845,829.40	\$ 890,235.44
2012 - 2013	\$ 645,434.52	\$ 680,378.34
2010 - 2013 TOTAL	\$ 2,685,623.30	\$ 2,828,871.39

Quantity by Material Group by FY (up to March 2013):

Fiscal Year	Publications	Posters	File Folders	Kit Folders	Total
2010 - 2011	4,002,988	9,630	116,830	36,085	4,165,533
2011 - 2012	3,245,374	-	98,650	8,775	3,352,799
2012 - 2013	1,706,955	-	189,155	7,494	1,903,604
2010 - 2013 TOTAL	8,955,317	9,630	404,635	52,354	9,421,936



ANNEX A: STATEMENT OF REQUIREMENT

A.1 Title

Provision of publications and folders for the Canada Revenue Agency (CRA).

A.2 Objective

The goal of this initiative is to establish a strategic collaborative arrangement to produce the CRA's publications and folders requirements, in an efficient manner through the application of industry best practices.

The Contractor is responsible for meeting the CRA's requirements on an "as and when requested" basis, and to ensure timely, accurate service delivery.

A.3 Scope

It is estimated that 327 different publications and folders are printed by the CRA on an annual basis.

The end user of the printed material may be internal or external to the CRA. As such, publications and folders may be required in either one or both of Canada's Official Languages (French and English).

Approximate Annual Quantities:

The below table provides estimated quantities for the first contract year only. The Government of Canada is in an era of fiscal restraint and CRA anticipates its annual print quantities will decline from historical trends during the contract period, including any exercised option period.

Type	Quantity	Print job range
Publications	1,505,000	50 to 200,000 copies
Folders	77,000	100 to 40,000 copies

A.4 Glossary of Terms

Term	Definition
AA	Author's Alterations
Author's Alterations	Author's Alterations (AAs) are defined as changes made by the author at variance with the original furnished mechanical or electronic media as submitted to the Contractor. AAs do not include corrections made by the author due to the failure of the Contractor to follow the furnished material literally. The Contractor is responsible for the complete and clear understanding of the furnished material.
ASN	Advanced Shipping Notification
Advance Shipping Notification	A notice that is faxed or e-mailed to the delivery destination(s) prior to delivery.
Form No.	A combination of letters and/or numbers which is used to identify each item and typically includes a Revision No. (e.g. RC4300 Rev.12).
Idle Time	Idle time is defined as time where Contractor equipment is waiting for changes, customer approval or any other issue that would require a press to be idle.
Material Master No.	Also referred to as Material No. An 8 digit number that is assigned to each item. Used by CRA for inventory / ordering system.
Revision Number	The date (usually 2 digit year) at the end of a Form No. which identifies the revision year (e.g. RC4300 Rev.12).
SOW	Statement of Work
Statement of Work	The description of a specific requirement that CRA has for services to be contracted under the Contract. A Statement of Work (SOW) defines the requirements and forms part of the



Term	Definition
	TA.
TA	Task Authorization
Task Authorization	A document issued against a Contract authorizing the Contractor to perform work. The Contract terms and conditions form part of any Task Authorization issued. The duration of a Task Authorization cannot extend beyond the end-date of the Contract.
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.
Green Procurement	The procurement of products or 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. Green procurement means purchasing goods and services that minimize the use of non-renewable natural resources and toxic materials and the emission of wastes and pollutants over the life cycle of a product or service.
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; • 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.
Green Service	A service acquired from a supplier who has a green operational policy and whose internal practices promote sustainability.
PMS	Pantone Matching System
PCW	Post-Consumer Waste
Post-Consumer Waste	Materials in a recycled product that are derived from businesses or consumers after having served their original intended use, and which have been separated or diverted from solid waste for the purpose of collection, recycling and disposition.
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.
VOC:	Volatile Organic Compounds
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.



A.5 Production Requirements

The Contractor must adhere to the following form production requirements for each publications or folders requested under the Contract.

A.5.1 Summary of CRA Timelines

	CRA to Contractor	Contractor to CRA
Pre-Press	Within 24 hours of TA issuance	
Proofs		2 business days
Proof Approval	1 business day	
Advance Shipping Notification (ASN)		24 hours prior to Delivery in accordance with Appendix 2: Shipping and Delivery, section A2.3 Advance Shipping Notification (ASN)
Delivery		3 to 15 business days from Receipt of Pre-Press, in accordance with Appendix 2: Shipping and Delivery, section A2.1 Delivery Timeframes
Invoice		Following delivery and acceptance of printed material

A.5.2 Pre-press Material

- i. Upon issuance of the TA, the CRA will supply press ready Portable Document Files (PDF) files via email or on CD. A black and/or colour mock-up will be supplied for page layout if required.

The Contractor must make any necessary arrangements with the Technical Authority in order to pick up the pre-press material if required. The CRA will not pay to ship pre-press material to the Contractor.

Pre-press material will be available to the Contractor within twenty-four (24) hours of issuing the TA. The Contractor must complete delivery of the Work at destination according to the delivery schedule set out within the TA.

Specifications within the pre-press material (such as: font, artwork positioning, etc.) may vary in between individual job production requests even though the form title and revision number remain the same.

Pre-press material **cannot** be altered in any way, and if applicable **must** be returned to the Technical Authority in the same condition it was received by the Contractor.

CRA software is subject to change. The Contractor is responsible for ensuring their deliverables are compatible with CRA software versions within two (2) months from notice provided by CRA.

- ii. Standard Pre-press Work

Standard pre-press work is defined as file preflight and file preparation of CRA-supplied print ready files. These services are not subject to author's alteration charges.

The Contractor is responsible for standard pre-press work for CRA-supplied print ready electronic pre-press files which includes, but is not limited to, the following:

- ensuring page/document size, margins, bleeds, and marks match the required specifications;
- ensuring correct colour space is used;
- ensuring all fonts are supplied or embedded, and are usable and in a compatible format;
- ensuring linked images and graphics have been provided and are available to the application;
- ensuring all images and graphics are of the correct colour format, in file formats that the application can process;
- ensuring images and graphics are the correct resolution and are not corrupt;
- ensuring any applicable colour profiles are included;
- ensuring trapping is done;
- ensuring correct colour separations are being output.



iii. Non-standard Pre-press Work

Non-standard pre-press work is defined as any time the Contractor spends correcting print ready files. These are acceptable services for Author's Alteration charges; however, these services must be pre-approved by the Technical Authority before this work begins.

Non-standard pre-press work includes but is not limited to the following:

- scanning;
- image retouching;
- colour correction;
- photo editing;
- photo clipping paths;
- colour correction masks;
- file conversion;
- image conversion;
- artwork re-creation;
- raster to vector conversion.

A.5.3 Submission of Proofs

The Contractor must provide the Technical Authority two (2) sets of hardcopy and/or high resolution proofs, trimmed to exact size, with colour and screen indications clearly shown. One (1) set of proofs and the pre-press material are to be sent via courier to the attention of the CRA Technical Authority for approval, while the other set is to be held by the Contractor for quality assurance purposes.

On rare occasions there will be a requirement for PDF proofs via email, the electronic proofs must show colour, and screens, and crop marks must be present to indicate the exact size, and/or bleeds when applicable. The CRA will indicate which type of proof is required in the Statement of Work, upon issuance of the Task Authorization.

The Contractor must submit the proofs to the CRA Technical Authority within two (2) business days of CRA providing pre-press material. The CRA Technical Authority will review the proofs to ensure that the items meet the Quality Levels outlined in the Contract under the article entitled "Quality Levels". This process must not affect the original specified delivery schedule.

The Technical Authority will notify the Contractor, in writing (by email or fax), of the conditional acceptance or rejection of the proofs, indicating any deficiencies. The notification of conditional acceptance (or rejection) shall not relieve the Contractor from complying with the specifications in the individual production request, as well as all other terms of the Contract.

If a proof is rejected, a second or subsequent proof must be submitted to the CRA Technical Authority within two (2) business days of the rejection notification.

The Contractor shall carry out all required inspections and tests to verify conformance to the technical requirements of the Contract.

The Contractor must not commence with production until they have received notification from the Technical Authority that the proofs are acceptable. The production of print material prior to proof acceptance is at the sole risk of the Contractor.

A5.4 Submission of Samples

The Contractor must submit samples in either one or both Official Languages, English and French, from the first day's final production. The quantity of samples required will be indicated in the SOW. Samples are chargeable, however CRA will not accept additional shipping costs for the delivery of samples to the Technical Authority.



A.5.5 Overruns and/or Underruns

CRA will not accept underruns. Overruns may be accepted at CRA's discretion. CRA will not accept additional costs for overruns.

A6. Delivery and Shipping

- A6.1 Packaging and shipping shall be in accordance with industry standards in order to ensure safe arrival at destination. Additional instructions pertaining to the packaging of all material will be specified in any applicable TA.
- A6.2 The Contractor is responsible for all Delivery and Shipping Requirements identified under Appendix A2: Delivery and Shipping as well as any additional instructions as specified on the applicable TA.
- A6.3 Details pertaining to delivery destinations will be specified in any applicable TA.

A.6 Quality Assurance

Immediately upon contract award, the Contractor must implement a quality assurance practice and system at all levels of processing, production, transportation and contract management. The Contractor must develop a quality assurance framework that will, as a minimum, comprise a risk management strategy, allow for the monitoring of adherence to the CRA's product requirements and specifications, respond to operational requirements and establish best practice standards and procedures.

The Contractor will initiate a quality assurance plan that will use proven quality control tools and techniques to collect and measure performance. The performance metrics shall be assessed by the Contractor and used to determine ways to implement product and service delivery improvements on a continuous basis.

A.7 Corrective Measures

The Contractor must monitor and assure the achievement of the standard delivery service levels established under the Contract.

The Contractor must develop and provide to the CRA a "corrective measures" practice that will be used in the event of sub-standard work or failure to meet the service levels that have been established for product quality, delivery and client management.

A.8 Hours of Availability

The Contractor or the Contractor's representative must be available to the CRA from 7:00 AM to 5:00 PM (EST or EDT) Monday to Friday, excluding local, provincial and national statutory holidays. These hours of availability do not include the production time necessary to complete and deliver printed matter on time. Standard hours of operations are at the sole discretion of the Contractor, who must complete and deliver all products based on the delivery schedule set out in each TA and all provisions of the Contract.

A.9 Reporting

Following a request from the CRA, the Contractor must produce and provide the Agency with a report in an electronic format (Microsoft-based and compatible with the Windows operating system) at no additional cost. The specific components of the report will be identified at the time of the request. The submission and delivery timeframes for the report will be commensurate with the scope of the information requested.

The types of reports that may be requested from CRA include, but are not limited to:



- Delivery report for units delivered during a specified reporting period;
- Issue, impact and resolution for all incidents that occurred or during a specific reporting period.
- Progress reports detailing the current status of CRA materials in production, including delivery.
- A Sustainable Development report will be required identifying stock details such as stock type, weight, sheet size ordered, quantity, etc., for each printed material, reported monthly, and provided in an excel format. Details are to be determined by CRA and the Contractor after award of the contract.

A.10 Sustainable Development

A.10.1 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.

A.10.2 The Contractor is required to assist the CRA with achieving these objectives and is responsible for the following:

All paper products must contain a minimum of 30% PCW, or contain virgin fiber originating from a sustainably-managed forest certified to a third-party verified forest certification standard such as or equivalent to the Canadian Standards Association Sustainable Forest Management Standard (CSA/SFMS), the Forestry Stewardship Council (FSC) or the Sustainable Forestry Initiative (SFI). Canada reserves the right to request proof of such qualifications, at its sole discretion, throughout the life of the Contract. All designated stocks are listed in the tables of the Basis of Payment.

Products that are equivalent in certification to the certifications specified will be considered where the Contractor:

- designates the certification(s) name of the product;
- states that the substitute certification is fully interchangeable with one of the certifications specified in the offer;
- provides complete specifications and descriptive literature for each substitute certification;
- provides compliance statements that include technical specifics showing the substitute certification meets all mandatory performance criteria that are specified in one of the certifications specified in the offer; and
- clearly identifies those areas in the specifications and descriptive literature that support the substitute product's compliance with any mandatory performance criteria.

Certification(s) offered as equivalent in form, fit, function and quality will not be considered if:

- the offer fails to provide all the information requested to allow the Contracting Authority to fully evaluate the equivalency of each substitute certification; or
- the substitute certification fails to meet or exceed the mandatory performance criteria of one of the specified certifications identified in the offer.

The CRA may, but will have no obligation to, request the Contractor demonstrate, that the substitute certification is equivalent to the certifications specified herein. The cost to demonstrate the equivalency shall be borne by the Contractor.

All paper products must be manufactured such that if a whitening process is used, the fibre must not have been whitened with elemental chlorine.

A.10.3 Environmental Criteria for Printing Inks:

In order to reduce the environmental impact of its print publishing activities, the Canada Revenue Agency chooses to use inks that are considered environmentally friendly, containing vegetable oil-based materials. The printing inks used for requirements under the resulting Contract should adhere to the following criteria for % of vegetable oils as well as the % of VOC within the ingredients composing the ink.

A.10.3.1 Volatile Organic Compounds (VOC) Criteria:

The common VOC in a conventional lithographic printing ink is high-boiling aliphatic petroleum distillate. This distillate is used to dissolve the resins that will eventually bind to the substrate during printing. The amount of ink



VOC that is released to the atmosphere depends on the process; heatset inks release 80% of their VOCs while sheetfed inks release only 5%. VOC in an environmentally friendlier ink would be below 18 wt% for sheetfed inks, below 30% for sheetfed varnishes, and below 40 wt% for heatset inks and heatset overprint varnishes.

A.10.3.2 Vegetable Oil Criteria:

Vegetable oils are renewable resources and can include Linseed Oil, Soya Oil, Chinawood Oil and similar plant oils or combinations of them. In conventional lithographic printing inks (heatset and sheetfed) these oils and their derivatives can be used as is, or modified to provide the appropriate press and finished product properties. The Vegetable oil-based materials in an environmentally friendlier ink would be above 25 wt% for sheetfed inks and overprint varnishes, and above 10 wt% for heatset inks and overprint varnishes.



APPENDIX A1: PRODUCTION OVERVIEW AND TECHNICAL SPECIFICATIONS FOR PUBLICATIONS AND FOLDERS

A1.1 General Information:

There are approximately 300 different publications, 30 folders that are printed for the CRAs various programs. The information contained in section A1.5 Material Specifications below applies to the all publications and folders.

A1.2 Quantity – Approximation

Estimated quantities provided by the Technical Authority prior to the CRA determining the final quantities shall be considered as an approximation for planning purposes. The CRA shall not be bound to accept delivery for products in the estimated quantities specified.

The exact quantities for each publications or folders will be provided by the Technical Authority and indicated in the SOW, upon issuance of the TA.

A1.3 Material Master Number

The material master number for each publications or folders will be provided by the Technical Authority and indicated in the SOW, upon issuance of the TA.

A1.4 Form number

The form number for each publications and folders will be provided by the Technical Authority and indicated in the SOW, upon issuance of the TA.

A1.5 Material Specifications

A1.5.1 Publications

The following specifications may apply to a publications requirement and will be indicated in the Task Authorization (TA) SOW when applicable. Text positions and page layouts must be strictly adhered to.

i. Publication Type 1

<i>Description</i>	Publications
<i>Quality Levels</i>	Informational. Refer to article entitled "Quality Levels" of the Contract.
<i>Process</i>	The Contractor must use the Offset Process. In some cases Digital Printing may be required, particularly for low runs, minimum reduced turn time, etc. The requirement for Digital Printing will be clearly indicated in the SOW upon issuance of the TA. Digital pricing will be in accordance with Annex B: Basis of Payment, Tables A1, B1, C1.
<i>Size (Finished)</i>	Various sizes such as but not limited to: 8 1/2" x 11", minimum trim size: 8 3/8" x 10 7/8" 5 1/2" x 8 1/2", minimum trim size: 5 3/8" x 8 3/8" Up to 3 2/3" x 8 1/2" Up to 3 3/4" x 6 1/4"
<i>Stock</i>	Various stocks may be used such as: <u>Text Stocks:</u>



	No. 2 offset, 100m (50 lb) White (Recycled, min 30% PCW) No. 2 offset, 120m (60 lb) White (Recycled, min 30% PCW) Directory Newsprint 45m, min. 82 opacity, min. 59 bright Newsprint 70m, min. 70 bright <u>Cover Stocks:</u> Coated Cover C1S, 8 pt/10 pt White Uncoated Cover, 130m, White & various standard colours
<i>Language</i>	Various - separate English and French OR Bilingual
<i>Page count</i>	Various page counts
<i>Ink</i>	Printed on two (2) sides Various - black ink only, colour ink only, black plus up to three (3) colours or colour only – up to five (5) colours (4 colour process + 1 PMS) plus aqueous coating. If one (1) of the colours required is standard FIP red, PMS 032 substitution is permitted. Vegetable based inks must be used. No Bleeds or Full Bleeds. The requirement for Bleeds will be clearly indicated in the SOW upon issuance of the TA.
<i>Screens</i>	Various.
<i>Folds</i>	Folding of a supplied Envelope may be required for inserting into publications. Some 8 ½” x 11” saddle stitched publications require re-folding to 8-½” x 5-½” Number of folds and location of fold will be specified in the SOW.
<i>Punching of holes</i>	Three (3) hole punching (4 ¼” centre-to-centre) may be required.
<i>Perforating</i>	May require specific pages to be vertically perforated ¼” from spine.
<i>Saddle Stitching</i>	Two (2) stitches in spine of publication.
<i>Spiral Coil Binding</i>	Some publications may require plastic spiral coil binding.
<i>Perfect Binding</i>	May be required for publications with a separate cover and larger page counts.
<i>Personalization</i>	Personalization on outside back cover may be required. Location will be specified in the SOW.
<i>Envelope and/or insert inserting</i>	Some Publications may require an envelope or an insert to be inserted into the publication between signatures or stitched into the center with one or both of the saddle stitches
<i>Polybagging</i>	Some publications may require polybagging.

ii. Publication Type 2

<i>Description</i>	Posters
<i>Quality Levels</i>	Informational. Refer to article entitled “Quality Levels” of the Contract.
<i>Process</i>	The Contractor must use the Offset Process. In some cases Digital Printing may be required, particularly for low runs, minimum reduced turn time, etc. The requirement for Digital Printing will be clearly indicated in the SOW upon issuance of the TA. Digital pricing will be in accordance with Annex B: Basis of Payment, Table D1.
<i>Size</i>	There are four (4) poster sizes: i. Up to 8 ½” x 11” ii. Up to 11” x 17” iii. Up to 22” x 17” iv. Up to 22” x 34”



<i>Stock</i>	Coated Cover C1S/C2S, 10 pt, White
<i>Language</i>	Various - separate English and French OR Bilingual
<i>Page count</i>	Various page counts
<i>Ink</i>	Printed on one (1) side or two (2) sides Various - black plus up to three (3) colours plus aqueous coating – up to five (5) colours (4 colour process + 1 PMS) + aqueous coating. If one (1) of the colours required is standard FIP red, PMS 032 substitution is permitted. Vegetable based inks must be used. No Bleeds or Full Bleeds. The requirement for Bleeds will be clearly indicated in the SOW upon issuance of the TA.

A1.5.2 Folders (6 Types)

The following specifications may apply to a folders requirement and will be indicated in the SOW when applicable. Text positions and page layouts must be strictly adhered to.

i. Folder Type 1

<i>Description</i>	Print and construct File Folders
<i>Quality Levels</i>	Informational. Refer to article entitled “Quality Levels” of the Contract.
<i>Process</i>	Offset Process
<i>Size</i>	i. Folder with Reinforced Rollover Tab at Right on Back Panel 2: Flat - 20 3/4" x 14 1/2" Folded - 9 1/8" x 14 1/2" finished size (Front Panel1), 10 1/4" x 14 1/2" finished size (Back Panel 2). ii. Folder with Reinforced Rollover Tab at Bottom on Back Panel 2: Flat - 18 3/4" 16 3/8" Folded - 9 3/8" x 14 1/8" finished size (Front Panel 1), 9 3/8" x 15 1/8" finished size (Back Panel 2).
<i>Stock</i>	Uncoated Cover, Smooth finish, Bright White, 100 lb, 13.3 pt (or equivalent)
<i>Language</i>	Various - separate English and French OR Bilingual
<i>Ink</i>	Printed 1 side in one (1) colour, or two (2) colours. If one (1) of the colours required is standard FIP red, PMS 032 substitution is permitted. Vegetable based inks must be used. No Bleeds
<i>Scoring</i>	One or more score(s) for folding and/or a gusset.
<i>Die Cut</i>	Layout of die cut shape and folds will be provided.
<i>Fabrene Patch</i>	Fabrene patches may be required.
<i>Metal Pin or Type G Fastener</i>	Metal Pin or Type G Fastener may be required and installed through Fabrene patch.
<i>Construction</i>	i. Folder with Reinforced Rollover Tab at Right on Back Panel 2: One vertical score at center - 9 1/8" from left panel 1, plus 4 vertical blind score rules 1/4" apart, located to the left side of the center score on panel 1 (when open flat). Panel 2 – 10 1/4" x 14 1/2" (final size) – has 1 1/4" rollover reinforcement at right edge. Panel 2 also contains a 1/2" deep x 6 1/2" long die cut tab located at bottom of the right edge with rounded corners. ii. Folder with Reinforced Rollover Tab at Bottom of Back Panel 2: One vertical score at center – 9 3/8" from left of panel 1, plus 4 vertical



	<p>blind score rules $\frac{1}{4}$" apart, located to the left side of the center score on panel 1 (when open flat). Full reinforced panels located on inside bottom edge of panels 1 & 2. Panel 1 has a die cut at bottom $1" \times 9 \frac{7}{8}$". Notched bottom end tab. Rounded corners</p>
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ii. **Folder Type 2**

<i>Description</i>	Print and construct File Folder
<i>Quality Levels</i>	Informational. Refer to article entitled "Quality Levels" of the Contract.
<i>Process</i>	Offset Process
<i>Size</i>	Flat - $18" \times 14"$ Folded - $9" \times 14"$
<i>Stock</i>	Index, Smooth finish, 220m, 110 lb, Cherry (or equivalent)
<i>Language</i>	Bilingual
<i>Ink</i>	Printed one (1) side in one (1) colour Vegetable based ink must be used. No Bleeds
<i>Scoring</i>	One vertical score in centre for folding.
<i>Die Cuts</i>	Die Cut 1: $1 \frac{1}{2}" \times 1 \frac{1}{2}"$ at lower left from center score located on panel 1. Die Cut 2: $9" \times 4 \frac{3}{4}"$ top section on panel 1. Layout of die cut shapes and fold will be provided.

iii. **Folder Type 3**

<i>Description</i>	Print and construct File Folder
<i>Quality Levels</i>	Informational. Refer to article entitled "Quality Levels" of the Contract.
<i>Process</i>	Offset Process
<i>Size</i>	Flat - $18" \times 14"$ Folded - $9" \times 14"$
<i>Stock</i>	Vellum Bristol, 134m, 67 lb, Gray
<i>Language</i>	Bilingual
<i>Ink</i>	Printed one (1) side in one (1) colour. If one (1) of the colours required is standard FIP red, PMS 032 substitution is permitted. Vegetable based inks must be used. No Bleeds
<i>Scoring</i>	One vertical score in centre for folding.
<i>Die Cuts</i>	Die Cut: $9" \times 4 \frac{3}{4}"$ top section on panel 1. Layout of die cut shape and fold will be provided.

iv. **Folder Type 4**

<i>Description</i>	Print and construct File Folder
<i>Quality Levels</i>	Informational. Refer to article entitled "Quality Levels" of the Contract.
<i>Process</i>	Offset Process
<i>Size</i>	Flat - $21 \frac{1}{2}" \times 14 \frac{1}{4}"$ Folded - $9" \times 14 \frac{1}{4}"$ Panel 1 (Front Cover): $8 \frac{1}{2}" \times 14 \frac{1}{4}"$ Panel 2 (Back Cover): $9" \times 14 \frac{1}{4}"$ Panel 3 (Right Flap): $4" \times 14 \frac{1}{4}"$
<i>Stock</i>	Index, Smooth finish, 220m, 110 lb, White (or equivalent)
<i>Language</i>	Bilingual
<i>Ink</i>	Printed one (1) side in two (2) colours



	Vegetable based inks must be used. Bleeds
<i>Scoring</i>	Two vertical score(s) for folding.

v. Folder Type 5

<i>Description</i>	Print and construct File Folder
<i>Quality Levels</i>	Informational. Refer to article entitled "Quality Levels" of the Contract.
<i>Process</i>	Offset Process
<i>Size</i>	Flat - 19 5/8" x 14 5/8" Folded - 10 1/8" x 14 5/8" Panel 1 (Front Cover): 9 1/2" x 14 5/8" Panel 2 (Back Cover): 10 1/8" x 14 5/8"
<i>Stock</i>	Vellum Bristol, 134m, 67 lb, Goldenrod (or equivalent)
<i>Language</i>	Bilingual
<i>Ink</i>	Printed 2 sides in one (1) colour Vegetable based inks must be used. Bleeds
<i>Scoring</i>	Four vertical score(s) Score 1 (Fold Score): 9 1/2" from Reft edge Scores 2,3,4: 1/4", 1/2", 3/4" to the right of score 1 (fold score)
<i>Punching</i>	Three holes punched at top of panel 2 Holes size: 1/4" diameter Hole locations: One hole 1" from top, 3/4" from fold score Two holes 1/2" from top. First hole is 2 3/4" from fold score and second hole is at 4 3/8" from right edge, spaced 2 3/4" apart.

vi. Folder Type 6

The following specifications may apply to a Kit Folder requirement and will be indicated in the SOW when applicable. Text positions and page layouts must be strictly adhered to.

<i>Description</i>	Print and construct Kit Folder
<i>Quality Levels</i>	Informational. Refer to article entitled "Quality Levels" of the Contract.
<i>Process</i>	Offset Process
<i>Size</i>	Flat - 19 5/8" x 16" Folded - 9" x 12" + 1/8" Gusset Spine
<i>Stock</i>	Coated Cover C1S, 10 pt, White
<i>Language</i>	Various - separate English and French OR Bilingual
<i>Ink</i>	Printed 1 side in four (4) colour process + overall varnish. If one (1) of the colours required is standard FIP red, PMS 032 substitution is permitted. Vegetable based inks must be used Full Bleeds or No Bleeds may be required.
<i>Scoring</i>	There are two scores on spine to form 1/8" gusset in centre for fold.
<i>Die Cut</i>	Layout of die cut shape and folds will be provided if required.
<i>Gluing of Pockets</i>	Gluing will be required. Glue strip to be approximately 4" long x 1/2" wide
<i>Fold</i>	Fold on back score (front cover to overlap back cover). Layout will be provided.
<i>Pockets</i>	Two (2) 4" glued pockets may be required. Glue strip to be approximately 4" long x 1/2" wide. Business card slits may be required on left or right pocket or both pockets.
<i>Construction</i>	Die cut, form, and glue two 4" pockets. Glue strip to be approximately 4" long x 1/2" wide. There are two scores on spine to form 1/8" gusset in centre for fold. Fold on back score (front cover to overlap back cover).



	Layout of die cut shape and folds will be provided. Business card slits required on left or right pocket or both pockets.
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A1.5.3 Inserting & Personalization

<i>Description</i>	There may be a requirement for inserting of supplied printed materials (single or multiple publications, forms, envelopes) into supplied (up to 9" x 12" Envelope (Max 6 items total).
<i>Personalization</i>	Personalization of supplied envelope may be required.

A1.5.4 Author's Alterations

Author's Alterations may be required. Instructions will be provided by the Technical Authority.

A1.5.5 Polybagging

Individual or multiple polybagging of publications or other CRA provided material may be required. Instructions will be indicated on TA SOW.

A1.6 Stock

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

1. Publications

Stock	Weight	Recycled	Brightness / Opacity	Certified
100m # 2 Offset White	50 lb	Min 30% PCW	Min. 92 Bright	FSC or SFI
120m # 2 Offset White	60 lb	Min 30% PCW	Min. 92 Bright	FSC or SFI
45m Directory Newsprint	22.5 lb	Where available	Min. 59 Bright / Min. 82 Opacity	FSC or SFI
70m Newsprint	35 lb	Where available	Min. 70 Bright	FSC or SFI
130m Uncoated Cover White & Various Standard Colours	65 lb	Where available	N/A	FSC or SFI
Coated Cover C1S, White	8 pt	Where available	N/A	FSC or SFI
Coated Cover C1S, White	10 pt	Where available	N/A	FSC or SFI
Coated Cover C2S, White	10 pt	Where available	N/A	FSC or SFI

2. Folders

Stock	Weight	Recycled	Brightness	Certified
Uncoated Cover, Smooth Finish, 13.3 pt, Bright White (or equivalent)	100 lb	Where available	N/A	FSC or SFI
Index, Smooth Finish, 220m, White & Cherry (or equivalent)	110 lb	Where available	N/A	FSC or SFI
Vellum Bristol 134m, Grey & Goldenrod (or equivalent)	67 lb	Where available	N/A	FSC or SFI
Coated Cover, C1S, White	10 pt	Where available	N/A	FSC or SFI

For applicable paper stock, the Contractor must also provide coloured stock in standard colours. If coloured stock is required by the CRA, the requirement will be indicated in the TA SOW. Any issues with the inability to procure requested



coloured stock must be brought to the Technical Authority's attention and solutions will be addressed on an as required basis.

A1.7 Shipping Weights

The shipping weights set out under Annex B: Basis of Payment, Table I: Product Weight Grids, will be used to expedite the calculations for shipping costs to Winnipeg, Summerside, or Ottawa.

A1.8 Sizes (Original Size)

Various publication and folder sizes may be required as identified under section A1.5 Material Specifications above.

The sizes identified have been listed indicating the smallest dimension first for ease of use. The second dimension does not necessarily refer to the grain direction or orientation. If the requirement for a specific grain direction must be met, it will be clearly indicated in the SOW.

A1.9 Packaging

Each print job must be packaged according to the instructions indicated in the SOW and in accordance with industry standards in order to ensure safe arrival at destination. All items shall be packed to minimize the use of packing materials.

A requirement for packaging in a method suitable for mechanical inserting may be required and will be indicated in the TA SOW.

The Contractor is responsible for:

- Packing all items to minimize the use of packing materials and be made of recycled and/or recyclable material, where feasible.
- Using packaging and shipping materials that are designed to minimize the waste.
- Packaging materials must contain a minimum of 30% post-consumer recycled content.
- Corrugated cartons used in packaging must have a minimum of 30% post-consumer recycled content.
- Using reusable, returnable and recyclable packaging and shipping materials whenever feasible.
- Printed materials must be packed in new, uniform shipping cartons to ensure stability of transportation and storage.

A1.10 Boxing

Publications and folders must be packed lying flat, with separators if necessary, to maximize stability and to ensure adequate protection against damage.

Publications and file folders must be packed to maximum capacity, to prevent collapsing, using new, uniform cartons not exceeding 40 lbs.

A1.11 Skidding

The cartons must be loaded onto a non-returnable skid. Each row of cartons on a skid must be separated with cardboard stock to maximize stability and adequately protect cartons against damage during transportation.

For details on the skid requirements, refer to the Skid Diagram and Specifications found in Appendix A2: Delivery and Shipping.



A1.12 Postal Standards

It is the sole responsibility of the Contractor to adhere to all Canada Post Standards for mailings in accordance with the following Customer Guides.

<http://www.canadapost.ca/tools/pg/customerguides/default-e.asp>



APPENDIX A2: DELIVERY AND SHIPPING

A2.1 Delivery Timeframes

The Contractor must adhere to the following delivery timeframes, as stipulated by CRA in the SOW of the approved Task Authorization (TA). The delivery timeframe will commence following the date on which CRA provides pre-press material to the Contractor.

Requirement Parameters		
Delivery Type	Delivery timeframe (in Business Days)	Aggregate Quantity
Standard	Ten (10)	Fewer than 50,000 copies
	Fifteen (15).	50,000 copies or greater
Urgent/Rush	Three (3) to twelve (12)	N/A

Example: If CRA provides pre-press material for a standard 10 business day delivery on November 14, 2013, the Contractor must deliver the material before close of business to the destination by November 28, 2013.

The delivery timeframe includes all stages from TA issuance to delivery at destination including but not limited to pick-up of pre-press material, submission and approval of proofs, production, packaging and delivery.

Upon notification, the Contractor must pick up or have the material picked up (if applicable) at the following location:

Canada Revenue Agency
Print Production Services, Delivery Services Division
Electronic and Print Media Directorate, Public Affairs Branch
Attn: Technical Authority
9th Floor, Place de Ville
320 Queen Street, Tower A,
Ottawa, Ontario, K1A 0L5

A2.2 Transportation Waybills

At the time of delivery, the Contractor must provide one (1) transportation waybill that clearly indicates:

- Description of Content;
- Method of Shipment (i.e. prepaid);
- Contractor Name and Contact Information;
- Number of boxes;
- Number of skids;
- "Shipped To" Address (Full address with contact information, including telephone number); and
- Task Authorization Number.

Various additional delivery detail requirements may also be indicated on each Task Authorization.

A2.3 Advance Shipping Notification

The Contractor must make all arrangements with the delivery destinations to schedule deliveries. The Contractor must ensure that the delivery arrangements adhere to the delivery requirements of the Contract. Once the delivery date and time has been agreed to with the receiving CRA warehouse, the Contractor must submit a copy of the schedule to the Technical Authority by facsimile or email. The e-mail or fax as to where the Contractor is required to submit the schedule is at the sole discretion of the Technical Authority and may be changed throughout the duration of any resulting Task Authorization.



For CRA Warehouse delivery destinations, as applicable, the Contractor must provide a minimum of twenty-four (24) hours' notice to the delivery destination prior to the shipment arriving. The notification must be sent by facsimile or email.

The following information must be indicated on the ASN:

- Anticipated Delivery Date;
- Material Master Number;
- Contractor Name and Contact Information;
- Name of Transport Carrier;
- Number of Boxes per Item;
- Number of Skids;
- Form Number with Revision/Batch (as applicable);
- Quantities per Box;
- Task Authorization Number;
- Total Quantity per Item; and
- Waybill Number.

The delivery destinations may refuse shipments when prior arrangements have not been made, and any costs incurred by the Contractor associated with the delayed delivery shall be borne solely by the Contractor.

A2.4 Delivery Destinations

The delivery destination(s) for the printed material will fall primarily within any one of the following areas:

1. Ottawa, ON
2. Winnipeg, MB
3. Summerside, PE

Delivery destinations will be indicated in the TA SOW. Additional destinations may be required and will be identified in the SOW.

A2.5 Acceptance of the Shipment

Shipment Receipt:

A CRA representative at the delivery destination will sign the waybill for each shipment. Signature on the waybill constitutes confirmation on the receipt of shipment only and does not constitute acceptance of the shipment.

Shipment Inspection:

Within ten (10) business days, the CRA representative at the delivery destination will inspect the shipment and advise the Technical Authority if all quantities have been provided as indicated on the waybill and if any packages are damaged.

Shipment Acceptance:

The Technical Authority will advise the Contractor within ten (10) business days from the date of the delivery of the shipment if the shipment in part or whole is not accepted.

Non-Compliance:

The Contractor shall replace, at no cost to CRA, all unacceptable shipments in part or in whole within eight (8) business days of the date of refusal of shipment by the Technical Authority. Deliveries not meeting CRA's firm delivery dates as firm delivery dates as specified in the order's delivery schedule will be subject to article 7.25 Credit for Non-Performance.



A2.6 Label and Bar Code Information

A2.6.1 Labels

The Contractor must label each package in English and French with the information detailed below:

- Production Date (MM/YYYY);
- Language;
- Contractor Name;
- Task Authorization Number;
- Title;
- Material Master number;
- Form number with revision/batch number (as applicable); and
- Quantities.

Label information on boxes must be clearly indicated on the end of the box.

Boxes must be placed on skids so that label information is clearly visible on all 4 sides of the skid.

Along with the printed information on the label, there will also be a requirement for bar codes (see Bar Codes).

A2.6.2 Bar Codes

The Contractor must provide labels with the following bar code requirements:

- Bar Code 3 of 9, as defined in the Automatic Identification Manufacturers Inc (AIM) document USS-39 (USD-3) must be used. The Bar Code will include information for a ten (10) digit "Task Authorization number" and for an eight (8) digit "Material Master number".
- Human readable print (Font: Helvetica Condensed, Bold, Size: 14 pts) must always be below the Bar Code.
- The average first read rate for Bar Code symbols must be 95% (i.e. only 5 in 100 will require more than one (1) scan). The Bar Code symbol can be printed with carbon or non-carbon ink.

Two separate bar codes are required and must include information for the following:

- 1) Task Authorization Number; and
- 2) Material Master Number.



A2.6.3 Label and Bar Code Specifications

The paper requirements to ensure proper readability of the label and bar code information are:

- 1) White stock with matte finish, black ink;
- 2) Stock must have smooth surface coating;
- 3) No recycled paper components;
- 4) Stock must be able to reflect 70% to 90% of the light from the illumination source back to the light detector;
- 5) Label must have permanent adhesive;
- 6) Label image size 5.5" x 3.5";
- 7) Label size 6" x 4"; and
- 8) Labels must be identical to layout as specified in A2.6.4 Label and Bar Code Sample below.



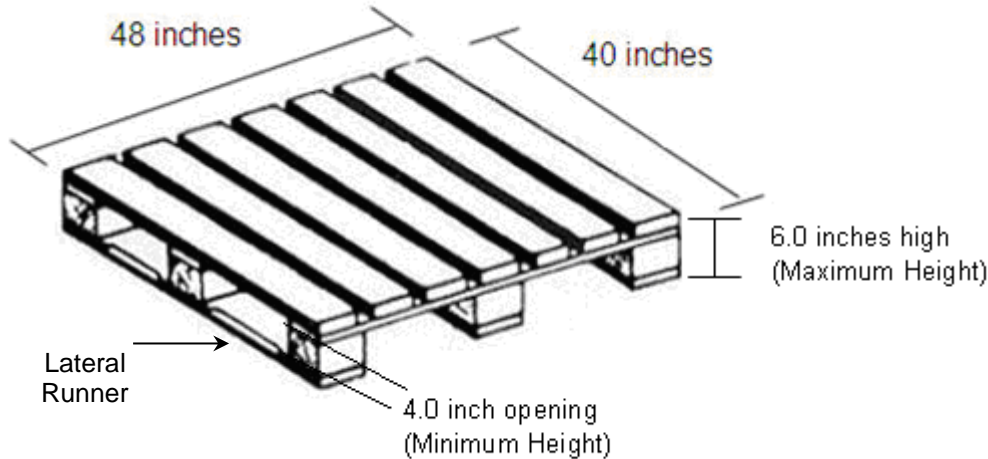
A2.6.4 Label and Bar Code Sample:

Quantities / Quantités	Contractor's Name / Nom du fournisseur	Production Date MM/YYYY Date de production
Form Number / N° de formulaire	Task Authorization / Autorisation de tâches  X X X X X X X X X X	Language / Langue
Material Master Number / N° de matériel  X X X X X X X X X X		
Title / Titre		



A2.7 Skid Diagram and Specifications

A2.7.1 SKID DIAGRAM - 4-WAY BLOCK DESIGN



A2.7.2 SKID SPECIFICATIONS

- Skids used are to be four-way block style with three (3) 40" lateral runners at the bottom of the skid – one (1) at each end and one (1) in the middle.
- Critical skid dimensions are:
 - Length = 48.0"
 - Width = 40.0"
 - Maximum height = 6.0"
 - Minimum height gap between runners (along width) = 4.0"
- All lateral runners MUST have a 45° slope on all sides for power truck accessibility.
- Skids used are to be spruce wood construction using 3" nails with a minimum of six (6) nails per board.
- Industry best practice for skid packaging and safety methods shall be used.
- To prevent damage of the print and/or copy jobs, stacking of skids is unacceptable.
- Non-returnable skids are to be used.

A2.7.3 For Delivery Destinations: CRA Locations or CRA Warehouses

- The skid including all contents must be a maximum weight of 2,500 lbs and a maximum height of 56".
- The entire skid must be shrink-wrapped a minimum of two (2) layers.

A2.7.4 For Delivery Destinations: CPC location or CPC truck

- The skid must contain a top and including all contents must be a maximum weight of 2,000 lbs and a maximum height of 59".



ANNEX B: BASIS OF PAYMENT

NOTE TO BIDDERS:

- ***The Contractor will be paid in accordance with the following Basis of Payment for work performed pursuant to the resulting Contract.***
- ***Excel tables A to J from Attachment 3: Financial Proposal will be incorporated at Contract award.***

B1. Initial Contract period

The Contractor will be paid firm unit (i.e. per 1000 copies, per page, per hour, per package, per pound, per plate) prices as applicable, and firm percentage price increases, applicable taxes extra, Delivered Duty Paid (DDP), for the supply and delivery of the deliverables and services listed in the attached Tables A to F, Table H, and Table J, inclusively.

Shipping costs incurred for deliveries to destinations other than those specified in Annex A, Appendix A2, section 2.4 and Table J: Shipping Cost per pound will be paid at cost with no allowance for profit or overhead and upon receipt of proper cost support documentation. Transportation charges must be prepaid by the Contractor and shown as a separate item on the invoice, supported by a copy of the prepaid transportation bill.

The Contractor will be paid firm unit prices (i.e., per page, per plate, per hour), related to Author's Alterations for each type of service listed in Table G: Author's Alterations Pricing.

Shipments shall be consigned to the destinations specified in Annex A, Appendix A2, section 2.4 and DDP Incoterms 2010 for shipments from a commercial supplier. The Contractor will be responsible for all administration, costs and risk of transport and customs clearance, including the payment of customs duties and taxes.

The following financial tables are attached hereto:

- Table A: Publications (8 ½" x 11", Saddle Stitched & Spiral Bound) Pricing;
- Table A1: Publications (8 ½" x 11", Saddle Stitched & Spiral Bound) Digital Pricing;
- Table B: Publications (up to 5 ½" x 8 ½", Saddle Stitched & Spiral Bound) Pricing;
- Table B1: Publications (up to 5 ½" x 8 ½", Saddle Stitched & Spiral Bound) Digital Pricing;
- Table C: Publications Perfect Pricing Bound (8 ½" x 11") Pricing;
- Table C1: Publications Perfect Bound (8 ½" x 11") Digital Pricing;
- Table D: Publications Pricing Posters Pricing;
- Table D1: Publications Posters Digital Pricing;
- Table E: Folders Pricing;
- Table F: Common Elements Pricing;
- Table G: Author's Alteration Pricing;
- Table H: Reduced Delivery Time;
- Table I: Product Weights Grids; and
- Table J: Shipping Cost per Pound.

B2. Price Escalation/De-escalation

Prices for the second and third year of the initial contract period and optional periods of service, if exercised at CRA's discretion, will be adjusted (i.e. either increased or decreased) in accordance with the following, as published by Statistics Canada.

- For printed products (Tables A to E above): *Table 1 Industrial Product Price Index - Not seasonally adjusted* for Pulp and Paper.
- For shipping costs (Table J above): *Table 1 Consumer Price Index and major components, Canada - Not seasonally adjusted* for Transportation.



The prices of the previous contract year will be multiplied by the “% change” published for the twelve month period preceding the contract anniversary date (for the second and third contract year) or the month preceding the month in which the Option is exercised.

Release dates for major economic indicators can be accessed via <http://www.statcan.gc.ca/release-diffusion/index-eng.htm>.

ALL PAYMENTS ARE SUBJECT TO GOVERNMENT AUDIT.



ANNEX C: SECURITY REQUIREMENTS CHECK LIST (SRCL)

TO BE INSERTED INTO PDF PRIOR TO PUBLISHING