



**RETURN BIDS TO :  
RETOURNER LES SOUMISSION À:**

**Canada Revenue Agency  
Agence du revenu du Canada**

**Proposal to: Canada Revenue Agency**

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

**Proposition à : l'Agence du revenu du Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du Chef du Canada, en conformité avec les conditions énoncées dans la présente incluses par référence dans la présente et/ou incluses par référence aux annexes jointes à la présente les biens et/ou services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Bidder's Legal Name and Address (ensure the Bidder's complete legal name is properly set out)**

**Raison sociale et adresse du Soumissionnaire (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Bidder MUST 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**

<b>Title – Sujet</b> Translation and editing services	
<b>Solicitation No. – No de l'invitation</b> 1000329852	<b>Date</b> May 19, 2016
<b>Solicitation closes – L'invitation prend fin</b> on – le June 28, 2016 at – à 2:00 P.M. / 14 h	<b>Time zone – Fuseau horaire</b> EDT/HAE Eastern Daylight Time/ Heure Avancée de l'Est
<b>Contracting Authority – Autorité contractante</b>	
Name – Nom – Henrik Schwerdtfeger	
Address – Adresse - See herein / Voir dans ce document	
E-mail address – Adresse de courriel - See herein / Voir dans ce document	
<b>Telephone No. – No de téléphone</b> (613) 608-6997	
<b>Fax No. – No de télécopieur</b> (613) 948-2459	
<b>Destination - Destination</b> See herein / Voir dans ce document	



## Request for Proposal (RFP)

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

**Title:** Translation and editing services in Canada's two official languages (French and English)

### Part 1 General Information

#### 1.1 Introduction

The solicitation is divided into seven parts plus appendices 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 and Additional Information

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

Appendix 1: Mandatory Criteria  
Appendix 2: Point Rated Criteria  
Appendix 3: Financial Proposal

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

#### Annexes

Annex A: STATEMENT OF WORK  
Annex B: BASIS OF PAYMENT  
Annex C: SECURITY REQUIREMENTS  
Annex D: CONFIDENTIALITY CERTIFICATIONS  
Annex E: Requirements for CRA Synergy Solution  
Annex F: Proof of Synergy Compliance testing (PoSC)



## 1.2 Summary

The Canada Revenue Agency (CRA) requires standardized, quality, and timely translation and editing services in Canada's two official languages (French and English), on an 'as and when requested basis'.

The period of the contract will be from date of contract award until October 31, 2018.

The contract will contain irrevocable options to extend the term of the contract by up to five additional one year periods under the same conditions.

There are security requirements associated with this requirement.

The requirement is subject to the provisions of Agreement on Internal Trade (AIT).

The Federal Contractors Program (FCP) for employment equity applies to this procurement.

### **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
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.
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"
Solicitation	An act or instance of requesting proposals/bids on specific products and/or services.
Tendering Authority	Canada Revenue Agency



#### 1.4 Debriefings

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

DRAFT



**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 receive no further consideration.

**2.1.1 Signatures**

Bidders MUST sign Page 1 (front page) of the Request for Proposal and any certifications identified in Part 5.

**2.2 Standard Instructions, Clauses and Conditions A0000T (2012-07-16)**

All instructions, clauses and conditions identified in the bid 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.

The standard instructions and conditions 2003 (2014-09-25) are incorporated by reference into and form part of the bid solicitation.

The following clauses are incorporated by reference:

SACC Reference	Clause Title	Date
A3005T	Status and Availability of Resources	2010-08-16
A3010T	Education and Experience	2010-08-16
A3015T	Certifications	2014-06-26
C3011T	Exchange Rate Fluctuation	2013-11-06

**2.2.1 Revisions to Standard Instructions 2003**

Standard Instructions - Goods or Services – Competitive Requirements 2003 (2014-09-25) are revised as follows.

Section 01 titled “Integrity Provisions– Bid”, is revised as follows:

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



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 (120) days.

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

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

Section 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. A joint venture is an association of two or more parties who combine their money, property, knowledge, expertise or other resources in a single joint business enterprise, sometimes referred as a consortium, to bid together on a requirement. Bidders who bid as a contractual joint venture shall clearly indicate in their bid submission (in Part 5) 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. If the above information is not clearly provided in the bid, the Bidder must provide the information on request from the Contracting Authority.
3. 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.
4. 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.
5. 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).
6. 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 those days that the federal government observes as a holiday.

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 SACC A0012T (2014-03-01)**

All enquiries must be submitted to the Contracting Authority no later than 12 calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid 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 are of a "proprietary" nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

#### **2.5 Applicable Laws SACC A9070T (2014-06-26)**

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.

#### **2.6 Terms and Conditions**

By submitting a bid, 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 and the bid will receive no further consideration.



### Part 3 Proposal Preparation Instructions

#### 3.1 Bid – Number of Copies CRA MODA0055T (2007-11-30)

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

**Section I: Technical Bid** (one hard copy and one soft copy)

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability to provide translation and editing services in Canada's two official languages (French and English) in a thorough, concise and clear manner for carrying out the Work.

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

**Section II: Financial Bid** (one hard copy and one soft copy.)

Bidders must submit their financial bid in accordance with the format outlined in Appendix 3: Financial Proposal. The total amount of Applicable Taxes must be shown separately.

**Section III: Certifications** (one hard copy and one soft copy.)

Bidders must submit the certifications required under Part 5.

**Section IV: Additional Information**

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

#### 3.2 Bid Format and Numbering System CRA MODA0054T (2007-11-30)

Canada requests that bidders follow the format instructions described below in the preparation of their bid.

- a. use 8.5 x 11 inch (216 mm x 279 mm) paper;
- b. 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;
- c. avoid the use of colour and glossy formats
- d. use a numbering system corresponding to that of the bid solicitation;
- e. include the certification as a separate section of the bid.



## 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 Appendices 1 and 2 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.

#### Historical Data

All data regarding prior usage, or estimated future usage by CRA of any of the required translation and editing services, including the data set out herein is provided to respondents purely for information purposes, and to assist them in preparing their bids. This represents the best information currently available to CRA however, CRA does not warrant or represent that this data is complete or free from errors. Additionally, the inclusion of this data in this solicitation does not represent a commitment that CRA's future purchases of translation and editing services will be consistent with this data. It is provided purely for informational purposes.

### 4.2 Steps in the Evaluation Process

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

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

Bids will be ranked in accordance with the Selection Methodology.



### **Step 1 – Evaluation against Mandatory Criteria**

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

### **Step 2 – Evaluation against Point Rated Criteria**

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

### **Step 3 – Evaluation of Financial Proposals**

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

Bidders must provide a firm all-inclusive rates per word, in Canadian dollars, Delivered Duty Paid (DDP), customs duties and excise taxes included, where applicable, GST/HST extra, as applicable, including transportation, for the supply and delivery of translation and editing services, on an “as and when requested” basis. Ranges (e.g., \$10-\$13) are not acceptable.

The Bidder must submit their financial bid in accordance with the Appendix 3: Financial Proposal

The firm all-inclusive rates per word for translation and editing services shall be based on two categories of texts (general administration and business texts (Level 1) and specialized texts (Level 2)) and on regular, urgent and premium timeframes, as defined in the Statement of Work.

Prices submitted will be evaluated to determine the total weighted cost for translation and editing services (**bid evaluation price**), as shown in the **example** below.

Once the bid evaluation price is determined under Step 3, the proposals will proceed to Step 4.



Translation Services				
	Cost per word			
Category	Regular	Urgent	Premium	Extended Cost
General Administration and Business (Level 1)	A	B	C	
Weight	55%	10%	5%	
Weighted cost	A*55% (D)	B*10% (E)	C*5% (F)	D+E+F (G)
Specialized (Level 2)	H	I	J	
Weight	20%	5%	2%	
Weighted cost	H*20% (K)	I*5% (L)	J*2% (M)	K+L+M (N)
Total weighted evaluation cost for Translation Services				G+N (O)
Editing Services				
	Cost per word			
Category	Regular	Urgent	Premium	Extended Cost
General Administration and Business (Level 1)	A1	B1	C1	
Weight	0.5%	0.5%	0.5%	
Weighted cost	A1*0.5% (D1)	B1*0.5% (E1)	C*0.5% (F1)	D1+E1+F1 (G1)
Specialized (Level 2)	H1	I1	J1	
Weight	0.5%	0.5%	0.5%	
Weighted cost	H1*0.5% (K1)	I1*0.5% (L1)	J1*0.5% (M1)	K1+L1+M1 (N1)
Total weighted evaluation cost for Editing Services				G1+N1 (O1)
Total weighted evaluation cost for translation and editing services				O+O1



**Step 4 – Basis of Selection**

SACC Manual Clause [A0027T \(2012-07-16\)](#), Basis of Selection – Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation; and
  - b. meet all mandatory criteria; and
  - c. obtain the required minimum of 70 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 100 points.
2. Bids not meeting (a), (b) or (c) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 50% for the technical merit and 50% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 50%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 50%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

In situations where two or more bidders achieve the same total combined rating of technical merit and price score, the Bidder recommended for award of the contract will be the compliant bidder with the lowest priced bid. Please refer to the example below:

Bidder	Technical Points out of 211	Technical Merit Score (X) (50%)	Bid Price	Price Score (Y) (50%)	Total Combined Rating (X+Y)
1	128	$128/211 \times 50 = 30.33$	<b>\$500,000*</b>	$500,000/500,000 \times 50 = 50$	80.33
2	134	$134/211 \times 50 = 31.75$	\$540,000	$500,000/540,000 \times 50 = 46.30$	78.05
3	148	$148/211 \times 50 = 35.07$	\$580,000	$500,000/580,000 \times 50 = 43.10$	78.17
4	<b>180</b>	<b><math>180/211 \times 50 = 42.65</math></b>	<b>\$650,000</b>	<b><math>500,000/650,000 \times 50 = 38.46</math></b>	<b>81.11***</b>
5	<b>198**</b>	$198/211 \times 50 = 46.92$	\$1,200,000	$500,000/1,200,000 \times 50 = 20.83$	67.75

\*Lowest priced technically compliant proposal (Bidder 1)

\*\*Highest scoring technically compliant proposal (Bidder 5)

\*\*\*Winning proposal (Bidder 4)



### **Step 5 – Proof of Synergy Compliance (PoSC)**

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

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

The Proof of Proposal testing timeline shall not exceed 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 F: Proof of Synergy Compliance Testing (PoSC), by the end of the 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 with the highest ranked responsive bid and having passed all of the Step 4 and 5 requirements as described above will be considered the successful Bidder for this requirement and will be recommended for award of a contract.

### **Step 7 – Conditions Precedent to Contract Award**

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

### **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 and Additional Information

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

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default 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 Certifications listed at 5.1 must be completed and submitted with the bid. Failure to submit the Certifications listed at 5.1 will render the bid non-responsive and the bid will receive no further consideration.

5.1 Certifications Required To Be Submitted At Time of Bid Closing

5.1.1 Joint Venture Certification

Only complete this certification if a joint venture is being proposed

The Bidder represents and warrants the following:

(a) The bidding entity is a contractual joint venture in accordance with the following definition. A "contractual joint venture" is an association of two or more parties who have entered into a written contract in which they have set out the terms under which they have agreed to combine their money, property, knowledge, skills, time or other resources in a joint business enterprise, sharing the profits and the losses and each having some degree of control over the enterprise.

(b) The name of the joint venture is: \_\_\_\_\_ (if applicable).

(c) The members of the contractual joint venture are (the Bidder is to add lines to accommodate the names of all members of the joint venture, as necessary):

\_\_\_\_\_  
\_\_\_\_\_

(d) The Business Numbers (BN) of each member of the contractual joint venture are as follows (the Bidder is to add lines for additional BNs, as necessary):

\_\_\_\_\_  
\_\_\_\_\_

(e) The effective date of formation of the joint venture is: \_\_\_\_\_

(f) Each member of the joint venture has appointed and granted full authority to \_\_\_\_\_ (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, including but not limited to Contract Amendments and Task Authorizations.

(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):

_____	_____	_____	_____
Signature of Duly Authorized Representative	Name of Individual (Please Print)	Legal Name of Business Entity	Date

_____	_____	_____	_____
Signature of Duly Authorized Representative	Name of Individual (Please Print)	Legal Name of Business Entity	Date



## 5.2 Certifications Precedent to Contract Award and Associated Information

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 and the bid will receive no further consideration.

### 5.2.1 Integrity Provisions – Associated Information

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

### 5.2.2 Employment Equity

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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) available from [Employment and Social Development Canada \(ESDC\)-Labour's](#) website

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

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

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

#### **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 Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

### 5.2.3 Former Public Servant CRA Mod A3025T 2014-06-26

Contracts awarded to 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. Bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions:



For the purposes 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**

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes ( ) No ( )**

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

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 departmental websites as part of the published proactive disclosure reports.

#### **Work Force Adjustment Directive**

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?

**YES ( ) NO ( )**

If so, the Bidder must provide the following information:

- (a) name of former public servant;
- (b) conditions of the lump sum payment incentive;
- (c) date of termination of employment;



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

**5.2.4 Vendor Reporting Information**

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

For the purpose of this clause:

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

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

The Bidder is requested to provide the following:

Legal Name: \_\_\_\_\_

Operating Name: \_\_\_\_\_

Address: \_\_\_\_\_

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

City: \_\_\_\_\_

Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_



Type of Business (Select only one)

Corporation

Partnership

Sole Proprietor

Non-Profit Organization

US or International Co.

All registered companies (excluding Non-Profit organizations and US or International companies) must provide their Goods and Services Tax (GST) or Business Number (BN). Additional details on how to obtain a BN can be found at: <http://www.cra-arc.gc.ca/tx/bsnss/tpcs/bn-ne/menu-eng.html>

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

Goods and Services Tax (GST) Number: \_\_\_\_\_

Business Number (BN): \_\_\_\_\_

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

Social Insurance Number (SIN): \_\_\_\_\_

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)



## Part 6 Security, Financial and Other Requirements

### 6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
  - (a) the Bidder must hold a valid organization security clearance 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 requirements 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;
  - (d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 – Model Contract;
  - (e) the Bidder must provide the address(es) of proposed site(s) or premises of work performance and document safeguarding.
2. Bidders are reminded 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 entire discretion of the Contracting Authority.



## Appendix 1: Mandatory Criteria

The terms “will,” “must,” or “shall” will be interpreted as mandatory requirements irrespective of where they appear in the RFP. For the purpose of this evaluation, the following definitions apply:

1. **Large translation project** means translation projects of at least 10,000 words with a specialized linguistic profile (Level 2) as described in Table A3 of Annex A, and involving several translators working simultaneously on the project to meet deadlines.
2. **Hands-on** means active participation in the operation, as opposed to mere observation or study.
3. **Project manager** means the person leading the project and having full responsibility for hands-on management and implementation of the project plan.

### Mandatory criteria – All responses will be addressed as a “Pass” or “Fail.”

The mandatory requirements are set out below. The bidder must provide substantiating and supporting documentation in its proposal to demonstrate that each mandatory requirement has been met. The onus is on the bidder to clearly and distinctly provide the information as requested.

Bids that fail to meet all mandatory requirements will be declared non-responsive and the bid will receive no further consideration.

#### 1. Corporate maturity

The bidder must have operated in the translation services industry, providing translation and editing services in Canada’s two official languages (French and English), for five years from the date of bid closing

The bidder must provide a detailed description of the bidding firm, including organization chart(s).

The bidder must have conducted three large translation projects within the last five years from the date of bid closing. All three large translation projects must meet the specialized category (Level 2) as described in Table A3 of Annex A.

The bidder must provide a synopsis of each of these projects including:

- department/organization
- word count of source document
- brief description of text
- start and end date of project
- roles and responsibilities of the contractor in the translation project
- project reference: contact names, current phone number, and email address

#### 2. Corporate capabilities

The bidder must provide a business plan that demonstrates the bidder’s capability to provide translation and editing services on a national basis from one or more offices within Canada. The plan must include the strategy on workforce recruitment and development, and on how to ensure accountability for the delivery of quality work within expected time frames.



The bidder must demonstrate that it has a minimum of 25 qualified, in-house translators capable of handling the CRA work volume of approximately 70,000 words per day and the nature of CRA texts (as described in Table A3 of Annex A).

The bidder must demonstrate its ability to provide after-hour services. After-hour services must include overnight, weekends, and statutory holidays.

The bidder must demonstrate its delivery strategy to meet the mandatory delivery time frames outlined in Table A2 of Annex A, as well as its delivery strategy for large orders that require team efforts of multiple translators.

## **2.1 Client manager**

The bidder must propose a bilingual (English and French) client manager who will manage the contract and provide the services outlined under section 2.3 of Annex A. The client manager must have three years of work experience as a client manager within the last five years from the date of bid closing. The bidder must submit a resume of the proposed client manager and complete Form C-1 – Client Manager Profile below. The form must include three projects that involved management of client/business relationships and were managed by the proposed individual. All three projects must have been completed within the last five years from the date of bid closing.

## **2.2 Quality assurance reviewers**

The bidder must demonstrate that it has a minimum of 5 quality assurance reviewers to review and approve the translated or edited text. The quality assurance reviewers must have three years of work experience within the last five years from the date of bid closing in a translation quality assurance area, and have a degree from a recognized university with an acceptable specialization in translation (in English or French). The bidder must complete Form C-2 – Quality Assurance Reviewer Profile below for each proposed quality assurance reviewer who will be handling CRA translation and editing service requests.

The CRA will accept and recognize any foreign educational credentials as long as they are considered acceptable by at least one of the following: an accredited, degree-granting Canadian educational institution, or the International Credential Assessment Service of Canada (or similar and equivalent organization).

## **2.3 Translators**

The bidder must have on staff translators to translate/edit CRA documents. These translators must have:

- a degree from a recognized university with an acceptable specialization in translation (in English or French), plus one year of work experience providing translation services (from French to English or English to French) within the last three years from the date of bid closing; or
- a degree from a recognized university in a related area, such as journalism, literature, or communication, plus three years of work experience providing translation services (from French to English or English to French) within the last five years from the date of bid closing; or
- worked as a translator providing translation services (from French to English or English to French) for five years within the last eight years from the date of bid closing.

The bidder must list the translators who will handle CRA files by completing Form C-3 – Translator Profile below.

The CRA will accept and recognize any foreign educational credentials as long as they are considered acceptable by at least one of the following: an accredited, degree-granting Canadian educational institution, or the International Credential Assessment Service of Canada (or similar and equivalent organization).

## **3. Framework and process requirements**



The bidder must propose plans and processes that address all points 3.1 through 3.3 below.

**3.1 Training and learning** – Processes related to the professional development of the in-house translators to ensure appropriate level of services as described in Annex A.

**3.2 Client management approach** – A strategy to provide high-quality and timely services with appropriate processes/tools to drive productivity, including:

- a work distribution and tracking system that is designed to ensure that quality work is consistently delivered at the level described in Annex A, within the expected time frames, and meeting all security requirements; and
- a corrective measures process that will be followed in the event of unsatisfactory standard service levels relating to the:
  - quality of translated/edited texts;
  - availability of services;
  - efficiency of the client-management approach;
  - ordering process (including advance notification of forthcoming requests for premium service);
  - work distribution and tracking system; and
  - delivery of work completed.

**3.3 Quality assurance process** – Process developed to ensure the accuracy and integrity of translation and editing services being provided to the CRA.

#### 4. Security requirements

The bidder must propose a process that ensures the methods outlined in subsection 3.8 – Transmission of texts of Annex A in returning translated/edited files within the expected timelines are followed. The proposal must contain information describing the bidder's facilities and its organizational structure and how it will meet security requirements in accordance with Article 7.7 "Security Requirements."



Form C-1: Client Manager Profile	
Particulars	Bidder's response
Client manager's name	
Name of the company(ies) where the resource has accumulated work experience in client management	
Brief description for each client management experience cited and how it relates to the experience qualification requested, including supply/delivery challenges.	
<u>Reference project #1:</u> <ul style="list-style-type: none"> <li>• Department/Organization</li> <li>• Word count of source document</li> <li>• Brief description of text</li> <li>• Start and end date of project</li> <li>• Roles and responsibilities of the contractor in the translation project</li> <li>• Project reference: contact names, current phone number, and email address</li> </ul>	
<u>Reference project #2:</u> <ul style="list-style-type: none"> <li>• Department/Organization</li> <li>• Word count of source document</li> <li>• Brief description of text</li> <li>• Start and end date of project</li> <li>• Roles and responsibilities of the contractor in the translation project</li> <li>• Project reference: contact names, current phone number, and email address</li> </ul>	
<u>Reference project #3:</u> <ul style="list-style-type: none"> <li>• Department/Organization</li> <li>• Word count of source document</li> <li>• Brief description of text</li> <li>• Start and end date of project</li> <li>• Roles and responsibilities of the contractor in the translation project</li> <li>• Project reference: contact names, current phone number, and email address</li> </ul>	

Note: The CRA will contact the project references to determine the client's satisfaction level. (See Appendix 2: Point Rated Criteria for more details on how customer satisfaction level will be rated.)

Should discrepancies exist between the information submitted by the bidder and the information provided by the client contacts, the information provided by the client contacts will take precedence.



Form C-2: Quality Assurance Reviewer Profile	
Particulars	Bidder's response
Quality assurance reviewer's name	
Name of the degree, name of the degree-granting institution, and the year the degree was obtained.	
Primary branch of study (Note: The CRA reserves the right to request proof of the degree/designation.)	
Name of the company(ies) where the quality assurance reviewer has accumulated work experience in quality assurance	
Brief description of the duties the quality assurance reviewer performed in this (these) position(s) and how they relate to the experience qualification requested.	
Years of work experience in translation quality assurance area, including start and end date(s)	
Client reference name(s), current phone number(s), and email address(es)	

Note: The bidder must provide as many client references as required to demonstrate the required experience. The CRA may contact the project reference(s) who has knowledge of the proposed resource's work experience for verification purposes only. Should discrepancies exist between the information submitted by the bidder and the information provided by the client contacts, the information provided by the client contacts will take precedence.





**Appendix 2: Point Rated Criteria**

Only the proposals meeting the mandatory requirements outlined in Appendix 1: Mandatory Criteria will be scored against the point rated criteria as set out below.

The bidder’s proposal will be rated according to how it addresses the requirements stated herein. A rating mechanism with an associated weight has been established for each rated criterion. By addressing each criterion directly and providing, at a minimum, the information requested, the bidder has the best opportunity to maximize its potential score. The onus is on the bidder to clearly and distinctly provide the information as requested. It is not the evaluator’s responsibility to search for the response in order to score.

**Bidders must achieve a minimum overall score of 70% (70/100) in order to be considered.**

<u>Evaluation criteria</u>	<u>Evaluation of bidder’s response</u>
<p><b>1. Corporate maturity</b> (Maximum of 18 points)</p> <p>Project evaluation – Three large translation projects submitted by the bidder in Appendix 1, section 1 – Corporate Maturity, that were performed by the bidder, will be measured based on client satisfaction.</p> <p>The following scale will be used to measure client satisfaction:</p> <p>0 – very poor service provided; missed deadlines and poor quality.</p> <p>1 – poor service provided; some missed deadlines and/or poor quality.</p> <p>2 – somewhat poor service provided; deadlines were met, but quality was poor.</p> <p>3 – somewhat satisfactory service provided; deadlines were met and overall quality was acceptable. However, the process on the corrective measures was less than satisfactory.</p> <p>4 – satisfactory service provided; deadlines and quality were met.</p> <p>5 – very satisfactory service provided, exceeding client’s expectations in terms of deadlines and quality.</p>	<p><b>Client satisfaction – Work quality and timely delivery</b> (max 6 points per project)</p> <p><i>0 points</i> – Bidder’s project reference reports that pre-established delivery time frames of the project were not met and/or reports poor quality of translation services (scored 0–1 on a scale of 0–5).</p> <p><i>3 points</i> – Bidder’s project reference reports that pre-established delivery time frames of the project were met; however, quality of translation services was not satisfactory (scored at 2 on a scale of 0–5).</p> <p><i>4 points</i> – Bidder’s project reference reports that pre-established delivery time frames of the project were met and overall quality of translation services was not fully satisfactory, but was acceptable. However, corrective measures were less than satisfactory (scored at 3 on a scale of 0–5).</p> <p><i>5 points</i> – Bidder’s project reference confirms on-time delivery of the project with satisfactory quality of translation services (scored at 4 on a scale of 0–5).</p> <p><i>6 points</i> – Bidder’s project reference confirms on-time delivery of the project with excellent quality of translation services. It had exceeded the expectation from the client (scored at 5 on a scale of 0–5).</p>
<p><b>2. Corporate capabilities</b> (Maximum of 46 points)</p> <p><b>Business plan</b></p> <p>The bidder should present a business plan and propose how it will support the CRA in meeting its requirement for translation and editing</p>	<p><b>Business plan</b> (max 16 points)</p> <p>Points for each element listed below will be awarded based on the bidder’s demonstrated capability to meet the CRA’s requirements, as stated in Annex A. The bidder must demonstrate its capability to meet the following elements:</p>



services under the contract described in this RFP. The bidder should describe its recruitment and development strategy and staffing plan. The business plan should describe the technical/administrative support and statistical reporting capabilities, and the translation management system used.

**Translators/editors and quality assurance reviewers**

Responses will be evaluated and points awarded based on the bidder's demonstrated capabilities to handle translation and editing services in the range of 70,000 words per day (as described in section 3.5 of Annex A).

The expected delivery time and level of service required are described in sections 3.1, 3.2 and 3.3 of Annex A.

The bidder will receive points for proposing additional qualified, in-house translators to translate/edit CRA documents, over and above the minimum mandatory number of 25

To obtain points, the additional resources must meet the requirements identified under the mandatory criterion 2.3 – Translators in Appendix 1.

When responding to this criterion, the bidder must add all additional translators to Form C-3 – Translator Profile in Appendix 1.

The bidder will receive points for proposing additional quality assurance reviewers over and above the minimum number of 5.

To obtain points, the additional resources must meet the requirements identified under the mandatory criterion 2.2 – Quality assurance reviewers in Appendix 1.

When responding to this criterion, the bidder must add all additional quality assurance reviewers to Form C-2 – Quality Assurance Reviewer Profile in Appendix 1.

- Recruitment and development strategy and staffing plan for translators/editors and quality assurance reviewers (5 points)
- Technical support/administrative support personnel (3 points)
- Statistical reporting capabilities (3 points)
- Translation management system (5 points)

**Translators/editors and quality assurance reviewers (max 24 points)**

*5 points* – The proposed number of in-house translators/editors and quality assurance reviewers supports the CRA work volume of 70,000 words per day, but the bidder does not provide details on how the in-house translators/editors and quality assurance reviewers will meet the quality service and delivery requirements.

*7 points* – The proposed number of in-house translators/editors and quality assurance reviewers supports the CRA work volume of 70,000 words per day and the bidder provides full details on how the in-house translators/editors and quality assurance reviewers will meet the **quality service** requirements.

*7 points* – The proposed number of in-house translators/editors and quality assurance reviewers supports the CRA work volume of 70,000 words per day and the bidder provides full details on how the in-house translators/editors and quality assurance reviewers will meet the **delivery requirements**.

*10 points* – The proposed number of in-house translators/editors and quality assurance reviewers supports the CRA work volume of 70,000 words per day and the bidder provides full details on how the in-house translators/editors and quality assurance reviewers will meet the quality service and delivery requirements.

*3 points* – The total number of qualified in-house translators/editors is 30-34.

*5 points* – The total number of qualified in-house translators/editors is 35-39.

*7 points* – The total number of qualified in-house translators/editors is 40 or higher.

*3 points* – The total number of qualified in-house quality assurance reviewers is 7-8.

*5 points* – The total number of qualified in-house quality assurance reviewers is 9-10.

*7 points* – The total number of qualified in-house quality assurance reviewers is 11 or higher.



<p><b>Client manager</b></p> <p>The following scale will be used to measure the satisfaction level of the client manager's performance, as per project references check (Form C-1 – Client Manager Profile):</p> <p>0 – not satisfied 1 – satisfied 2 – very satisfied</p>	<p><b>Client manager</b> (max 6 points)</p> <p>The satisfaction level of the client manager's performance will be based on the outcome of three project reference checks. Each project will be rated individually. The total score will be the sum of the three reference checks.</p>
<p><b>3. Commitment to quality and to training &amp; learning</b> (Maximum of 26 points)</p> <p>The bidder's responses will be evaluated and points awarded based on the following criteria:</p> <ul style="list-style-type: none"> <li>• Demonstrated commitment to quality and a culture of quality, including management's leadership initiatives, reflected in its quality-focused communications to line managers and employees, and establishment of quality-focused incentives and award programs</li> <li>• Demonstrated commitment to regular quality education, training, and awareness programs for its line managers and employees. Bidders should describe the nature and the scope, the frequency of these programs, and its process to identify the need for training in the event of non-performance;</li> <li>• Achievement of any recognized industry quality certification or designation. Bidders should describe the certification or designation, and describe the qualification process; and</li> <li>• Demonstrated effectiveness of its quality improvement and internal escalation processes for resolving quality issues.</li> </ul>	<p><b>Commitment to quality</b> (max 7 points)</p> <p><i>0 points</i> – Bidder does not demonstrate its commitment to quality.</p> <p><i>2 points</i> – Bidder demonstrates some commitment to quality, but details are not provided with regards to management's leadership initiatives or quality-focused incentives and award programs.</p> <p><i>3–7 points</i> – Bidder demonstrates commitment to quality (3 points) and one or more of the following element(s) (2 points each) is/are covered in its proposal:</p> <ul style="list-style-type: none"> <li>• leadership initiatives reflected in its quality-focused communications to line managers and employees</li> <li>• quality-focused incentives and award programs</li> </ul> <p><b>Quality education</b> (max 7 points)</p> <p><i>0 points</i> – Bidder does not demonstrate its commitment to regular quality education.</p> <p><i>2 points</i> – Bidder demonstrates commitment to quality education, but details on the nature, the scope, and the frequency of the training programs, and its process to identify the need for training in the event of non-performance are not defined.</p> <p><i>4 points</i> – Bidder demonstrates commitment to quality education, with details on <b>one</b> of the following elements:</p> <ul style="list-style-type: none"> <li>• the nature and the scope of the training programs;</li> <li>• the frequency of the training programs;</li> <li>• a process to identify the need for training in the event of non-performance.</li> </ul> <p><i>6 points</i> – Bidder demonstrates commitment to quality education with details on <b>two</b> of the following elements:</p> <ul style="list-style-type: none"> <li>• the nature and the scope of the training programs;</li> <li>• the frequency of the training programs;</li> <li>• a process to identify the need for training in the event of non-performance.</li> </ul> <p><i>7 points</i> – Bidder demonstrates its commitment to quality education with details on the nature and scope of the training programs, and the frequency of these programs.</p>



	<p>Bidder also defines its process to identify the need for training in the event of non-performance.</p> <p><b>Quality certification</b> (max 5 points)</p> <p><i>0 points</i> – Bidder does not present any quality certification.</p> <p><i>3 points</i> – Bidder presents its quality certification, but no descriptions of the qualification process are provided.</p> <p><i>5 points</i> – Bidder presents its quality certification with the descriptions of the qualification process.</p> <p><b>Quality improvement</b> (max 7 points)</p> <p><i>0 points</i> – Bidder does not present any effective quality improvement process.</p> <p><i>3 points</i> – Bidder demonstrates that it has a quality improvement process in place, but does not present any escalation process.</p> <p><i>5 points</i> – Bidder demonstrates it has quality improvement processes, including an escalation process. However, the processes are defined, but do not provide details on how quality issues are resolved.</p> <p><i>7 points</i> – Bidder fully demonstrates effectiveness of its quality improvement processes, including an escalation process. The processes are well- defined and provide details on how quality issues are resolved.</p>
<p><b>The following two criteria are worth 10 points in total.</b></p>	
<p><b>4. E-commerce experience</b> (Maximum of 5 points)</p> <p>The bidder is asked to describe its experience in e-commerce (for example, transmitting orders electronically), including a description of how it used e-commerce to support its clients in meeting their business requirements.</p>	<p><b>E-commerce experience</b> (max 5 points)</p> <p><i>0 points</i> – Bidder does not provide any details to assess its experience level in e-commerce.</p> <p><i>3 points</i> – Bidder demonstrates some experience in e-commerce, but neither specific examples nor references are provided. Bidder's technical capabilities and technology used are not explained.</p> <p><i>5 points</i> – Bidder demonstrates significant experience in e-commerce. Specific examples and references are provided. Bidder's technical capabilities and technology used are well explained.</p>
<p><b>5. Environmental strategy</b> (Maximum of 5 points)</p> <p>A green service is defined as a service acquired from a supplier who has a green operational policy and whose internal practices promote sustainability.</p> <p>The bidder is asked to identify the ways in</p>	<p><b>Green service</b> (max 5 points)</p> <p><i>0 points</i> – Bidder does not address its environmental strategy.</p> <p><i>2 points</i> – Bidder describes its environmental strategy, but does not identify ways in which its products and/or services reduce negative impacts on the environment.</p> <p><i>3 points</i> – Bidder describes its environmental strategy and</p>



which their products and/or services reduce negative impacts on the environment. The bidder is asked to describe its environmental strategies and demonstrate how they are reducing negative impacts on the environment. The bidder should include its waste reduction strategies, degree of ISO 14001 (or similar) compliance, operational best practices, and other initiatives that the bidder is involved in that either eliminate or reduce negative impacts on the environment.

identifies ways in which its products and/or service reduces negative impacts on the environment.

*4 points* – Bidder describes its environmental strategy and identifies ways in which its products and/or service reduces negative impacts on the environment, including operational best practices and other initiatives that the bidder is involved in that either eliminate or reduce negative impacts on the environment.

*5 points* – Bidder describes its environmental strategy and identifies ways in which its products and/or service reduces negative impacts on the environment, including waste reduction strategies, degree of ISO 14001 (or similar) compliance, operational best practices, and other initiatives that the bidder is involved in that either eliminate or reduce negative impacts on the environment.



### **Appendix 3: Financial Proposal**

Bidders must quote firm all-inclusive unit rates in Canadian funds, GST or HST extra as applicable, for the provision of translation and editing services outlined in Annex A: Statement of Work.

DRAFT



Translation Services				
	Cost per word			
Category	Regular	Urgent	Premium	Extended Cost
General Administration and Business (Level 1)	\$ _____ (A)	\$ _____ (B)	\$ _____ (C)	
Weight	55%	10%	5%	
Weighted cost	(A)*55% \$ _____ (D)	(B)*10% \$ _____ (E)	(C)*5% \$ _____ (F)	D+E+F \$ _____ (G)
Specialized (Level 2)	\$ _____ (H)	\$ _____ (I)	\$ _____ (J)	
Weight	20%	5%	2%	
Weighted cost	(H)*20% \$ _____ (K)	(I)*5% \$ _____ (L)	(J)*2% \$ _____ (M)	K+L+M \$ _____ (N)
Total weighted evaluation cost for Translation Services				G+N \$ _____ (O)
Editing Services				
	Cost per word			
Category	Regular	Urgent	Premium	Extended Cost
General Administration and Business (Level 1)	\$ _____ (A1)	\$ _____ (B1)	\$ _____ (C1)	
Weight	0.5%	0.5%	0.5%	
Weighted cost	(A1)*0.5% \$ _____ (D1)	(B1)*0.5% \$ _____ (E1)	(C1)*0.5% \$ _____ (F1)	D1+E1+F1 \$ _____ (G1)
Specialized (Level 2)	\$ _____ (H1)	\$ _____ (I1)	\$ _____ (J1)	
Weight	0.5%	0.5%	0.5%	
Weighted cost	(H1)*0.5% \$ _____ (K1)	(I1)*0.5% \$ _____ (L1)	(J1)*0.5% \$ _____ (M1)	K1+L1+M1 \$ _____ (N1)
Total weighted evaluation cost for Editing Services				G1+N1 \$ _____ (O1)
Total weighted evaluation cost for translation and editing services				O + O1 \$ _____



## Part 7 Model Contract

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

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

### 7.1 Revision of Departmental Name

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

- a) Standard Clauses and Conditions; and
- b) Security Requirements.

### 7.2 Agency Restructuring

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

### 7.3 Requirement

The Contractor must perform the Work in accordance with the Statement of Work (SOW) at Annex A, attached hereto and forming part of the Contract

#### 7.3.1 Option to Extend the Contract

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

The option 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 an option at any time before the expiry of the Contract by sending a written notice to the Contractor.

### 7.4 Period of Contract

The period of the Contract is from date of contract award to October 31, 2018 inclusive.

### 7.5 Standard Clauses and Conditions SACC A0000C (2012-07-16)

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>



The following Clauses are incorporated by reference:

SACC Reference	Clause Title	Date
A2000C Or A2001C	Foreign Nationals (Canadian Contractor) Foreign Nationals (Foreign Contractor)	2006-06-16 2006-06-16
A3015C	Certifications	2014-06-26
A9065C	Identification Badge	2006-06-16
A9068C	Site Regulations	2010-01-11
A9113C	Handling of Personal Information	2014-11-27
A9117C	T1204 – Direct Request by Customer Department	2007-11-30
B9028C	Access to Facilities and Equipment	2007-05-25
C6000C	Limitation of Price	2011-05-16
C2000C	Taxes-Foreign-based Contractor	2007-11-30
C2605C	Canadian Customs Duties & Sales Tax –Foreign-based Contractor	2008-05-12
G1005C	Insurance	2008-05-12
H1001C	Multiple Payments	2008-05-12

## 7.6 General Conditions

2035 (2014-09-25) 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 “Integrity Provisions- Contract”, subsection 1 is hereby deleted in its entirety and replaced with:

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



## 7.7 Security Requirements

The following security requirement (SRCL and related clauses) applies and forms part of the Contract.

### Document Safeguarding and/or Production Capabilities – with Computer Systems

1. The Contractor personnel requiring access to Classified information, assets or sensitive work site(s) must each hold a valid personnel security screening at the level of *Secret* granted by the Security and Internal Affairs Directorate (SIAD) of the Canada Revenue Agency (CRA) or the Canadian and International Industrial Security Directorate (CIISD) of Public Works and Government Services Canada (PWGSC).
2. The Contractor must not remove any Classified information or assets from the identified and approved work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
3. Processing of Classified material on computer systems at the Contractor's site is not permitted under the Contract until Canada Revenue Agency (CRA) has issued written approval. After approval has been granted, these tasks may be performed at the level of *Secret*.
4. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.
5. The Contractor must comply with the provisions of the:
  - Security Requirement Check List (SRCL), attached as Annex C of the contract; and
  - Security Requirements for Protection of Sensitive Information issued by CRA, Security and Internal Affairs Directorate.

These may be viewed at <http://www.cra-arc.gc.ca/gncy/prcrmnt/menu-eng.html>

## 7.8 Authorities

### 7.8.1 Contracting Authority A1024C (2007-05-25)

The Contracting Authority for the Contract is:

Name: Henrik Schwerdtfeger

Telephone Number: (613) 608-6997

Fax Number: (613) 948-2459

E-mail address: Henrik.Schwerdtfeger@cra-arc.gc.ca

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



### 7.8.2 Project Authority A1022C (2007-05-25)

To be completed at the time of Contract award.

Name:

Address:

Telephone Number:

Fax Number:

E-mail Address:

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

### 7.8.3 CRA Acquisition Service desk

To be completed at the time of Contract award.

Name:

Address:

Telephone Number:

Fax Number:

E-mail Address:

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

### 7.8.4 Contractor's Synergy Representative

Name:

Address:

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 Minimum Contract Value

1. In this clause,  
"Maximum Contract Value" means the amount specified on the front page of the Contract; and  
"Minimum Contract Value" means **\$431,500.00**, including applicable taxes.
2. Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph 3. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
3. In the event that Canada does not request work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
4. Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

### 7.10 Contractor Identification Protocol

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

A Contractor Representative who attends a Government of Canada meeting whether internal or external must identify themselves as being a representative of the Contractor prior to the commencement of the meeting to ensure that each meeting participant is aware of the fact that the individual is not a government employee;

During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and

If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify themselves as a non-government employee in all electronic mail in the signature block as well as under "Properties".



This identification protocol must also be used in all other correspondence, communication and documentation.

#### **7.11 Travel and Living Expenses**

The CRA will not cover any travel and living expenses.

#### **7.12 Delivery**

Deliverables must be received by the Project Authority at the place and time specified herein.

#### **7.13 Work Location**

The work will be performed at the Contractor's site.

#### **7.14 Disclosure of Information**

The Contractor agrees to the disclosure of the following information contained in its Contract to CRA employees, agents, and servants via the CRA's internal e-commerce tool:

- The terms and conditions of the Contract;
- The Contractor's PBN, name, and contact information;
- The Contractor's corporate profile;
- The Contractor's level of security clearance;
- The Contractor's contracted categories of personnel; and
- The firm all-inclusive rates per word for each category listed in Annex B: Basis of Payment.

The Contractor further agrees that it will have no right of claim against Her Majesty, the Minister, CRA's employees, agents and servants, or any of them, in relation to disclosure of the information listed above via the CRA's internal e-commerce tool, and will indemnify Her Majesty, the Minister, CRA's employees, agents, and servants, or any of them, against such any action, suit, demand, or right of claim asserted by anyone as a result of such disclosure.

CRA will not be liable for any errors, inconsistencies, or omissions in any information so disclosed. If the Contractor identifies any errors, inconsistencies, or omissions, the Contractor agrees to notify the CRA Contract Authority immediately."

#### **7.15 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 [(SP-06, level 3 + Bilingual Bonus) \* 1.2] / (261 days \* 7.5 hours) = hourly liquidated damage amount.



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

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

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

#### **7.16 Basis of Payment**

The Contractor will be paid firm all-inclusive rates per word, in Canadian dollars, Delivered Duty Paid (DDP, customs duties and excise taxes included, where applicable, GST/HST extra, as applicable, including transportation, for the supply and delivery of translation and editing services, on an "as and when requested" basis, in accordance with Annex B: Basis of Payment.

#### **7.17 Invoicing Instructions**

Each invoice must be supported by:

- a) the Contractor's name;
- b) address;
- c) GST registration number;
- d) PCO number;
- e) CRA Purchaser name;
- f) invoice number;
- g) date the service was completed;
- h) description of the service;
- i) cost (before tax), tax amount, and total amount to be charged to the CRA Ghost Card including applicable tax.

1. Invoices must be distributed as follows:

- a) The original and one (1) copy must be forwarded to the Project Authority of the Contract, identified under the section entitled "Authorities", for certification and payment.
- b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.
- c) One (1) copy must be forwarded to the CRA Purchaser

#### **7.18 Payment Process**

The Contractor will be paid using credit card. 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 the 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.

#### **7.18.1 Payment by Credit Card**

The Contractor shall accept Government of Canada Acquisition Cards (credit cards) for payment of the goods and/or services described herein. Payments by credit card will not be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2014-09-25) forming part of the 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.

#### **7.19 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.

#### **7.19.1 Federal Contractors Program for Employment Equity - Default by the Contractor**

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC) - Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

#### **7.20 Confidentiality Document**

The Contractor, as a person engaged by or on behalf of Her Majesty the Queen in right of Canada must sign the certification appearing in Annex D stating that the Contractor has read Sections 239 and 241 of the Income Tax Act and Sections 295 and 328 of the Excise Tax Act and understands that the Contractor is subject to and agrees to comply with those provisions. The above referenced Sections of the Acts are available (<http://laws-lois.justice.gc.ca/eng/acts/l-3.3/> and <http://laws-lois.justice.gc.ca/eng/acts/e-15/>).

The Contractor will use the services of any persons it requires in order to carry out its responsibilities under the Contract. If the Contractor employs such persons or contracts for their services, the Contractor will also pay their remuneration and all related expenses. The Contractor will also engage such persons whose services are to be utilized, on behalf of Her Majesty the Queen in right of Canada, for the purposes of Sections 239 and 241 of the Income Tax Act and Sections 295 and 328 of the Excise Tax Act. Each person so engaged will be required by the Contractor, as a pre-condition to assisting the Contractor in carrying out its responsibilities under the Contract, to sign the certification appearing in Annex D attached



hereto, stating that they have read the provisions of Sections 239 and 241 of the Income Tax Act and Sections 295 and 328 of the Excise Tax Act and understands that they are subject to such provisions.

The Contractor must provide copies of all executed acknowledgement documents to the Contracting Authority designated herein prior to any work commencing under the Contract.

### 7.21 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.

### 7.22 Proactive Disclosure of Contracts with Former Public Servants CRA Mod A3025C 2013-03-21

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports.

### 7.23 Applicable Laws SACC A9070C (2014-06-26)

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



## **7.24 Priority of Documents SACC A9140C (2007-05-25)**

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

1. the Articles of Agreement;
2. the general conditions (2035 (2014-09-25) General Conditions – Higher Complexity - Services);
3. Annex A: Statement of Work;
4. Annex B: Basis of Payment;
5. Annex C: Security Requirements Check List (if applicable);
6. Annex D: Confidentiality Certifications;
7. Annex E: Requirements for CRA Synergy Solution;
8. Annex F: Proof of Synergy Compliance testing (PoSC);
9. The Purchase Card Order (PCO) using the Synergy ordering system or an External Purchase outside the Synergy ordering system;
10. The Contractor's proposal dated (insert date of bid), as amended on (insert date(s) of amendment(s), if applicable).

## **7.25 Training and Familiarization of Contractor Personnel**

### **7.25.1 Training of Contractor Personnel**

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

### **7.25.2 Familiarization Period**

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

## **7.26 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 the 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.

#### **7.26.1 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](mailto:boa.opo@boa.opo.gc.ca).

#### **7.26.2 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 the contract] respecting administration of the 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 the 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](mailto:boa.opo@boa.opo.gc.ca).



## 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: CONFIDENTIALITY CERTIFICATIONS
- ANNEX E: REQUIREMENTS FOR CRA SYNERGY SOLUTION
- ANNEX F: PROOF OF SYNERGY COMPLIANCE TESTING (PoSC)



## Annex A - Statement of Work

### Title: Translation and editing services

#### 1.0 Overview

##### **1.1 Objective**

The Canada Revenue Agency (CRA) is committed to carrying out sound stewardship of its annual spending. The CRA makes every effort to achieve best value for money spent by reducing costs and providing one-stop shopping for quality services delivered on a timely basis.

The objective is to give the CRA access to standardized, quality, and timely translation and editing services in Canada's two official languages (French and English).

##### **1.2 Background**

The CRA is a federal government agency that is responsible for administering tax, benefit, and related programs. It is also responsible for ensuring tax compliance on behalf of governments across Canada. In this way, the CRA contributes to the economic and social well-being of Canadians.

The CRA has 12 Headquarters branches located in the National Capital Region, five regional offices—Atlantic, Quebec, Ontario, Prairie, and Pacific—as well as tax centres and tax services offices across Canada.

Each year between 2011 and 2015, the CRA has had an average of 17.9 million words translated, of which 16.8 million were translated from English to French and 1.1 million from French to English. Editing services for a minimal number of words were also required from time to time. These business volumes are based on past consumption and are provided for information only. They should not be considered as a commitment of future business volumes.

##### **1.3 Implementation**

The contractor must be a registered supplier with the Ariba Supplier Network (ASN) and must provide its catalogue of services electronically in the format as set out herein. All orders placed under this contract will be transmitted via the ASN. The contractor must be prepared to start receiving and delivering orders from the CRA by October 16, 2016.

#### 2.0 Technical, operational, and organizational environment

The processes, models, approaches, and frameworks proposed in the contractor's technical proposal may be incorporated into the resulting contract within the first year of the contract, as determined by the CRA.

##### **2.1 Business arrangement and framework**

All translation and editing services must be performed at the contractor's secure site. No outsourcing is allowed under the terms of this contract, and all work must be carried out only by the contractor or by members of the joint venture (if applicable).

##### **2.2 Client-management approach**

Prior to contract award, the contractor must develop, implement, and maintain a client-management approach to be used during the period of the contract. The client-management approach must include appropriate processes/tools to drive productivity. This approach must, at a minimum, include the following:

- a work distribution and tracking system designed to ensure that quality work is consistently delivered at the level described in this Statement of Work (SOW), within the expected time frames, and meeting all security requirements; and



- a corrective measures process in place at all times, which will be followed in the event of unsatisfactory standard service levels relating to the:
  - quality of translated/edited texts;
  - availability of services;
  - efficiency of the client-management approach;
  - ordering process (including advance notification of forthcoming requests for premium service);
  - work distribution and tracking system; and
  - delivery of work completed.

### **2.3 Client manager**

The contractor must provide an individual resource that will perform the function of a centralized client manager for the CRA. The contractor must ensure the client manager is bilingual (English and French) and has the necessary technical and administrative support personnel required to respond to technical and administrative issues and concerns raised by the CRA.

The client manager must:

- be readily available to address and respond to issues and concerns raised by the CRA in a timely manner;
- notify the CRA contracting authority and project authority of any planned or unexpected closures of the contractor's offices;
- identify and assign a backup who will assume all client manager responsibilities during his/her absence;
- respond and report on the activities and on known technical and administrative issues related to the contract across Canada, as/if required by the contracting authority or project authority; and
- respond to technical support and administrative support issues and concerns raised in accordance with the service levels set out in the resulting contract.

### **2.4 Hours of operation**

The contractor must provide services for all CRA locations from 8:00 to 18:00 EST (statutory holidays are not included), which will result in an acceptable number of hours of service in every time zone in Canada. In exceptional situations, the contractor may be called upon to work after business hours, during weekends, or over a statutory holiday. This would be considered premium service.

The daily cut-off time for order placement by CRA will be 15:00 local time. Orders submitted after the cut-off time will be time-stamped by the contractor at 8:00 EST the next business day and handled accordingly. In cases where a request for premium service cannot be submitted before the 15:00 cut-off time, the contractor must establish, as part of its client-management approach, a clear process for CRA to give notification of forthcoming requests for premium service.

### **2.5 Credit card support**

The contractor must support credit cards currently used by the CRA for all purchases made against the contract. The contractor must provide Level 2 reporting data as well as the CRA order number.

Level 1 includes the basic information found on a typical credit card statement.

Level 2 includes Level 1 information, plus the sales tax and transaction data field (usually 16 characters) providing information related to the transaction, such as an order number or an employee name.

Information about MasterCard merchants can be found here:

[http://www.mastercard.com/za/mercha/nt/en/benefits\\_accepting/faq.html](http://www.mastercard.com/za/mercha/nt/en/benefits_accepting/faq.html)



## 2.6 Official languages

Delivery of services must be provided in both official languages. The contractor and the resources must be capable of communicating verbally and in writing with the client in English and in French.

## 2.7 Reporting

The contractor must provide to the contracting authority and/or the project authority, at no additional cost to the CRA, standard reporting data in MS Excel format and other electronic formats, as may be agreed upon.

The CRA will review the reports, and the contracting authority and the project authority may communicate with the contractor regarding the quality of work performed. The contractor must take corrective action to rectify any performance problems to the satisfaction of the CRA.

Reports to be provided on an ongoing basis must include:

- a report on all feedback received from CRA users (including name of requestor/preparer, date and time order was received, date and time issue was resolved, description of issue and resolution, follow-up steps to ensure problem doesn't reoccur);
- a usage report by region and branch level, one on translation services, and one on editing services (including total number of words translated/edited, the monthly cost of each service, and the cumulative annual cost); and
- a report addressing the percentages of orders delivered within the contract expected delivery times.

The Table A1 below lists reports that the contractor must provide to the CRA:

**Table A1**

Report Name	Description	Format	Frequency	Due Date
Level 2 data on credit card purchases	Reports must contain Level 1 information, plus the sales tax and transaction data field (usually 16 characters) providing information related to the transaction, such as an order number or an employee name.	Excel, Tabular	Monthly	5 days following month-end
List of translators/editors	Summary report containing: <ul style="list-style-type: none"> <li>• name</li> <li>• qualifications and experience</li> <li>• valid security file number</li> <li>• security level</li> <li>• expiry date of the valid security clearance</li> </ul>	MS Word, Tabular	Semi-annually	10 days following contract 6-month anniversary date, and every 6 months thereafter
List of quality assurance reviewers	Summary report containing: <ul style="list-style-type: none"> <li>• name</li> <li>• qualifications and experience</li> <li>• valid security file number</li> <li>• security level</li> <li>• expiry date of the valid security clearance</li> </ul>	MS Word, Tabular	Semi-annually	10 days following contract 6-month anniversary date, and every 6 months thereafter
Notification of new or replacement resources (translators/editors or quality assurance)	In writing, notification containing: <ul style="list-style-type: none"> <li>• name</li> <li>• qualifications and experience</li> <li>• valid security file number</li> </ul>	MS Word, Tabular	As needed	As soon as possible following hiring



reviewers)	<ul style="list-style-type: none"> <li>security level</li> <li>expiry date of the valid security clearance</li> </ul> <p><b>Note</b> Notification must be received by the CRA before any CRA work is assigned to new hires.</p>			
Report on feedback received from CRA users	<p>Detailed report containing:</p> <ul style="list-style-type: none"> <li>order number</li> <li>title of document/request</li> <li>name of requestor/preparer</li> <li>description of issue (quality, returned for correction, etc.)</li> <li>summary of issue and resolution</li> <li>copy of completed quality checklist related to the order</li> <li>status (ongoing; resolved)</li> </ul>	MS Word, Tabular	Monthly	5 days following month-end
Usage report by region and branch	<p>Summary report containing:</p> <ul style="list-style-type: none"> <li>number of orders for translation and editing services by branch and region;</li> <li>number of words translated and edited by branch and region;</li> <li>cost of services delivered for month and totals to date;</li> <li>number of requests not processed through Synergy (for example, premium service received by fax or email)</li> <li>total amount invoiced manually</li> <li>level of service (for example, regular, urgent, premium)</li> </ul>	Excel, Tabular	Monthly	5 days following month-end
Service level report	<ul style="list-style-type: none"> <li>percentage of orders delivered within expected deadline.</li> </ul>	Excel, Tabular	Monthly	5 days following month-end

## 2.8 Returns and refunds

### 2.8.1 Returns

In the event of an unsatisfactory translating or editing service, the CRA must have the option of:

- returning the text for correction at no extra cost;
- communicating with the quality assurance reviewer or the lead translator to facilitate the correction process;
- asking for another lead translator and quality assurance reviewer to perform the corrections or any subsequent requests; and
- obtaining, in certain cases, a refund up to the full amount.

### 2.8.2 Refunds

The CRA must have the option of being awarded a refund up to the full amount for an order if the contractor:

- fails to meet the expected delivery time;
- delivers services with major mistakes; or
- delivers an unsatisfactory document after having been asked to correct it one time.



## 2.9 Required software and layout

CRA software programs include, but are not limited to:

- Microsoft Office 2010 for MS Word, MS PowerPoint, MS Excel, MS Publisher, and MS Access;
- HTML editing software such as DreamWeaver; and
- Adobe: FrameMaker, Illustrator, and OrgPlus 6.

The contractor must be prepared to acquire and be able to use other software programs identified by the CRA. If the above-mentioned products change (that is, different products and/or versions), the contractor will be given 30 calendar days notice before a change in software is implemented.

The contractor must use virus detection and elimination systems and cannot use unauthorized codes (for example, in word processing or when creating tables). The contractor must take the necessary measures to ensure the delivery of its translations on electronic media or systems free of viruses (the virus software currently certified by the CRA Information Technology Branch is McAfee Virus Scan V8.0 with the latest DAT files).

The contractor should use a translation management system.

## 2.10 Premises, supplies, and equipment

The contractor is responsible for ensuring that all the necessary systems, equipment, supplies, services, software, and instruments are available to complete the work.

The contractor must have the required Information Technology systems and networks to securely process and store the information. As a minimum:

- Each employee is to access the Contractor's systems through the use of their unique UserID.
- Passwords should be at least 8 characters; hard to guess (not a word of the dictionary); contain letters, numbers and special characters; should be changed regularly or immediately if suspected to be compromised; known only to the specific user.
- Screen savers should automatically be locking sessions after a pre-set of inactive time (10 to 15 minutes recommended) and must require a password to resume session.
- Network processing up to and including Protected B data may be connected to other networks through the use of properly designed and hardened firewalls.
- Protected C and Classified data may not be processed on systems or networks processing information at a lower security level.
- Systems or networks processing Protected C and Classified information may never be connected to other networks (no Internet connection).
- No wireless devices are to be used to process or transmit Protected or Classified information.

The contractor must have the required equipment for receiving and transmitting documents securely via secure web portal, fax, and electronic mail; some types of electronic support (zip drive, CD/DVD, memory stick, or others); and courier service.

The contractor's facility must provide sufficient workspace to enable the contractor to carry out the CRA workload, including the quality assurance function. The facility equipment must include a working fax machine able to receive information up to the Protected B level and Internet connectivity for receiving and transmitting texts and for accessing additional reference material (see section 3.8 Transmission of Texts, table A4 for further specifications).

### 2.10.1 Additional reference material



The following reference material, including any subsequent amendments or bulletins enacted during the contract period, form part of the SOW and must be used in the overall administration and delivery of all translation and editing services.

- TERMIUM Plus ([www.btb.termiumplus.gc.ca](http://www.btb.termiumplus.gc.ca))
- Federal legislation (<http://laws.justice.gc.ca/en/index.html>)
- CRA website resources, for example, guides, forms, interpretation bulletins, and information circulars, ([www.canada.ca](http://www.canada.ca))
- CRA lexicon and text bases from translation management systems, (provided by the project authority)
- Other references for English texts  
For English writing style, spelling, and terminology, the contractor must use the following tools:
  - *The Canada.ca Web Content Style Guide* from the Treasury Board of Canada Secretariat
  - *Writing Guidelines at the CRA* (available from the project authority)
  - *CRA glossary* (available from the project authority)
  - *The Gregg Reference Manual*
  - *The Canadian Style*
  - *Canadian Oxford Dictionary*
  - *Editing Canadian English*
- Other references for French texts  
For French writing style, spelling, and terminology, the contractor must use the following tools:
  - *Guide de rédaction du contenu du site Web Canada.ca* du Secrétariat du Conseil du Trésor du Canada
  - *Lignes directrices sur la rédaction de l'Agence du revenu du Canada* (available from the project authority)
  - *Multidictionnaire des difficultés de la langue française*
  - *Le Petit Robert de la langue française*
  - *Robert-Collins*
  - *Les mots pour le traduire*
  - *Le guide du rédacteur*
  - lexique de l'ARC (available from the project authority)

## 2.11 Communication

The contractor must contact the CRA preparer identified on the order generated by the CRA e-procurement tool, rather than the requestor, when the following are needed:

- clarification related to the content of the document for which services are requested;
- clarification related to the intended audience of the document for which services are requested;
- clarification regarding the availability of any reference documents;
- resolution of issues related to the services requested on a particular order; and
- resolution of issues when services are unsatisfactory.

For general questions about CRA style and terminology not addressed in the reference material listed above, the contractor can contact the project authority.



**3.0 Services required**

**3.1 Expected delivery timelines**

The contractor must provide **translation** and **editing** services in accordance with the expected delivery timelines outlined in Table A2.

**Table A2  
Expected Delivery Time**

		<b>Number of Words</b>				
<b>Type of services and priority level</b>	<b>500 words or less</b>	<b>501–1,000</b>	<b>1,001–2,000</b>	<b>2,001–4,000</b>	<b>4,001–10,000</b>	<b>10,001–15,000</b>
<b>Translation</b>						
Regular	up to 3.5 hours	up to 7 hours	up to 14 hours	up to 3 days	up to 5 days	up to 8 days
Urgent	up to 2.5 hours	up to 5 hours	up to 7 hours	up to 2 days	up to 3.5 days	up to 7 days
<b>Editing</b>	<b>Less than 1,000 words</b>					
Regular	up to 2.5 hours		up to 4.5 hours	up to 1 day	up to 1.5 days	up to 3 days
Urgent	up to 1.5 hours		up to 2.5 hours	up to 0.5 days	up to 1 day	up to 2.5 days
		<b>Number of Words</b>				
<b>Type of services and service level</b>	<b>15,001–20,000</b>	<b>20,001–25,000</b>	<b>25,001–30,000</b>	<b>30,001–35,000</b>	<b>35,000–40,000</b>	
<b>Translation</b>						
Regular	up to 10 days	up to 12 days	up to 14 days	up to 16 days	up to 18 days	
Urgent	up to 8 days	up to 10 days	up to 12 days	up to 14 days	up to 16 days	
<b>Editing</b>						
Regular	up to 2.5 days	up to 4 days	up to 4.5 days	up to 5.5 days	up to 6 days	
Urgent	up to 1.5 days	up to 2.5 days	up to 4 days	up to 4.5 days	up to 5.5 days	

**Note**

Hours are working hours.

Days are business days, at 10 working hours per day (8:00 to 18:00), see 2.4 – Hours of operation



### 3.1.1 Delivery times for services in excess of 40,000 words

For source or selected (highlighted) texts exceeding 40,000 words, the expected delivery time must be calculated by adding to the time required to translate or edit 40,000 words, the time allocated to translate or edit the number of words in excess of the 40,000 words.

Example: Request for regular translation of 44,500 words  
40,000 words = up to 18 days  
4,500 words = up to 5 days  
44,500 words = up to 23 days

### 3.1.2 Calculation of premium service delivery time

In exceptional situations, the CRA may request premium service (usually with advance notice). In such cases, the contractor would be called upon to extend its working hours to meet the requestor's deadline. This may require working after business hours, during weekends and/or over a statutory holiday.

The deadline for a premium translation or editing service will be calculated using the urgent delivery times outlined in Table A2. When accepting a premium service request, the contractor will advise the user of the expected delivery time and of the delivery method if delivery time is outside regular working hours.

#### Examples:

Example A:

Translation of 700 words submitted on Wednesday, 17:00  
Delivery time: Wednesday, 22:00

#### Calculation:

Expected delivery time for 700 words at the urgent level = 5 hours  
5 hours over a 24-hour/ 7-days-a-week timetable: 5 hours on Wednesday (17:00 to 22:00) = delivery time at 22:00 on Wednesday.

Example B:

Expected delivery time for 6,000 words submitted on Friday, 10:00  
Delivery time: Saturday 21:00

#### Calculation:

Expected delivery time for 6,000 words at the urgent level = 3.5 days  
3.5 days at 10 working hours per day (3.5 x 10) = 35 hours  
35 hours over a 24-hour/7-days- week timetable: 14 hours on Friday (10:00 to 24:00) + 21 hours on Saturday (0:00 to 21:00) = delivery time at Saturday 21:00.

### 3.1.3 Geographic area of work

Most orders will be generated in the National Capital Region. However, some requests for services may originate from other regions of Canada where the CRA has offices.

## 3.2 Translation and editing services

### 3.2.1 Translation services

The contractor will be responsible for the following:

- Translating from English to French or French to English all source or selected (highlighted) texts sent during the period of the contract.



- Translating source or selected (highlighted) text by taking into account the tone, style, and terminology used by the author.
- Translating source or selected (highlighted) text in a way that the message is conveyed clearly and accurately.
- Translating source or selected (highlighted) text in accordance to the following:
  - Writing guidelines as described in the *Canada.ca Web Content Style Guide* from the Treasury Board of Canada Secretariat, as well as in the *Writing Guidelines at the CRA* (the *Canada.ca Web Content Style Guide* has precedence when a CRA guideline differs.)
  - Basic plain language principles, as described in the *Writing Guidelines at the CRA*.
- Translating source or selected (highlighted) texts, ensuring that the translated text does not contain:
  - spelling, grammar, or syntax errors; and
  - major errors, such as, but not limited to, the following:
    - inconsistent use of terms—where different words are used to describe the same term. (this is particularly important when large texts are translated by multiple translators);
    - misinterpretation—where a translated term from the same lexical field is used that changes the intent or meaning of the source text (for example, original text “large house” translated to “château”);
    - barbarism—where a non-standard word or expression is used;
    - solecism—where a sentence contains syntax that does not exist in the target language;
    - mistranslation—where a word or phrase is used that does not have the meaning of what was expressed in the source text;
    - nonsensical—where the translation lacks coherency or meaning in the target language;
    - additions—where terms, phrases, or concepts not in the source text are put into the translated text; and
    - omissions—where terms, phrases, or concepts in the source text do not appear in the translated text.
- Translating text in icons, graphics, and illustrations, while keeping the same format.
- Ensuring that all translations are reviewed for quality, as described in section 3.3 below, before being returned to the CRA by the deadline.
- Ensuring the consistency of translation of large texts by limiting, as far as is reasonable, the number of translators working on one text; and by performing an overall review of the translated text, to ensure quality throughout, as well as consistency of terminology and style.
- Delivering the translated text in the same application, format, style, and layout as the source text, unless otherwise requested.

### 3.2.2 Editing services

The contractor will be responsible for the following:

- Editing source or selected (highlighted) texts sent during the period of the contract. Editing services will be of two types:
  - Unilingual editing—editing a source or selected (highlighted) text (one language).



- Parallel editing—in-depth comparison of a source text or selected (highlighted) text with the same text in the other official language, and correction of the latter in terms of both form and substance.
- Editing source or selected (highlighted) text in accordance with the following:
  - Writing guidelines as described in the *Canada.ca Web Content Style Guide* from the Treasury Board of Canada Secretariat, as well as the *Writing Guidelines at the CRA* (the *Canada.ca Web Content Style Guide* has precedence when a CRA guideline differs).
  - Basic plain language principles, as described in the *Writing Guidelines at the CRA*.
- Editing source or selected (highlighted) text to ensure that:
  - spelling, grammar, or syntax errors are corrected.
  - terminology is consistent and accurate throughout the edited text (this is particularly important when large texts are edited by multiple editors).
- Ensuring that all edited texts are reviewed for quality, as described in section 3.3, before being returned to the CRA by the deadline.
- Delivering the edited text in the same application, format, style, and layout as the source text, unless otherwise requested.
- Editing text in icons, graphics and illustrations while keeping the same format.
- Ensuring the consistency of large edited texts, by limiting, as far as is reasonable, the number of editors working on one text, and by performing an overall review of the edited text to ensure quality throughout as well as consistency of terminology and style.

### 3.3 Quality assurance

The contractor must establish and implement a quality assurance process to ensure the accuracy and integrity of translation and editing services being provided to the CRA.

Before delivery, the contractor must review the quality of each translated/edited text and the quality assurance process must include, but is not limited to:

- Ensuring all source and selected (highlighted) texts submitted are fully translated and/or edited in accordance with the order. This includes all icons, graphics, and illustrations.
- Ensuring all work delivered to the CRA meets the quality standard established in 3.2 and 3.13. The quality of each translated/edited text must be reviewed and evaluated using a quality checklist (see Appendix 3 to Annex A, for an example) to track who performed the review of each quality criteria included on the checklist.
- Ensuring that all translations are completed in accordance with Table A2 – Expected Delivery Times.
- Ensuring the consistency of large texts translated or edited by multiple translators or editors, by performing an overall review to ensure quality throughout, as well as consistency of terminology and style.

The CRA may evaluate the translated/edited documents, using a quality assessment form similar to the one in Appendix 1 to Annex A. The completed form will be shared with the contractor and all feedback received must be included in a monthly report, as described in section 2.7.

### 3.4 Word count

The CRA may request the translation or editing of selected text within a document. The selected text will be highlighted by the CRA. When the CRA requests the translation or editing of selected (highlighted) text within a source text, the word count will be based only on the number of words in the selected (highlighted) text and not on the number of words in the entire source text.



The contractor is responsible for verifying the accuracy of the word count, as submitted, and for notifying the requestor of any discrepancy. In cases of disagreement, the CRA word count prevails and it shall be used in the order.

When the source or selected (highlighted) text to be translated or edited is submitted in an electronic format, the word count can be done electronically using the same version of the software in which CRA provided the text. If the software in which the CRA provided the text does not have a word count function, the word count can be done by copy-and-paste into MS Word or by calculating manually. When the source or selected (highlighted) text to be translated or edited is not submitted in an electronic format, the word count can be calculated manually.

### **3.5 Capacity**

#### **3.5.1 Translators/editors**

The contractor must have a sufficient number of in-house translators and/or editors to provide translation and editing services of at least 70,000 words per day (day is defined as 10 working hours—see section 2.4 for more details).

All translators/editors who handle CRA documents must have:

- a valid security clearance at a level appropriate to the classification of the work they will perform; and
- a degree from a recognized university with an acceptable specialization in translation (in English or French), plus one year of work experience providing translation services (from French to English or English to French) within the last three years from the date of bid closing; or
- a degree from a recognized university in a related area, such as journalism, literature or communication, plus three years of work experience providing translation services (from French to English or English to French) within the last five years from the date of bid closing; or
- worked as a translator providing translation services (from French to English or English to French) for five years within the last eight years from the date of bid closing.

Every six months, the contractor must provide to the contracting authority a report that identifies all current translators, their qualifications and experience, and their valid security clearance, file number and level. As it happens throughout the contract period, the contractor must also notify the contracting authority in writing of any new or replacement resources added to the list of translators. This written notification must be received before any CRA work is assigned to that individual, and it must include the individual's qualifications and experience, and valid security clearance, file number and level (see Table A1 for a complete list of mandatory reporting requirements).

#### **3.5.2 Quality assurance reviewers**

The contractor must have a sufficient number of experienced and knowledgeable quality assurance reviewers in-house to review and approve the translated or edited text before it is returned to the CRA.

All quality assurance reviewers must have:

- a valid security clearance at a level appropriate to the classification of the work they will perform; and
- a degree from a recognized university with an acceptable specialization in translation (in English or French) and have at least three years of experience working as a translation quality assurance reviewer within the last five years from the date of bid closing.



Every six months, the contractor must provide to the contracting authority a report that identifies all current quality assurance reviewers, their qualifications and experience, and valid security clearance, file number and level. As it happens throughout the contract period, the contractor must notify the contracting authority in writing of any new or replacement resources added to the list of quality assurance reviewers. This written notification must be received before any CRA work is assigned to that individual, and it must include the individual's qualifications and experience, and valid security clearance, file number and level (see Table A1 for a complete list of mandatory reporting requirements).

### 3.6 Category of CRA texts

All CRA texts sent to the contractor for translation or editing will be categorized into one of the following two categories:

- General administration and business – Level 1
- Specialized – Level 2

Table A3 below provides examples by category of text that may be submitted for translation or editing.

**Table A3**  
**Categories of texts**

Category of texts	Description/Examples
<b>1. General administration and business (Level 1)</b>	<ul style="list-style-type: none"> <li>• management documents, policy documents, and administrative texts, including but not limited to the following:               <ul style="list-style-type: none"> <li>– House cards, memoranda, and correspondence; and</li> <li>– communications material destined for the public, such as guides, webpages, news releases, and fact sheets;</li> </ul> </li> <li>• human resource management, training material, performance management, and career management;</li> <li>• business requirement (high-level and detailed);</li> <li>• program evaluation and monitoring;</li> <li>• technology development;</li> <li>• procurement, including statements of work, evaluation criteria, requests for proposal, and contracts; and</li> <li>• financial texts, such as financial statements, charts, and accounting documents.</li> </ul>
<b>2. Specialized (Level 2)</b>	<ul style="list-style-type: none"> <li>• legal texts related to taxation (related to the law)</li> <li>• highly technical/specialized translations</li> <li>• difficult or unusual terminology—including complex sections of legislation that may be found at: <a href="http://laws.justice.gc.ca/en/index.html">http://laws.justice.gc.ca/en/index.html</a></li> <li>• information technology technical texts—including technical specifications and computer sciences</li> </ul>

**Note**

For more topics, see Appendix 2 to Annex A.

### 3.7 CRA source text formats

Due to the nature of the CRA translation requirements, source texts may be submitted in electronic format by email, by various types of electronic supports (zip drive, CD/DVD, memory stick) or on paper by fax, courier, or in person (see section 3.8 Transmission of Texts, Table A4 for further specifications).



Source or selected (highlighted) texts submitted in paper format by fax, by courier, or in person are to be delivered in both paper and electronic format, unless otherwise stated in the order. The electronic format must be in MS Word, unless otherwise specified by the requestor.

### 3.8 Transmission of texts

The contractor's corporate infrastructure and facility must ensure that source texts can be delivered in person or by courier, and in accordance with the security levels stated in Table A4 below.

The method by which texts for translation or editing are delivered will depend on the security level of the source or selected (highlighted) text. The requestor and the contractor must handle all texts in accordance with Table A4 below:

**Table A4**

Level of security	Mode of delivery	Additional information
Undesignated (not protected and not classified)	Via the CRA Supplier Documents Repository (SDR) - This is the preferred means of data transmission.	The SDR is a CRA-built, web-based stand-alone application that hosts electronic files that are related to Ariba Buyer Purchase Order transactions. This mode of delivery is designed to securely transfer up to and including Protected B electronic files to a supplier. Selected Contractor's employees will receive a UserID and temporary password to access the CRA Web site.
	Email	
	Fax	
	Encrypted removable media delivered in person or by courier (CRA's policy is to encrypt all of removable media)	<ul style="list-style-type: none"> <li>• CD/DVD to be encrypted using WinZip (see Acceptable security rules when using WinZip below).</li> <li>• USB devices are to be encrypted using MS BitLocker to Go.</li> <li>• Removable media (CD/DVD/USB) must be handled as per CRA Secure Mailing of Information Procedures: <ul style="list-style-type: none"> <li>▪ Use one gum-sealed envelope;</li> <li>▪ Provide the name and complete mailing address of both the addressee and the sender on the envelope.</li> </ul> </li> <li>• All courier costs, both to and from the contractor facility are at the contractor's expense.</li> </ul>
Protected A	Via the CRA Supplier Documents Repository (SDR) - This is the preferred means of data	The SDR is a CRA-built, web-based stand-alone application that hosts electronic files that are related to Ariba Buyer Purchase Order transactions. This mode of delivery is designed to securely transfer up to and including Protected B electronic files to a supplier. Selected Contractor's employees will receive a UserID and temporary password to access the CRA Web site.



	transmission.	
	Secured email	Emails must be encrypted using WinZip AES-256 bit (see Acceptable security rules when using WinZip below).
	Secured Fax	If required, CRA is to provide encryption device.
	Encrypted removable media delivered in person or by courier	<ul style="list-style-type: none"> <li>• CD/DVD to be encrypted using WinZip (see Acceptable security rules when using WinZip).</li> <li>• USB devices are to be encrypted using MS BitLocker to Go.</li> <li>• Removable media (CD/DVD/USB) must also be handled as per CRA Secure Mailing of Information Procedures: <ul style="list-style-type: none"> <li>▪ Use one gum-sealed envelope;</li> <li>▪ Provide the name and complete mailing address of both the addressee and the sender on the envelope.</li> </ul> </li> <li>• All courier costs, both to and from the contractor facility are at the contractor's expense.</li> </ul>
Protected B	Via the CRA Supplier Documents Repository (SDR) - This is the preferred means of data transmission.	The SDR is a CRA-built, web-based stand-alone application that hosts electronic files that are related to Ariba Buyer Purchase Order transactions. This mode of delivery is designed to securely transfer up to and including Protected B electronic files to a supplier. Selected Contractor's employees will receive a UserID and temporary password to access the CRA Web site.
	Secured email	Emails must be encrypted using WinZip AES-256 bit (see Acceptable security rules when using WinZip).
	Secured Fax	If required, CRA is to provide encryption device.
	Encrypted removable media delivered in person or by courier	<ul style="list-style-type: none"> <li>• CD/DVD to be encrypted using WinZip (see Acceptable security rules when using WinZip).</li> <li>• USB devices are to be encrypted using MS BitLocker to Go.</li> <li>• Removable media (CD/DVD/USB) must also be handled as per CRA Secure Mailing of Information Procedures: <ul style="list-style-type: none"> <li>▪ Use two gum-sealed envelopes;</li> <li>▪ Indicate the security category and level (Protected B) on the document/information that is being mailed;</li> <li>▪ Insert the information/document into the first (inner) envelope and mark on the outside of the envelope "To be opened by addressee only";</li> <li>▪ Clearly print the name and the complete mailing address of the addressee on the inner gum-sealed envelope, as well as the name and complete return mailing address of the addressor;</li> <li>▪ Insert the inner gum-sealed envelope into another (outer) gum-sealed envelope;</li> <li>▪ On the outer gum-sealed envelope, clearly</li> </ul> </li> </ul>



		<p>print the complete mailing address of the addressee, as well as the name and complete return mailing address of the addressor;</p> <ul style="list-style-type: none"> <li>▪ Do not indicate the security category and level of the information being mailed on the outer gum-sealed envelope.</li> </ul> <ul style="list-style-type: none"> <li>• All courier costs, both to and from the contractor facility are at the contractor's expense.</li> </ul>
<p>Protected C and Classified</p>	<p>Encrypted removable media delivered in person or by courier</p>	<ul style="list-style-type: none"> <li>• CD/DVD/USB to be encrypted using CRA approved algorithm.</li> <li>• Removable media (CD/DVD/USB) must also be handled as per CRA Secure Mailing of Information Procedures: <ul style="list-style-type: none"> <li>▪ Communicate with the addressee to confirm his/her mailing address and to forewarn him/her that Protected C, Confidential, or Secret information is being sent to him/her at that mailing address;</li> <li>▪ Use two gum-sealed envelopes;</li> <li>▪ Indicate the security category and level (Protected C, Confidential, Secret) on the document/information that is being mailed;</li> <li>▪ Insert the information/document into the first (inner) envelope and mark on the outside of the envelope "To be opened by addressee only";</li> <li>▪ Before sealing the envelope, complete <a href="#">Form GC44, Transmittal Note and Receipt (PDF, 88 KB)</a> and insert it into the envelope, then take steps to ensure that the addressee signs the receipt and returns it to the sender/originator of the information;</li> <li>▪ Clearly print the name and the complete mailing address of the addressee on the inner gum-sealed envelope, as well as the name and complete return mailing address of the addressor;</li> <li>▪ Insert the inner gum-sealed envelope into another (outer) gum-sealed envelope;</li> <li>▪ On the outer gum-sealed envelope, clearly print the complete CRA mailing address of the addressee, as well as the name and complete return mailing address of the addressor;</li> <li>▪ Do not indicate the security category and level of the information being mailed on the outer gum-sealed envelope;</li> <li>▪ If the Protected C or classified documents that are being transmitted do not fit in one envelope, consider the possibility of splitting the documents into separate, smaller batches;</li> <li>▪ Send the information to the addressee by using one of the following options: a courier service, Canada Post registered mail, delivery of the material oneself by hand;</li> <li>▪ If not hand-delivered, verify with the addressee that the information was received, especially in cases where the GC44 receipt is not returned.</li> </ul> </li> </ul>



		<ul style="list-style-type: none"><li>• All courier costs, both to and from the contractor facility are at the contractor's expense.</li></ul>
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Acceptable security rules when using WinZip are:

- Protected data must not be in the body text (description) of the email but within attached Zipped/Encrypted documents (e.g. in MS Word, Excel, or PowerPoint)
- The encryption method is to be set to 256-bit AES;
- Password must not be a word of the dictionary or a name;
- The minimum password length must be 8;
- The password must contain:
  - at least one lower case character (a-z),
  - at least one upper character (A-Z),
  - at least one numeric character (0-9), and
  - at least one symbol character (!, @, #, \$, %, ^, &, ...).
- The one time password must be provided either via the telephone or within a second email message but only sent after receiving confirmation of reception of the message containing the Zipped/Encrypted file.
- The email must be sent to one destination only (one email address).

The completed work shall be returned to the requestor using the same mode of delivery as was used to send the work to the contractor.

### 3.9 Advance notice

In exceptional situations, the CRA may request premium service. The CRA will give the contractor as much advance notice as possible of a forthcoming request for premium service. If advance notice cannot be given before the 15:00 cut-off time, the CRA will give advance notification by whichever method the contractor has established as part of its client-management approach.

The requestor will try to provide the contractor with advance notice (two days) for large translation and/or editing of large documents (defined as texts exceeding 10,000 words) and for requirements where the source document is in a more complex software format (that is, FrameMaker, DreamWeaver, MS Publisher, Excel, Visio, or PowerPoint).

### 3.10 Ordering, acknowledgment, and delivery

#### 3.10.1 Order content

Orders will contain all the relevant details for processing and be sent electronically by the requestor using the CRA e-procurement tool (Ariba) or by one of the modes of delivery described in Table A4, as applicable.

Each order shall include, as a minimum:

- name of requestor;
- directorate/branch/cost centre (to help with work allocation and reporting by contractor);
- document title;
- word count;
- level of service (regular, urgent, premium)
- service type (editing, translating English to French or French to English)
- category of document (general administrative and business; specialized)
- security level; and
- reference documents, if applicable (may include lexicons, reference material, or order number of work already done).



The contractor is responsible for verifying the accuracy of the word count, as submitted, and for notifying the requestor of any discrepancy. The method used to verify the word count is described in section 3.4.

### **3.10.2 Acknowledgement**

The contractor must provide an electronic acknowledgement to the requestor within 45 minutes of receipt of an order (confirmation notice via the CRA e-procurement tool). The acknowledgement will serve as a confirmation of acceptance of the order and mark the start time of the delivery timelines as outlined in Table A2. This acknowledgement must include, as a minimum:

- date and time;
- expected delivery time (in accordance with Table A2); and
- word count (any discrepancy from the order as submitted must be identified).

Acknowledgements of orders for premium service must also include the expected delivery time, as calculated on extended working hours. For more details, see section 3.1.2.

### **3.10.3 Delivery notification**

The contractor must advise the requestor once the order has been completed and delivered. While a notification (shipping notice) is sent automatically to the requestor via the CRA e-procurement tool when an order is completed, this may not always be the case for premium service requests. In such cases, the contractor must notify the requestor directly that the order has been completed.

### **3.10.4 Incremental delivery**

In some circumstances, the CRA may ask for an incremental delivery of large translation and/or editing orders, as well as of urgent/premium orders. When requested, the contractor will deliver the translated or edited texts by sections as they are completed.

## **3.11 Terminology standardization**

Whenever possible, the CRA will provide the contractor with previously translated text, sample documents, lexis, text bases from a translation management system, and other reference material to assist the translators/editors in maintaining consistent terminology, style, cultural context, and language level.

## **3.12 Service level evaluation**

The contractor must monitor and assure the achievement of the standard service levels established under the contract.

## **3.13 Quality criteria**

The CRA reserves the right to update the quality criteria at any time with notification to the contractor. See section 3.3 for additional information regarding the quality assurance process.

Quality criteria for evaluating the quality of translation and editing work performed by the contractor are the following:

- Containing no more than two minor mistakes per 400 words:
  - punctuation
  - spelling
  - verb tense (when it does not change the meaning of the sentence)
  - CRA style
  - formatting
- Containing no major mistakes:



- mistranslation
  - mistakes in figures
  - omission of part of the source or selected (highlighted) text
  - unnecessary addition
  - grammar
  - syntax
  - anglicism
  - terminology (as per CRA lexis, text bases, or TERMIUM Plus)
- Conforming to the format of the source document. The work must be submitted in the required format and software, using a uniform and accurate style so that it can be used without costly or time-consuming modification.
  - Delivered on time in accordance with Table A2 – Expected Delivery Timelines.

#### **4.0 Requirements for the CRA e-procurement tool**

##### **4.1 E-procurement infrastructure**

The contractor must have the infrastructure available to handle ordering through the Ariba Supplier Network (ASN) and to confirm orders, as well as ensure that the delivery service levels are met.

##### **4.2 E-procurement tool used by the CRA**

The CRA has obtained a licence for, and adopted, the Ariba, Inc. Spend Management software solutions tool to expedite its ordering process for goods and services. The CRA business process takes advantage of the functionality and communication infrastructure that the Ariba Supplier Network (ASN) provides. In conjunction with the use of this Spend Management solution, the CRA is using the ASN to conduct electronic commerce with suppliers who wish to do business with the CRA. Accordingly, suppliers who wish to sell to the CRA are required to become a registered member of the ASN. The contractor is required to use the ASN for all procurement-related transactions with the CRA and may be required to send order acknowledgement or advanced shipment notices, or communicate other transaction-related information over the ASN. For more information about the Ariba Supplier Network, including how to become a registered member of the Ariba Supplier Network and the electronic data interchange protocols used with this network, please go to <https://service.ariba.com/Supplier.aw/1491249/aw?awh=r&aws=ZkiA6fxOitfDHEkt>.

The table below describes the required transaction-related messages and the associated fields.

**Table A5 – Mandatory messages and associated data**

<b>Message</b>	<b>Required Fields</b>
Order Confirmation	Confirmation Number, Associated Purchase Order (automatically filled in GUI), Estimated Shipping Date, Estimated Delivery Date, Estimated Cost, Estimated Tax Cost
Order Confirmation with Changes	Confirmation Number, Associated Purchase Order (automatically filled in GUI), Estimated Shipping Date, Estimated Delivery Date, Estimated Cost, Estimated Tax Cost, Confirmed Quantity at Line Item level, Backorder Quantity at Line Item level, Rejected Quantity at Line Item level, Rejection Reason.
Shipping Notice	Packing Slip ID, Carrier Name, Tracking Number, Shipping Method, Service Level, Shipping Date, Origin Name and Address, Delivery Date, Destination Name and Address

Any questions regarding this requirement may be addressed to the contracting authority.



#### **4.3 Virus scan for attachments sent over the Ariba Supplier Network (ASN)**

The ASN does not perform an automatic virus scan of the documents sent as attachments. Thus, suppliers are responsible for performing a scan to ensure safe data transmission.

#### **4.4 Website**

The contractor must maintain a website describing its company profile and services.

#### **4.5 Acquisition card charges**

Synergy uses only one ghost card per contract and per contractor for all purchase card orders (PCOs). 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 2 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 only charge for services that have been rendered.

#### **5.0 Sustainable development**

The CRA supports the principles of sustainable development, and is thereby committed to carrying out its mandate in a manner that promotes sustainable development opportunities and obligations with respect to economic growth, social well-being, and a healthy environment, thereby enhancing services to Canadians. It is also the CRA objective to promote sustainable development initiatives by acquiring environmentally preferable products and services, where possible.

The 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 its sustainable development strategy, the CRA is committed to the purchase of green products and services that are cost effective and of equal or better performance and quality where available. Green procurement is the procurement of 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. This comparison may consider raw material acquisition, production, manufacturing, packaging, distribution, operation, maintenance, disposal and re-use of the product or service. Environmental performance considerations include, among other things: the reduction of greenhouse gas emissions and air contaminants; improved energy and water efficiency; reduced waste and support reuse and recycling; the use of renewable resources; reduced hazardous waste; and reduced toxic and hazardous substances.

In support of the CRA sustainable development commitments, the contractor agrees to adhere to the following environmental provisions during fulfillment of its contractual obligations:

- The default method of communication and document transmission with the CRA will be electronic (e.g. through the Ariba Supplier Network, email, telephone calls), unless otherwise specified by the CRA.
- The contractor will provide one hardcopy document for CRA requests requiring the production of a hardcopy, unless otherwise specified by the CRA.
- All hard-copy documents produced by the contractor will be submitted to the CRA using double-sided printing and on paper containing a minimum of 30% recycled fibre content, unless otherwise specified by the CRA.
- All hard-copy documents produced by the contractor will be printed using black ink/toner only, unless otherwise specified by the CRA.



- The contractor will destroy all sensitive documentation in accordance with CRA standards, and recycle any remaining waste material.

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**Appendix 1 to Annex A**

**Quality Assessment Form**

Translation or editing services are considered unsatisfactory when a document:

- contains more than two minor mistakes in 400 words (for example, an incorrect verb tense, a misspelling, or an error in CRA style);
- contains a major mistake (for example, an inaccurate translation, a mistake in figures, an omission of part of the source document); or
- is not presented in the format of the source document.

 Required fields are indicated by an asterisk(\*).

**Your contact information**

\*First name  \*Last name

\*Telephone

\*Email address

\*Your region

\*Your branch or sector

**Document information**

\*Document title or description

\*Synergy PCO number:  
You will find the purchase card order (PCO) number in the confirmation email you received from Synergy or on the invoice.

\*Service requested

\*Were you satisfied with the quality of the translation or editing?

**Comments**

Add any comments 3000 characters remaining



**Appendix 2 to Annex A**

**Potential Translation and Editing Topics**

<p><b>Appeals Branch</b></p> <ul style="list-style-type: none"> <li>○ income tax and charities</li> <li>○ goods and services tax/harmonized sales tax</li> <li>○ Canada Pension Plan, employment insurance</li> <li>○ taxpayer relief and service complaints</li> </ul>	<p><b><u>Assessment, Benefit, and Service Branch</u></b></p> <ul style="list-style-type: none"> <li>○ services to individual taxpayers and benefit recipients, and services to corporate taxpayers</li> <li>○ individual returns and payments processing</li> <li>○ corporate returns and payments processing</li> <li>○ benefit programs (Canada Child Tax Benefit, Goods and Services Tax Credit, etc.)</li> </ul>
<p><b>Collections and Verification Branch</b></p> <ul style="list-style-type: none"> <li>○ collection of all taxes, levies, duties, and non-tax accounts</li> <li>○ collections—business and individual</li> </ul>	<p><b>Finance and Administration Branch</b></p> <ul style="list-style-type: none"> <li>○ administration services</li> <li>○ financial stewardship for public funds and the CRA financial resources</li> <li>○ security of the CRA assets</li> <li>○ real property portfolio, including the provision of accommodation services</li> <li>○ sustainable development</li> </ul>
<p><b>Compliance Programs Branch</b></p> <ul style="list-style-type: none"> <li>○ compliance with income tax and GST/HST laws</li> <li>○ verification and enforcement activities</li> <li>○ administration of international tax agreements</li> <li>○ administration of incentive programs</li> </ul>	<p><b>Human Resources Branch</b></p> <ul style="list-style-type: none"> <li>○ strategy, policy, and planning</li> <li>○ branch planning and management</li> <li>○ staff relations and compensation</li> <li>○ executive personnel programs</li> <li>○ human resources operations</li> <li>○ training and learning management</li> <li>○ corporate and leadership programs</li> <li>○ resourcing and career management</li> </ul>
<p><b>Legislation</b></p> <ul style="list-style-type: none"> <li>○ <i>Income Tax Act</i></li> <li>○ charitable programs</li> <li>○ registration and regulation of pension and other deferred-income plans</li> </ul>	<p><b>Information technology (IT)</b></p> <ul style="list-style-type: none"> <li>○ IT solutions</li> <li>○ data and technology infrastructure management</li> </ul>
<p><b>Corporate strategies</b></p> <ul style="list-style-type: none"> <li>○ CRA statutory planning and reporting</li> <li>○ results-based performance management and accountability regime</li> <li>○ Aboriginal tax issues</li> <li>○ statistical services and data analysis</li> </ul>	<p><b>Other</b></p> <ul style="list-style-type: none"> <li>○ communications functions</li> <li>○ corporate audit and evaluation</li> </ul>



**Appendix 3 to Annex A**

**Quality Checklist**

(sample—final version subject to approval by the CRA, as part of the quality assurance process)

<b>Order number:</b>				
<b>Criteria reviewed</b>	✓	<b>Translator/Editor</b>	<b>Intermediate reviewer</b>	<b>Senior reviewer</b>
<b>Minor errors found</b>				
style				
punctuation				
spelling				
verb tense				
<b>Major errors found</b>				
figures				
format				
software				
mistranslation				
terminology				



**Annex B - Basis of Payment**

**Contract Period (from date of contract award to October 31, 2018)**

The Contractor will be paid firm all-inclusive rates per word, in Canadian dollars, Delivered Duty Paid (DDP, customs duties and excise taxes included, where applicable, GST/HST extra, as applicable, including transportation, for the supply and delivery of translation and editing services outlined in Annex A: Statement of Work, on an “as and when requested” basis.

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.

**Option Period 1 to 5**

The firm all-inclusive rates per word for Option Years 1, 2, 3, 4, and 5 will be calculated using the Statistics Canada Consumer Price Index (CPI), “all-items” index.

The firm all-inclusive rates for the initial contract period will be revised each option period and will be calculated using the Statistics Canada Consumer Price Index (CPI), “all-items” for “Canada” index. The firm all-inclusive rates of the previous contract year will be multiplied by the Consumer Price Index (using the preceding 12 month period average).

For example, if the following dates were applicable at the time of exercising the option period, the rates would be adjusted as follows:

- i. if the initial contract period were to expire October 30, 2009; and
- ii. if the Contractor were to be notified September 15, 2009 of the CRA’s intention to exercise Option Period 1; and
- iii. if the most recently published Statistics Canada CPI for Services were dated August 1, 2009; then
- iv. the firm all-inclusive rates for the previous period would be adjusted by multiplying the prices by the average change in the CPI for Services published between September 1, 2008 and August 1, 2009 in order to establish the rates for Option Period one(1).

**Table B1**

**Translation Services**

Category	Cost per word		
	Regular	Urgent	Premium
General Administration and Business (Level 1)			
Specialized (Level 2)			



**Table B2**  
**Editing Services**

	Cost per word		
Category	Regular	Urgent	Premium
General Administration and Business (Level 1)			
Specialized (Level 2)			

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Annex C - Security Requirements Check List (SRCL)



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat <b>1000329852</b>
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 <b>Canada Revenue Agency</b>	2. Branch or Directorate / Direction générale ou Direction <b>Public Affairs Branch</b>	
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 The Canada Revenue Agency (CRA) is in the process of posting an Request for proposal (RFP) to renew its translation contract. This requirement is for the supply and delivery of translation and editing services in both official languages. The objective of this contract is to give CRA access to standardized, quality and timely translation and editing services to achieve best value for money spent in Canada's two (2) official languages (French and English).		
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 type="checkbox"/> No / Non <input checked="" 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 checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<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		
<b>Canada</b> <input checked="" type="checkbox"/>	<b>NATO / OTAN</b> <input type="checkbox"/>	<b>Foreign / Étranger</b> <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" 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 checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input checked="" type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input checked="" type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET <input checked="" type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité





Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat <i>1000329852</i>
Security Classification / Classification de sécurité

**PART A (continued) / PARTIE A (suite)**

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

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  
Short Title(s) of material / Titre(s) abrégé(s) du matériel:  
Document Number / Numéro du document:  No / Non  Yes / Oui

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

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

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITE	<input checked="" type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input checked="" type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET- SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:  
Commentaires spéciaux: Employees will have a valid security clearance at a level appropriate to the classification of the work they will per

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

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

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

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

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

TBS/SCT 350-103(2004/12)

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

Contract Number / Numéro du contrat <b>100329852</b>
Security Classification / Classification de sécurité

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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category / Catégorie	PROTECTED / PROTÉGÉE			CLASSIFIED / CLASSIFIÉE			NATO					COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	Secret	TOP SECRET / TRÈS SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	CGSMC TOP SECRET / COMSEC TRÈS SECRET	PROTECTED / PROTÉGÉE			CONFIDENTIAL	SECRET	TOP SECRET / TRÈS SECRET	
							NATO DIFFUSION RESTRICTED	NATO CONFIDENTIAL			A	B	C				
Information / Assets / Managements / Biens / Production	✓	✓	✓	✓	✓												
IT Media / Support / IT / Lien / électronique	✓	✓	✓	✓	✓												

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

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

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

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



**Annex D – Confidentiality Certifications**

**Confidentiality: Canada Revenue Agency Acts**

PRIOR TO SIGNING THIS DOCUMENT, THE CONTRACTOR IS REQUIRED TO READ SECTIONS 239 AND 241 OF THE INCOME TAX ACT <http://laws-lois.justice.gc.ca/eng/acts/I-3.3/> , AND SECTIONS 295 AND 328 OF THE EXCISE TAX ACT <http://laws-lois.justice.gc.ca/eng/acts/e-15/>

I \_\_\_\_\_, the Contractor, as a person engaged by or on behalf of Her Majesty in right of Canada, certify that I have read Sections 239 and 241 of the Income Tax Act, and Sections 295 and 328 of the Excise Tax Act and that I understand that I am subject to and promise to comply with those provisions.

I will use the services of any person(s) I require in order to carry out my responsibilities under the Contract. If I employ such person(s) or contract for their services, I will also pay their remuneration and all related expenses. I will also engage all such persons whose services are to be utilized, on behalf of Her Majesty in right of Canada, for the purposes of Sections 239 and 241 of the Income Tax Act, and Sections 295 and 328 of the Excise Tax Act. I will require each person so engaged, as a pre-condition to assisting me in carrying out my responsibilities under the Contract, to sign a document (see page two (2) of this Annex) stating that he or she has read the provisions of Sections 239 and 241 of the Income Tax Act, and Sections 295 and 328 of the Excise Tax Act and understands that he or she must comply with such provisions.

I will provide copies of all executed acknowledgement documents to the representative of the Commissioner of Revenue.

**CONTRACTOR**

\_\_\_\_\_  
Name (please type)

\_\_\_\_\_  
Authorized representative's name (please type)

\_\_\_\_\_  
Title (please type)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



**Confidentiality: Canada Revenue Agency Acts**

PRIOR TO SIGNING THIS DOCUMENT, THE EMPLOYEE OF THE CONTRACTOR IS REQUIRED TO READ SECTIONS 239 AND 241 OF THE INCOME TAX ACT <http://laws-lois.justice.gc.ca/eng/acts/I-3.3/>, AND SECTIONS 295 AND 328 OF THE EXCISE TAX ACT <http://laws-lois.justice.gc.ca/eng/acts/e-15/>

Between the Commissioner of Revenue and \_\_\_\_\_, the Contractor and \_\_\_\_\_ the employee.

I, \_\_\_\_\_, acknowledge that I am employed by the Contractor, and will assist the Contractor in carrying out the Contractor's duties under the Contract.

I acknowledge that I am engaged by the Contractor on behalf of Her Majesty the Queen in right of Canada for the purposes of Section 241 of the Income Tax Act, and Section 295 of the Excise Tax Act and therefore, for the purpose of the Contract, am an "official" as that term is defined in the named provisions of the named Statutes.

I hereby acknowledge that I am legally obliged to abide by and have read the provisions in Sections 239 and 241 of the Income Tax Act, and Sections 295 and 328 of the Excise Tax Act, that I understand them, and promise to comply with them.

I agree to use the knowledge and information obtained by me during the time that I was assisting and for the purpose of assisting the Contractor, or any knowledge or information prepared from such knowledge or information, solely to assist the Contractor in carrying out the Contractor's duties under the Contract and I acknowledge and certify that I will not use such knowledge and information for any other purpose whatsoever. Without restricting the generality of the foregoing, I agree that I will not use any research or intellectual property obtained while assisting the Contractor in carrying out the Contractor's duties under the contract, in the course of my own research, in the course of my work as a consultant, or in any scientific or technological endeavour whatsoever.

I hereby agree to take all the security precautions needed to ensure that the research, intellectual property and trade secrets obtained by me during the performance of the Contract are secure at all times from use not permitted by the subcontract, by any other person whatsoever, including unauthorized use by the Contractor's employees and the sub-contractors engaged by the Contractor.

**CONTRACTOR**

\_\_\_\_\_  
Contractor name (please type) Date

**EMPLOYEE**

\_\_\_\_\_  
Employee name (please type) Date

\_\_\_\_\_  
Signature



## Annex E - 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 E: Requirements for CRA Synergy Solution):	A message the Contractor transmits, through the Ariba Supplier Network, to Synergy stating that the Contractor is shipping one or more items on a Purchase Card Order
Ariba Supplier Network (ASN):	An e-business solution, proprietary to Ariba that connects businesses across different systems and processes.
Catalogue:	A detailed list of all the goods and services offered by the Contractor that will be available through Synergy.
Cancel Order:	A request to cancel an Order already sent to the Contractor.
Change Order:	A request to modify an Order already sent to the Contractor. A Change Order retains the same unique Order number as the original, but has a different version number.



.CIF:	Catalogue Interchange Format. A format for text files used to populate electronic catalogues.
Contractor:	The supplier identified on page one of the Contract.
CRA Purchasers:	CRA Purchasers are responsible for placing Orders, receiving goods and services, managing returns and exchanges, and verifying reconciliation of Orders with acquisition card charges.
CRA Synergy Vendor Enablement Coordinator (CRA SVEC):	CRA resource that enables the Contractor's catalogue and the PCO Process, as well as identifies, troubleshoots, and resolves system issues throughout the Proof of Synergy Compliance testing (PoSC) phase and the life of the contract, including any exercised option period(s).
Credit:	A transaction reverse; the credit must contain the same Level II transaction data as its respective debit.
DUNS:	The Data Universal Numbering System is a unique nine-digit identification sequence for a single business entity. For more information on this term, visit: <a href="http://www.dnb.ca/get-a-duns-number.html">http://www.dnb.ca/get-a-duns-number.html</a>
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 enquiries.
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 used 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: <a href="http://www.unspsc.org">http://www.unspsc.org</a>
Vendor:	The Contractor. 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: <a href="http://www.hc-sc.gc.ca/ewh-semt/occup-travail/whmis-simdut/index-eng.php">http://www.hc-sc.gc.ca/ewh-semt/occup-travail/whmis-simdut/index-eng.php</a>

### 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 1,200 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 responsibilities of the CRA Acquisition Service Desk 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.

**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:

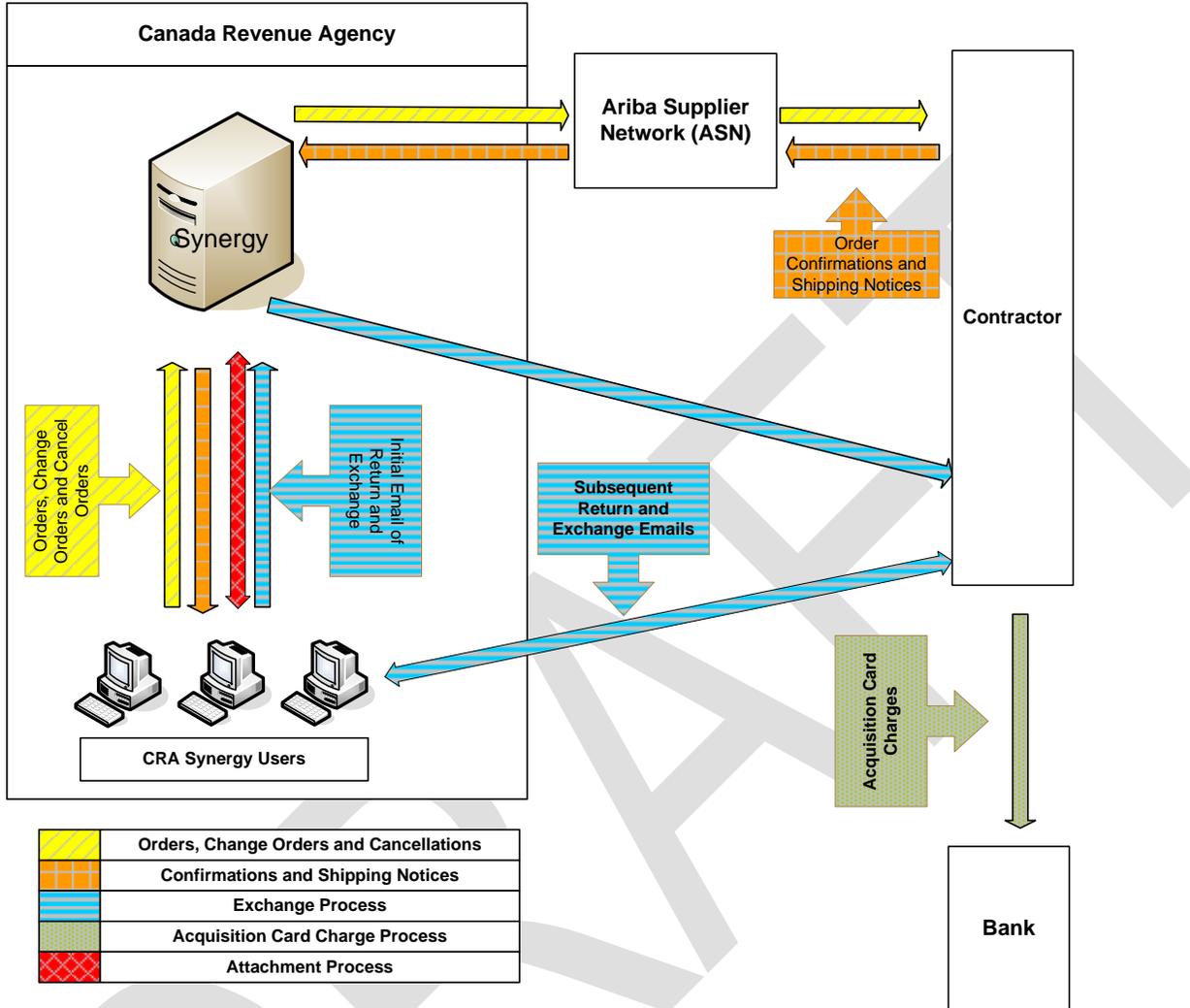
- Synergy communication flow
- Ariba Supplier Network (ASN)
- PCO and Change Order Process Requirements
- Cancel Order process requirements
- Order receipt and rejection (returns and exchanges) process requirements
- Synergy catalogue requirements
- Acquisition Card charges

#### 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 CRA 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,



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 taxes.

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## 8. Cancel Order Process Requirements

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

The Cancel Order procedure is as follows:

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

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

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

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

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

### Receipt and Rejection (Returns or Exchange)

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

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

The Receipt and Rejection (Return and Exchange) Process:

1. The CRA Purchaser physically receives the goods.
2. The CRA Purchaser inspects the goods and determines if any part of the delivery should be rejected.
3. The CRA Purchaser logs into Synergy and opens the corresponding PCO.
4. The CRA Purchaser records in Synergy, for each line item, the rejected quantity and rejection reason.



5. The CRA Purchaser completes the Goods Receipt.
6. If applicable, Synergy will send the Contractor a rejection email notification and this notification is cc'd to the corresponding CRA Purchaser. The rejection email notification will specify either a return for credit or a return for exchange, at CRA's sole discretion:  
  
If the CRA Purchaser chooses to return the goods for credit, the rejection email notification will indicate each applicable line item, including the item description, product code, rejection reason, and a value of Yes in the Return for Credit field, or:  
  
If the CRA Purchaser chooses to exchange the goods, the rejection email notification will indicate each applicable line item, including the item description, product code, rejection reason, and a value of Yes in the Return for Exchange field.
7. The Contractor is responsible for contacting the CRA Purchaser via email within one business day to coordinate the return or exchange of goods. The Contractor must provide the CRA Purchaser with any special instructions; for example, returning the product in its original packaging.
8. The CRA Purchaser must package the rejected items for pickup.
9. The Contractor picks up the rejected goods.
10. If the line item is a return for credit, the Contractor will credit the Ghost Card. If the line item is a return for exchange, the Contractor will ship the new item.

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

#### **10. Synergy Catalogue Requirements**

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

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

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

Catalogue Format:

- The .CIF catalogue is a comma delimited file.



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

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

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



Number	Field Name	Item Description
18	image	Used to indicate the filename of the image or picture. Images must be in JPEG, GIF, PNG, BMP, or TIFF format. Do not use special characters (*, ?,,) or accents in the filename. The file names and filename extension for images are case-sensitive. The recommended full size image is 250 x 250 pixels (maximum file size is 500KB).
19	Thumbnail	Used to indicate the filename of the thumbnail image or picture. Images must be in JPEG, GIF, PNG, BMP, or TIFF format. Do not use special characters (*, ?,,) or accents in the filename. The file names and filename extension for images are case-sensitive. The recommended thumbnail size is 80 x 80 pixels (maximum file size is 500KB).
20	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.
21	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).
22	Green procurement	Used to indicate if a catalogue item is classified as a green product. Enter Yes or No (for English line items) or Oui or Non (for French line items). Questions regarding this classification should be forwarded to the contracting authority.
23	Strategically sourced	Please enter Yes (for English line items) or Oui (for French line items). All catalogue items are considered strategically sourced.



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

```
CRASampleCatalogue.cif - Notepad
File Edit Format View Help
CIF_I_V3.0
LOADMODE: F
CHARSET: 8859_1
CODEFORMAT: UNSPSC
CURRENCY: CAD
COMMENTS: This is a sample CIF 3.0 file
SUPPLIERID_DOMAIN: DUNS
FIELDNAMES: Supplier ID, Supplier Part ID, Manufacturer Part ID, Item Description, SPSC Code, Unit Price, Unit of Measure
TIMESTAMP: 2008-02-15 15:25:04
UNLUOM: 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
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 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/HST 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 taxes.

### **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 0800 to 51700 (Eastern Time), Monday to Friday inclusive, excluding those days that the federal government observes as a holiday.

#### **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 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 progress reports and maintain communication (verbal and email) with the CRA Contracting Authority and CRA Acquisition Service Desk every two (2) hours until problem resolution, within business hours (8AM to 5PM Eastern Time, Monday to Friday (excluding Government of Canada holidays)).</p>
Severity 2	The system is operational, but with severely restricted functionality or degradation. For example, the Contractor cannot process acquisition card charges.	<p>The Contractor must 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 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>

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 F – 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 (where applicable).

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"> <li>• CRA Contracting Authority</li> <li>• CRA Synergy Vendor Enablement</li> <li>• Coordinator, CRA ITB representative (optional)</li> </ul>
ASN Relationship	CRA establishes an ASN relationship with the Bidder via ASN.	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> <li>• Bidder</li> </ul>
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"> <li>• Ariba Supplier Technical Support</li> </ul>
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"> <li>• CRA Acquisition Service Desk</li> </ul>
Synergy Vendor Set-up	CRA sets-up Bidder.	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> <li>• CRA Acquisition Service Desk</li> </ul>
Contract Set-up	CRA sets-up contract terms in Synergy (ACC).	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> <li>• CRA Contracting Authority</li> </ul>
Catalogue Build	Bidder provides catalogue in required format.	Bidder	<ul style="list-style-type: none"> <li>• CRA Synergy Vendor Enablement Coordinator</li> <li>• CRA IT representative</li> </ul>



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"> <li>CRA Synergy Vendor Enablement Coordinator</li> </ul>
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"> <li>CRA Catalogue Administrator</li> </ul>
Acquisition Card Number	CRA communicates Ghost Card number to Bidder.	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> <li>CRA Acquisition Service Desk</li> </ul>
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"> <li>Bidder</li> <li>CRA ITB representative</li> </ul>
Confirmation of Functionality	Confirmation of Synergy Vendor Enablement and functionality	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> <li>CRA Contracting Authority</li> </ul>
Roll-out	CRA configures Synergy and makes catalogue available in Synergy	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> <li>CRA Acquisition Service Desk</li> <li>Bidder</li> </ul>

### 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 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.

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