



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)

Blank lines for bidder information

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

Name /Nom

Title/Titre

Signature

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

Telephone No. - No de téléphone

Fax No. - No de télécopieur

E-mail address - Adresse de courriel

REQUEST FOR PROPOSAL / DEMANDE DE PROPOSITION

Table with 2 columns: Solicitation No. - No de l'invitation, Date, Solicitation closes - L'invitation prend fin on - le (2015-11-18) at - à 2:00 P.M. / 14 h, Time zone - Fuseau horaire, Contracting Authority - Autorité contractante, Telephone No. - No de téléphone, Destination - Destination, THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT.



TABLE OF CONTENTS

PART 1 GENERAL INFORMATION

- 1.1 INTRODUCTION
- 1.2 SUMMARY
- 1.3 GLOSSARY OF TERMS
- 1.4 DEBRIEFINGS
 - 1.4.1 Office of the Procurement Ombudsman (OPO)

PART 2 BIDDER INSTRUCTIONS

- 2.1 MANDATORY REQUIREMENTS
- 2.2 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS
- 2.3 SUBMISSION OF PROPOSALS
- 2.4 COMMUNICATIONS - SOLICITATION PERIOD
- 2.5 CONTRACTING AUTHORITY
- 2.6 AMENDMENTS TO BIDDER'S PROPOSAL
- 2.7 APPLICABLE LAWS

PART 3 PROPOSAL PREPARATION INSTRUCTIONS

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

PART 4 EVALUATION AND SELECTION

- 4.1 GENERAL
- 4.2 STEPS IN THE EVALUATION PROCESS

PART 5 CERTIFICATIONS

PART 6 SECURITY, FINANCIAL AND OTHER REQUIREMENTS

- 6.1 SECURITY REQUIREMENTS
- 6.2 LIST OF PROPOSED SUBCONTRACTORS

PART 7 MODEL CONTRACT

List of Attachments

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

List of Annexes

- Annex A: Statement of Work



- Annex B: Basis of Payment
- Annex C: Security Requirements Check List (SRCL)
- Annex D: Requirements for a CRA Synergy Solution
- Annex E: Proof of Synergy Compliance Testing (PoSC)
- Annex F: Corporate References Template
- Annex G: Trained Technicians Template
- Annex H: System Components



REQUEST FOR PROPOSAL (RFP)

Title: Maintenance & Support, Repairs and Upgrades of existing CRA Intrusion Alarm, Access Control and CCTV Systems

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 Work

Annex B: Basis of Payment

Annex C: Security Requirements Check List (SCRL)

Annex D: Requirements for a CRA Synergy Solution

Annex E: Proof of Synergy Compliance Testing (PoSC)

Annex F: Corporate References Template

Annex G: Trained Technicians Template

Annex H: System Components



1.2 SUMMARY

The CRA is seeking to establish up to twelve (12) contracts for the maintenance & support, repairs and upgrades of existing electronic access control hardware, software, and Closed Circuit Television (CCTV) and intrusion alarm equipment, cabling and installation services on existing intrusion alarm and access control systems for any existing CRA sites across Canada.

The period of the contracts would be for one (1) year with four (4) one year options to extend the periods by one year each.

Bidders may submit a proposal for any of the twelve streams (which are based on region and commodity). Bidders can bid on more than one stream.

Up to twelve (12) "as and when requested" Contracts may be awarded for this process. The Contracts will be awarded to the highest ranked Bidder for each stream.

Bidders must submit a bid for each stream they wish to be considered for. For example twelve (12) bids would be required to be considered for all streams.

Bidders should clearly identify in their bid(s) what stream(s) they are bidding on.

ARIBA SUPPLIER NETWORK (ASN) MEMBERSHIP REQUIREMENT

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

The highest-ranked Bidder(s) 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
Ariba	Spend and Contract Management software used by CRA in its procurement activities. For more information about Ariba, see http://www.ariba.com/ .
"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).
CCTV	Closed Circuit Television
Class D Estimate	An estimated "Order of Magnitude", strictly only an indication of the final cost and completion date with an expected variance of + or - 25%.
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.
Core Hours	7:00AM – 5:00PM Monday through Friday (excluding statutory holidays)
CRA	Canada Revenue Agency
Day/Month/Year	For purposes of technical evaluation, one (1) month shall equal a minimum of 16.67 billable days (a day equals 7.5 hours) and one (1) year equals a minimum of 200 billable days. Any additional billable days within the same year will not increase the experience gained for the purposes of evaluation.
DDP	Delivered Duty Paid



TERM	DEFINITION
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 materiel acquisition, production, manufacturing, packaging, distribution, operation, maintenance, disposal and re-use of the product or service
EST	Eastern Standard Time
Green Product	<p>A product that is less harmful to the environment throughout its lifecycle than the next best alternative, having characteristics including, but not limited to the following:</p> <ul style="list-style-type: none"> • Recyclable - local facilities exist that are capable of recycling the product at the end of its useful life; • Biodegradable - will not take a long time to decompose in landfill; • Contains recycled material (post-consumer recycled content preferred); • Minimal packaging (take-back and reuse/recycling by the supplier preferred); • Reusable and/or contains reusable parts; • Contains no or minimal hazardous substances; • Produces fewer and/or less polluting by-products during manufacture, distribution, use and disposal; • Produces the minimal amount of hazardous substances during production; use and disposal; • Makes efficient use of resources - a product that uses energy, fuel or water more efficiently or that uses less paper, ink or other resources; and/or • Durable - has a long economically useful life and/or can be economically repaired or upgraded.
IP	Internet Protocol
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.
Orders	A generic term that can be used to reference both orders placed using the external purchase method as well as Purchase Card Orders.
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
Should	An action that is preferred but not mandatory.
Silent Hours	<ul style="list-style-type: none"> - 5:01 PM – 6:59 AM Monday through Friday - Anytime on Saturdays, Sundays and Statutory Holidays
Solicitation	An act or instance of requesting proposals/bids on specific products and/or services.
Statutory Holidays	New Year's Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Labour Day, Thanksgiving, Remembrance Day, Christmas Day, Boxing Day,



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.
Synergy	Synergy is the Canada Revenue Agency’s branded implementation of the Ariba software suite. (See “Ariba” above).
Task Authorization	Also considered an “Order”
Tendering Authority	Canada Revenue Agency
VOC: Volatile Organic Compounds	A group of common industrial and household chemicals that evaporate or volatilize, when exposed to air. VOCs are used as cleaning and liquefying agents in fuels, degreasers, solvents, polishes, cosmetics, and dry cleaning solutions.

1.4 DEBRIEFINGS

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

PART 2 BIDDER INSTRUCTIONS

2.1 MANDATORY REQUIREMENTS

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

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

2.2 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS

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

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

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

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

1. Bidders must respond to bid solicitations in an honest, fair and comprehensive manner, accurately reflect their capacity to satisfy the requirements stipulated in the bid solicitation and resulting contract, submit bids and enter into contracts only if they will fulfill all obligations of the Contract. To ensure fairness, openness and transparency in the procurement process, the following activities are prohibited:



- a. payment of a contingency fee to a person to whom the Lobbying Act (1985, c. 44 (4th Supp.)) applies;
- b. corruption, collusion, bid-rigging or any other anti-competitive activity in the procurement process.

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

Section 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 180 days.

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

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

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

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

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

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

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

17 Joint Venture

1. Bidders who bid as a contractual joint venture shall clearly indicate in their bid submission (in Attachment 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. There will be two question and answer periods as outlined below:

Question and Answer Period 1

Questions to be submitted to the Contracting Authority by October 20th, 2015.



Answers estimated to be published on Buy and Sell by October 30th, 2015.

Question and Answer Period 2

Questions to be submitted to the Contracting Authority by 5 pm November 6th, 2015.

Answers estimated to be published on Buy and Sell by November 30th, 2015.

Enquiries received after November 6th, 2015 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: Jamie Leech

Telephone Number: (613) 617-4574

E-mail address: jamie.leech@cra-arc.gc.ca

2.6 AMENDMENTS TO BIDDER'S PROPOSAL

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

2.7 APPLICABLE LAWS

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

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



PART 3 PROPOSAL PREPARATION INSTRUCTIONS

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

Section I Technical Proposal

The technical proposal should demonstrate the Bidder’s understanding of the requirements of the Statement of Work and explain how they will meet the mandatory requirements detailed in Attachment 1. Bidders should demonstrate their capability for conducting the work, as outlined in the SOW, in a thorough, concise and clear manner for carrying out the work.

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

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 services requested in Annex A - Statement of Work, 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 **for each stream they are bidding on** as follows:

SECTION	MASTER (HARD COPY)	NUMBER OF PRINTED COPIES	NUMBER OF SOFT COPIES CD-ROM, DVD or USB Stick
Technical Proposal	1	3	1
Financial Proposal	1	1	1
Certifications	1	1	1
Supporting Information	1	3	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 master copy (one original hard copy) must be clearly labelled and contain original signatures. If there is a discrepancy between the wording of the soft copy and the printed copy, the wording of the printed master copy will have priority over the wording of the soft copy.

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

3.2 BID FORMAT

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

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

Sustainable Development

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

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

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

It is the policy of the CRA to:

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



3.3 PRIORITY OF DOCUMENTS FOR REQUEST FOR PROPOSAL

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

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

- a) This Request for Proposal, and any amendments; excluding Part 7 Model Contract and Annexes A to H;
- 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) Supplemental General Conditions 4001 (2013-01-28) - Hardware Purchase, Lease and Maintenance
- e) General Conditions 2035 (2014-03-01) – Higher Complexity - Services as amended in the Model Contract in Section 7 of the RFP;
- f) Annex A – Statement of Work and any attachments;
- g) Annex B – Basis of Payment
- h) Annex C – Security Requirements Check List (SCRL);
- i) Annex D – Requirements for CRA Synergy Solution;
- j) Annex E – Synergy Proof of Compliance Testing (PoSC);
- k) Annex F – Corporate References Template
- l) Annex G - Trained Technicians Template
- m) Annex H – System Components



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 the Statement of Work (SOW). Bidders are encouraged to address these criteria in sufficient depth in their proposals to permit a full evaluation of their proposals. The onus is on the Bidder to demonstrate that it meets the requirements specified in the solicitation.

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

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

Bidders may submit proposals for one (1) or more streams.

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 requirement.

STEP 3 – EVALUATION OF FINANCIAL PROPOSALS

Only technically compliant bids meeting all of the requirements detailed in Steps 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 prices are determined under Step 3, the proposals will proceed to Step 4.



Bidders must provide a price, percentage, or weight, as applicable, 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, percentage, or weight (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, a percentage or a weight, of \$0.00, 0.00%, or 0.0000 lbs., as applicable for evaluation purposes, for all cells in which financial information is omitted. The corresponding price, percentage, or weight of \$0.00, 0.00%, or 0.0000 lbs., as applicable 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

BASIS OF SELECTION - MANDATORY CRITERIA ONLY

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 overall evaluated price will be considered the highest ranked Bidder and will be recommended for award of a contract.

To establish the pricing score, the overall price score for each responsive bid will be determined as follows: lowest evaluated Bidder’s price divided by each responsive Bidder’s price, multiplied by the maximum point allocated for each.

Bidder	F1 (80 pts)	F2 (10 pts)	F3 (10 pts)	Calculations*	Total Score
A	\$100	\$150	15%	<i>F1 – lowest price = 80 pts</i> <i>F2 – $140/150 \times 10 = 9.3$ pts</i> <i>F3 – highest percentage = 10 pts</i>	<i>F1 = 80 pts</i> <i>F2 = 9.3 pts</i> <i>F3 = 10 pts</i> 99.3
B	\$120	\$140	10%	<i>F1 – $100/120 \times 80 = 66.67$ pts</i> <i>F2 – lowest price = 10 pts</i> <i>F3 – $10/15 \times 10 = 6.67$ pts</i>	<i>F1 = 66.67 pts</i> <i>F2 = 10 pts</i> <i>F3 = 6.67 pts</i>



					83.34
C	\$110	\$160	12%	$F1 - 100/110 \times 80 = 72.73 \text{ pts}$ $F2 - 140/160 \times 10 = 8.75 \text{ pts}$ $F3 - 12/15 \times 10 = 8 \text{ pts}$	$F1 = 72.73 \text{ pts}$ $F2 = 8.75 \text{ pts}$ <u>$F3 = 8 \text{ pts}$</u> 89.48

***CALCULATIONS**

Calculations used for F1:

- Lowest Price will receive full 80 points
- Lowest Price/Bidders Price X 80

Calculations used for F2:

- Lowest Price will receive full 10 points
- Lowest Price/Bidders Price X 10

Calculations used for F3:

- Highest Percentage will receive full 10 points
- Bidders Percentage/Highest Percentage X 10

Bidder A would be the highest ranking bidder and recommended for award of a contract.

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

STEP 5 – BASIS OF SELECTION – OTHER REQUIREMENTS

1. PROOF OF SYNERGY COMPLIANCE TESTING (PoSC)

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

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 a 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 that submitted 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 E: Proof of Synergy Compliance Testing (PoSC), 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.

STEP 6 –SELECTION

The Bidder(s) with the highest ranked responsive bid and having passed all of the Step 5 requirements as described above will be considered the successful Bidder(s) for this requirement and will be recommended for award of a contract.

STEP 7 – CONDITIONS PRECEDENT TO CONTRACT AWARD

The Bidder(s) recommended for award of a Contract must meet the requirements provided in Part 5 "Certifications" and Part 6 "Security, Financial and Other Requirements" of this RFP.

The lead Bidder will be granted up to 30 additional days to obtain the necessary security clearances from the time it has been identified as the lead Bidder for each stream. Extensions will only be granted in exceptional circumstances by CRA at its sole discretion. Failure to obtain the proper clearance, as defined by this RFP, in the allotted time will result in the bid being deemed noncompliant.

STEP 8 – CONTRACT ENTRY

The Bidder(s) 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

6.1 SECURITY REQUIREMENTS

The Bidder must meet the security requirements identified in Annex C: Security Requirements Check List (SRCL) and in Section 7.7 of the Model Contract.

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

INSTRUCTIONS FOR BIDDERS WHO REQUIRE SECURITY CLEARANCES

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

6.2 LIST OF PROPOSED SUBCONTRACTORS

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



PART 7 MODEL CONTRACT

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

7.1 AGENCY RESTRUCTURING

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

7.2 REQUIREMENT

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

7.3 PERIOD OF CONTRACT

The period of the Contract is one year from the date of Contract.

7.4 OPTIONS

7.4.1 OPTION TO EXTEND THE CONTRACT

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 4 (four) additional one year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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

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

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

7.5 TECHNOLOGY SUBSTITUTION/REFRESH

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

In the event a product, component or device identified in Annex A - SOW or in the Contractor's proposal which is an optional component and has not been delivered and installed at a CRA site becomes obsolete during the period of the Contract and a replacement is proposed by the Contractor, the replacement product, component or device must provide the same or better functionality, operability, interface/configuration and support management requirements identified in Annex A –SOW or in the Contractor's proposal, and must be provided at a price not to exceed the pricing in Annex B - Basis of Payment for the component or device being replaced. Any training required as a result of a substitution shall be at no cost to CRA.



The Contractor must submit a Request for Technical Substitution to the Technical Authority.

Any Technical Substitution must be approved in writing by the Technical Authority identified above and will result in a Contract Amendment being issued by the Contracting Authority identified above. The technical substitution will only be considered accepted once a formal notification by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment

7.6 DISCONTINUED PRODUCT

The Contractor certifies that all product models provided under this contract will be available for a minimum of **5** years from date of contract award

It is understood that product models change over time; however, the Contractor must provide at least **15** business days advance notice to the CRA prior to any change of product model. If a product model is discontinued, the Contractor must provide a similar product model which meets or exceeds the original mandatory specifications, at no additional cost to the CRA. At such time, the CRA reserves the right to evaluate the replacement product model to determine their suitability and approve their use.

7.7 SECURITY REQUIREMENTS

Contractor personnel will be subject to the local CRA office access control procedures during core business hours. The CRA core business hours are between 7:00 a.m. to 5:00 p.m. (local time), Monday-Friday excluding statutory holidays, unless otherwise stated in Annex A: Statement of Work.

Contractor personnel requiring access to CRA facilities outside of CRA core business hours must be escorted at all times during non-core hours while on CRA premises. The CRA core business hours are between 7:00 a.m. to 5:00 p.m. (local time), Monday-Friday excluding statutory holidays, unless otherwise stated in Annex A: Statement of Work.

7.7.1 Security Requirements – Canadian and non-Canadian Contractors

Personnel only – No Document Safeguarding Capability

1. The Contractor personnel and/or subcontractor personnel requiring access to Protected information, assets or sensitive work site(s) must each hold a valid Reliability screening, granted by the Security and Internal Affairs Directorate (SIAD) of the Canada Revenue Agency (CRA) or granted/approved by the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada (PWGSC).
2. The Contractor must not remove any Protected information or assets from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
3. Notwithstanding paragraph 1, Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.
4. The Contractor must comply with the provisions of the:
 - Security Requirement Check List (SRCL), attached as Annex C of the Contract; and
 - Security Requirements for Protection of Sensitive Information issued by CRA Security and Internal Affairs Directorate (July 24, 2013), which can be found at the following link <http://www.cra-arc.gc.ca/gncy/prcmnt/menu-eng.html>.

NOTE: Security clearances obtained through this Contract are for CRA only and will not be valid for other Government departments.



7.8 AUTHORITIES

7.8.1 CONTRACTING AUTHORITY

The Contracting Authority for the Contract is:

Name: Jamie Leech
Telephone Number: (613) 617-4574
E-mail address: jamie.leech@cra-arc.gc.ca

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

7.8.2 TECHNICAL AUTHORITY

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

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

The Technical Authority will be responsible for:

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

Name: _____

Address: _____

Telephone Number: _____

Fax Number: _____

E-mail Address: _____

7.8.3 CRA ACQUISITION SERVICE DESK

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

Telephone Number: _____

Fax Number: _____

E-mail Address: _____

7.8.4 CONTRACTOR'S SYNERGY REPRESENTATIVE

Synergy Contact Name: _____



Toll Free Telephone Number: _____

Fax Number: _____

E-mail Address: _____

Contractor's representative for synergy related questions.

7.8.5 CONTRACTOR'S REPRESENTATIVE

Name: _____

Address: _____

Telephone Number: _____

Fax Number: _____

E-mail Address: _____

Contractor's representative for the contract.

7.9 WORK AUTHORIZATION PROCESS

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

The CRA will authorize the Work with the Contractor, at the CRA's discretion, by submitting a Purchase Card Order (PCO) to the Contractor using the Synergy ordering system, or an External Purchase to the Contractor outside the Synergy ordering system, all as described at Annex D: Requirements for CRA Synergy Solution.

The CRA reserves the right to issue a cancellation of any Order within 48 hours of the issuance of the Synergy Order confirmation message.

Returns (other than returns for exchange in the case of rejected goods) and Change Orders will not be issued under this Contract.

7.10 STANDARD ACQUISITION CLAUSES AND CONDITIONS (SACC)

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

7.10.1 GENERAL CONDITIONS

2035 (2014-03-01), General Conditions – Higher Complexity - Services, apply to and form part of the Contract.

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

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

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

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

Section 22 titled "Confidentiality",



- Subsection 5 is hereby amended to delete:
Public Works and Government Services (PWGSC) and insert Canada Revenue Agency (CRA).
- Subsection 6 is hereby amended to delete: “PWGSC *Industrial Security Manual* and its supplements”, and insert: “Security Requirements for the Protection of Sensitive Information” issued by the CRA, Security and Internal Affairs Directorate (SIAD). The remainder of Section 22 remains unchanged.

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

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

7.10.2 SUPPLEMENTAL GENERAL CONDITIONS

4001 (2013-01-28), Supplemental General Conditions - Hardware Purchase, Lease and Maintenance, apply to and form part of the Contract.

"Client" means the Canada Revenue Agency and other departments and agencies for which the CRA is authorized to provide a network or infrastructure, and which are using the Canada Revenue Agency's network or infrastructure pursuant to an agreement or arrangement entered into with the CRA, unaffected by location of devices or location of users.

Section 1 titled “Interpretation” insert the following definition:

The “Licensee” under this Contract is Her Majesty the Queen in right of Canada, acting through and represented by the Commissioner, Canada Revenue Agency.

Section 2 titled “License Grant” delete subsection 2 and replace with the following:

If the Client is reconfigured, absorbed, in whole or in part, by another government department or agency, or is disbanded entirely, Canada may, by giving notice to the Contractor, designate another department or agency as the Client for all or part of the Licensed Software .

Section 08 titled “Licensed Software Transfer”, delete this article in its entirety and replace with the following:

The license to use the Licensed Software under the Contract is transferable by Canada, in whole or in part, under the same conditions of the Contract, to any Device or Client, as applicable, or to any Canadian government department, corporation or agency, as defined in the *Financial Administration Act, R..S. C.1985, c.F-11*, as amended from time to time, or to any other party for which the Department of Public Works and Government Services Canada has been authorized to act under section 16 of the *Department of Public Works and Government Services Act, S.C. 1996, c.16*, as long as Canada informs the Contractor of the transfer within thirty (30) days of the transfer occurring.

Section 11 titled “Term of License” delete subsection 2 and replace with the following:

The Contractor may terminate Canada’s license with respect to the licensed software by giving the Contracting Authority written notice to that effect only if Canada is in breach of its license in accordance with the license rights granted in the Contract, or Canada fails to pay for the license in accordance with the Contract, and only if that breach continues for a period of ninety (90) days after the Contracting Authority received written notice from the Contractor giving particulars of the breach and the Contracting Authority has validated the particulars of the breach. If Canada’s license is terminated, once Canada has corrected the breach, the Contractor shall re-instate Canada’s license with respect to the licensed software under the exact same terms and conditions as granted in the contract for the license, at no additional cost.

Section 15 titled “Warranty”, insert the following:



Notwithstanding section 15.0 – Warranty, the Contractor’s warranty for the Solution shall include the provision of all software maintenance and support services detailed in supplemental general conditions 4004 – Support Services for Licensed Software except that “Warranty Period” as defined therein is hereby amended by deleting the reference to a period of ninety (90) days and replacing ninety (90) days with one (1) year. The warranty period of twelve (12) months shall commence on the final acceptance date of the delivered Equipment.

Section 18 titled “Risk of Loss” insert the following after subsection 2:

3. The Contractor warrants :

- a) unless authorized in writing by the Technical Authority, or necessary to perform valid duties under this Contract.
- b) any programs developed by the Contractor under this Contract or provided to Canada by the Contractor for use by the Client shall:
 - i. not replicate, transmit, or activate itself without control of the person operating the computing equipment on /which it resides;
 - ii. not alter, damage, or erase any data or computer programs without control of a person operating the computing equipment on which it resides; and
 - iii. contain no key, node lock, time out or other function, whether implemented by electronic, mechanical or other means, which restricts or may restrict use or access to any programs or data developed under this Contract, based on residency on a specific hardware configuration, frequency or duration of use, or other limiting criteria.

Provided and to the extent any program has any of the foregoing attributes, and notwithstanding anything elsewhere in this Contract to the contrary, the Contractor shall be in default of this Contract, and no cure period shall apply. In addition to any other remedies available to it under this Contract, the Crown reserves the right to pursue any civil and/or criminal penalties available to it against the Contractor. The Contractor agrees, in order to protect the Crown from damages, which may be intentionally or unintentionally caused by the introduction of Illicit Code to the Client's computer network, no software will be installed, executed, or copied on Client equipment without the express approval of the Technical Authority.

7.11 ACCESS TO FACILITIES AND EQUIPMENT

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

7.12 IDENTIFICATION BADGE

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



7.13 SITE REGULATIONS

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

7.14 SUSTAINABLE DEVELOPMENT

In pursuit of the Canada Revenue Agency's commitment to sustainable development and green procurement as well as the Canadian Federal Government's Green Procurement Policy, the Contractor agrees to commit to comprehensive, nationally recognized environmental standards for:

- The reduction or elimination of environmentally hazardous materials (if applicable);
- Design for reuse and recycle;
- Energy efficiency;
- End of Life Management for reuse and recycle;
- Environmental stewardship in the manufacturing process (if applicable); and
- Packaging.

7.15 INSTALLATION SERVICES

Installation services must be provided for the products offered. The minimum level of service required is detailed below:

- 1) Install all products in accordance with the manufacturer's specifications.
- 2) Remove all packing material debris and cartons from the site.
- 3) Upon completion, and at the request of the CRA, the Contractor must walk through the installation area with the CRA to verify the operating condition of all products in accordance with the deficiency procedures.

7.16 DEFICIENCY PROCEDURES

The Contractor must adhere to the following deficiency procedures at the discretion of the CRA:

- 1) It is the responsibility of the Contractor to notify the CRA when the installation is completed.

7.17 WORK LOCATION

The work locations will be at the CRA premises as outlined in the SOW.

Any Contractor or Contractor resources that are required to work on site during non-business hours under this Contract must obtain authorization in writing by the Technical Authority prior to commencing work.

7.18 MAINTENANCE AND SUPPORT PRICING STABILITY

Unless otherwise stated in this Contract subsequent annual maintenance and support rates shall not exceed the lesser of:

- a. The Contractor's current published maintenance rate in effect at time of renewal; or
- b. the previously contracted rates for each item, adjusted by the Core Consumer Price Index (CPI) rate for Canada, not seasonally adjusted and calculated from the corresponding month of the previous year, as published by Statistics Canada on the date the maintenance renewal is issued; or
- c. any other negotiated rate.



7.19 BASIS OF PAYMENT

The Contractor will be paid a firm hourly price for the services and a fixed price for the parts as described at Annex A - SOW, in accordance with Annex B - Basis of Payment.

The firm prices to be entered into the synergy catalogue will be the prices provided in the bidders' price list from M1 with the subtraction of the discount percentage provided in F3 of the bidders' submission.

Example:

Part on the bidder's price list as proposed in M1: **\$54.00**

Discount percentage as proposed by the bidder in F3: **8%**

Price of part to be entered into synergy catalogue: **\$49.68** ($\$54.00 \times .92$)

The firm prices to be entered into the synergy catalogue for new items will also use the same discount rate bid in F3.

7.20 LIMITATION OF PRICE

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

7.21 TERMS OF PAYMENT

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

7.21.1 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; and
- c) the Work delivered has been accepted by Canada.

7.22 METHOD OF PAYMENT

At Canada's discretion the Contractor will be paid using direct deposit, credit card or cheque. All communications regarding the specific method of payment, including changes thereto, will be in writing via email as it's not Canada's desire to formally amend this Contract if the payment method is changed.

At its sole discretion Canada may change the method of payment at any time during the period of the Contract, including any extension thereto, to one of the other two payment methods stated above.

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

7.22.1 Payment by Direct Deposit

The Contractor shall accept Direct Deposit for payment of the goods and/or services described herein. Payments by direct deposit will be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2014-03-01) forming part of this Contract.



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

It is the sole responsibility of the Contractor to ensure that the information and account number submitted to Canada via their Vendor Electronic Payment Registration form is up to date. Should the Contractor's information within the Vendor Electronic Payment Registration form not be accurate or up to date, the provisions identified herein under Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2014-03-01) forming part of this Contract will not apply, until the Contractor corrects the matter.

7.22.2 Payment by Credit Card

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

7.23 TRAVEL AND LIVING EXPENSES

The CRA will not cover any travel and living expenses.

7.24 LIQUIDATED DAMAGES FOR SYNERGY NON-COMPLIANCE

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

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

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

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

The total amount of the liquidated damages must not exceed 5% 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.



7.25 INVOICING INSTRUCTIONS

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the General Conditions. Invoices cannot be submitted until all Work identified in the invoice is completed.

Each invoice must be supported by:

- a) a copy of time sheets to support the time claimed;
 - b) a copy of the release document and any other documents as specified in the Contract;
 - c) a copy of the invoices.
2. Invoices must be distributed as follows:
 - a) The original and one (1) copy must be forwarded to the Technical Authority of the Contract, identified under the section entitled "Authorities", for certification and payment.
 - b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

7.26 INVOICING – SYNERGY ORDERS

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

For Goods:

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

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

For Services:

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

7.27 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.



7.28 JOINT VENTURE

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

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

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

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

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

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

7.29 APPLICABLE LAWS

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

7.30 PRIORITY OF DOCUMENTS

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

- a) The Articles of Agreement including all Annexes:
 - Annex A: Statement of Work and Attachments;
 - Annex B: Basis of Payment;
 - Annex C: Security Requirements Check List;
 - Annex D: Requirements for CRA Synergy Solution;
 - Annex E: Synergy Proof of Compliance Testing (PoSC);
 - Annex F: References Template;
 - Annex G: Trained Technicians Template;
- b) The Supplemental General Conditions 4001 (2013-01-28)
- c) The General Conditions 2035 (2014-03-01)
- d) The Solicitation No. 1000323785 dated (**insert date**) including any amendments thereto;



- e) The Contractor's proposal dated *(insert date of bid)*, *(If the bid was clarified, insert) as clarified on _____ (and insert date(s) of clarification(s)).*

7.31 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.

7.32 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.

7.33 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.

7.33.1 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.

7.34 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.

7.35 ANNEXES

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

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



ATTACHMENT 1: MANDATORY CRITERIA

1. EVALUATION PROCEDURES

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

2. MANDATORY TECHNICAL CRITERIA

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

MANDATORY CRITERIA				
		Response (bid page reference)	CRA USE ONLY	
			MET	NOT MET
M.1	The Bidder must provide the Supplier or Manufacturer MSRP price list of all parts required to provide maintenance, support, repairs and upgrades to the access management, intrusion alarm and CCTV systems for each stream they are bidding on. The price list must be on the Supplier or Manufacturer's letterhead. Please refer to Annex H for the minimum parts list that is required. If the minimum parts are not provided in the bidders' submission the bid will be deemed non-compliant.			
M.2	The Bidder must demonstrate that it has operated in the security industry, performing security services similar in scope to the services described in the Statement of Work (maintenance, support, repairs and upgrades to access management, intrusion alarm and CCTV systems) for a minimum of five (5) consecutive years preceding the closing date of the Request for Proposal. The bidder must complete the Corporate References Template provided in Annex F. If references are not verifiable they will not be considered for evaluation purposes. The CRA will make 3 attempts to verify the references.			



MANDATORY CRITERIA				
		Response (bid page reference)	CRA USE ONLY	
			MET	NOT MET
M.3	<p>The Bidder must demonstrate that it has trained technicians in the security industry with a minimum of two years of experience in installing and servicing access management, intrusion alarm and CCTV systems within Canada for the stream in which they are bidding.</p> <p>To demonstrate this, the Bidder must complete the trained technicians' template, as provided in Annex G, for all technicians that may be used to conduct the work at all locations for the specific stream.</p>			
M.4	<p>The Bidder must provide signed documentation from the bidder's supplier or manufacturer that proves that the bidder is authorized to receive Technical Support and are able to purchase hardware and software from the supplier or manufacturer. The signed documentation must be on the supplier or manufacturers letter head.</p>			
M.5	<p>The Bidder must indicate that they will provide service to all locations, as indicated in Annex A – SOW, in the streams for which they are bidding.</p>	<p>_____ (insert bidder's name) hereby certifies that we will provide services to all locations, as indicated in Annex A – SOW, for the following Streams:</p>		



ATTACHMENT 2: FINANCIAL PROPOSAL

2.1 FINANCIAL PROPOSAL

The Bidder should submit their financial bid in accordance with the “Financial Proposal” table below. The prices specified, when quoted by the Bidder, include all of the requirements defined in the “Statement of Work” in Annex A.

Bidders must quote prices in Canadian funds, taxes extra as applicable, for the provision of goods and services outlined in Annex A “Statement of Work”.

Financial Proposal			
		Response	Points
F1	All-inclusive firm hourly rate for “as and when” requested service, including the first hour of on-site productive labour, during core hours (7:00- 17:00, Monday to Friday).	\$	80 points
F2	All-inclusive firm hourly rate for “as and when” requested service, including the first hour of on-site productive labour during silent working hours (17:01 to 6:59), Monday to Friday, weekends and statutory holidays.	\$	10 points
F3	When any new products are added to the parts list the Bidder must provide the contracting authority with the Supplier or Manufacturer MSRP price (as referenced in M1) on the Supplier or Manufacturer’s letterhead for the new part. A discount percentage will be applied to this price for any parts added to the contract to conduct the work as per the SOW. Provide the discount percentage.*	____%	10 points

*The CRA understands that during the life of the contract and any exercised option years, parts will have to be added and deleted from the synergy catalogue. In instances where parts are added to the catalogue, the CRA will apply the discount percentage, from F3 of the bidders’ submission, to the MSRP price provided by the bidder for that specific part.

If the price increases on a specific part the bidder will have the opportunity to have the price adjusted in the synergy catalogue. This will only occur on the anniversary date of the contract award and sufficient proof must be provided to the contracting authority. To provide sufficient proof of a price increase on a specific part, the bidder must provide the new MSRP price of the part on the Supplier or Manufacturer’s letterhead. The price will then be adjusted to include the bidders’ discount as per F3 of the bidders’ submission and the new price will be reflected in the synergy catalogue for that part.



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.

Please ensure all the required signatures are 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 Work (SOW). Any modifications, or conditional pricing by the bidder, including deletions or additions to the articles, clauses, terms and conditions contained or referenced in this RFP and/or SOW document will render the bid non-responsive.

3.2 STATUS AND AVAILABILITY OF RESOURCES

The Bidder certifies that, should it be awarded a contract as a result of the solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

3.3 EDUCATION AND EXPERIENCE

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

3.4 LANGUAGE CAPABILITY

The Bidder hereby certifies that the proposed resource(s) meet(s) the language requirements as specified in the SOW.

3.5 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:

Solicitation 1000323785

(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)



3.6 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 collection.



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 FORMER PUBLIC SERVANT CERTIFICATION

Former Public Servant Certification

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

Definitions:

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

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

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

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

Former Public Servant in Receipt of a Pension

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

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

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

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

Please provide the following additional information:

- (i) name(s) of the former public servant(s);
- (ii) date(s) of termination of employment or retirement from the Public Service; and



- (iii) for each former public servant named in (i) above, provide the applicable pension act(s) and any post employment constraints or restrictions if applicable.

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

Work Force Reduction Program

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

YES () NO ()

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

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

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

Certification

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

Signature of authorized Bidder representative: _____

4.2 FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

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.

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)



4.3 VENDOR REPORTING INFORMATION

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

For the purpose of this clause:

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

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

The Bidder is requested to provide the following:

Legal Name: _____

Operating Name: _____

Address: _____

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)

4.4 SYNERGY REQUIREMENTS

Prior to Contract Award, the Bidder must provide:

- a) Ariba Supplier Network (ASN) Account number: _____
(refer to <http://supplier.ariba.com> for more information)
- b) The name, title, email address, 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 Proof of Synergy Compliance Testing (PoSC).

Technical Resource Name: _____

Title: _____

Location (city, province): _____

Email address: _____

Toll-free Telephone number _____



ANNEX A: STATEMENT OF WORK

1.0 TITLE

Upgrades, Maintenance and Support, and Repair of existing Access control, intrusion alarm and CCTV systems.

2.0 Objective

To upgrade, provide maintenance and support and repairs to the physical security equipment and associated software to enhance efficiencies as well as provide options for future physical security investment to help mitigate risk to the changing environment.

3.0 BACKGROUND

The CRA plans to establish a national monitoring, management and control capabilities for security systems within a three- to five-year time frame. There is a management tool known as a Physical Security Information Management (PSIM) system which is used to integrate and coordinate security systems. Before such a tool can be acquired and implemented, a consolidation and rationalisation of existing CRA security system platforms is required. In some instances, minor hardware changes to existing systems are sufficient. For others, complete replacement of older, incompatible technologies will be required.

The CRA has a requirement for a Contractor to upgrade, provide maintenance and support and repairs to existing access control, intrusion alarm and CCTV systems on an “as-and-when-requested” basis.

4.0 OVERVIEW OF REQUIREMENTS

The electronic access control hardware, software, CCTV, and intrusion alarm systems may be required for any existing site on an “as and when, requested” basis.

The Contractor must provide electronic access control hardware, software, CCTV, and intrusion alarm system installation services including the following:

Upgrades

- 1) Program new hardware into the system
- 2) Program new software into the system
- 3) Install new hardware as required
- 4) Program existing hardware in the system
- 5) Program existing software in the system
- 6) Trouble shoot any issues that become apparent due to upgrades
- 7) Perform programming in a network environment; systems may be in a network environment with several thousand users on each system.
- 8) Must ensure system is upgraded and that the Access control, intrusion alarm or CCTV are fully operational at the end of each business day unless the local CRA representative has been advised before the work starts that this will not be possible. If the local CRA representative is not advised, guards will be hired by the CRA, at the service providers' expense, to secure the site.
- 9) Under the direction of the CRA, version upgrades of the software may be required. The technicians must be trained, at the service providers' expense, on the version that CRA is implementing.
- 10) The service provider may be required to change the intrusion alarm system from Digital Voice Access Control (DVAC) to an Internet Protocol (IP) solution as requested by the CRA.



Maintenance and Support

Maintenance and Support services include:

- 1) A maintenance inspection of the systems. This may be an access card only system, an intrusion system only, CCTV only, or it may be all three components.
- 2) A report indicating the findings must be provided to the local security representative (as identified in the order) requesting the service after every inspection (within 48 hours). The report must indicate the findings of points tested and where deficiencies are identified, a solution with a class "D" estimate is to be provided with the report.
- 3) Verification of the batteries at a site and changing batteries as required.
- 4) Weekly back-up of the server including a test on the backup to ensure that it is a reliable copy that can be used if required.
- 5) The data base size will need to be monitored and at the direction of the CRA, archiving will be done.

Repairs

All repairs are to be conducted only when authorized by the local security representative. Repairs will include:

- 1) Repairs deemed as emergency, by the CRA, will have the call back response time as identified in section 7.0 of this SOW.
- 2) If the work is not an emergency, a date and time for the work to be done will be agreed to by both parties and reflected in the order.
- 3) All replacement parts used must be identical to the existing parts unless otherwise agreed to by the Technical Authority.
- 4) Systems must be fully operational at the end of each business day unless the local security representative has been advised before the work starts that this will not be possible. If the local security representative is not advised, guards will be hired by the CRA, at the Contractors' expense, to secure the site.
- 5) Any work done to the intrusion system will require verification with the monitoring station that the repair is functional. This verification will be conducted by the vendor and the local security representative.

5.0 CONSTRAINTS

- a) The Contractor must not perform any work, which changes or alters a base building's structure such as: core drilling, installation of Backbone or Horizontal conduit, penetration of structural or fire rated walls.
- b) If the Contractor determines that a base building change or alteration must be made in order to perform a requested service, the Contractor must not conduct any work and immediately inform the Technical Authority specified in the order.
- c) The Contractor must take all necessary precautions, and is solely responsible for the safety of the methods employed in performing all work.
- d) All work, performed by the Contractor as part of this requirement, must conform to all applicable Provincial and Federal Standards and Codes which apply to the location where the work is to be performed. In cases where a conflict or discrepancy exists between standards and/or codes, the most stringent standard or code will apply.
- e) The Contractor must take all necessary measures to minimize work disruptions to CRA employees. In cases where a disruption is unavoidable during Core Hours the Contractor must perform the work outside of Core Hours. In this instance the hourly rate would be adjusted to reflect the rate for the hours in which the work was performed.
- f) The Contractor will be responsible to provide all equipment, materials, labour, and services including but not limited to miscellaneous consumables such as nuts, bolts, screws, ties, tape, pull string, labels and fasteners. The Contractor



will be required to determine which miscellaneous consumables and tools will be necessary to carry out the services specified under any issued order.

- g) During the performance of any tasks the Contractor must keep the work area safe, clean and tidy at all times. At the completion of the work, the Contractor is responsible for cleaning any areas soiled while completing the work to the satisfaction of the Technical Authority specified in each order
- h) Access to CRA buildings may be restricted at certain times. If the contractor is requested to go to a site which has been restricted the contractor will be paid the hourly rate as identified in the basis of payment for 3 hours.
- i) Where applicable, the contractor must have the necessary training for the installation of the access management system.
- j) Building data and communication lines are out-of-scope for this requirement. Any requirements for new data or communication lines must be brought to the attention of the Technical Authority specified in the order. If the Contractor identifies an existing data or communication line in need of repair they are to immediately inform the Technical Authority specified in the order.
- k) Access to the lines terminated outside secure areas must be controlled by either: continuous conduit, locked rooms with access control, separate locked control panels or distribution frames, or other means approved by the Technical Authority specified in the order.
- l) The Contractor must provide all installers with the training needed for the required system to be installed.
- m) All installers conducting work at a CRA location must have a valid 'Reliability Status' security clearance. If the contractor sends an installer that does not have a valid 'Reliability Status' security clearance, the installer may be refused access to the site and a security guard may be contracted by the CRA at the contractors' expense to secure the site, until work is completed.

6.0 CLIENT SUPPORT

- a) The CRA will coordinate access to the required facilities.
- b) The CRA will provide network drop for access control system where required. Any such requirements must be brought to the attention of the CRA Technical Authority specified in the order.
- c) The CRA will provide IP addresses as required (static or fixed) to be used to connect the CRA site to the CRA network. Any such requirements must be brought to the attention of the CRA Technical Authority specified in the order.
- d) The CRA will provide floor plans, if available and if requested, of existing cameras and intrusion alarm points. If the contractor is provided with a floor plan they must update the plan with any changes made and provide the updated floor plan back to local security (as identified in the order) within 48 hours.
- e) The CRA is responsible for any electrical work that is required for the installation. Any such requirements must be brought to the attention of the CRA Technical Authority specified in the order.
- f) The CRA will provide the internet connection for the intrusion alarm. Any such requirements must be brought to the attention of the CRA Technical Authority specified in the order.

7.0 CONTRACTOR'S RESPONSIBILITIES IN CASE OF EMERGENCIES

This section outlines the general on-site emergency response requirements applicable to the security systems including all installed software and hardware.

The Contractor must:

- Provide a central toll-free telephone number available during silent hours in case of emergency
- Provide a 2 hour call back on emergency calls
- The contractor must be on site within 6 hours of the original call
- All replacement equipment must be new
- All repairs must be approved by the CRA Technical Authority specified in the order



8.0 Repair and Restoration

Defective electronic access control hardware, software, CCTV, and intrusion alarm components supplied by the Contractor in the course of additions or changes to the security system will be replaced with new components or reinstalled at the Contractor's expense – including all parts and labour, during the warranty period.

Return repair calls resulting from faulty access control hardware, software, CCTV, and intrusion alarm components, or labour performed by the Contractor will be done at the Contractor's expense. Determination of such situations will be done by the Technical Authority specified in each Task Authorization.

9.0 Installation Methodology

The Contractor must, as a minimum, adhere to the most recent versions of the applicable Federal and Provincial standards on any new system installation. As new standards are adopted within the industry during the period of the contract they will be added to the list of standards.

The Contractor must ensure that any damaged or defective cables, which cannot be repaired by re-termination, are brought to the attention of the CRA Technical Authority specified in each order. Repairs utilizing spliced cables will not be accepted.

The Contractor must identify to the Technical Authority specified in each order any situations, which will require the installation of conduit or cable tray to complete a requested task.

10.0 Testing

10.1 Intrusion Alarms

The Contractor must provide, in writing (email or hard copy), to the Technical Authority specified in each order, verification that any upgrade, maintenance or repairs have been completed and that the Intrusion alarm system is functioning as required. Verifying with the monitoring station will be required.

10.2 Access Management System

The Contractor must provide, in writing (email or hard copy), to the Technical Authority specified in each order, verification that any upgrade, maintenance or repairs have been completed and that the Access Management System is functioning as required.

10.3 CCTV

The Contractor must provide, in writing (email or hard copy), to the Technical Authority specified in each order, verification that any upgrade, maintenance or repairs have been completed and that the CCTV System is functioning as required.



Stream 1 A – Pacific Region - Chubb

Please note that sites can be added or deleted as required during the period of the contract and any extensions.

No.	Site Name and Address	Security Environment
1	Surrey Tax Centre 9755 King George, Surrey, BC	Access System – Chubb AFx version 4.90 Intrusion System Panels – Chubb AFx Model#: 950-3600 CCTV camera make and model – Axis Q 6035-E, Axis Q 6042-S, Axis Q 6044-S, Axis Q 6045-S Turnstile make and number of gates - OptiStile 720 (4 Gates at East Post and 4 Gates at West Post)
2	Burnaby Fraser TSO 9737 King George, Surrey, BC	Access System – Chubb AFx version 4.90 Intrusion System Panels – Chubb AFx Model#: 950-3600 CCTV camera make and model – Axis Q 6035-E, Axis Q 6042-S, Axis Q 6044-S, Axis Q 6045-S
3	Kelowna TSO 1620 Dickson, Kelowna, BC	Access System – CHUBB AFX Version 4.56 Intrusion System Panels – CHUBB AFX Version 4.56 CCTV camera make and model – 1 PTZ - 14 stationary - Bosch cameras DVR make and model – Pelco DX4716 HDVR
4	Fraser Valley Northern TSO 280 Victoria St., Prince George, BC	Intrusion System Panels – Chubb AF DVR make and model – Pelco DX8100 HDVR
5	Vancouver TSO- Call Centre 13450-102 Avenue, Vancouver, BC	Access System – Chubb Afx Version 4.90 Intrusion System Panels – Chubb AFX Model #: 950-3600
6	Pacific Region – IT, ATIP and Internal Affairs 300 West Georgia, Vancouver, BC	Access System – Keyscan System 7 Software Intrusion System Panels – Chubb AFX
7	Fraser Valley Northern TSO 299 Victoria St., Prince George, BC	Intrusion System Panels – Chubb Afx Access system- Keyscan System
8	Vancouver TSO 1260 Government Street, Vancouver, BC	Access System – Keyscan System Intrusion System Panels – Chubb Model CCTV camera make and model – Tyco Mini-dome 100-4630 DVR make and model – Pelco DX4700/HVR



Stream 1 B – Pacific Region – Chubb Intrusion alarm, Keyscan Access card system

Please note that sites can be added or deleted as required during the period of the contract and any extensions.

No.	Site Name and Address	Security Environment
1	Southern Interior TSO 277 Winnipeg St., Penticton, B.C.	Access System – Keyscan System 7 Software Intrusion System Panels – Chubb Afx Panel Version 2.3 CCTV camera make and model – Pelco Spector Vision IV PTZ Model/Pelco Spector vision III PTZ - Model SD53CBW/Bosch Dimion Day/Night Cameras/ DVR make and model – Pelco DX8100 HDVR
2	Vancouver TSO 1166 West Pender, Vancouver, BC	Access System – Keyscan System 7 Software Intrusion System Panels – Chubb AFX - Verex Monitor XL Part# 950-3600 CCTV camera make and model – Pelco DD4TC16, DD4CBW35, Pelco Spectra IV SD435-PG-EO, Pelco Spectra HD S5118-PG1, Pelco Sarix IMSODN10-1V, Pelco Sarix IESODN12-1 DVR make and model – Pelco DS-SRV Pelco DX8100
3	Regional Office 1188 West Pender, Vancouver, BC	Access System – Keyscan System 7 Software Intrusion System Panels – Chubb AFX
4	Vancouver TSO 757 West Hastings, Vancouver, BC	Access System – Keyscan System 7 Software Intrusion System Panels – Chubbsmart
5	Vancouver Island TSO 1415 Vancouver St., Victoria, BC	Access System – Keyscan System 7 Software Intrusion System Panels – Chubb Model CCTV camera make and model – Tyco 100-4630 Minidome Camera, Tyco PTZ DVR make and model – Pelco DX8100 HDVR

Stream 2 A – National Capital Region - Kantech

Please note that sites can be added or deleted as required during the period of the contract and any extensions.

No.	Site Name and Address	Security Environment
1	Ottawa Technology Centre 875 Heron Rd, Ottawa, ON	Access System – Kantech V5.02 Intrusion System Panels – Kantech CCTV camera make and model – various Pelco & Panasonic DVR make and model – 2-Pelco DX8100 series hybrid video recorder Turnstile make and number of gates - automatic system - 6 gates
2	Ottawa Technology Centre 2215 Gladwin, Ottawa, ON	Access System – Kantech V5.02 Intrusion System Panels – Kantech & DSC 4020 CCTV camera make and model – various Pelco & Panasonic DVR make and model – 1-Pelco digital sentry-DS control point



No.	Site Name and Address	Security Environment
3	International TSO 2204 Walkley Road, Ottawa, ON	Access System – Kantech 6.00.34 Entrapass Global Edition Intrusion System Panels – DSC4020 CCTV camera make and model – Arecont Vision Model AV1355DN DVR make and model – iStarUSA Model D-300-PFS
4	Leima Building 410 Laurier Avenue, Ottawa, ON	Access System – KANTECH 5.02.35 Intrusion System Panels – DSC, Focus 128
5	Enterprise Building 427 Laurier Avenue, Ottawa, ON	Access System – KANTECH 5.02.35 Intrusion System Panels – DSC
6	Canada Building 344 Slater Street, Ottawa, ON	Access System – KANTECH 5.02.35 Intrusion System Panels – DSC
7	Place de Ville 320 Queen St, Ottawa, ON	Access System – KANTECH 5.02.35 Intrusion System Panels – DSC Maxsys, ADT F128
8	Place de Ville 112 Kent Street, Ottawa, ON	Access System – KANTECH 5.02.35 Intrusion System Panels – DSC Maxsys, ADT F128
9	Laurier House 200 Laurier Avenue, Ottawa, ON	Access System – KANTECH 5.02.35 Intrusion System Panels – DSC CCTV camera make and model – 1x BodyGuard Delta Vision, 2x Pelco, 2x Elmo DVR make and model – American Dynamics, model Intallex LT
10	Metcalfe 99 Metcalfe Street, Ottawa, ON	Access System – KANTECH 5.02.35 Intrusion System Panels – Focus, 32
11	Billings Bridge 2323 Riverside Dr., Ottawa, ON	Access System – KANTECH 5.02.35 Intrusion System Panels – DSC Maxsys 4020
12	Connaught Building 555 Mackenzie Rd., Ottawa, ON	Access System – KANTECH 5.02.43 Intrusion System Panels – DSC, Focus 64, Paradox CCTV camera make and model – AXIS Q6030 series, T91A60 series, P3350 and P3360 series DVR make and model – NO DVR, all information video is stored on a Milestone



No.	Site Name and Address	Security Environment
		system. The server is a Dell Poweredge R720
13	Canada Post Building 750 Heron Road, Ottawa, ON	Access System – KANTECH 5.02.35 Intrusion System Panels – DSC Maxsys 4020
14	Fitzgerald Campus 25 Fitzgerald Rd, Ottawa, ON	Access System – KANTECH 5.02.35 Intrusion System Panels – DSC Maxsys 4020 CCTV camera make and model – Pelco ICS110-CDV39A, American Dynamics ADCDH0922CN, American Dynamics SpeedDome Ultra 8 Camera Dome, Panasonic Color CCTV Camera – WV-CW864A, Panasonic Combination Camera WV-CS55, WV- CS854A DVR make and model – 1. American Dynamics Intellex Ultra, (Main) and 2.American Dynamics ADTVRL T208 100 (Secondary) Turnstile make and number of gates - Oval, Non barrier Optical turnstiles
14	Fitzgerald Campus 20 Fitzgerald Rd, Ottawa, ON	Access System – KANTECH 5.02.35 Intrusion System Panels – DSC Maxsys 4020 CCTV camera make and model – Pelco ICS110-CDV39A, American Dynamics ADCDH0922CN, American Dynamics SpeedDome Ultra 8 Camera Dome, Panasonic Color CCTV Camera – WV-CW864A, Panasonic Combination Camera WV-CS554, WV-CS854A DVR make and model – 1. American Dynamics Intellex Ultra, (Main) and 2.American Dynamics ADTVRL T208 100 (Secondary)
16	Fitzgerald Campus 21 Fitzgerald Rd, Ottawa, ON	Access System – KANTECH 5.02.35 Intrusion System Panels – DSC Maxsys 4020 CCTV camera make and model – Pelco ICS110-CDV39A, American Dynamics ADCDH0922CN, American Dynamics SpeedDome Ultra 8 Camera Dome Panasonic Color CCTV Camera – WV-CW864A, Panasonic Combination Camera WV-CS554, WV- CS854A DVR make and model – 1. American Dynamics Intellex Ultra, (Main) and 2.American Dynamics ADTVRL T208 100 (Secondary)
17	Fitzgerald Campus 35 Fitzgerald Rd, Ottawa, ON	Access System – KANTECH 5.02.35 Intrusion System Panels – DSC Maxsys 4020 CCTV camera make and model – Pelco ICS110-CDV39A, American Dynamics ADCDH0922CN, American Dynamics SpeedDome Ultra 8 Camera Dome Panasonic Color CCTV Camera – WV-CW864A, Panasonic Combination Camera WV-CS554, WV- CS854A DVR make and model – 1. American Dynamics Intellex Ultra, (Main) and 2.American Dynamics ADTVRL T208 100 (Secondary)
18	ITB 2465 St-Laurent Blvd, Ottawa, ON	Access System – KANTECH 5.02.35 Intrusion System Panels – DSC Maxsys 4020 CCTV camera make and model – IS20/IS21 Series Camclosure 2 and IS50/51 Series Camclosure 2 DVR make and model – GE interlogix with Pelco monitor



No.	Site Name and Address	Security Environment
19	Albert and Bank 250 Albert, Ottawa, ON	Access System – KANTECH 5.02.35 Intrusion System Panels – DSC Maxsys 4020
20	Information Technology Branch 1730 St. Laurent, Ottawa, ON	Access System – KANTECH 5.02.35 Intrusion System Panels – DSC 4020
21	Trainyards 395 Terminal Ave, Ottawa, ON	Access System – KANTECH 5.02.35 Intrusion System Panels – DSC 4020 CCTV camera make and model – GE interlogix with Pelco monitor DVR make and model – Pelco dx4700 Series

Stream 2 B – National Capital Region - Keyscan

Please note that sites can be added or deleted as required during the period of the contract and any extensions.

No.	Site Name and Address	Security Environment
1	Ottawa TSO 333 Laurier Street, Ottawa, ON	Access System – Keyscan Version 7 Intrusion System Panels – DSC4020 CCTV camera make and model – Bosch Cameras - Model #VDN 495V030 multiplexer - pelco MX004 DVR make and model – 4-Channel Digital Video Recorder Model Number A-ADT 452
2	Ottawa TSO 180 Kent Street, Ottawa, ON	Access System – Keyscan 7 Intrusion System Panels – DSC4020

Stream 2 C – Pacific Region - Keyscan

Please note that sites can be added or deleted as required during the period of the contract and any extensions.

No.	Site Name and Address	Security Environment
1	Vancouver TSO 1010 Seymour Street, Vancouver, BC	Access System – Keyscan System 7 Software Intrusion System Panels – DSC - PC1832
2	Southern Interior TSO 187 Nanaimo, Penticton, B.C.	Access System – Keyscan System 7 Software Intrusion System Panels – MAXYS



Stream 3 – Quebec Region -Kantech

Please note that sites can be added or deleted as required during the period of the contract and any extensions.

No.	Site Name and Address	Security Environment
1	Eastern Quebec TSO 155 de la Pointe-aux-Lièvres, Québec	Access System – Kantech -entrepass Corporate version 5.1 Via le 165 Pointe aux Lièvres Intrusion System Panels – DSC maxsys PC 4020 CCTV camera make and model – Caméra dôme, antivandal, jour/nuit, avec lentille varifocal de 2.8 à 10mm. Plusieurs caméras intérieurs models: Batro (1) Panasonic (3).
2	Eastern Quebec TSO Quebec office 165 de la Pointe-aux-Lièvres, Québec	Access System – Kantech -entrepass Corporate version 5.1 Intrusion System Panels – DSC maxsys PC 4020 CCTV camera make and model – Caméra extérieures avec dôme, antivandal, jour/nuit, avec lentille varifocal de 2.8 à 10mm. Plusieurs caméras internes, modèles: caméras samsung couleurs SCC 131B (4), Sanyo Digital CCD (1), Panasonic CCRV (1) Honeywell (1), Panasonic CCD (3), DVR make and model – Eyeonet DVR Ordinateur Asus Windows XP P5P43TD
3	Montréal TSO 305 René-Lévesque, Montréal, Québec	Access System – Kantech Entrapass Global edition 5.01.40 Intrusion System Panels – Pas relié à une centrale d'alarme. Gardiens 24/7. CCTV camera make and model – Panasonic PTZ analogique et American dynamics DVR make and model – American Dynamics HDVR IP 4TB Hybrid A
4	Shawinigan Tax Centre 4695, 12ième avenue, Shawinigan, Quebec	Access System – Entrapass Global Edition version 6.01.51 Intrusion System Panels – DSC Maxsys PC 4020 CCTV camera make and model – Panasonic FS-616 #WVCW4848 Dôme fixe, American Dynamics #ADCA5DWOC4RN Dôme fixe , Digital Watchdog #V3363D Dôme fixe DVR make and model – Intellex Ultra, American Dynamics 4,0 Turnstile make and number of gates - Automatic System Smart Lane SL901, 3 couloirs
5	Shawinigan Warehouse 3200 Rue Watt, Shawinigan, Quebec	Intrusion System Panels – DSC maxsys PC 4020
6	Shawinigan Warehouse 5023 Blvd. des Hêtres, Shawinigan, Quebec	Intrusion System Panels – Relié au DSC Maxsys PC4020 au CF Shawinigan, Intégré.
7	Regional Office 105 McGill & 400 Place d'Youville, Montreal, Quebec	Access System – Kantech Entrapass Global edition 5.01.40 CCTV camera make and model – Environmental V8000H Panasonic



No.	Site Name and Address	Security Environment
8	Estrie-Maurice TSO 50 Place de la cité, Sherbrooke, Quebec	Access System – Entrapass Global Edition Kantech-V6-01-51 Intrusion System Panels – DSC Maxys PC4020 CCTV camera make and model – American dynamics modèle ADCA5DW0C4RN DVR make and model – American dynamics Modèle ADTVR08200
9	Eastern Quebec TSO 180 de la Cathédrale Avenue, Québec	Access System – Kantech -entrepass Corporate version 5.1 via site de Québec 165 Pointe aux Lièvres Intrusion System Panels – DSC maxsys PC 4020

Stream 4 A – Prarie Region - Chubb

Please note that sites can be added or deleted as required during the period of the contract and any extensions.

No.	Site Name and Address	Security Environment
1	Winnipeg Tax Centre 66 Stapon, Winnipeg, MB	Access System – Chubb Version 4 Intrusion System Panels – Chubb Afx (Digital Integrated Package) CCTV camera make and model – AXIS P3346-V IP minidome indoor, AXIS P3346-VE IP minidome outdoor Turnstile make and number of gates – <ul style="list-style-type: none"> • Automatic Systems SmartLane 900 Security Entrance Lane • QTY 4 turnstiles and 5 gates • 2 exterior turnstiles have 1 gate each
2	Winnipeg Tax Centre 201 Weston, Winnipeg, MB	Access System – Chubb Version 4 Intrusion System Panels – Chubb Afx (Digital Integrated Package)
3	Winnipeg TSO 325 Broadway, Winnipeg, MB	Access System – Chubb Version 4 Intrusion System Panels – Chubb Afx (Digital Integrated Package) CCTV camera make and model – Panasonic WVCW504SP Dome Camera, Panasonic WVCW594P PTZ Camera, Panasonic CP474 Ceiling Cameras, Panasonic WV-CS954 PTZ Camera, Panasonic CW474AF Wall Camera, and Silent Witness V29P Ceiling Camera DVR make and model – Panasonic WJ-HD716
4	Prairie Regional Office 360 Main Street, Winnipeg, MB	Access System – Chubb Version 4 Intrusion System Panels – Chubb Afx (Digital Integrated Package)

Stream 4 B – Prarie Region - Kantech

Please note that sites can be added or deleted as required during the period of the contract and any extensions.

No.	Site Name and Address	Security Environment
1	Calgary Call Centre 1601 Airport Road, Calgary, AB	Access System – Kantech Entrapass Corporate Edition V 6.01, Intrusion System Panels – DSC 4020 panel



No.	Site Name and Address	Security Environment
2	Lethbridge TSO 200, 419-7 Street South, Lethbridge, AB	Access System – Kantech Intrusion System Panels – Focus 200 Plus CCTV camera make and model – Fixed dome HD Network camera, Axis Pee54-V DVR make and model – Acer AX3990 ES10P

Stream 4 C – Prairie Region – Keyscan

Please note that sites can be added or deleted as required during the period of the contract and any extensions

No.	Site Name and Address	Security Environment
1	Saskatoon TSO 340-3 rd Avenue North, Saskatoon, SK	Access System – Keyscan 7 Intrusion System Panels – Focus

Stream 5 A – Ontario Region - Chubb

Please note that sites can be added or deleted as required during the period of the contract and any extensions.

No.	Site Name and Address	Security Environment
1	Toronto Centre TSO 1 Front Street, Toronto, ON	Access System – Chubb AF/x 4.9 Intrusion System Panels – Chubb AF/x 4.9 CCTV camera make and model – 93364 Vandal Domes and Q6034 PTZ Domes
2	Toronto West TSO 5800 Hurontario Street, Toronto, ON	Access System – Chubb AF/x 4.9 Intrusion System Panels – Chubb AFx CCTV camera make and model – BOSCH/VDA-4555MB/8960 134 75001/Surface Mnt Box Impact DVR make and model – DIVAR/Digital Versatile Recorder/Bosch
3	Toronto East 200 Town Centre Court, Toronto, ON	Access System – Chubb AF/x 4.9 Intrusion System Panels – Chubb AFx CCTV camera make and model – Panasonic WV-CP474 DVR make and model – Sensormatic Electronics Corp, Intelx DVMS DV16000 - V2.5.9
4	Business Intelligence & Quality Assurance 55 Town Centre Court, Toronto, ON	Access System – Chubb AF/x 4.9 Intrusion System Panels – Chubb AFx
5	Barrie TSO 81 Mulcaster Street, Barrie, ON	Access System – Chubb AF/x 4.9 Intrusion System Panels – Chubb AFx CCTV camera make and model – Panasonic WVCP244 (X2), GE cameraplus2 540'TVL, GE ultraview XP3.
6	St. Catharine's TSO 32-46 Church Street, St. Catherine's, ON	Access System – Chubb AF/x 4.9 Intrusion System Panels – Chubb AFx CCTV camera make and model – Sanyo Digital Model # VCC-6584 E



No.	Site Name and Address	Security Environment
		DVR make and model – American Dynamics Model# 109R06 - 12G401
7	Hamilton TSO 55 Bay Street, Hamilton, ON	Access System – Chubb AF/x 4.9 Intrusion System Panels – Chubb AFx CCTV camera make and model – Sony Exwave HAD colour video camera DVR make and model – Dell Inc. OptiPlex 3010
8	Hamilton TSO 120 King Street, Hamilton, ON	Access System – Chubb AF/x 4.9 Intrusion System Panels – Chubb AFx
9	Kitchener TSO 50 Queen Street, Kitchener, ON	Access System – Chubb AF/x 4.9 Intrusion System Panels – Chubb AFx
10	Kitchener TSO 166 Frederick Street, Kitchener, ON	Access System – Chubb AF/x 4.9 Intrusion System Panels – Chubb AFx CCTV camera make and model – Exterior BoschGanz (one camera model # ZC NH250N) DVR make and model – UTC Fire & Security /Chubb model NVEC16

Stream 5 B – Ontario Region - Kantech

Please note that sites can be added or deleted as required during the period of the contract and any extensions.

No.	Site Name and Address	Security Environment
1	Thunder Bay TSO 130 S. Syndicate Ave., Thunder Bay, ON	Access System – Kantech V5.2.35 Intrusion System Panels – DSC maxsys PC 4020 V3
2	North Bay TSO 180 Sherriff Ave, North Bay, ON	Access System – Kantech 5.2.35 Intrusion System Panels – DSC 4020 CCTV camera make and model – WatchNet 2.1.7.72 DVR make and model – 3 BOON EDAM -Tourlock 180 Rvlvng Drs
3	Sudbury Tax Centre 1050 Notre-Dame, Sudbury, ON	Access System – Kantech 4.02.21 Intrusion System Panels – Kantech CCTV camera make and model – 16 Pelco -6 PZT & 10 Fixed DVR make: American Dynamics
4	Sault Saint Marie TSO 22 Bay Street, Sault Saint Marie, ON	Access System – Kantech 5.2.35 Intrusion System Panels – DSC 4020
5	Belleville TSO 11 Station Street, Belleville, ON	Access System – Kantech 5.2.35 Intrusion System Panels – DSC Maxsys 4020 v3.5 1 panel CCTV camera make and model – WatchNET XDD 111 X 8 DVR make and model – WatchNET VERSION 11.02
6	Peterborough TSO 1161 Crawford, Peterborough, ON	Intrusion System Panels – Maxsys PC4020 V3.0 CCTV camera make and model – 2 of 1.0MP-HD-H264-D1 and 3 of 1.0MP-HD-H264-DP DVR make and model – NVR Avigilon 1.0-TB-HD-NVRWS
7	Whitby/Oshawa TSO 1555 Wentworth/Whitby, Whitby, ON	Access System – Kantech V5.01 Intrusion System Panels – Maxsys PC4020 CCTV camera make and model – American Dynamics Hybrid Digital HDVR



No.	Site Name and Address	Security Environment
		(analog) DVR make and model – American Dynamics Intellex
8	Whitby/Oshawa TSO 55 Anthol, Oshawa, ON	Access System – Kantech V5.01 Intrusion System Panels – Maxsys PC4020 V3.5, CCTV camera make and model – American Dynamics Intellex DVMS (analog s/n c01a4449802159) DVR make and model – American Dynamics Intellex

Stream 6 A – Atlantic Region - Chubb

Please note that sites can be added or deleted as required during the period of the contract and any extensions.

No.	Site Name and Address	Security Environment
1	Atlantic Regional Office 1969 Upper Water Street Purdy's Wharf Tower II, Halifax, NS	Access System – Chubb AFx Intrusion System Panels – Chubb AFx
2	Nova Scotia TSO – Halifax 1557 Hollis Street, Halifax, NS	Access System – Chubb AFx Intrusion System Panels – Chubb AFx CCTV camera make and model – Pelco DVR make and model – PELCO/DX4500
3	Nova Scotia TSO – Storage Facility 10 Akerley Blvd Bumside Industrial Park, Dartmouth, NS	Access System – Chubb AFx Intrusion System Panels – Chubb AFx
4	New Brunswick TSO – Bathurst 201 St. Georges Street , Bathurst, NB	Access System – Chubb AFx Intrusion System Panels – Chubb AFx

Stream 6 B – Atlantic Region - Kantech

Please note that sites can be added or deleted as required during the period of the contract and any extensions.

No.	Site Name and Address	Security Environment
1	New Brunswick TSO - Moncton TSO 770 Rue Main, Moncton, NB	Access System – Kantech Intrusion System Panels – DSC



No.	Site Name and Address	Security Environment
2	Newfoundland and Labrador TSO - St. John's 165 Duckworth St., St. John's, NL	Access System – Kantech 5.01 Intrusion System Panels – Focus 200 CCTV camera make and model – 7 CE-0957 (internal) DVR make and model – VMAX H.264
3	Charlottetown TSO 1-30 Brackley Point Rd., Charlottetown, PEI	Access System – Kantech 5.2.35 Intrusion System Panels – DSC CCTV camera make and model – GVI DVR make and model – Performance MatchNet Model E-24008RTSH
4	Newfoundland and Labrador Call Centre 132 Glencoe Dr. Mount Pearl, Mount Pearl, NL	Access System – Kantech Enterprise v.4.10.2 Intrusion System Panels – Focus 200 CCTV camera make and model – 5 Pelco (external) DVR make and model – Pelco DX-4500



ANNEX B: BASIS OF PAYMENT

Year 1 of the Contract

For fulfilling all of its obligations as specified under the Contract, the Contractor will be paid a firm hourly price for the services outlined in Annex A – Statement of Work, Customs duty is included, if applicable; and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable, in accordance with the Method of Payment and Invoicing clauses identified herein.

Firm Hourly Rate – Core hours	Firm Hourly Rate - Silent Hours*
\$	\$

***Silent hours are between 5:01 p.m.to 6:59 a.m. (local time), Monday-Friday and anytime on weekends.**

Option Years 1 – 4 Price Increases

Hourly Rate Increases

The Contractor shall be permitted to change its prices for the core and silent hours one time per year which will be on the anniversary date of the contract award. CRA will not accept price increases for hourly rates in excess of the Statistics Canada Consumer Price Index (CPI) percentage change for “All-items Consumer Price Index (CPI)” for the previous twelve (12) month period. The September-September CPI will be used annually to determine the percent change. For example, to determine the CPI for 2016 prices, the CPI from September 2014 to September 2015 will be used.

Parts Price Increases

If the price increases on a specific part the bidder will have the opportunity to adjust the price of that part in the synergy catalogue. This will only occur on the anniversary date of the contract award and sufficient proof must be provided to the contracting authority. To provide sufficient proof of a price increase on a specific part, the bidder must provide the new **MSRP** of the part on the **Supplier or Manufacturer’s letterhead**. The price will then be adjusted to include the bidders’ discount as per F3 of the bidders’ submission and the new price will be reflected in the synergy catalogue for that part.

NOTE TO BIDDERS: TABLES TO BE COMPLETED AT TIME OF AWARD BASED ON THE SUCCESSFUL BIDDER’S PROPOSAL.

ALL PAYMENTS ARE SUBJECT TO GOVERNMENT AUDIT.



ANNEX C - SECURITY REQUIREMENTS CHECK LIST (SRCL)

Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat 1000 32 3785
Security Classification / Classification de sécurité

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization Ministère ou organisme gouvernemental d'origine CRA	2. Branch or Directorate / Direction générale ou Direction SIAD	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work - Brève description du travail FOR THE upgrade, maintenance, and repair of access CONTROL, INTRUSION alarm and CCTV SYSTEMS.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. Indicate the type of access required - Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p.ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui (L. Roy / SIAD)
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

Security Classification / Classification de sécurité

TBS/SCT 350-103 (2004/12)





Government of Canada / Gouvernement du Canada

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

PART C (continued) / PARTIE C (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Table with 15 columns: Category, PROTECTED (A, B, C), CLASSIFIED (Confidential, Secret, Top Secret), NATO (Restricted, Confidential, Secret, COSMIC), COMSEC (Protected, Confidential, Secret, Top Secret).

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED? [X] No [] Yes

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

12. b) Will the document attached to this SRCL be PROTECTED and/or CLASSIFIED? [X] No [] Yes

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Security Classification / Classification de sécurité





ANNEX D - REQUIREMENTS FOR CRA SYNERGY SOLUTION

1. Overview

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

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

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

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

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

2. Glossary of Terms

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



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



WHMIS:	The Workplace Hazardous Materials Information System is Canada's national hazard communication standard. For more information on this term, visit: http://www.hc-sc.gc.ca/ewh-sem/occup-travail/whmis-simdut/index-eng.php
--------	--

3. CRA Synergy Stakeholders

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

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

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

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

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

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

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

4. Synergy Catalogue Order Requirements

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

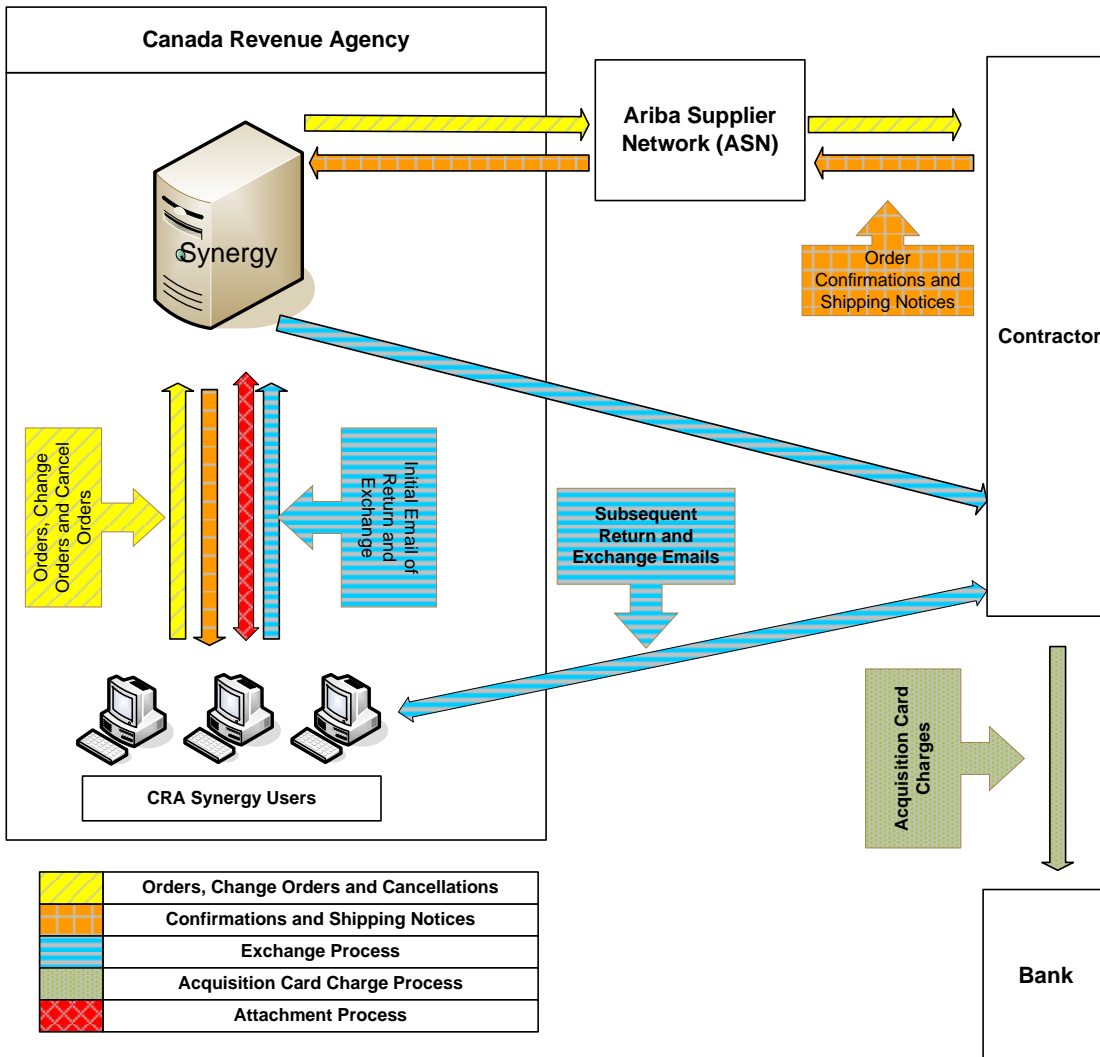
- Synergy communication flow
- Ariba Supplier Network (ASN)
- PCO and Change Order Process Requirements
- Cancel Order process requirements
- Order receipt and rejection (returns and exchanges) process requirements
- Synergy catalogue requirements
- Acquisition Card charges

5. CRA Synergy Solution Communication Flow

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



CRA Synergy Solution Communication Flow





6. Ariba Supplier Network (ASN) Requirements

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

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

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

The Contractor must:

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

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

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

7. PCO and Change Order Process Requirements

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

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

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

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

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



8. Cancel Order Process Requirements

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

The Cancel Order procedure is as follows:

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

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

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

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

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

Receipt and Rejection (Returns or Exchange)

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

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

The Receipt and Rejection (Return and Exchange) Process:

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

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

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



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

The Contractor must 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.

10. Synergy Catalogue Requirements

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

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

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

Catalogue Format:

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

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

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



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 Measure
TIMESTAMP: 2008-02-15 15:25:04
UNUOM: TRUE
ITEMCOUNT: 2
DATA
6565,2B,2B1C,Men's black shoes,53111601,54.95,PR,2,,,,Men's black shoes,2010-03-01,2008-08-01,en_CA,en_CA,blk_shoe_2B
6565,2B,2B1C,"Chaussures noires des hommes",53111601,119.95,PR,2,,,,"Chaussures noires des hommes",2010-03-01,2008-08-01,en_CA,en_CA,blk_shoe_2B
ENDOFDATA
```

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

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

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

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

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

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

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

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

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

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

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



11. Acquisition Card Charges

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

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

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

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

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

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

12. Requirements for External Purchase Method

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

External Purchases may be used by CRA as a:

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

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

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

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

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

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



13. Ordering and Payment

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

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

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

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

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

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

14. Order and Billing Support

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

- A single point of contact for the CRA Acquisition Service desk to report issues regarding maintenance and support services, problem reporting and problem resolution updates;
- A single toll-free telephone number, fax number, and email address.
- Business hours coverage from 7AM to 5PM (Eastern Time), Monday to Friday (excluding Government of Canada holidays).

15. Ordering and System Issues - Incident Classification and Escalation

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



Table A: Incident Classification and Escalation

Severity Levels	Description	Response Time and Resolution Time
Severity 1	System outage - The Contractor can neither accept nor process orders.	<p>The Contractor must notify the CRA Contracting Authority as well as the CRA Acquisition Service Desk of a system outage, within thirty (30) minutes of occurrence</p> <p>The Contractor must also issue progress reports and maintain communication (verbal and email) with the CRA Contracting Authority and CRA Acquisition Service Desk every two (2) hours until problem resolution, within business hours (7AM to 5PM Eastern Time, Monday to Friday (excluding Government of Canada holidays)).</p>
Severity 2	The system is operational, but with severely restricted functionality or degradation. For example, the Contractor cannot process acquisition card charges.	<p>The Contractor must immediately notify the CRA Contracting Authority as well as the CRA Acquisition Service Desk if the system functionality becomes severely restricted or degraded.</p> <p>The Contractor must also issue a verbal and email progress report and maintain communication with the CRA Contracting Authority as well as the CRA Acquisition Service Desk every business day until problem resolution.</p>
Severity 3	The system is operational, but with functional limitations or restriction not critical to the overall operations. Examples include billing errors, spelling mistakes in item descriptions or other non-critical catalogue issues, etc.	<p>The Contractor must notify the CRA Contracting Authority as well as the CRA Acquisition Service Desk if the system functionality becomes restricted, within thirty (30) minutes of occurrence</p> <p>The Contractor must also issue an email progress report and maintain communication when requested by the CRA Contracting Authority or the CRA Acquisition Service Desk.</p>

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

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



ANNEX E - PROOF OF SYNERGY COMPLIANCE TESTING (POSC)

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

The Bidder must:

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

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

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



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

Proof of Synergy Compliance (PoSC) Test

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

TESTING

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

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

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

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



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



ANNEX F - CORPORATE REFERENCES TEMPLATE

The Bidder must demonstrate that it has operated in the security industry, performing security services similar in scope to the services described in the Statement of Work (maintenance, support, repairs and upgrades to access management, intrusion alarm and CCTV systems) for a minimum of five (5) consecutive years preceding the closing date of the Request for Proposal.

The Bidder must provide as many client references (using the template below) as required to demonstrate this experience.

Corporate Reference	
Name of the company that performed the work:	
Name of Client Organization:	
Number of people in client organization:	
Client Contact Information:	Name: Title: Telephone Number: Best day and time to verify reference:
Dates and duration of the work:	Start Date: End Date: Total Duration:
Scope of the work:	
Did the work involve the programming of door controllers?	
Did the work involve the programming of access levels?	
Did the work involve the programming of an intrusion alarm system?	
Did the work include programming CCTV cameras?	
Did the work include connecting the CCTV cameras to a server based network?	
Did the work involve the migration of a standalone Access Management system to a network system?	



ANNEX G – TRAINED TECHNICIANS TEMPLATE

The Bidder must demonstrate that it has trained technicians in the security industry with a minimum of two years of experience in installing and servicing access management, intrusion alarm and CCTV systems within Canada for the stream in which they are bidding.

To demonstrate this, the Bidder must complete the trained technicians' template below for all technicians that would be required to work on the systems.

Throughout the life of the contract, the contractor will have to provide a completed template for any new technicians conducting work under this contract. This will be provided to the Contracting Authority.

Trained Technician Template	
Stream (indicate 1, 2, 3 or 4)	
Name of technician	
Valid Security clearance level and number (will be verified during evaluation). Please note that the Security Clearance levels must be maintained over the life of any resulting contract.	
Title of training received and date Minimum training required: Stream 1 - Chubb AFx version 4.9 Stream 2 – Apollo – Version 3.4 Professional Stream 3 – Kantech Global Edition Stream 4 - Key scan- version 5	
Name of training provider	
Number of hours of training received	
Years of experience installing and servicing access management, intrusion alarm and CCTV systems within Canada	
Locations where trained technician is able to provide services. Please note that all locations in a stream (as identified in the SOW) must be collectively covered by the trained technicians.	



ANNEX H – SYSTEM COMPONENTS

Minimum Parts List for Chubb Streams	
Chubb AFx	CCTV
<ul style="list-style-type: none"> Two door access control Pack Four door access control Pack Six door access control Pack Eight door access control Pack Director Gui Clients, version 4.9 HSC-IP Module for AFx 	<ul style="list-style-type: none"> YXPPBL- Xprotect Professional -Base license YXPPBL- Xprotect Professional – camera license Axis- 6034 Axis- 6035 Panasonic WVCW504SP Dome Camera
	MISC
Intrusion system	<ul style="list-style-type: none"> HID miniprox Proximity reader, mullion mounted Cable Standard , Plenum Rated, FT-6 (per 100 ft) Cable 2 pair twisted, shielded (per 100 ft)
<ul style="list-style-type: none"> Battery 12v/7amp Sentrol 360 PIR motion detector Commercial Door contact Glass break surface- concealed LED-FG 1625/1625T DSC-LCD 4501 Keypad 	

Minimum Parts List for Kantech Streams	
Kantech	CCTV
<ul style="list-style-type: none"> Kantech Global Edition 5.2.35, Client license Kt-NCC KT-400 KT-300 Tamper Switch for KT300, KT400,KtNCC Request to Exit 	<ul style="list-style-type: none"> YXPPBL- Xprotect Professional -Base license YXPPBL- Xprotect Professional – camera license Axis- 6034 Axis- 6035 Panasonic WVCW504SP Dome Camera
	MISC
Intrusion system	<ul style="list-style-type: none"> HID miniprox Proximity reader, mullion mounted Cable Standard , Plenum Rated, FT-6 (per 100 ft) Cable 2 pair twisted, shielded (per 100 ft)
<ul style="list-style-type: none"> DSC-4020 Panel DSC-1864 Panel TL 250 Network communicator Battery 12v/7amp Sentrol 360 PIR motion detector Commercial Door contact Glass break surface- concealed LED-FG 1625/1625T DSC-LCD 4501 Keypad 	



Minimum Parts List for Keyscan Streams

Key Scan	CCTV
<ul style="list-style-type: none"> • Key Scan Version 7 client software 	<ul style="list-style-type: none"> • YXPPBL- Xprotect Professional -Base license
<ul style="list-style-type: none"> • 2 reader panel 	<ul style="list-style-type: none"> • YXPPBL- Xprotect Professional – camera license
<ul style="list-style-type: none"> • 4 reader panel 	<ul style="list-style-type: none"> • Axis- 6034
<ul style="list-style-type: none"> • 8 reader panel 	<ul style="list-style-type: none"> • Axis- 6035
	<ul style="list-style-type: none"> • Panasonic WVCW504SP Dome Camera
Intrusion system	MISC
<ul style="list-style-type: none"> • DSC-4020 Panel 	<ul style="list-style-type: none"> • HID miniprox Proximity reader, mullion mounted
<ul style="list-style-type: none"> • DSC-1864 Panel 	<ul style="list-style-type: none"> • Cable Standard , Plenum Rated, FT-6 (per 100 ft)
<ul style="list-style-type: none"> • TL 250 Network communicator 	<ul style="list-style-type: none"> • Cable 2 pair twisted, shielded (per 100 ft)
<ul style="list-style-type: none"> • Battery 12v/7amp 	
<ul style="list-style-type: none"> • Sentrol 360 PIR motion detector 	
<ul style="list-style-type: none"> • Commercial Door contact 	
<ul style="list-style-type: none"> • Glass break surface- concealed LED-FG 1625/1625T 	
<ul style="list-style-type: none"> • DSC-LCD 4501 Keypad 	