



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 Legal Name and Address (ensure the Bidder's complete legal name is properly set out)
Raison sociale et adresse du Soumissionnaire (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)

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

Title Original Equipment Manufacturer (OEM) Toners	
Solicitation No. 1000324532	Date 2015-04-28
Solicitation closes : on – le 2015-06-08 at 2:00 P.M.	Time zone : EDT /HAE Eastern Daylight Time/ Heure Avancée de l'Est
Contracting Authority Name : Katherine Hutton Address – See herein E-mail address – See herein	
Telephone No. (613) 286-5340	
Fax No. (613) 957-6655	
Destination See herein / Voir dans ce document	
THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT.	



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REQUEST FOR PROPOSAL (RFP)

TITLE: OEM TONERS

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: Financial Proposal

Attachment 3: Certifications required to be submitted at time of bid closing

Attachment 4: Certifications required to be submitted prior to contract award

The Annexes include:

Annex A: Statement of Requirement

Annex B: Basis of Payment

Annex C: Requirements for CRA Synergy Solution

Annex D: Proof of Synergy Compliance (PoSC) Testing



1.2 SUMMARY

The Canada Revenue Agency (CRA) has a requirement for OEM Toners to be supplied and delivered to employees of the Agency located in offices across Canada on an as and when requested basis in accordance with the Statement of Requirement attached herein as Annex A and Annex C: Requirements for a CRA Synergy Solution.

It is the CRA's intention to award one Contract to fulfill the requirement. The period of the contract will be for three (3) years with two one-year options to extend the period.

The Agency will include a minimum spend commitment of \$500,000.00 (all applicable taxes included) Canadian over the entire period of the resulting contract, which includes any exercised option periods.

ARIBA SUPPLIER NETWORK (ASN) MEMBERSHIP REQUIREMENT

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

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

1.3 GLOSSARY OF TERMS

TERM	DEFINITION
"Canada", "Crown", "Her Majesty" or "the Government"	Refers to Her Majesty the Queen in right of Canada as represented by the Canada Revenue Agency (CRA).
Contract or This Contract	The Articles of Agreement, the specified general conditions, any supplemental general conditions, annexes and any other document specified or referred to as forming part of the Contract, all as amended by agreement of the Parties from time to time.
CRA	Canada Revenue Agency
Client	Refers to the recipient of the goods.
Client Manager	A single resource to act as a centralized point of contact to respond to enquiries from the CRA's Project and Contract Authority.
Consignee	Refers to the area where the goods will be delivered.
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
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,



TERM	DEFINITION
	maintenance, disposal and re-use of the product or service
EDT	Eastern Daylight 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.
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.
May	An action that is discretionary.
OEM	Original Equipment Manufacturer
OEM Toners	Must be original goods manufactured by an original equipment manufacturer (OEM). Toners must have all new elements in them, although materials such as plastics, aluminium rubber or steel may have been removed from previous direct use in the printing process. Toners include but are not limited to toner cartridges, maintenance kits, waste toner collection kits, photoconductor kits, drum kit and print ribbon.
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.
Project	A set of activities required to produce certain defined outputs, or to accomplish specific goals or objectives, within a defined schedule and resource budget. A project exists only for the duration of time required to complete its stated objectives.
Proposal	A solicited submission by one party to supply certain goods or services. The word "proposal" is used interchangeably with "bid".
RFP	Request for Proposal
Solicitation	An act or instance of requesting proposals/bids on specific products and/or services.
SOR	Statement of Requirement



TERM	DEFINITION
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.
Tendering Authority	Canada Revenue Agency

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.

2.2.1 REVISIONS TO STANDARD INSTRUCTIONS 2003

The 2003 (2014-03-01) Standard Instructions - Goods or Services – Competitive Requirements as revised herein, are incorporated by reference into and form part of the solicitation.

Section 01 titled “Integrity Provisions - 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 02 titled “Procurement Business Number”, is hereby deleted in its entirety and replaced with:

Suppliers should obtain a Business Number (BN) before contract award. Suppliers may register for a BN online at <http://www.cra-arc.gc.ca/tx/bsnss/tpcs/bn-ne/menu-eng.html>.

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 2.3.”

Section 05 titled “Submission of Bids” paragraph 4, delete “sixty (60) days” and replace with “one hundred and eighty (180) calendar 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; and
- i) 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 3) 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 Business Numbers (BN) 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 Contracting



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 - SOLICITATION 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 ten (10) 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: Katherine Hutton

Telephone Number: (613) 286-5340

Fax Number: (613) 957-6655

E-mail address: katherine.hutton@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 Annex A: Statement of Requirement and explain how they will meet the mandatory requirements detailed in Attachment 1.

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.

The Bidder must complete and sign the front page (page 1) of the RFP and return it with their submitted proposal. The Bidder’s complete legal name must be properly set out on the front page.

Section II Financial Proposal

The Bidder shall provide prices for the goods requested in the Annex A: Statement of Requirement, using the format outlined in Attachment 2: Financial Proposal. The total amount of Applicable Taxes 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 Risk Mitigation

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

Section III Certifications

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 (ORIGINAL HARD COPY)	PRINTED COPIES	NUMBER OF SOFT COPIES CD-ROM or DVD
Technical Proposal	1	3	0
Financial Proposal	0	0	1
Certifications	1	0	0
Supporting Information (if required)	1	0	1



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

- Microsoft Office 2010
- Supporting information and certifications can be provided in Adobe PDF format.

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

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

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

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

It is the policy of the CRA to:

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



3.3 PRIORITY OF DOCUMENTS FOR REQUEST FOR PROPOSAL

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

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

- a) This Request for Proposal and Attachments 1-4, and any amendments; excluding Part 7 Model Contract and Annexes A to D;
- b) Standard Instructions 2003, **(2014-03-01)** Goods or Services – Competitive Requirements as amended in section 2.2 of this RFP;
- c) Part 7 – Model Contract;
- d) General Conditions 2010A **(2014-03-01)**, General Conditions - Goods (Medium Complexity), as amended in the Model Contract in Section 7.8 of the RFP;
- e) Annex A – Statement of Requirement and any attachments;
- f) Annex B – Basis of Payment
- g) Annex C – Requirements for CRA Synergy Solution;
- h) Annex D –Proof of Synergy Compliance (PoSC) Testing.



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 Attachment 1 and in conjunction with Annex A: 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; 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 by CRA of any of the required OEM Toners or usage per region, including the data set out in Annex A: Statement of Requirement 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 OEM Toners 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 Financial Evaluation will be rounded to two decimal places.



STEP 1 – EVALUATION AGAINST MANDATORY CRITERIA

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

STEP 2 – EVALUATION AGAINST POINT-RATED CRITERIA

Point-rated criteria do not apply to this solicitation.

STEP 3 – EVALUATION OF FINANCIAL PROPOSALS

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

Prices submitted will be evaluated to determine the bid evaluation price as defined in Attachment 2: “Financial Proposal”. Once the bid evaluation price is determined under Step 3, the proposals will proceed to Step 4.

Bidders must provide a price for each item identified in the format specified in Attachment 2: Financial Proposal. Ranges (e.g., \$10-\$13) are not acceptable.

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 struck through or the letters N/A or the words “no charge” or “included”) for one or more items in Attachment 2: 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, the CRA will insert a price of \$0.00 for evaluation purposes, for all cells in which financial information is omitted. The corresponding 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, including any option period, as applicable.
 - 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

A bid must comply with the requirements of the solicitation and meet all mandatory technical evaluation criteria to be declared responsive.

The responsive bid with the lowest bid evaluation price will be considered the highest ranked Bidder and will be recommended for the Proof of Synergy Compliance (PoSC) Testing.

The highest ranked Bidder, having passed the requirements for this step, will proceed to Step 5.



STEP 5 – BASIS OF SELECTION – OTHER REQUIREMENTS

PROOF OF SYNERGY COMPLIANCE (PoSC) TESTING

Prior to, and as a condition of contract award, the highest ranked responsive bid will be tested during the Proof of Synergy Compliance (PoSC) Testing test phase of the evaluation as described in Annex D: Proof of Synergy Compliance (PoSC) Testing. The CRA reserves the right to test the proposed solution in whole or in part against all of the mandatory requirements found in Annex C: Requirements for CRA Synergy Solution.

Claims of future compliance with CRA's Synergy requirements in software and/or hardware releases will not be considered during the evaluation of the Bidder's proposal.

The Bidder must become a member of the ASN prior to contract award and maintain a valid membership for the period of any resulting Contract including any exercised option period(s). The Bidder must work directly with Ariba Supplier Technical Support to establish and maintain their ASN relationship for the duration of the PoSC Test and any resulting contract including any option period(s). Any cost associated with the implementation and ongoing adherence to these requirements will be borne by the Bidder.

The CRA Synergy Vendor Enablement Coordinator (SVEC) will document the results of the PoSC test. If at any time during the PoSC test, CRA determines that the Bidder does not meet a mandatory requirement of the PoSC test, the Bidder's proposal will fail the PoSC test and the proposal will not be given any further consideration. The PoSC process with the Bidder will end and a new PoSC process will begin with the Bidder submitting the next highest-ranked responsive bid.

The Proof of Proposal testing timeline shall not exceed forty (40) working days, unless extended in writing by the Contracting Authority at CRA's sole discretion. If a deficiency is detected during the testing the Bidder will have the opportunity to correct any deficiencies during the PoSC testing,

If the proposed solution fails to meet one of the tested mandatory requirements described in Annex D: Proof of Synergy Compliance (PoSC) Testing, at the end of the forty (40) working day test period, the bid will be declared non-responsive. CRA will invite the Bidder with the next highest ranked responsive bid to participate in the POSC testing phase of the evaluation.

CRA reserves the right to conduct PoSC testing after Contract Award at its sole discretion.

The highest ranked Bidder, having passed the requirements for this step, will proceed to Step 6.

STEP 6 – CONDITIONS PRECEDENT TO CONTRACT AWARD

The Bidder recommended for award of a Contract must meet the requirements provided in Attachment 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 associated information to be awarded a contract.

Canada will declare a bid non-responsive if:

- Certifications are completed incorrectly; or
- Legal name is not provided; or
- Required signatures are missing; or
- Certifications are not submitted as requested.

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 in carrying out any of its obligations under the Contract, if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, 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 and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

The Bidder must submit the original of the completed **Attachment 3**: "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 4**: "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

NOT APPLICABLE.



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

To provide OEM Toners in accordance with Annex A: Statement of Requirement (SOR), and Annex C: Requirements for CRA Synergy Solution attached hereto and forming part of this Contract, and the Contractor's proposal dated *yyyy-mm-dd (to be inserted at contract award)*.

7.3 PERIOD OF CONTRACT

The period of the Contract is three (3) years from the date of Contract award *(dates to be inserted at contract award)*.

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 two (2), one (1) year periods 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 OR REMOVE PRODUCTS AND/OR LOCATIONS

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 locations from the Contract.

In the event that the CRA requires an additional or modified product, the Contractor will be asked to provide a price quote for this additional or modified product, in priority over any other potential vendor. The pricing offered by the Contractor must not exceed the lowest price charged to anyone else, including the Contractor's most favoured customer, for like quality and quantity of the goods.

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

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

7.6 AUTHORITIES

7.6.1 CONTRACTING AUTHORITY

The Contracting Authority for the Contract is:

Name: Katherine Hutton

Telephone Number: (613) 286-5340

Fax Number: (613) 957-6655

E-mail address: katherine.hutton@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 Contracting Authority is also responsible for and proposed changes to the scope of work. 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 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.

To be completed at the time of Contract award.

Name: _____

Address: _____

Telephone Number: _____

Fax Number: _____

E-mail Address: _____

7.6.3 CRA ACQUISITION SERVICE DESK

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

To be completed at the time of Contract award.

Telephone Number: _____

Fax Number: _____

E-mail Address: _____



7.6.4 CONTRACTOR'S SYNERGY REPRESENTATIVE

To be completed at the time of Contract award

Contractor's representative for Synergy related questions.

Synergy Contact Name: _____

Toll Free Telephone Number: _____

Fax Number: _____

E-mail Address: _____

7.6.5 CONTRACTOR'S REPRESENTATIVE

Contractor's representative for the contract.

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 by submitting a Purchase Card Order (PCO) to the Contractor using the Synergy ordering system, or an External Purchase to the Contractor outside the Synergy ordering system, all as described at Annex C: Requirements for CRA Synergy Solution.

Returns (other than returns for exchange in the case of damaged or defective goods or wrong items shipped) and Change Orders will not be issued under this Contract.

The CRA reserves the right to issue a cancellation of any Order if the Contractor has not yet submitted an Advance Ship Notice.

7.8 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>

7.8.1 GENERAL CONDITIONS

2010A (2014-03-01), General Conditions - Goods (Medium Complexity), 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 15 titled "Payment Period" will not apply to payments made by credit cards.

Section 16 titled "Interest on Overdue Accounts" – Interest on Overdue Accounts will not apply to payments made by credit cards.

Section 29 titled "Integrity Provisions- Contract", subsection 1 is hereby deleted in its entirety and replaced with:

1. The Contractor must also comply with the terms set out in these Integrity Provisions.

7.9 PACKAGING AND SHIPPING

The Contractor must deliver goods to the delivery destination specified on the order. All items supplied shall remain the responsibility of the Contractor until delivered. Packaging and shipping shall be in accordance with industry standards in order to ensure safe arrival at destination.

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.

7.10 INSPECTION AND ACCEPTANCE

All deliverables under this Contract shall be subject to inspection and acceptance by the client at delivery destination referenced in each order.

7.11 BASIS OF PAYMENT

The Contractor will be paid in accordance with Annex B: Basis of Payment.

7.12 LIMITATION OF EXPENDITURE - CUMULATIVE TOTAL OF ALL PURCHASE CARD ORDERS

1. Canada's total liability to the Contractor under the Contract for all authorized Purchase Card Orders (PCO), inclusive of any revisions, must not exceed the sum of \$ _____ *(to be inserted at contract award)*. Customs duties are included 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. 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 PCO's, inclusive of any revisions,

whichever comes first.



3. 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.

7.13 MINIMUM WORK GUARANTEE – ALL THE WORK – PURCHASE CARD ORDERS

1. In this clause,

"Maximum Contract Value" means the amount specified in the "Limitation of Expenditure" clause set out in the Contract; and

"Minimum Contract Value" means \$500,000.00 including all applicable taxes.

2. Canada's obligation under the Contract is to request Orders 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 Orders described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
3. In the event that Canada does not request Orders 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 Orders requested.
4. Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

7.14 TERMS OF PAYMENT

7.14.1 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.



7.15 METHOD OF PAYMENT

7.15.1 Payment by Credit Card

The Contractor shall accept Government of Canada Acquisition Cards (credit cards) for payment of the goods and/or services described herein. Payments by credit card will not be subject to Article 15 – Payment Period and Article 16 - Interest on Overdue Accounts, set out in 2010A General Conditions (2014-03-01) 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.

7.16 TRAVEL AND LIVING EXPENSES

The CRA will not cover any travel and living expenses.

7.17 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.

7.18 LIQUIDATED DAMAGES – DELIVERY

- a) In the event that the Contractor fails to meet the standard delivery time(s) as outlined in Annex A: Statement of Requirement, the Contractor agrees to pay to CRA liquidated damages in the amount of 1% of the value of the Order for each calendar day of delay. The total amount of the liquidated damages must not exceed 10% percent of the Order price.
- b) CRA and the Contractor agree that the amount stated above is their best pre-estimate of the loss to CRA in the event of such a failure, and that it is not intended to be, nor is it to be interpreted as, a penalty.
- c) CRA will have the right to hold back, drawback, deduct or set off from and against the amounts of any monies owing at any time by CRA to the Contractor, any liquidated damages owing and unpaid under this section.
- d) Nothing in this section is to be interpreted as limiting the rights and remedies which CRA or the Minister may otherwise be entitled to under the Contract.



7.19 LIQUIDATED DAMAGES FOR SYNERGY NON-COMPLIANCE

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

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

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

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

7.20 INVOICING – SYNERGY ORDERS

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

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

7.21 CERTIFICATIONS

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing associated information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the contract. If the Contractor does not comply with any certification, fails to provide the associated information, 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.

7.21.1 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)- Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will



be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

7.22 JOINT VENTURE

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

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

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

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

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

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

7.23 APPLICABLE LAWS

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

7.24 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) 2010A (2014-03-01), General Conditions - Goods (Medium Complexity);
- c) Annex A: Statement of Requirement;



- d) Annex B: Basis of Payment;
- e) Annex C: Requirements for CRA Synergy Solution;
- f) Annex D: Synergy Proof of Compliance (PoSC) Testing;
- g) The Purchase Card Order (PCO) using the Synergy ordering system or an External Purchase outside the Synergy ordering system;
- h) The Contractor's proposal dated _____ *(to be inserted at contract award)*, as clarified on _____ *(to be inserted at contract award)*.

7.25 FOREIGN NATIONALS

Foreign Nationals (Canadian Contractor) *(to be deleted at contract award if N/A)*

The Contractor must comply with Canadian immigration requirements applicable to foreign nationals entering Canada to work temporarily in fulfillment of the Contract. If the Contractor wishes to hire a foreign national to work in Canada to fulfill the Contract, the Contractor should immediately contact the nearest Service Canada regional office to enquire about Citizenship and Immigration Canada's requirements to issue a temporary work permit to a foreign national. The Contractor is responsible for all costs incurred as a result of non-compliance with immigration requirements.

Foreign Nationals (Foreign Contractor) *(to be deleted at contract award if N/A)*

The Contractor must comply with Canadian immigration legislation applicable to foreign nationals entering Canada to work temporarily in fulfillment of the Contract. If the Contractor wishes to hire a foreign national to work in Canada to fulfill the Contract, the Contractor should immediately contact the nearest Canadian Embassy, Consulate or High Commission in the Contractor's country to obtain instructions, information on Citizenship and Immigration Canada's requirements and any required documents. The Contractor is responsible to ensure that foreign nationals have the required information, documents and authorizations before performing any work under the Contract in Canada. The Contractor is responsible for all costs incurred as a result of non-compliance with immigration requirements.

7.26 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.



7.27 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.

7.27.1 Procurement Ombudsman

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1 (I) of the *Department of Public Works and Government Services Act* will, on request and consent of the parties, participate in these meetings to resolve any such dispute, and subject to their consent to bear the cost of such process, provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa.opo.gc.ca.

7.28 CONTRACT ADMINISTRATION

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1 (I) of the *Department of Public Works and Government Services Act* will review a complaint filed by *[the supplier or the contractor or the name the entity awarded this contract]* respecting administration of this contract if the requirements of Subsection 22.2(1) of the *Department of Public Works and Government Services Act* and Sections 15 and 16 of the *Procurement Ombudsman Regulations* have been met, and the interpretation and application of the terms and conditions and the scope of the work of this contract are not in dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa.opo.gc.ca.

7.29 ANNEXES

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

ANNEX A:	STATEMENT OF REQUIREMENT
ANNEX B:	BASIS OF PAYMENT
ANNEX C:	REQUIREMENTS FOR CRA SYNERGY SOLUTIONS
ANNEX D:	PROOF OF SYNERGY COMPLIANCE (POSC) TESTING



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. To assist with the evaluation process, it is preferred that the Bidder complete the table included below, to indicate where in its proposal the information can be located. Bids that fail to meet all mandatory requirements will be declared non-responsive.



Column A	Column B	Column C
Requirement No.	Mandatory Toner Criteria	Page Reference
	COMPANY REQUIREMENTS	
M.1	<p>The Bidder must have the ability to supply and deliver OEM Toner products through an established national* distribution network. In order for the Bidder to demonstrate its supply and delivery capabilities, it must have a minimum of two (2) multi-year national agreements for the supply and delivery of OEM Toner to a client within the last five (5) years. Office Supplies agreements that contain OEM Toner Products will also be accepted. Each agreement must have been in place for a minimum of 24 consecutive months within the last five (5) years, from the date of bid closing.</p> <p>To demonstrate this experience, the Bidder must provide the following information regarding each agreement:</p> <ul style="list-style-type: none">• the name of the client organization;• the name and telephone number of the client organization's contact;• the start and end dates of the agreement, and;• summary details of the type of agreement in place which would demonstrate compliance with this requirement M1. <p><i>*National: The agreement provided for the supply and delivery of OEM Toner to a minimum of 5 provinces, territories, states, or equivalent.</i></p>	
M.2	<p>The Bidder must include a detailed description of their proposed take-back/recycling program as per Annex A Statement of Requirement section 6.1.</p>	



	ENVIRONMENTAL REQUIREMENTS	
M.3	The Bidder must have a corporate environmental policy in place. To demonstrate compliance, the Bidder must provide a copy of the Bidder's environmental policy statement printed on corporate letterhead and signed by an authorized officer of the Bidder.	
M.4	The Bidder must be ISO-IEC 14001:2004 certified. To demonstrate compliance, the Bidder must provide a copy of the certification document.	



ATTACHMENT 2: FINANCIAL PROPOSAL

2.1 FINANCIAL PROPOSAL

2.1.1 The Bidder must submit its financial proposal using the electronic file entitled ATTACHMENT 2.1: FINANCIAL BID. The prices specified, when quoted by the Bidder, include all of the requirements defined in the Statement of Requirement in Annex A.

Bidders must quote prices in Canadian funds, taxes extra as applicable, Delivered Duty Paid (DDP) (to CRA locations nationally as per Appendix B: CRA Locations of Annex A: Statement of Requirement), for the supply and delivery of OEM toners on an “as and when requested” basis.

Shipments shall be consigned to the destination specified in the individual purchase orders Incoterms 2010 for shipments from a commercial supplier. The Contractor will be responsible for all delivery charges, administration, costs and risk of transport and customs clearance, including the payment of customs duties and taxes.

2.1.2 ATTACHMENT 2.1: FINANCIAL BID is divided in two (2) tabs. The first tab includes all the OEM Toners that the Bidder must provide prices for, and the second tab is a summary. Bidders must input information only in the tab labelled “Toner”, and only in areas that are highlighted in blue. In all cases, if the Bidder does not offer a rebate for an empty toner, the field must indicate a zero dollar value, i.e.: \$0.00.

2.1.3 Bidders may propose different OEM Toner models than those identified in ATTACHMENT 2.1: FINANCIAL BID, as long as they are of the same or greater yield and that they meet all mandatory requirements set out in Annex A: Statement of Requirement. If a Bidder chooses to propose a different OEM Toner model for any of the OEM Toners requested by CRA:

- The proposed toner model number and it’s associated yield must be inserted by the Bidder in the appropriate columns of ATTACHMENT 2.1: FINANCIAL BID , i.e.: *Proposed Toner Model* and *Toner Yield*;

For the purpose of bid evaluation, if the Bidder proposes an OEM Toner model that provides a greater yield than the original requested model, then the Bidder’s proposed unit price will be prorated to the original number of yield. For example, if a requested toner yield is 1,000 and the proposed toner yield is 2,000 at a proposed price of \$50 per unit, the price used for evaluation purposes will be determined as follows:

$$\frac{\text{Requested Toner Yield} \times \text{Proposed Price for the Proposed Toner}}{\text{Proposed Toner Yield}} = \frac{1,000 \times \$50}{2,000} = \$25 \text{ per unit}$$

In all instances, CRA has requested a firm UNIT PRICE. In the event that an OEM toner model listed in ATTACHMENT 2.1: FINANCIAL BID, or a toner model proposed by the Bidder, comes in a package containing more than one unit, the Bidder must ensure that their proposed price to CRA is the package price divided by the number of units contained in the package. This will provide CRA with a SINGLE UNIT price for that toner model for evaluation purposes.

2.1.4 The bid will be evaluated by taking the estimated quantities for each toner product provided by CRA and multiplying them by the firm unit prices proposed by the Bidder. This will establish the weighted evaluation prices for each OEM Toner and its corresponding Empty Toner Rebate. These weighted evaluation prices will be summed to establish the values for Sub-Total Toner and Sub-Total Rebate.

- The Sub Total Toner will be weighted at: 90%
- The Sub Total Rebate will be weighted at: 10%

Therefore the Bid Evaluation Price = (90% * Sub Total Toner) - (10% * Sub-Total Rebate)



ATTACHMENT 3: 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. All certifications must be completed accurately. The complete legal name of the bidder must be provided on all required certifications and must match the legal name provided on the front page of the RFP.

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.

All the required signatures must be provided at bid closing, as indicated below.

3.1 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 SOR document will render the bid non-responsive.

3.2 LANGUAGE CAPABILITY

The Bidder hereby certifies that it meets the language requirements as specified in the SOR.

3.3 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:

1000324532 OEM Toners

(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 Legal 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 Duly Authorized Agent of Bidder)

(Position Title)

(Date)



3.4 JOINT VENTURE CERTIFICATION

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

[] This certification is not applicable.

The Bidder represents and warrants the following:

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

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

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

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

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

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



ATTACHMENT 4: 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 inform the Bidder of a time frame within which to provide the information. Failure to comply with the request of the Contracting Authority and to provide the certification within the time frame provided will render the bid non-responsive.

4.1 INTEGRITY PROVISIONS – ASSOCIATED INFORMATION

By submitting a bid, the Bidder certifies that the Bidder and its Affiliates are in compliance with the provisions as stated in Section 01 Integrity Provisions - Bid of Standard Instructions 2003. The associated information required within the Integrity Provisions will assist Canada in confirming that the certifications are true.

4.2 FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – BID CERTIFICATION

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from [Employment and Social Development Canada \(ESDC\)-Labour's](#) website

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed [Federal Contractors Program for Employment Equity - Certification \(found in Attachment 4\)](#), before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

4.3 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 any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\)-Labour's](#) 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 ESDC- 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 ESDC- 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)



4.4 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: _____

Payment/T1204 Address (if different) Payment address is same as above

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). Additional details on how to obtain a BN can be found at: <http://www.cra-arc.gc.ca/tx/bsnss/tpcs/bn-ne/menu-eng.html>

If the services will be rendered by an individual, please provide the Social Insurance Number (SIN).



Goods and Services Tax (GST) Number: _____

Business Number (BN): _____

Social Insurance Number (SIN): _____

If a SIN number is being provided, the information should be placed in a sealed envelope marked "Protected".

N/A Reason: _____

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

Date: _____

Name: _____

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

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

4.5 SYNERGY REQUIREMENTS

Prior to Proof of Synergy Compliance (PoSC) Testing, the Bidder must provide:

a) Ariba Supplier Network (ASN) Account number: _____
(refer to <http://supplier.ariba.com> for more information)

b) The name, title, email address, location and toll-free telephone number of a technical resource who will be responsible for working with the CRA Synergy Vendor Enablement Coordinator (CRA SVEC) throughout the PoSC Testing.

Technical Resource Name: _____

Title: _____

Location (city, province): _____

Email address: _____

Toll-free Telephone number _____



ANNEX A: STATEMENT OF REQUIREMENT

OEM TONERS

1.0 Objective

The Canada Revenue Agency (CRA) has a requirement for a single Contractor to supply and deliver Original Equipment Manufacturer (OEM) Toners to all CRA locations on an as and when requested basis.

2.0 Background

CRA introduced an e-procurement strategy to help reduce costs while providing an efficient one-stop shop and is looking to build upon the success of this initiative.

The CRA is also committed to sustainable development initiatives and is looking to enhance current programs through Contractor sponsored recycle programs.

The CRA is optimizing and standardizing its fleet of printers and has expanded the rationalization to all fax machines, photocopiers and scanners. As of October 2014, CRA has 140 locations with a fleet of 10,580 printers, listed by manufacturer in Table 1. Overall toner spend over the previous 5 years is listed under Table 2.

Table 1 – Number of Printers by Manufacturer

Printer Manufacturer	Quantity
AVERY	1
BROTHER	84
CANON	622
DELL	1
DYMO	711
EPSON	18
FARGO	26
GENICOM	7
HP	4,790
KONICA	4
LEXMARK	3,682
OCE	1
OKIDATA	1
PRINTRONIX	16
RICOH	5
SAMSUNG	66
SEIKO	338



SHARP	1
TEKTRONIX	1
TEMPORARY/TEMPORAIRE	1
XEROX	122
ZEBRA	82
Grand Total	10,580

Table 2 - CRA Toner Spend

<u>Fiscal Year</u>	<u>Quantity</u>	<u>Contract Spend</u>
2009-2010	30,150	\$2,658,099
2010-2011	29,031	\$2,801,721
2011-2012	23,810	\$2,294,098
2012-2013	21,428	\$2,260,825
2013-2014	20,990	\$2,212,004
Total	125,409	\$12,226,747

3.0 Scope

The Contractor must be capable of becoming a registered supplier with the Ariba Supplier Network (ASN) prior to contract award and is required to provide and deliver all OEM Toners listed herein at Appendix A: Basket of Goods.

4.0 Official Languages of Canada:

All product information and services must be available in both official languages. The quality of the product information and services provided in one language shall be comparable to those in the other. This shall include catalogues, product packaging, care and maintenance instructions, and product labelling.

5.0 OEM Toner Requirements

5.1 Toner Product Requirements

- 5.1.1 The Contractor must supply and deliver on an "as and when requested" basis the OEM Toners listed in Appendix A: Basket of Goods to all CRA locations listed under Appendix B: List of CRA Locations.
- 5.1.2 All products supplied, must meet the ISO-IEC 19752:2004, ISO-IEC 19798:2007 and ISO-IEC 24711:2007.



5.1.3 Discontinued and Long Term Back Order Process

5.1.3.1 In the event that a product listed in Appendix A: Basket of Goods has become discontinued by the OEM, or if the product is on long term back order (LTBO), the Contractor must notify the Contracting Authority within one (1) business day from when they were updated by the OEM. The Contractor must supply the Contracting Authority with written justification from the OEM (i.e. a copy of the discontinuation or LTBO notice from the manufacturer).

5.1.3.2 Within two (2) business days of an item being discontinued or on LTBO by the manufacturer, the Contractor must propose a substitution item that meets or exceeds the specifications of the discontinued/LTBO item, which will be at the same cost (or less) of the discontinued/LTBO item. The Contracting Authority and the Project Authority will consider the proposed substitution and provide written notice of its acceptance. Should the proposed substitution not be accepted, the Contractor must provide another proposed substitute until an approved substitute is identified by the Contracting Authority.

5.1.4 The Contractor must provide CRA with a recycling program for empty OEM Toners as specified in section 6.1 of Annex A.

5.2 Toner Delivery Requirements

5.2.1 The Contractor must have the capacity and distribution capabilities to meet CRA's requirements nationally. Strategic alliances will be acceptable to ensure service, distribution and representation throughout all of Canada.

5.2.2 The Contractor must deliver all OEM Toners as listed in Appendix A: Basket of Goods within two (2) business days, to all CRA locations as listed in Appendix B: List of CRA Locations, from the time of acknowledgement of the Purchase Card Order (PCO).

5.2.3 The Contractor must supply and deliver to all CRA locations as listed in Appendix B: List of CRA Locations from 8:00 AM to 5:00 PM, across all Canadian times zones, during regular business days, excluding Statutory Holidays.

5.3 Toner Environmental Requirements

5.3.1 The Contractor must be ISO-IEC 14001:2004 certified, including a corporate environmental policy that is sanctioned through this certification.

5.3.2 The Contractor must ensure that all OEM Toners offered in this contract are manufactured in a facility that has a corporate environmental policy in place that has been ISO-IEC 14001:2004 certified.

5.3.3 The OEM Toners under this contract must be made from:

- Polyethylene plastics (HDPE or PET) rather than polyvinyl chloride (PVC) plastic;
- Stainless rather than galvanized steel;
- Supplied that are partially or wholly biodegradable; and
- Post-consumer recycled content.



5.3.4 The OEM Toners provided to CRA under this contract must be delivered:

- Using minimal packaging; and
- Using packaging that is recyclable, biodegradable or made from renewable resources.

6 Service Requirements

6.1 Empty Toners Recycling Program

The Contractor must provide CRA, at no additional cost, with an environmentally responsible empty toner take-back/recycling program for all toners listed in Appendix A: Basket of Goods, for all CRA locations set out in Appendix B: List of CRA Locations. The Contractor must provide to the Project Authority their process as to how empty toners will be collected, and where and how they will be recycled or reused.

This program can be administered by the Contractor by either:

- a) Providing CRA prepaid, postage-return packaging with each OEM Toner when it is originally delivered, or have it available for download from the Contractor's website, with pick-up by the Contractor upon request by the identified user;

OR

- b) Picking up empty toner containers from CRA at no charge within 10 business days of notification from the identified user.

The Contractor must report on the empty toners as specified in Annex A section 7.2 Empty Toner Recycling Report.

6.2 Project Authority Support Service

The Contractor must provide a direct telephone number, a facsimile number, and an email address of a single resource to act as a centralized Client Manager for the CRA's Project and Contract Authority.

The Client Manager must respond to enquiries from the Project and Contracting Authority within one (1) working day of receipt, and provide an estimated time for the resolution of that issue. Client Manager must:

- Be able to communicate in both official languages;
- Be aware of activities under this contract;
- Provide a backup resource during any absences that must provide the same level of service; and
- Have a technical support resource to respond to technical issues.

7 Reporting

The Contractor must provide the reports specified in Annex A; Statement of Requirements in an excel format that has been approved by the Project Authority in advance. All reports must be submitted to both the Project and Contracting Authorities ten (10) days after each of CRA's reporting quarters (dates inclusives):

- Q1 April 1 – June 30,
- Q2 July 1 – September 30,
- Q3 October 1 – December 31,
- Q4 January 1 – March 31.



7.1 Quarterly Reports

- 7.1.1 The Contractor must provide reports to the CRA that summarize its activities under the Contract during the previous quarter (**start date to be determined at the time of Contract award**).
- 7.1.2 Reports must be provided to the CRA at no additional cost.
- 7.1.3 The reports must provide a roll-up of all orders submitted by CRA during the previous quarter under this contract including, at minimum:
- the (Purchase Card Order number);
 - the date of the Order;
 - the model number;
 - the product description;
 - the quantity ordered;
 - the quantity delivered;
 - the price charged;
 - the scheduled delivery date;
 - the actual delivery date;
 - the CRA delivery location;
 - the Page Yield;
 - the number of backorders; and
 - the number of returns and the reasons.

7.2 Empty Toners Recycling Report

The Contractor must provide CRA with a quarterly Empty Toners report for all toner listed in Appendix A: Basket of Goods including, at minimum:

- the number of empty toners;
- the date collected;
- the CRA delivery address of the pick up;
- the empty toner rebate rate; and
- total earned rebate.



Appendix A: Basket of Goods

Brand	Toner Model Number	Description
Black & White Toners - BROTHER		
BROTHER	LC41BK	Original Brother ink cartridge - black - 500 pages at 5% coverage
BROTHER	LC51BK	Original Brother ink cartridge - black - 500 pages at 5% coverage - for MFC-240C
BROTHER	PC201	Original Brother print ribbon - black - 450 pages - for INTELLIFAX1170/ 1270/ 1270e/ 1570MC/ 1575MC, MFC1770/ 1780/ 1870MC/ 1970MC
BROTHER	PC301	Original Brother print cartridge – black – IntelliFAX 750, 770, 870MC, MFC970MC
BROTHER	PC302RF	Original Brother fax cartridges- black - PC302RF
BROTHER	TN12BK	Original Brother cartridge - black for HL4200CN
BROTHER	TN250	Original Brother toner cartridge - TN 250 1 - 2200 pages
BROTHER	TN350	Original Brother toner cartridge - black - 2500 pages at 5% coverage
BROTHER	TN360	Original Brother black toner for HL2040 HL2070N MFC7420/MFC7820N/DCP7020
BROTHER	TN430	Original Brother toner cartridge - black - 3,000 pages @ 5% Coverage
BROTHER	TN450	Original Brother 2840 black toner
BROTHER	TN460	Original Brother toner cartridge - black - 6,000 Pages @ 5% Coverage
BROTHER	TN5000PF	Original Brother toner cartridge - black - 2,200 Pages @ 5% Coverage
BROTHER	TN540	Original Brother toner cartridge - black - 3,500 pages at 5% coverage
BROTHER	TN550	Original Brother black toner cartridge for HL5240 HL5250DN/ MFC8460N
BROTHER	TN570	Original Brother toner cartridge - black - 6,700 pages at 5% coverage
BROTHER	TN580	Original Brother black toner for HL5200 series
BROTHER	TN620	Original Brother black toner cartridge for DCP-8080DN, DCP-8085DN; HL-5340D, HL-5350DN, HL-5370DW, HL-5370DWT; MFC-8480DN, MFC-8680DN and MFC-8890DW
BROTHER	TN650	Original Brother black toner for DCP-8080DN, DCP-8085DN; HL-5340D, HL-5350DN, HL-5370DW, HL-5370DWT; MFC-8480DN, MFC-8680DN and MFC-8890DW
Black & White Toners - CANON		
CANON	0263B001	Original Canon FX-10 toner cartridge
CANON	0615B002	Original Canon PG40 black - ink tank for CANON PIXMA IP1600



CANON	0616B002	Original Canon PG-50 high capacity black cartridge
CANON	0628B002	Original Canon PGI-5 black ink tank for IP6600D IP5200R IP5200 IP4200 MP950
CANON	0895A003	Original Canon BC20 print cartridge - black - 900 Pages @ 5% Coverage
CANON	0956A003	Original Canon BCI 10 - ink tank - black - 170 Pages at 5% Coverage
CANON	1153B001A	Original Canon FX11 black toner cartridge
CANON	1153B001AA	Original Canon FX-11 black toner cartridge
CANON	1491A002	Original Canon E40 black cartridge for PC900 PC920 & PC700 SERIES - 1491A002CA
CANON	1492A002	Original Canon E-20 black cartridge for PC 400 SERIES
CANON	1509B002	Original Canon PGI-35 black ink cartridge pigment ink for pixma IP100
CANON	1556A002BA	Original Canon FX2 toner cartridge - black, Yield: 4,000 PAGES - FX 2 - H11-6321-220
CANON	1558A002AA	Original Canon FX4 - toner cartridge - 4,000 pages FX 4 - H11-6401-220
CANON	1559A002AA	Original Canon FX6 - toner cartridge - 8500 pages , Yield: 5,000 PAGES - FX 6 - H11-6431-220
CANON	2974B001	Original Canon PG-210 black cartridge for PIXMA MP240, MP480
CANON	4705A003	Original Canon BCI6BK - ink tank - black - 280 Pages @ 5% Coverage
CANON	7621A001AA	Original Canon FX 7 - toner cartridge - black - 4500 pages - FX7 - LC710 / LC720 / LC730 / LC730I
CANON	8190A003	Original Canon BCI15B - ink tank - black - for i80, i70, PIXMA iP90 - BCI15B
CANON	8955A001AA	Original Canon FX-8 toner cartridge - 8955A001 - LASERCLASS 510
		Black & White Toners - EPSON
EPSON	T007201	Original Epson black cartridge toner for Epson Stylus Photo 780, 785EPX, 1270, 1280
		Black & White Toners - HP
HP	Q2612A	Original HP toner cartridge - black - 2000 pages -1010 , 1012A Series
HP	51604A	Original HP black plain paper cartridge for TJ/QJ
HP	51633M	Original HP 33 - print cartridge - black - 600 pages - 300 dpi
HP	51645AC	Original HP 45A black inkjet cartridge - Yield 830 pages
HP	92274A	Original HP black toner for LJ4L/ML/P
HP	92298A	Original HP black toner for LJ 4/M 4+/M+5/N/M
HP	C3903A	Original HP toner cartridge - black - 2500 Pages at 5% Coverage
HP	C3906A	Original HP 06A black laserjet toner cartridge
HP	C3909A	Original HP 09A black laserjet toner cartridge
HP	C4092A	Original HP printer toner cartridge – yield 5,000 pages
HP	C4096A	Original HP printer toner cartridge – yield 5,000 pages
HP	C4127X	Original HP toner cartridge – ultraprecise, black - 10000 pages , Yield: 10,000 pages



HP	C4129X	Original HP toner ultra F/LJ5000
HP	C4810A	Original HP printer printhead - black, Yield: 16,000 pages
HP	C4844A	Original HP printer cartridge - black 1750 Based on 5% coverage
HP	C4871A	Original HP printer cartridge - black , Yield: 350ML
HP	C4906A	Original HP No.940XL black ink cartridge for Officejet Pro 8000
HP	C6602A	Original HP inkjet cartridge black - IJ 6000, Yield 7,000,000 characters,
HP	C6614D	Original HP No.20 black ink cartridge
HP	C6615DC	Original HP No.15 black inkjet cartridge - Yield 495 Pages
HP	C6628A	Original HP No.19 black inkjet print cartridge
HP	C6656AC	Original HP No. 56 inkjet print cartridges - Yield: 450 pages
HP	C7115A	Original HP printer toner cartridge - black - 2500 pages , Yield: 2,500
HP	C7115X	Original HP printer toner cartridge - black - 3500 pages , Yield: 3,500 PGS
HP	C8061X	Original HP printer toner cartridge - black - 10000 pages , Yield: 10,000 PGS
HP	C8543X	Original HP 43X high yield black laserjet toner cartridge
HP	C8721WC	Original HP No. 2 black ink cartridge
HP	C8727AN	Original HP No. 27 black inkjet cartridge, yield: 220 pages
HP	C8765WC	Original HP No.94 can black print cartridge - 450 Pages
HP	C8767WC	Original HP No.96 can black print cartridge - Yield 800 Pages
HP	C9319BN/FC	Original HP No. 56 black, retail can pack
HP	C9351AC	Original HP No. 21 black inkjet cartridge
HP	C9362WC	Original HP #92 black inkjet cartridge
HP	C9364WC	Original HP No. 98 inkjet cartridge, black, 11ml
HP	C9370A	Original HP 72 photo black ink cartridge for designjet T1200, T770
HP	C9374A	Original HP #72 gray ink cartridge T1100 Plotter
HP	C9396AC	Original HP 88 large black officejet ink cartridge
HP	C9397A	Original HP #72 photo black ink cartridge T1100 Plotter
HP	C9403A	Original HP #72 matte black ink cartridge T1100 Plotter
HP	C9720A	Original HP toner cartridge - black - 9000 pages - for Laserjet 4600 Series
HP	C9730A	Original HP toner cartridge - black - 13000 pages - 5500 5550SERIES
HP	CB321WC	Original HP 564xl black ink cartridge for Photosmart D5460
HP	CB540A	Original HP black cartridge color Laserjet CP1215/1515
HP	CC364X	Original HP black cartridge LaserJet P4015,P4515 printer series
HP	CE250X	Original HP black cartridge CP3525 Color LaserJet



HP	CE260X	Original HP black cartridge LaserJet CP4525
HP	CE390X	Original HP black toner cartridge for M4555F
HP	Q1338A	Original HP toner cartridge - black - 12000 Pages at 5% Coverage
HP	Q1339A	Original HP toner cartridge - black - 18000 pages at 5% coverage - for LaserJet 4300 Series
HP	Q2610A	Original HP toner cartridge - black - 6000 Pages at 5% Coverage - for LaserJet 2300
HP	Q2612A	Original HP toner cartridge - black - 2000 pages -1010 , 1012A Series
HP	Q2613A	Original HP toner cartridge - black - 4000 pages
HP	Q2613X	Original HP toner cartridge - black - 4000 pages
HP	Q2624A	Original HP laserjet precise print cartridge - Yield 2500 Pages
HP	Q2670A	Original HP black print cartridge for Laserjet 3500 3700 - 6000 pages
HP	Q3960A	Original HP toner cartridge - black - 5000 pages.
HP	Q5942A	Original HP Q5942A black print cartridge - 10k Yield for Laserjet 4250 / 4350.
HP	Q5942X	Original HP toner cartridge - black - 20000 Pages at 5% Coverage
HP	Q5949A	Original HP toner cartridge - black - 2500 pages for HP LaserJet 1160, 1320
HP	Q5950A	Original HP laser cartridge, black 11,000 PAGE YIEL
HP	Q6000A	Original HP black cartridge, 2500 pages
HP	Q6470A	Original HP black cartridge, 6,000 pages
HP	Q6511A	Original HP smart toner cartridge - black - 6000 pages
HP	Q6511X	Original HP smart toner cartridge - black - 12000 pages
HP	Q7551X	Original HP P3002/M3035 black toner 13000 pages
HP	Q7553X	Original HP black toner cartridge for P2015, P2015d, P2015dn, P2015x and M2727nf MFP
		Black & White Toners - KYOCERA
Kyocera	370QB0KM	Original Kyocera TK18 black toner
		Black & White Toners - LEXMARK
LEXMARK	08A0478	Original Lexmark toner cartridge - black - 6000 pages - for E320, E322
LEXMARK	1382925	Original Lexmark toner cartridge - black - 17600 pages at 5% coverage
LEXMARK	10S0150	Original Lexmark toner cartridge - black - 2,000 pages for E210 mono laser printer
LEXMARK	12A1970	Original Lexmark print cartridge - black - for Z series, 3200, 5000 series, 7000 series, Opra Color 40/45 series, and X73/X83
LEXMARK	12A5845	Original Lexmark toner cartridge - black - 25000 pages à 5% de couverture
LEXMARK	12A6830	Original Lexmark toner cartridge - black - 7,500 pages @ approximately 5% coverage
LEXMARK	12A6835	Original Lexmark Prebate - toner cartridge - black - 20000 pages
LEXMARK	12A6865	Original Lexmark toner black – high yield T62X
LEXMARK	12A7400	Original Lexmark toner cartridge - black - 3000 pages - for E321, E323



LEXMARK	12A7405	Original Lexmark toner cartridge - black - 6000 pages - for E321, E323
LEXMARK	12A7410	Original Lexmark toner cartridge - black - 5000 pages - for LEXMARK T420d
LEXMARK	12A7415	Original Lexmark black toner 10K high yield for T420D/T420DN
LEXMARK	12A7462	Original Lexmark toner cartridge - black - 21000 pages at 5% coverage
LEXMARK	12A7465	Original Lexmark toner cartridge - black - 32,000 Pages @ 5% Coverage
LEXMARK	12N0771	Original Lexmark toner cartridge - black - 14000 pages at 5% coverage
LEXMARK	12S0400	Original Lexmark toner cartridge - black - 2500 pages at 5% coverage
LEXMARK	24015SA	Original Lexmark black cartridge For E240 E240N E240T E340
LEXMARK	24035SA	Original Lexmark toner cartridge - black - 2,500 standard pages
LEXMARK	52D1X00	Original Lexmark black toner for MS811DTN
LEXMARK	64015HA	Original Lexmark high yield - black - 21,000 standard pages
LEXMARK	64415XA	Original Lexmark T644 black extra high yield print cartridge - toner cartridge - 32000 pages
LEXMARK	C5240KH	Original Lexmark C534DTN black toner cartridge - high yield - black - 8000 pages
LEXMARK	C780H1KG	Original Lexmark toner cartridge - high yield - black - 10000 pages
LEXMARK	C782X1KG	Original Lexmark C782 black toner cartridge - black - 15000 pages
LEXMARK	C930H2KG	Original Lexmark C935DN black toner cartridge - high yield - 38000 pages
LEXMARK	E250A11A	Original Lexmark E350d black low yield toner cartridge 3500 pages
LEXMARK	E260A11A	Original Lexmark black cartridge – yield 3,500 for E260, 360, 460
LEXMARK	E352H11A	Original Lexmark high yield black toner for E350 series printers
LEXMARK	E360H11A	Original Lexmark E360 black toner cartridge - high yield - 9000 pages
LEXMARK	T650H11A	Original Lexmark toner cartridge - high yield - black - 25000 pages for T654, T652, T650
LEXMARK	T654X11A	Original Lexmark T654 extra high yield toner cartridge black - 36000 pages
LEXMARK	W84020H	Original Lexmark black toner cartridge for W840
LEXMARK	X651H11A	Original Lexmark X654E black toner cartridge - High Yield- 25000 pages
LEXMARK	X654X11A	Original Lexmark extra high yield black toner cartridge X654, X656, X658
Black & White Toners - RICOH		
RICOH	339599	Original Ricoh black toner for fax 3700L
RICOH	413464	Original Ricoh black toner type 1180L
RICOH	430208	Original Ricoh 5000L type 5111 / 5110 toner
RICOH	430222	Original Ricoh type 1136/1135 fax toner for 3900L 2050L and 2000L
RICOH	430347	Original Ricoh 4430L, type 1160 cartridge black – yield 5,000
RICOH	430481	Original Ricoh fax toner for 2210L laser fax machine
RICOH	655430348	Original Ricoh toner type 1161 , 655430348 same as type1160 for use in fax 3310L 4410L



		4420L
		Black & White Toners - PANASONIC
PANASONIC	UG3350	Original Panasonic fax toner cartridge black - UF585 / UF595 - UG3350 - 7,500 page yield
PANASONIC	UG5520	Original Panasonic fax black toner cartridge for the UF-880/990, yield 10000 pages
PANASONIC	UG5540	Original Panasonic UF7000 / UF8000 / UF9000
		Black & White Toners - SAMSUNG
SAMSUNG	ML-D1630A	Original Samsung black cartridge for printer 1630
SAMSUNG	ML-D4550B	Original Samsung black cartridge for ML-4551 printer series
SAMSUNG	MLT-D205E	Original Samsung black toner for 3712, SCX-5739, SCX-5639
SAMSUNG	MLT-D208LXAA	Original Samsung black toner for SCX-5835FN
		Black & White Toners - TOSHIBA
TOSHIBA	TK18	Original Toshiba black toner for DP 80F 85F
TOSHIBA	ZT170F	Original Toshiba black toner cartridge for Estudio 170F
		Black & White Toners - XEROX
XEROX	106R01047	Original Xerox black toner for M20i workcentre
XEROX	106R01163	Original Xerox black toner Phaser 7760
XEROX	106R01294	Original Xerox black cartridge for Phaser 5550
XEROX	106R01371	Original Xerox black cartridge for Phaser 3600
XEROX	106R01395	Original Xerox black cartridge for Phaser 6280
XEROX	106R01569	Original Xerox black cartridge for Phaser 7800
XEROX	108R00726	Original Xerox black solid inks - black - 3400 pages for Phaser 8560DN
XEROX	108R00727	Original Xerox black solid inks - black - 3400 pages for Phaser 8560DN
XEROX	108R00795	Original Xerox black toner for 3635 MFP
XEROX	113R00712	Original Xerox high capacity black toner cartridge for Phaser 4510
		Colour Toners - BROTHER
BROTHER	LC41C	Original Brother ink cartridge - cyan - 400 pages à 5% coverage
BROTHER	LC41M	Original Brother ink cartridge - magenta - 400 pages à 5% coverage
BROTHER	LC41Y	Original Brother ink cartridge - yellow - 400 pages à 5% coverage
BROTHER	LC61CS	Original Brother cyan toner for MFC-290C,MFC-490CW,MFC-5490CN,MFC-5890CN,MFC-6490CW
BROTHER	LC61MS	Original Brother magenta toner for MFC-290C,MFC-490CW,MFC-5490CN,MFC-5890CN,MFC-6490CW
BROTHER	LC61YS	Original Brother yellow toner for MFC-290C,MFC-490CW,MFC-5490CN,MFC-5890CN,MFC-6490CW
BROTHER	TN12Y	Original Brother yellow cartridge for HL4200CN



Colour Toners - CANON		
CANON	0617B002	Original Canon CL41 colour - ink tank - colour (cyan, magenta, yellow), for Pixma
CANON	0621B002	Original Canon CLI-8 cyan ink tank for IP6600D IP5200R IP5200 IP4200 MP950
CANON	0622B002	Original Canon CLI-8 magenta ink tank for IP6600D IP5200R IP5200 IP4200 MP950
CANON	0623B002	Original Canon CLI-8 yellow ink tank for IP6600D IP5200R IP5200 IP4200 MP950
CANON	0624B002	Original Canon CLI-8PC photo cyan ink cartridge
CANON	1511B002	Original Canon CLI-36 coloured ink cartridge for pixma IP100
CANON	2976B001	Original Canon CL-211 colour cartridge
CANON	4706A003	Original Canon BCI6C - ink tank cyan - 280 Pages
CANON	4707A003	Original Canon Cl6M - ink tank - magenta - 280 Pages @ 5% Coverage
CANON	4708A003	Original Canon BCI6Y - ink tank - yellow - 280 Pages @ 5% Coverage
CANON	6882A003	Original Canon BCI24 - ink tank – yellow, cyan, magenta - 170 pages - for S200 & S300
CANON	8191A003	Original Canon BCI 15 - ink tank - yellow, cyan, magenta - for I70/i80 Port Print
CANON	8891A003	Original Canon BCI 6R – ink tank - red - for i9900
CANON	9818A007	Original Canon Bci-16 ink photo and paper
Colour Toners - HP		
HP	C1823DC	Original HP NO.23 large tri-colour cartridge
HP	C4194A	Original HP toner cartridge – yellow - 9000 pages - for LaserJet 4500 Series
HP	C4811A	Original HP printer printhead - cyan, yield: 24,000 pages
HP	C4812A	Original HP printer printhead - magenta, yield: 24,000 pages
HP	C4813A	Original HP printer printhead - yellow, yield: 24,000 pages
HP	C4836AN	Original HP No.11 cyan ink cartridge - 1750 pages
HP	C4837AN	Original HP No.11 magenta ink cartridge - yield 1750 pages
HP	C4838AN	Original HP No.11 yellow ink cartridge - yield 1750 pages
HP	C4843A	Original HP No.10 magenta ink cartridge F/2000
HP	C4847A	Original HP printer cartridge - magenta , yield: 350ML
HP	C4907A	Original HP No. 940XL cyan ink cartridge for Officejet Pro 8000
HP	C4908A	Original HP No. 940XL magenta ink cartridge for Officejet Pro 8000 Printer
HP	C4909A	Original HP No. 940XL yellow ink cartridge for Officejet Pro 8000 Printer
HP	C4911A	Original HP printer cartridge - cyan, yield: 69 ML
HP	C4912A	Original HP printer cartridge - magenta, yield: 69 ML
HP	C4913A	Original HP printer cartridge - yellow, yield: 69 ML
HP	C6578AN	Original HP printer cartridge - blue, red, green, yield: 970 PGS @ 15%



HP	C6578DC	Original HP-HC inkjet cartridge 78 colour, yield: 450 PGS @ 15%,
HP	C6625AN	Original HP No.17 tri-colour ink cartridge DJ840 - 430 Pages
HP	C6657AN	Original HP C6657AC No. 57 tri-colourH inkjet cartridge [Photosmart 100] , yield:391 Pages @ 15%
HP	C6658A	Original HP No. 58 cartridge Photo inkjet
HP	C8728AN	Original HP 28 tri-colour inkjet print cartridge, yield: 190 pages
HP	C8766WC	Original HP No.95 can tri-colour print cartridge - yield 260 pages
HP	C8771WC	Original HP No. 2 cyan ink cartridge,
HP	C8772WC	Original HP No. 2 magenta ink cartridge,
HP	C8773WC	Original HP No. 2 yellow ink cartridge
HP	C8774WC	Original HP No. 2 Lt. cyan ink cartridge
HP	C8775WC	Original HP No. 2 Lt. magenta ink cartridge
HP	C9320BN	Original HP 57 tri-colour
HP	C9352AC	Original HP #22 tri-colour inkjet cartridge
HP	C9361WC	Original HP #93 tri-colour inkjet cartridge
HP	C9363WC	Original HP #97 can tri-colour print cartridge - yield 450 pages
HP	C9371A	Original HP 72 cyan ink cartridge for designjet T1200, T770
HP	C9372A	Original HP 72 magenta ink cartridge for designjet T1200, T770
HP	C9373A	Original HP 72 yellow ink cartridge for designjet T1200, T770
HP	C9386AC	Original HP88 cyan OfficeJet ink cartridge
HP	C9387AC	Original HP88 magenta OfficeJet ink cartridge
HP	C9388AC	Original HP 88 yellow OfficeJet ink cartridge
HP	C9398A	Original HP #72 cyan ink cartridge for T1100 Plotter
HP	C9399A	Original HP #72 magenta ink cartridge for T1100 Plotter
HP	C9400A	Original HP #72 yellow ink cartridge for T1100 Plotter
HP	C9721A	Original HP toner cartridge - cyan - 8000 pages - for LaserJet 4600 Series
HP	C9722A	Original HP toner cartridge - yellow- 8000 pages - for LaserJet 4600 Series
HP	C9723A	Original HP toner cartridge - magenta - 8000 pages - for LaserJet 4600 Series
HP	C9731A	Original HP toner cartridge - cyan - 13200 pages - for HP 5500
HP	C9732A	Original HP 5550DN yellow toner cartridge- 12000 pages
HP	C9733A	Original HP toner cartridge - magenta- 12000 pages - 5500 5550series
HP	CB325WC	Original HP 564xl yellow ink cartridge for Photosmart D5460
HP	CB541A	Original HP cyan colour cartridge for Laserjet CP1215/1515
HP	CB542A	Original HP yellow colour cartridge for Laserjet CP1215/1515



HP	CB543A	Original HP magenta colour cartridge for Laserjet CP1215/1515
HP	CD972AC	Original HP 920XL cyan ink cartridge
HP	CD974AC	Original HP 920XL yellow ink cartridge
HP	CD975AC	Original HP 920XL black ink cartridge
HP	CE251A	Original HP colour cyan cartridge for CP3525 LaserJet
HP	CE252A	Original HP colour yellow cartridge for CP3525 LaserJet
HP	CE253A	Original HP colour magenta cartridge for CP3525 LaserJet
HP	CE261A	Original HP cyan cartridge for LaserJet CP4025/4525
HP	CE262A	Original HP yellow print cartridge for LaserJet CP4025/4525
HP	CE263A	Original HP magenta print cartridge for LaserJet CP4025/4525
HP	Q2681A	Original HP cyan print cartridge - 6000 pages , Yield
HP	Q2682A	Original HP yellow print cartridge CLJ 3700
HP	Q2683A	Original HP magenta print cartridge CLJ 3700
HP	Q3961A	Original HP toner cartridge - cyan - 4000 pages,
HP	Q3962A	Original HP toner cartridge - yellow - 4000 pages,
HP	Q3963A	Original HP magenta toner cartridge for colour, yield: 4,000 pages
HP	Q5951A	Original HP laser cartridge, cyan, 10,000 pages yield
HP	Q5952A	Original HP laser cartridge, yellow, 10,000 pages yield
HP	Q5953A	Original HP laser cartridge, magenta, 10,000 pages yield
HP	Q6001A	Original HP cyan cartridge for HP 2600
HP	Q6002A	Original HP yellow cartridge for HP 2600
HP	Q6003A	Original HP magenta cartridge for HP 2600
HP	Q6471A	Original HP cyan cartridge, 4,000 pages
HP	Q6472A	Original HP yellow cartridge 4,000 pages
HP	Q6473A	Original HP magenta cartridge, 4,000 page yield
Colour Toners - LEXMARK		
LEXMARK	C5340MX	Original Lexmark extra high yield magenta laser toner cartridge for C534 series
LEXMARK	C780H1CG	Original Lexmark C782 cyan toner cartridge - high yield 10000 pages
LEXMARK	C780H1MG	Original Lexmark C782 magenta - toner cartridge - high yield 10000 pages
LEXMARK	C780H1YG	Original Lexmark C782 yellow - toner cartridge - high yield - 10000 pages
LEXMARK	C782X1CG	Original Lexmark C782 cyan toner cartridge - extra high yield - 15000 pages
LEXMARK	C782X1MG	Original Lexmark C782 magenta toner cartridge - extra high yield - 15000 pages
LEXMARK	C782X1YG	Original Lexmark C782 yellow toner cartridge - extra high yield - 15000 pages



LEXMARK	C930H2CG	Original Lexmark C935DN cyan toner cartridge - high yield - 24000 pages
LEXMARK	C930H2MG	Original Lexmark C935DN magenta toner cartridge - high yield - 24000 pages
LEXMARK	C930H2YG	Original Lexmark C935DN yellow toner cartridge - high yield - 24000 pages
Colour Toners - XEROX		
XEROX	106R01160	Original Xerox cyan toner for Phaser 7760
XEROX	106R01161	Original Xerox cartridge magenta, for Phaser 7760
XEROX	106R01162	Original Xerox yellow toner for Phaser 7760
XEROX	106R01392	Original Xerox cyan cartridge for Phaser 6280
XEROX	106R01393	Original Xerox magenta cartridge for Phaser 6280
XEROX	106R01394	Original Xerox yellow cartridge for Phaser 6280
XEROX	106R01566	Original Xerox cyan toner cartridge for 7800
XEROX	106R01567	Original Xerox magenta toner cartridge for 7800
XEROX	106R01568	Original Xerox yellow toner cartridge for 7800
XEROX	108R00723	Original Xerox cyan solid inks - 3400 pages for Phaser 8560DN
XEROX	108R00724	Original Xerox magenta solid inks - 3400 pages for Phaser 8560DN
XEROX	108R00725	Original Xerox yellow solid inks - 3400 pages for Phaser 8560DN
Other Items of Basket of Goods		
Waste toner collect kits		
LEXMARK	10B3100	Original Lexmark waste toner collect kit 50K CLR 180K BLK F/C750/C752/X750E/X752E
XEROX	108R00982	Original Xerox waste toner cartridge for 7800DN
Maintenance kits		
HP	CE248A	Original HP ADF maintenance kit for LaserJet CM4540 & M4555 MPF
HP	CE731A	Original HP LaserJet maintenance kit for M4555 MPF 110V
LEXMARK	40X0100	Original Lexmark maintenance kit for T644
LEXMARK	40X4724	Original Lexmark maintenance kit 110V for T650, T652, T654 Printers
LEXMARK	40X8420	Original Lexmark maintenance kit 110V for MS811
LEXMARK	56P1855	Original Lexmark maintenance kit 110 volt for T634
Photoconductor kits		
LEXMARK	12A8302	Original Lexmark photoconductor kit 30K for E230/E232/E238/E330/E332/E340/E342N
LEXMARK	52D0Z00	Original Lexmark imaging unit for MS811DTN
LEXMARK	E260X22G	Original Lexmark black photoconductor kit for E260, E360, and E460 series printers
LEXMARK	E250X22G	Original Lexmark photoconductor kit for E250, E350, E352 and E450
LEXMARK	W84030H	Original Lexmark photoconductor kit for W840
Drum kits		



BROTHER	DR350	Original Brother DR350 drum unit for HL2040 , HL2070N , Fax-2820 , Fax-2920 , MFC-7220 , MFC-7225N , MFC-7420 , MFC-7820N , DCP-7020
BROTHER	DR510	Original Brother drum unit - 20000 pages - for DCP8040, DCP8045D, HL5140, HL5150D, HL5150DLT, HL5170DN, MFC8220, MFC8440, MFC8640D, MFC8840D, MFC8840DN
BROTHER	DR250	Original Brother DR 250 - drum kit - 1 - 20000 pages
BROTHER	DR200	Original Brother drum kit - black, yield: 20,000 pages
BROTHER	DR400	Original Brother DR 400 - drum kit , yield: 20,000 pages
XEROX	113R00671	Original Xerox drum unit for M20i work centre
Transfer kit		
HP	C4196A	Original HP printer transfer kit, yield: 100K-BLK/25KCLR



Appendix B: List of CRA Locations

PROVINCE	CITY	ADDRESS
ATLANTIC REGION (14 LOCATIONS)		
NEW BRUNSWICK	Bathurst	201 St. George Street
NEW BRUNSWICK	Saint John	555 McAllister Drive
NEW BRUNSWICK	Saint John	126 Prince William St.
NEWFOUNDLAND	Corner Brook	1 Regent Square
NEWFOUNDLAND	Grand Falls-Windsor	28C Cromer Avenue
NEWFOUNDLAND	Mount Pearl	132 Glencoe Dr.
NEWFOUNDLAND	St. John's	165 Duckworth St.
NEWFOUNDLAND	St. John's	290 Empire
NOVA SCOTIA	Halifax	1557 Hollis Street
NOVA SCOTIA	Halifax	1969 Upper Water St.
NOVA SCOTIA	Sydney	49 Dorchester St.
PRINCE EDWARD ISLAND	Charlottetown	161 St. Peters Rd.
PRINCE EDWARD ISLAND	Summerside	275 Pope Road
PRINCE EDWARD ISLAND	Moncton	770 Main St.
HEADQUARTERS REGION (26 LOCATIONS)		
ONTARIO	Nepean	20 Fitzgerald Rd.
ONTARIO	Nepean	21 Fitzgerald Rd.
ONTARIO	Nepean	25 Fitzgerald Rd.
ONTARIO	Nepean	35 Fitzgerald Rd.
ONTARIO	Ottawa	250 Albert St.
ONTARIO	Ottawa	47 Clarence St.
ONTARIO	Ottawa	245 Cooper St.



PROVINCE	CITY	ADDRESS
ONTARIO	Ottawa	750 Heron Road
ONTARIO	Ottawa	875 Heron Road
ONTARIO	Ottawa	112 Kent Street
ONTARIO	Ottawa	2733 Lancaster Rd.
ONTARIO	Ottawa	200 Laurier Ave. W.
ONTARIO	Ottawa	410 Laurier Ave. W.
ONTARIO	Ottawa	427 Laurier Ave. W.
ONTARIO	Ottawa	555 Mackenzie Ave.
ONTARIO	Ottawa	99 Metcalfe Street
ONTARIO	Ottawa	50 O'Connor St.
ONTARIO	Ottawa	320 Queen Street
ONTARIO	Ottawa	45 Rideau St.
ONTARIO	Ottawa	2323 Riverside Dr.
ONTARIO	Ottawa	1730 St. Laurent Blvd.
ONTARIO	Ottawa	2300 St. Laurent Blvd.
ONTARIO	Ottawa	2465 St. Laurent Blvd.
ONTARIO	Ottawa	171 Slater Street
ONTARIO	Ottawa	344 Slater Street
ONTARIO	Ottawa	395 Terminal Ave.
ONTARIO REGION (34 LOCATIONS)		
ONTARIO	Barrie	81 Mulcaster Street
ONTARIO	Belleville	11 Station Street
ONTARIO	Greater Sudbury	1050 Notre Dame Ave
ONTARIO	Hamilton	55 Bay St. N.



PROVINCE	CITY	ADDRESS
ONTARIO	Hamilton	120 King St. West
ONTARIO	Kingston	31 Hyperion Court
ONTARIO	Kitchener	166 Frederick St.
ONTARIO	Kitchener	50 Queen Street
ONTARIO	London	457 Richmond St.
ONTARIO	London	451 Talbot Street
ONTARIO	Mississauga	5800 Hurontario St.
ONTARIO	North Bay	180 Sheriff Avenue
ONTARIO	Oshawa	55 Athol St.
ONTARIO	Oshawa	78 Richmond Rd.
ONTARIO	Ottawa	2215 Gladwin Cres.
ONTARIO	Ottawa	201 Innes Park Way
ONTARIO	Ottawa	180 Kent Street
ONTARIO	Ottawa	333 Laurier Ave. W.
ONTARIO	Ottawa	320 Queen Street
ONTARIO	Ottawa	2204 Walkley Road
ONTARIO	Sault Ste. Marie	22 Bay Street
ONTARIO	St. Catharines	32 Church St.
ONTARIO	Thunder Bay	201 May Street N.
ONTARIO	Thunder Bay	130 S. Syndicate Ave.
ONTARIO	Toronto	655 Bay Street
ONTARIO	Toronto	1 Front St. W.
ONTARIO	Toronto	121 King St. W.
ONTARIO	Toronto	25 Sheppard Ave. W.



PROVINCE	CITY	ADDRESS
ONTARIO	Toronto	55 Town Centre Crt
ONTARIO	Toronto	200 Town Centre Crt, (Scarborough)
ONTARIO	Toronto	5001 Yonge Street (North York)
ONTARIO	Whitby	1555 Wenworth Street
ONTARIO	Windsor	185 Ouellette Ave.
ONTARIO	Peterborough	1161 Crawford Dr.
PACIFIC REGION (16 LOCATIONS)		
BRITISH COLUMBIA	Kelowna	1620 Dickson Ave.
BRITISH COLUMBIA	Penticton	187 Nanaimo
BRITISH COLUMBIA	Penticton	277 Winnipeg St.
BRITISH COLUMBIA	Prince George	280 Victoria Street
BRITISH COLUMBIA	Surrey	13370-78th Ave., Bldg #5
BRITISH COLUMBIA	Surrey	13450-102nd Ave.
BRITISH COLUMBIA	Surrey	9737 King George Blvd.
BRITISH COLUMBIA	Surrey	9755 King George Blvd.
BRITISH COLUMBIA	Vancouver	858 Beatty St.
BRITISH COLUMBIA	Vancouver	1188 Georgia St. W.
BRITISH COLUMBIA	Vancouver	300 Georgia St. W.
BRITISH COLUMBIA	Vancouver	757 Hastings St.W.
BRITISH COLUMBIA	Vancouver	1166 West Pender St.
BRITISH COLUMBIA	Vancouver	1010 Seymour St.
BRITISH COLUMBIA	Victoria	1230 Government St.
BRITISH COLUMBIA	Victoria	1415 Vancouver St.
PRAIRIES REGION (13 LOCATIONS)		



PROVINCE	CITY	ADDRESS
ALBERTA	Calgary	1601 Airport Rd. NE
ALBERTA	Calgary	220 4th Ave SE
ALBERTA	Edmonton	9700 Jasper Ave. NW
ALBERTA	Lethbridge	200-419 7th St. S..
ALBERTA	Red Deer	4909-50th Street
MANITOBA	Brandon	151-11 th Street
MANITOBA	Winnipeg	325 Broadway Ave.
MANITOBA	Winnipeg	360 Main Street
MANITOBA	Winnipeg	66 Stapon Road
MANITOBA	Winnipeg	201 Weston Street
SASKATCHEWAN	Regina	1783 Hamilton St.
SASKATCHEWAN	Regina	1955 Smith St.
SASKATCHEWAN	Saskatoon	340-3rd Ave. North
QUEBEC REGION (13 LOCATIONS)		
QUEBEC	Brossard	3250 Lapinière Blvd.
QUEBEC	Chicoutimi	100, rue Lafontaine
QUEBEC	Gatineau	85 ch. de la Savane
QUEBEC	Jonquiere	2251 René-Lévesque
QUEBEC	Laval	3400 Jean-Béraud
QUEBEC	Montreal	305 René Lévesque o.
QUEBEC	Montreal	400, Place d'Youville
QUEBEC	Quebec	165, de la Pointe-aux-Lièvres sud
QUEBEC	Rimouski	180 de la Cathédrale
QUEBEC	Rouyn-Noranda	44, avenue du Lac



PROVINCE	CITY	ADDRESS
QUEBEC	Shawinigan-Sud	4695, 12e avenue
QUEBEC	Sherbrooke	50, Place de la Cité
QUEBEC	Trois-Rivières	2250 Saint-Olivier
TOTAL LOCATIONS ALL REGIONS: 116		



ANNEX B: BASIS OF PAYMENT

1. Year 1 of the Contract

The Contractor will be paid the firm unit prices set out in ATTACHMENT 2.1: FINANCIAL BID, in Canadian Dollars, DDP Destination, Customs Duties and Excise Taxes included, where applicable, GST/HST extra, as applicable, including transportation, for the supply and delivery of OEM toners on an “as and when requested” basis. These firm unit prices will remain valid for a one (1) year period following Contract award.

2. Years 2 and 3 of the Contract and Option Years 1 and 2 - Annual Catalogue Updates

The firm unit prices for years 2 and 3 of the Contract and each option year (if exercised by CRA) will be established by adjusting the prior year’s firm unit prices in accordance with the year over year change to the Statistics Canada Total, Industrial Product Price Index (IPPI) for the preceding twelve month period, as detailed below. The firm unit prices for the empty toner rebate will remain the same throughout the period of the Contract, including all option years (if exercised by CRA).

Three (3) months prior to the end of each year of the Contract, including any option years (if exercised by CRA), CRA will request the Bidder to submit pricing. The firm unit prices must not be adjusted by more than the year over year percentage change in the Statistics Canada Total, Industrial Product Price Index (IPPI) published at that time at the following link:

<http://www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/econ13a-eng.htm>

The Bidder must have all pricing updates completed and sent to the CRA Contracting Authority no later than two months prior to the end of the Contract year.

3. Empty Toner Rebate

The Bidder will pay the CRA for the return of empty cartridges that carry a firm rebate price, on a semi-annual basis. The amount to be paid is calculated by the Empty Toner Rebate Firm Unit Price multiplied by the number of empty toners returned.

CRA reserves the right to have the return payout converted to a discount that would be agreed upon by both parties.

ALL PAYMENTS ARE SUBJECT TO GOVERNMENT AUDIT.



ANNEX C: REQUIREMENTS FOR CRA SYNERGY SOLUTION

1. Overview

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

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

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

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

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

2. Glossary of Terms

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



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



Vendor	The term Vendor is also used interchangeably with Contractor.
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3. CRA Synergy Stakeholders

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

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

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

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

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

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

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

4. Synergy Catalogue Order Requirements

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

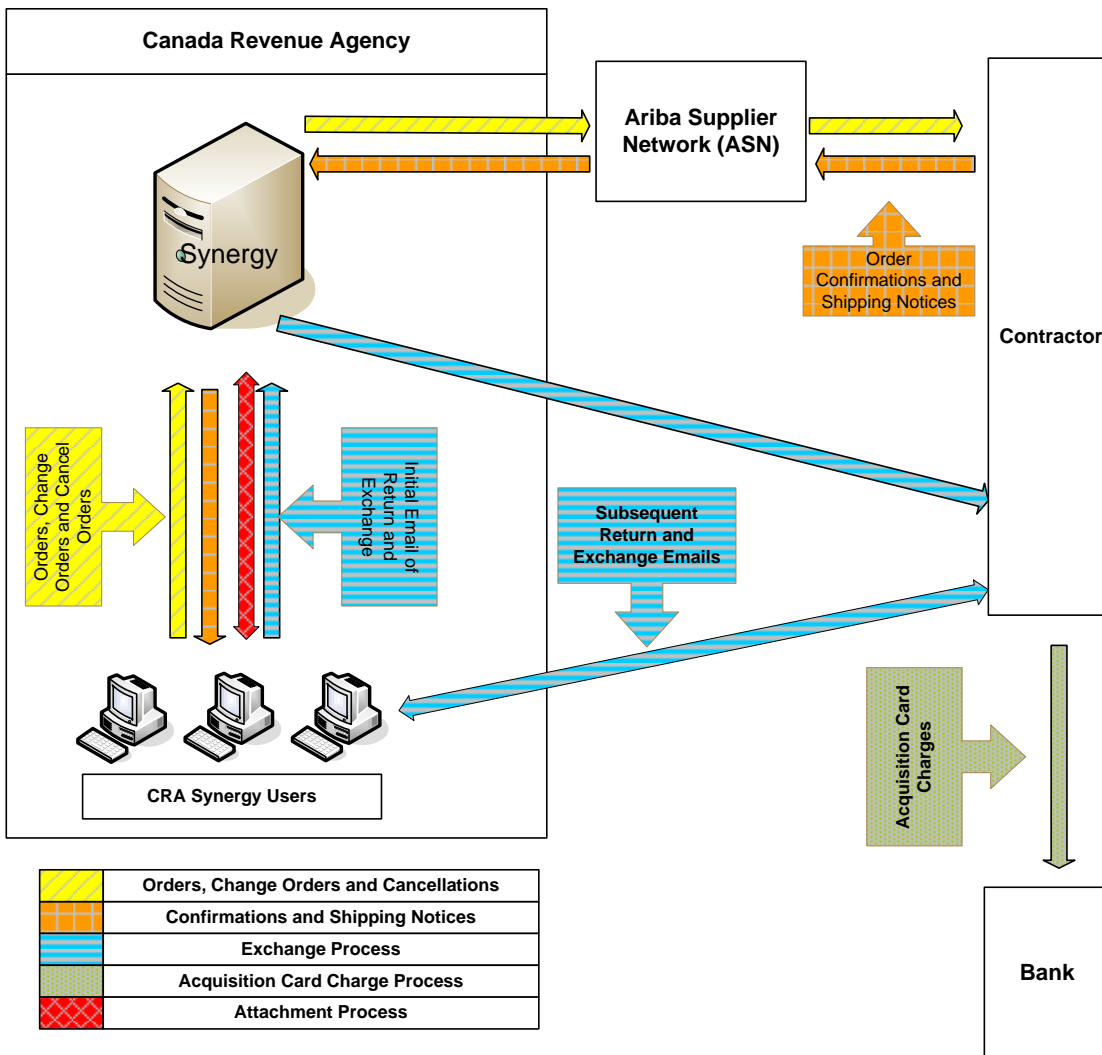
- Synergy communication flow
- Ariba Supplier Network (ASN)
- PCO and Change Order Process Requirements
- Cancel Order process requirements
- Order receipt and rejection (returns and exchanges) process requirements
- Synergy catalogue requirements
- Acquisition Card charges

5. CRA Synergy Solution Communication Flow

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



CRA Synergy Solution Communication Flow





6. Ariba Supplier Network (ASN) Requirements

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

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

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

The Contractor must:

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

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

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

7. Product Return and Cancellation Process

The Contractor must allow each CRA location to return any order or portion of an order that was:

- delivered or packaged incorrectly; or
- defective or damaged; or
- substituted.

The Contractor must allow each CRA location to cancel an order or a portion of an order that is:

- backordered for more than two (2) business days.

8. PCO and Change Order Process Requirements

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

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

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

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



9. Cancel Order Process Requirements

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

The Cancel Order procedure is as follows:

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

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

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

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

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

Receipt and Rejection (Returns or Exchange)

PCO purchased items may be rejected, in whole or in part, by the CRA Purchaser.

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

The Receipt and Rejection (Return and Exchange) Process:

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

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

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



7. The Contractor is responsible for contacting the CRA Purchaser via email within one business day to coordinate the return or exchange of goods. The Contractor must provide the CRA Purchaser with any special instructions; for example, returning the product in its original packaging.
8. The CRA Purchaser must package the rejected items for pickup.
9. The Contractor picks up the rejected goods.
10. If the line item is a return for credit, the Contractor will credit the Ghost Card. If the line item is a return for exchange, the Contractor will ship the new item.

The Contractor must pick up the rejected goods in accordance with the terms of the Contract.

The Contractor must reship exchanged goods in accordance with the terms of the Contract.

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

11. Synergy Catalogue Requirements

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

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

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

Catalogue Format:

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

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

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



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



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

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

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

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

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

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

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

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

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

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

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

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

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



12. Acquisition Card Charges

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

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

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

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

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

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

13. Requirements for External Purchase Method

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

External Purchases may be used by CRA as a:

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

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

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

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

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



14. Ordering and Payment

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

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

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

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

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

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

15. Order and Billing Support

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

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

16. Ordering and System Issues - Incident Classification and Escalation

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



Table A: Incident Classification and Escalation

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

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

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



ANNEX D: PROOF OF SYNERGY COMPLIANCE (POSC) TESTING

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

The Bidder must:

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

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

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



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

Proof of Synergy Compliance (PoSC) Test

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

TESTING

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

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



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

- ASN connectivity between Synergy, ASN and the Bidder;
- Communication of Purchase Card Orders and Change Orders to the Bidder via ASN;
- Communication of electronic order confirmations and electronic Advance Ship Notices to Synergy via the ASN;
- Communication of backordered or discontinued items to Synergy via the ASN;
- Communication of exchange and return notification to Synergy via email (where applicable);
- Loading of the Bidder's catalogues by the CRA into Synergy; and
- Communication of Level II credit card transaction data.