



**-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**

Title – Sujet

**ONLINE ACCESS TO CONSUMER AND
COMMERCIAL CREDIT REPORT DATABASES**

Solicitation No. – No de l'invitation

1000331104

Date

**(yyyy-mm-dd) (aaaa-mm-jj)
2012-08-05**

**Solicitation closes – L'invitation
prend fin**

**on – le 2016-09-15
at – à 2:00 P.M. / 14 h**

Time zone – Fuseau horaire

**EDT/HAE Eastern
Daylight Time/ Heure
Avancée de l'Est**

Contracting Authority – Autorité contractante

Name – Nom

Georgia Jno-Finn

Address – Adresse

**250 Albert St., 8th floor,
Ottawa, ON K1A 0L5**

E-mail address – Adresse de courriel –

Georgia.Jno-Finn@cra-arc.gc.ca

Telephone No. – No de téléphone

(613) 954-6639

Fax No. – No de télécopieur

(613) 957-6655

Destination - Destination

See herein / Voir dans ce document



Request for Proposal (RFP)

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

Title: Online Access to Consumer and Commercial Credit Report Database

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: CONFIDENTIALITY CERTIFICATION



1.2 Summary

To obtain access to consumer and commercial (i.e., corporations, registered businesses) credit reports through a credit-reporting service provider that has both national and international databases.

The databases may be accessed by approximately fifty (50) offices across the Agency, with the possibility of that number increasing or decreasing. Access to these databases will permit CRA officers to continue their effective administration and delivery of various CRA programs, including Collections (Tax and Government Programs).

A minimum of three (3) log-in IDs, with corresponding passwords, must be provided for each CRA office requiring access to the credit reports.

It is anticipated that 280,000 to 320,000 credit report searches will be conducted annually, with an approximate split of 95% consumer and 5% commercial.

The CRA will pay only for those searches which result in a match and produce a credit report.

The anticipated period of the contract will be from **October 1, 2016** to **September 30, 2018**, with **two (2) one-year option periods**.

Bidders may submit a bid for the Consumer Credit Reports or the Commercial Credit Reports or both. Each requirement will be evaluated separately.

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 (2016-04-04) 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:

1. The *Supplier Integrity Directive* (SID) dated May 24, 2016, is incorporated by reference into, and forms a binding part of the bid solicitation. The Bidder must comply with the SID, which can be found on the Canada Revenue Agency’s website at <http://www.cra-arc.gc.ca/gncy/prcrmnt/menu-eng.html>.
2. Under the SID, charges and convictions of certain offences against a Supplier, its affiliates or first tier subcontractors, and other circumstances, will or may result in a determination by Public Works and Government Services Canada (PWGSC) that the Supplier is ineligible to enter, or is suspended from entering into a contract with Canada. The list of ineligible and suspended Suppliers is contained in



PWGSC's Integrity Database. The SID describes how enquiries can be made regarding the ineligibility or suspension of Suppliers.

3. In addition to all other information required in the bid solicitation, the Bidder must provide the following:
 - a. by the time stated in the SID, all information required by the SID described under the heading "Mandatory Provision of Information"; and
 - b. with its bid, a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the SID. The list of foreign criminal charges and convictions must be submitted using an Integrity Declaration Form, which can be found at [Declaration form for procurement](#).
4. Subject to subsection 5, by submitting a bid in response to this bid solicitation, the Bidder certifies that:
 - a. it has read and understands the SID (<http://www.cra-arc.gc.ca/gncy/prcrmnt/menu-eng.html>)
 - b. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the SID, will or may result in a determination of ineligibility or suspension under the SID;
 - c. it is aware that Canada may request additional information, certifications, and validations from the Bidder or a third party for purposes of making a determination of ineligibility or suspension;
 - d. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the SID;
 - e. none of the domestic criminal offences, and other circumstances, described in the SID that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and its proposed first tier subcontractors; and
 - f. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.
5. Where a Bidder is unable to provide any of the certifications required by subsection 4, it must submit with its bid a completed Integrity Declaration Form, which can be found at [Declaration form for procurement](#).
6. Canada will declare non-responsive any bid in respect of which the information requested is incomplete or inaccurate, or in respect of which the information contained in a certification or declaration is found by Canada to be false or misleading in any respect. If Canada establishes after award of the Contract that the Bidder provided a false or misleading certification or declaration, Canada may terminate the Contract for default. Pursuant to the SID, Canada may also determine the Bidder to be ineligible for award of a contract for providing a false or misleading certification or declaration.

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 (90) days.

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

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

Section 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 **ten (10)** 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 SOR 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)

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.

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

Section I: Technical Bid - **four (4) hard copies and one (1) soft copy on CD.**

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 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 (1) hard copy and one (1) soft copy on a CD.**

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 (1) hard copy**
Bidders must submit the certifications required under Part 5.

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

Bidders may submit a bid for the Consumer Credit Reports or the Commercial Credit Reports or both. Each requirement will be evaluated separately.

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.

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. **Only those bids meeting ALL mandatory requirements from Step 1 and meeting the minimum thresholds in Step 2 Point Rated Criteria will proceed to Step 3.**

Step 3 – Evaluation of Financial Proposals

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

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

Bidders must provide a price, percentage, or weight, as applicable, for each item identified in the format specified in **Appendix 3: Financial Proposal**. Ranges (e.g., \$10-\$13) are not acceptable.

Step 4 – Basis of Selection

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 **79** points for Group A and **70** points for Group B points overall, for the technical evaluation criteria which are subject to point rating.
The rating is performed on a scale of **114** points for Group A and **100** points for Group B.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60%
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.



The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	Pricing Score	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
Combined Rating		83.84	75.56	80.89
Overall Rating		1st	3rd	2nd

Step 5 – Selection

The Bidder(s) with the highest ranked responsive bid and having passed all of the requirements set out in Steps 1-4 as described above will be considered the successful Bidder(s) for this requirement and will be recommended for award of a contract.

Step 6 – Conditions Precedent to Contract Award

The Bidder(s) 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 7 – 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

5.1.2 LANGUAGE CAPABILITY

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

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

Date: _____

Signature: _____

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

Place: _____

For: _____



5.1.3 TOLL FREE CUSTOMER SUPPORT LINE ACCESS

The Bidder hereby certifies that it has in place a toll free direct dial customer support line, accessible between the hours of 0800 and 2000 Eastern, Monday to Friday, excluding holidays.

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

Date: _____

Signature: _____

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

Place: _____

For: _____
(Name of Business)

5.1.4 DATABASE UPDATE

The Bidder hereby certifies that it will not update its credit report database with the information provided by the CRA when the CRA obtains a credit report from the Bidder.

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

Date: _____

Signature: _____

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

Place: _____

For: _____
(Name of Business)



5.1.5 MASKED MEMBER CODE

The Bidder hereby certifies that it will assign the CRA a masked member code that will prevent other members from knowing that the CRA has accessed a taxpayer's credit file.

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

Date: _____

Signature: _____

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

Place: _____

For: _____
(Name of Business)

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) available from [Employment and Social Development Canada \(ESDC\)-Labour's](http://www.esdc.gc.ca/eng/employment/employment_equality/employment_equality.shtml) 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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list at the time of contract award.



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 place 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.

Duly authorized representative of business:

Name: _____

Signature: _____

Title: _____

Date: _____



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 /
CONSULTANT/
SUB-
CONTRACTOR _____
Employee / Consultant / Subcontractor name
(please type) _____ Date _____

Signature

HER MAJESTY _____
Contracting officer's name (please type) _____ Date _____

Signature



Part 6 Security, Financial and Other Requirements

6.1 Security Requirements

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

DRAFT



Appendix 1: Mandatory Criteria

Evaluation Procedures

Bids will be evaluated in accordance with all the mandatory evaluation criteria detailed below. The Bidder must provide supporting documentation in its proposal as requested by CRA, in order to demonstrate that each technical mandatory requirement has been met. To assist with the evaluation process, it is preferred that the Bidder complete the table included below, to indicate where in its proposal the information can be located. Bids that fail to meet all mandatory requirements will be declared non-responsive and the bid will receive no further consideration.

The Bidder **MUST** clearly indicate which type of credit reports the Bidder is submitting a proposal for:

- ☐ Group A: Consumer Credit Reports
- ☐ Group B: Commercial Credit Reports
- ☐ Both

APPLICABLE TO GROUP A: CONSUMER CREDIT REPORTS

1. The Bidder **MUST** generate consumer credit reports containing all of the data elements listed in the Short Report and Long Report below. The Bidder **MUST** provide sample consumer credit reports containing all of these data elements to demonstrate compliance with this criterion. If the Bidder utilizes a different naming convention for its data elements, the Bidder must clearly identify this in its bid.

SHORT REPORT:

Data elements:

- i) **Taxpayer Identification**
 - full name
 - date of last activity on file
 - current address and date added to file
 - AKA, alias, or name subject is also known as
 - date of birth
 - Social Insurance Number
- ii) **Employment Details**
 - name of current employer
 - name of previous employer(s) (if less than two years at current employment)

LONG REPORT:

Data elements:

- i) **Taxpayer Identification**
 - full name
 - date of last activity on file
 - current address and date added to file
 - AKA, alias, or name subject is also known as
 - date of birth
 - Social Insurance Number



ii) **Members Inquiries**

- date of inquiry
- member name
- member address or telephone number

iii) **Employment Details**

- name of current employer
- name of previous employer(s) (if less than two years at current employment)

iv) **Public Record Information**

- details of bankruptcies / insolvency events
 - date of insolvency event
 - trustee name and / or number
 - date of discharge / other status
- details of third party collections
 - date collection reported
 - balance outstanding and/or payment details
- details of secured loans
 - date secured loan filed
 - amount of loan
- details of judgments
 - date judgment filed
 - balance / amount and/or other financial details

v) **Trade Information**

- company name
- company address or telephone number

vi) **Financial Institution Information**

- financial institution name,
- financial institution address or telephone number

2. The Bidder's online system **MUST** provide the following search elements, at minimum, to allow CRA employees to conduct searches for consumer credit reports. To demonstrate that all of the listed search elements are available, the Bidder **MUST** provide screen shots of its Consumer Report search screen displaying these elements.

Search Elements:

- a) First Name
- b) Last Name
- c) Social Insurance Number
- d) Date of Birth
- e) Address



APPLICABLE TO GROUP B: COMMERCIAL CREDIT REPORTS

1. The Bidder **MUST** be capable of generating commercial credit reports containing all of the following data elements. To demonstrate compliance with this criterion, the Bidder **MUST** provide a sample format. For commercial credit reports containing all of these data elements. If the Bidder utilizes a different naming convention for its data elements, the Bidder must clearly identify this in its bid. No identifying taxpayer information should be provided

Data elements:

- i) **Business Identification**
 - corporate trade name
 - corporation trade style
 - business address
 - date file was last accessed or updated
 - telephone number
- ii) **Business Details**
 - officers/owners
 - nature of business
- iii) **Member Inquiries**
 - date of inquiry
 - member name
 - member address or telephone number
- iv) **Trade Information**
 - company name
 - company address or telephone number
- v) **Financial Institution Information**
 - financial institution name
 - financial institution address or telephone number
- vi) **Public Record**
 - details of legal items
 - date legal item filed
 - balance outstanding and/or payment details
 - details of collection items
 - date collection reported
 - payment details
 - details of bankruptcies / insolvency events
 - date of insolvency event
 - trustee name and / or number
 - date of discharge / other status

2. The Bidder's online system **MUST** provide the following search elements, at minimum, to allow CRA employees to conduct searches for commercial credit reports. To demonstrate that all of the listed search elements are available, the Bidder **MUST** provide screen shots of its Commercial Report search screen displaying these elements.

Search elements:



- a) Legal Trade Name / Operating Name
- b) Business Address
- c) Business Telephone Number

APPLICABLE TO GROUP A: CONSUMER CREDIT REPORTS AND GROUP B: COMMERCIAL CREDIT REPORTS

1. The Bidder **MUST** have in place a toll-free direct-dial customer support line, available between the hours of 08:00 and 20:00 Monday to Friday (excluding statutory holidays). To demonstrate compliance, the Bidder **MUST** provide in the proposal its current toll-free number and sign the relevant certification document in **Part 5 Certifications Required to be Submitted at Time of Bid Closing, found in section 5.1.3,** certifying the toll-freenumber will be available during the specified hours. Website references are not acceptable.
2. The Bidder **MUST** certify that it will assign the CRA a masked member code that will prevent other members from knowing that the CRA has accessed a taxpayer's credit file. To demonstrate compliance, the Bidder **MUST** sign the relevant certification document in **Part 5 Certifications Required to be Submitted at Time of Bid Closing, found in section 5.1.5.**
3. The Bidder **MUST** accept Government of Canada Acquisition Cards (credit cards) for payment of the goods and services as described in section 7.15.2 of the RFP.
4. The Bidder **MUST** certify that it is able to meet the language requirements as stated in Annex A - Statement of Work, 3.0 Scope. To demonstrate compliance, the Bidder **MUST** sign the relevant certification document in **Part 5 Certifications Required to be Submitted at Time of Bid Closing, found in section 5.1.2.**
5. The Bidder **MUST** certify that it will not update its credit report database with the information provided by the CRA when the CRA obtains a credit report from the Bidder. To demonstrate compliance, the Bidder **MUST** sign the relevant certification document in **Part 5 Certifications Required to be Submitted at Time of Bid Closing, found in section 5.1.4.**

Supporting Documentation for Mandatory Criteria

The Bidder is submitting a proposal for:

- () Group A: Consumer Credit Reports
- () Group B: Commercial Credit Reports
- () Both

Item	Location in Proposal
GROUP A – CONSUMER CREDIT REPORTS	
Sample Short Credit Reports	
Sample Long Credit Reports	
Screen Shots of Consumer Report Search	
GROUP B – COMMERCIAL CREDIT REPORTS	
Sample Commercial Credit Reports	
Screen Shots of Commercial Report Search Screen	
Part 5 Certifications Required to be Submitted at Time of Bid Closing	



Appendix 2: Point Rated Criteria

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

	Criteria	Max. Available Points	Rating Scale
	Group A: Consumer Credit Reports		
A1	<p>In addition to the data elements identified in the mandatory technical requirements, the Bidder should demonstrate its ability to provide the following data elements in its consumer credit reports:</p> <p>SHORT REPORT:</p> <p>Data elements:</p> <p><u>Taxpayer Identification:</u></p> <ul style="list-style-type: none">- previous addresses- date file was established <p>LONG REPORT:</p> <p>Data elements:</p> <p><u>Taxpayer Identification:</u></p> <ul style="list-style-type: none">- previous addresses- date file was established <p><u>Trade Information:</u></p> <ul style="list-style-type: none">- date item was reported- date account was opened- high credit (credit limit)- monthly payment- balance owing as of date reported- amount past due as of date reported- date of last activity on the account- credit rating <p><u>Financial Institution Information:</u></p> <ul style="list-style-type: none">- date item was reported- type of account- date account was opened- approximate balance of account <p>Public Record Information</p> <ul style="list-style-type: none">- details of bankruptcies / insolvency events<ul style="list-style-type: none">- file / reference number- total amount of liabilities	44 points	<p>The Bidder will receive 2 points for each data element it provides in its reports. Demonstration of its capability to produce these data elements will be required in the form of a sample report format. No identifying taxpayer information should be provided..</p>



	<ul style="list-style-type: none">- total amount of assets- details of third party collections<ul style="list-style-type: none">- file / reference number- collection agency name-collection status- details of secured loans - file / reference number<ul style="list-style-type: none">- creditor name and address- maturity date- name of reporting government agency- details of judgments<ul style="list-style-type: none">- file / reference number- name of plaintiff- status of judgement		
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A2	To demonstrate the size of its consumer report database, the Bidder should state in its proposal the number of consumer credit reports contained in the database.	10 points	The Bidder's proposal demonstrates its database contains: 0 points – less than 10 million consumer credit reports 4 points – 10 million to less than 15 million consumer credit reports 7 points – 15 million to less than 20 million consumer credit reports 10 points – 20 million or more consumer credit reports
A3	Client Reference Checks Identify three (3) clients that meet the following criteria: <ul style="list-style-type: none">• The client has requested at least 250,000 consumer credit report searches per year in the 2014 and 2015 calendar years.• The client has agreed to be identified and contacted as a reference for verification of services provided by the Bidder. For each client, provide the following: <ol style="list-style-type: none">1. Name of the client organization2. Names, titles, and telephone numbers of primary and secondary contacts at the organization. The clients will be asked to respond to questions A3.1 to A3.3, which are listed below. Each client will be evaluated individually as per the rating scale. A Bidder's score for each question will be the averaged score of the three (3) clients' individual scores. All averages will be rounded to a whole number. Example: Question A2: client 1 scored 17, client 2 scored 9, and client 3 scored 14. The average is 13.3, but it will be rounded to the whole number, 13.		
A3.1	Identify how many requests for consumer credit reports that each client listed in A3 make in each of the following calendar years? <ul style="list-style-type: none">- 2014- 2015	17 points	9 points – 250,000 to 300,000 14 points – 300,001 to 350,000 17 points – more than 350,000 If, for example, the client made between 250,000 and 300,000 requests in one calendar year and between 300,001 to 350,000 in the other calendar year, the Bidder will receive points for the lower of the two.
A3.2	Provide the search to match ratio for each client.	28 points	Each referenced client will be evaluated separately. The scores obtained will be averaged to obtain a single score for this criterion. The Bidder's demonstrated search-to-match ratio for the clients identified at criterion A2 is: 0 points – less than 70%



			10 points – 71% to 80% 20 points – 81% to 90% 28 points – more than 90%
A3.3	<p>Client contacts referenced at criterion A3 will be asked to rate the Bidder's performance and the degree to which the client was satisfied with the services received.</p> <p>Referenced clients contacts will be asked the following questions:</p> <p>1. How quickly did the Bidder address your requests to change the number of users with access to the Bidder's credit report database?</p> <p>2. Has the credit report access system been reliably available during your hours of operation or the hours of access you had agreed to in your agreement with the Bidder?</p> <p>3. Has the Bidder been diligent in resolving problems related to its credit report access systems?</p>	15 points	<p>Each reference will be scored separately. The total number of points for each reference will be summed and divided by the total number of references. This will result in the total number of points awarded for this criterion.</p> <p>1. 5 Points – requests for change were processed, on average, within 24 hours of the request being made 3 Points – requests for change were processed, on average, 24 - 48 hours after the request was made 0 Points – requests for change were processed, on average, more than 48 hours after the request was made</p> <p>2. 5 Points - Always available 3 Points - Sometimes unavailable 0 Points - Often unavailable</p> <p>3. 5 Points - Yes (or never experienced system problems). Bidder always resolved system problems quickly and the effect on users was minimal to none. 0 Points – No. System problems were not always resolved quickly and the effect on users was evident.</p>
	Total Available Points	114 Pts	
	Minimum Points Required	79 Pts	



	Criteria	Max. Available Points	Rating Scale
	Group B – Commercial Credit Reports		
B1	<p>In addition to the data elements identified in the mandatory technical requirements, the Bidder should demonstrate its ability to provide the following data elements in its commercial credit reports:</p> <p><u>Business Identification:</u></p> <ul style="list-style-type: none">- date file was established <p><u>Business Details:</u></p> <ul style="list-style-type: none">- date established/registered- incorporation type and date of incorporation- number of employees- annual sales and net worth- type and value of inventory/equipment <p><u>Trade Information:</u></p> <ul style="list-style-type: none">- date trade was put on file- date account was opened- highest credit reported- total outstanding on trade line- payment record per period- history of payment trends <p><u>Financial Institution Information:</u></p> <ul style="list-style-type: none">- date item was reported- type of account- date account was opened- approximate balance of account <p><u>Public Record Information</u></p> <ul style="list-style-type: none">- details of legal items<ul style="list-style-type: none">- file / reference number- company name / name of plaintiff- status of legal item- details of collection items<ul style="list-style-type: none">- file / reference number- collection agency name-collection status- details of bankruptcies / insolvency events<ul style="list-style-type: none">- file / reference number- total amount of liabilities- total amount of assets	32 points	<p>The Bidder will receive 2 points for each data element listed here that it provides in its reports. Demonstration of its capability to produce these data elements will be required in the form of a sample report format. No identifying taxpayer information should be provided</p>



B2	To demonstrate the size of its commercial report database, the Bidder should state in its proposal the number of commercial credit reports contained in the database.	10 points	<p>The Bidder's proposal demonstrates its database contains:</p> <p>0 points – less than 500,000 commercial credit reports 3 points – 500,000 to 1,000,000 commercial credit reports 7 points – 1,000,001 to 1,500,000 commercial credit reports 10 points – more than 1,500,000 commercial credit reports</p>
B3	<p>Client Reference Checks</p> <p>Identify three (3) clients that meet the following criteria:</p> <ul style="list-style-type: none">- The client has requested at least 250,000 consumer credit report searches per year in the 2014 and 2015 calendar years.- The client has agreed to be identified and contacted as a reference for verification of services provided by the Bidder. <p>For each client, provide the following:</p> <ol style="list-style-type: none">3. Name of the client organization4. Names, titles, and telephone numbers of primary and secondary contacts at the organization. <p>The clients will be asked to respond to questions B3.1 to B3.3, which are listed below. Each client will be evaluated individually as per the rating scale.</p> <p>A Bidder's score for each question will be the averaged score of the three (3) clients' individual scores. All averages will be rounded to a whole number.</p> <p>Example: Question A2: client 1 scored 17, client 2 scored 9, and client 3 scored 14. The average is 13.3, but it will be rounded to the whole number, 13.</p>		
B3.1	<p>How many requests for commercial credit reports did each client make in each of the following calendar years?</p> <ul style="list-style-type: none">- 2014- 2015	16 points	<p>5 points – 12,000 to 15,000 11 points – 15,001 to 18,000 16 points – more than 18,000</p> <p>If, for example, the client made between 12,000 and 15,000 requests in one calendar year and between 15,001 to 18,000 in the other calendar year, the Bidder will receive points for the lower of the two.</p>
B3.2	Provide the search to match ratio for each client.	27 points	<p>Each referenced client will be evaluated separately. The scores obtained will be averaged to obtain a single score for this criterion.</p> <p>The Bidder's demonstrated search-to-match ratio for the clients identified at criterion B2 is:</p> <p>0 points – less than 70%</p>



			10 points – 71% to 80% 19 points – 81% to 90% 27 points – more than 90%
B3.3	<p>Client contacts referenced at criterion B3 will be asked to rate the Bidder's overall performance and the degree to which the client was satisfied with the services received.</p> <p>Referenced clients contacts will be asked the following questions:</p> <p>1. How quickly did the Bidder address your requests to change the number of users with access to the Bidder's credit report database?</p> <p>2. Has the credit report access system been reliably available during your hours of operation or the hours of access you had agreed to in your agreement with the Bidder?</p> <p>3. Has the Bidder been diligent in resolving problems related to its credit report access systems?</p>	10 points	<p>Each reference will be evaluated separately. For each question, the scores obtained will be average to obtain a single score. The single, averaged scores will then be summed to provide a total score for this criterion.</p> <p>1. 5 Points – requests for change were processed on average, within 24 hours of the request being made 3 Points – requests for change were processed, on average, 24 - 48 hours after the request was made 0 Points – requests for change were processed, on average, more than 48 hours after the request was made</p> <p>2. 5 Points - Always available 3 Points - Sometimes unavailable 0 Points - Often unavailable</p> <p>3. 5 Points - Yes (or never experienced system problems). Bidder always resolved system problems quickly and the effect on users was minimal to none. 0 Points – No. System problems were not always resolved quickly and the effect on users was evident.</p>
	Total Available Points	100 Pts	
	Minimum Points Required	70 Pts	



Appendix 3: Financial Proposal

The Bidder must submit their financial bid in accordance with the Basis of Payment in Annex B.

Bidders must quote a firm price per credit report in Canadian funds, for each year of the Contract and each option year of the Contract.

Bid Evaluation Price for Group A: Consumer Credit Reports

Estimated volumes provided are for evaluation purposes only and do not represent a commitment on behalf of CRA.

Bidders submitting a proposal for Group A: Consumer Credit Reports must complete the following table for evaluation purposes:

Table A - Consumer Credit Reports

Estimated Volume of Credit Reports Per Year	1 st Year of the Contract	2 nd Year of the Contract	1 st Option Year	2 nd Option Year	Sum of all Four (4) Years
Price Per Report	\$ _____	\$ _____	\$ _____	\$ _____	
Total Price For Each Year (based on 300,000 reports)	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

Consumer Credit Reports Bid Evaluation Price: \$ _____

Each year's price will be multiplied by the Estimated Volume of Credit Reports to determine the total price for each year. The results of each calculation will be summed to determine the bid evaluation price.

The table below provides a detailed example of how the Consumer Credit Report Bid Evaluation Price will be calculated. The prices in this table are hypothetical.

EXAMPLE: Consumer Credit Reports

Estimated Volume of Credit Reports Per Year	1 st Year of Contract	2 nd Year of Contract	1 st Option Year	2 nd Option Year	Sum of all Four (4) Years
Price Per Report	\$1.50	\$1.65	\$1.75	\$1.80	
Total Price For Each Year (based on 300,000 reports)	\$450,000	\$495,000	\$525,000	\$540,000	\$2,010,000

Goods and Services Tax or Harmonized Sales Tax, as applicable, is extra to the rates shown herein and shall be paid in accordance with the provisions of the General Conditions.



Bid Evaluation Price for Group B: Commercial Credit Reports

Estimated volumes provided are for evaluation purposes only and do not represent a commitment on behalf of CRA.

Bidders submitting a proposal for Group B: Commercial Credit Reports must complete the following table for evaluation purposes:

Table B - Commercial Credit Reports

Estimated Volume Range of Credit Reports Per Year	1st Year of the Contract	2nd Year of the Contract	1st Option Year	2nd Option Year	Sum of all Four (4) Years
Price Per Report	\$ _____	\$ _____	\$ _____	\$ _____	
Total Price For Each Year (based on 16,000 reports)	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

Commercial Credit Reports Bid Evaluation Price: \$ _____

Each year's price will be multiplied by the Estimated Volume of Credit Reports to determine the total price for each year. The results of each calculation will be summed to determine the bid evaluation price.

The table below provides a detailed example of how the Commercial Credit Reports Bid Evaluation Price will be calculated. The prices in this table are hypothetical.

EXAMPLE: Commercial Credit Reports

Estimated Volume of Credit Reports Per Year	1st Year of Contract	2nd Year of Contract	1st Option Year	2nd Option Year	Sum of all Four (4) Years
Price Per Report	\$5.00	\$5.50	\$6.00	\$6.50	
Total Price For Each Year (based on 16,000 reports)	\$80,000	\$88,000	\$96,000	\$104,000	\$368,000

Commercial Credit Reports Bid Evaluation Price: \$368,000.00

Goods and Services Tax or Harmonized Sales Tax, as applicable, is extra to the rates shown herein and shall be paid in accordance with the provisions of the General Conditions.

All payments are subject to Government audit.



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 **two (2) additional one (1) year periods** under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

The 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.

7.3.2 Option to Purchase Additional Quantities of the Goods, Services or Both

The Contractor grants to Canada the irrevocable option to acquire the additional quantities of the goods, services or both described at **Annex A – Statement of Work** of the Contract under the same terms and conditions and at the prices and/or rates stated in the Contract.

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 **October 1, 2016 to September 30, 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
C0711C	Time Verification	2008-05-12
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
H1008C	Monthly Payments	2008-05-12

7.6 General Conditions

2035 (2016-04-04) 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 Supplier Integrity Directive (SID) incorporated by reference into the bid solicitation is incorporated into, and forms a binding part of the Contract. The Contractor must comply with the provisions of the SID, which can be found on the Canada Revenue Agency's website at <http://www.cra-arc.gc.ca/gncy/prcrmnt/menu-eng.html>.

7.7 Security Requirements

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



7.8 Authorities

7.8.1 Contracting Authority A1024C (2007-05-25)

The Contracting Authority for the Contract is:

Name: Georgia Jno-Finn

Telephone Number: (613) 726-8050

Fax Number: (613) 957-6655

E-mail address: Georgia.Jno-Finn@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 Contractor's Representative

Name: _____

Address: _____

Telephone Number: _____

Fax Number: _____

E-mail Address: _____



7.9 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.

7.10 Travel and Living Expenses

The CRA will not cover any travel and living expenses.

7.11 Delivery

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

7.12 Work Location

The work location will be at the bidder’s premises:

7.13 Inspection and Acceptance

All deliverables under the Contract shall be subject to inspection and acceptance by the Technical Authority.

7.14 Basis of Payment

Refer to Annex B – Basis of Payment.

7.15 Payment Process

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

7.15.1 Payment by Direct Deposit

The Contractor shall accept Direct Deposit for payment of the goods and/or services described herein. Payments by direct deposit will be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2016-04-04) forming part of the Contract.

To complete or amend a direct deposit registration, the Contractor must complete the Vendor Electronic Payment Registration form accessible at: <http://www.cra-arc.gc.ca/E/pbg/tf/rc231/rc231-14e.pdf>

It is the sole responsibility of the Contractor to ensure that the information and account number submitted to Canada via their Vendor Electronic Payment Registration form is up to date. Should the Contractor's information within the Vendor Electronic Payment Registration form not be accurate or up to date, the provisions identified herein under Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2016-04-04) forming part of the Contract will not apply, until the Contractor corrects the matter.

7.15.2 Payment by Credit Card

The Contractor shall accept Government of Canada Acquisition Cards (credit cards) for payment of the goods and/or services described herein. Payments by credit card will not be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2016-04-04) 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.

7.15.3 Payment by Cheque

The Contractor shall accept Government of Canada cheques for the payment of goods and/or services described herein.

7.16 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.

7.16.1 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.

7.17 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 C** 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 C** 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.

7.18 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.

7.19 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.

7.20 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 **Ontario**.

7.21 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 (2016-04-04) General Conditions – Higher Complexity - Services;
3. Annex A: Statement of Work;
4. Annex B: Basis of Payment;
5. Annex C: Confidentiality
6. The Contractor's proposal dated (*insert date of bid*), as amended on (*insert date(s) of amendment(s), if applicable*).

7.22 Training and Familiarization of Contractor Personnel

7.22.1 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.

7.22.2 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.

7.23 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 within 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.

7.23.1 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).

7.23.2 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.



Annexes

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

ANNEX A: STATEMENT OF WORK

ANNEX B: BASIS OF PAYMENT

ANNEX C: CONFIDENTIALITY

DRAFT



Annex A - Statement of Work

1.0 OBJECTIVE

To obtain access to consumer and commercial (i.e., corporations, registered businesses) credit reports through a credit-reporting service provider that has both national and international databases.

2.0 BACKGROUND

It is estimated that 280,000 to 320,000 searches may be conducted per year. Current statistics indicate that approximately 95% of the searches conducted will be for consumer reports and the remaining 5% for commercial reports.

3.0 SCOPE

The Contractor's credit report database should contain a sufficient number of credit reports that would generate a successful result in, at minimum, nine (9) out of ten (10) searches conducted by the CRA.

If an online internet-based system needs to be built or modified to fit the needs of this requirement, the Contractor must do so at its own expense.

The Contractor must notify the Project/Technical Authority and the Contracting Authority, in writing, of any changes to the appearance or functionality of the online access system at least thirty (30) calendar days prior to the changes taking effect.

The Contractor must notify the Project/Technical Authority, in writing, of any planned and unplanned system outages. For planned system outages, the notification must be received at least seven (7) days prior to the outage; and for unplanned system outages, the notification must be received as soon as the outage occurs.

3.1 Access to the database

The Contractor must meet the following conditions:

- Access to the credit report database must be provided through the online internet-based system using, at minimum, the Internet Explorer 11 or Mozilla Firefox 35.01 versions.
- Access to the credit report database must be available between the hours of 08:00 and 20:00 Eastern Time, at minimum, Monday to Friday (except statutory holidays).
- Access to the credit report database will permit users to conduct searches, retrieve information, and print credit reports for successful searches.
- A masked member code must be assigned to CRA that will prevent other members from knowing the CRA has accessed a credit file.
- All services, credit reports, and training material must be available in both English and French.

3.2 User accounts

The online internet-based system will be used by select CRA employees at fifty (50) offices, spread across five (5) regions within the CRA. For a detailed breakdown of regions and offices, please see [Annex A-1](#).

The CRA reserves the right to increase or decrease the number of offices listed at [Annex A-1](#), as well as increase or decrease the number of user accounts required.



The CRA will assign an Officer of Primary Interest (OPI) for each office who will be responsible for managing all aspects of user accounts for their office. The Contractor should not grant access to CRA users without approval of the office OPI. Approval will be provided via email.

Where the need may arise, the Contracting Authority will also have authority to manage user accounts.

4.0 DELIVERABLES

4.1 Usage Reports

Usage reports are reports that summarize the CRA's requests for credit reports in terms of volume and value. Usage reports are not credit reports.

All usage reports must be provided:

- at no additional cost to the CRA; and
- in MS Excel format.

Monthly reports are:

- to be provided on a monthly basis, via email;
- based on usage during the calendar month (first of the month to end of month); and
- due on the first working Monday of each month.

Annual reports are:

- to be provided once a year, via email;
- based on usage during the calendar year (January to December); and
- due on the last working day of January, following the calendar year-end.

Annual cumulative reports are:

- to be provided once a year, via email;
- based on usage from the start date of contract to end of completed the calendar year (i.e., October 1, 2013 to December 2015); and
- due on the last working day of January, following the calendar year-end.

4.1.1 Master National Report

The Master National Report must be provided in English.

A Master National Report must be submitted to the CRA Project/Technical Authority and must include the following:

- Total national volume of credit reports obtained, and the corresponding amount billed to date.
- Total regional volume of credit reports obtained, and the corresponding amount billed to date.
- Total departmental volume of credit reports obtained, and the corresponding amount billed to date.
- Total volume of credit reports obtained by each office accessing the service and the corresponding amount billed to date.

Volumes and amounts billed to date will be based on type of report: monthly, annual, or cumulative.

The total volume of credit reports is to be based on the total number of searches conducted, both unsuccessful and successful. The report will identify and list separate figures for both, with the successful searches having a corresponding cost. The total amount billed is the cost for successful searches and must be presented as follows:



- Subtotal (pre-tax cost)
- Taxes
- Total

Each report must be presented as follows:

- Customer ID number
- Department name
- City
- Address
- Search/report type
- Unsuccessful searches
- Successful searches
- Cost of successful searches (as detailed above)

Each national report must be presented as follows:

- A separate page/segment for total usage and costs for all regions.
- A separate page/segment for each region; usage and costs are then sorted in the following order:
 - By department
 - By city
 - By address
 - Search/report type

Each departmental report must be presented as follows:

- A separate page/segment for each region; usage and costs are then sorted in the following order:
 - By department
 - By city
 - By address
 - Search/report type

4.1.2 Individual Office Report

Individual Office Reports provided to the offices in the Quebec Region must be provided in both English and French.

Individual Office Reports provided to offices in the other regions must be provided in English.

An Individual Office report must be submitted to each CRA office having access to the database. The address and contact name for each office can be found in [Annex A-1](#).

Each office will receive a monthly report that will list all the credit reports obtained. The list must specify the following for each report obtained:

- the date the report was obtained
- the log-in ID used to obtain the report
- the name of the consumer, corporation, or business for which the report was obtained
- the cost of the report

4.2 Training

When requested by the CRA, the Contractor must provide the CRA with training material for the use of the online system. The training material should be provided in soft copy via email. The training material must be provided at no additional cost to the CRA.



The training material will target specific areas, if and when needed, including: accessing and utilizing the system; interpreting and understanding the information provided in credit reports; and any additional information that could provide benefits from using credit reports.

4.3 Toll-free Customer Support

The Contractor must have a toll-free number in place with fully trained customer support representatives available between the hours of 08:00 and 20:00 Eastern Time, at minimum, Monday to Friday (except statutory holidays). Representatives are expected to answer general questions and provide technical assistance.

4.4 Access to Credit Report Database, User IDs, Temporary Passwords

The Contractor must provide the CRA with access to its credit report database through an online, internet-based system by providing the website address (URL) of the website that will be utilized by CRA users to conduct searches for credit reports. The website access must be provided to the Project/Technical Authority and the Contracting Authority within five (5) business days of contract award.

4.4.1 Log-ins

The Contractor must provide each CRA user with a unique log-in user ID and a temporary password to access the Contractor's online system; access will permit user to conduct searches and obtain credit reports.

It will be the responsibility of each CRA office, listed in Annex A-1, to contact the Contractor and request the required log-in IDs and corresponding temporary passwords; or, to request changes to existing log-in IDs and passwords. The Contractor must obtain approval from the Project/Technical Authority, via email, before a request for log-in IDs and passwords is fulfilled. The user IDs and temporary passwords must be provided to the requesting office within forty-eight (48) hours of receipt of approval from the Project/Technical Authority.

Upon first log-in with a temporary password, the system must prompt the user to change the password to one of their choosing.

The initial log-in screen must give a user the option to select the language of choice (English or French). Once the language is selected, all information during that log-in session must be presented in the selected language.

The log-in IDs and passwords provided to the CRA must only be available to the CRA and not disseminated to other individuals or parties. The sessions for log-in (entering of user IDs and passwords) and database searches (entering of taxpayer name, date of birth, social insurance number and addresses) must be protected by Secure Socket Layer (SSL).

It will be the responsibility of each CRA office listed at Annex A-1 to contact the Contractor to request the required login IDs and corresponding temporary passwords or request changes to existing login IDs and passwords. The Contractor must obtain approval from the Project/Technical Authority, via email, before a request for login IDs and passwords is fulfilled. The user IDs and temporary passwords must be provided to the requesting office within forty-eight (48) hours of receipt of approval from the Project/Technical Authority.



CONSUMER CREDIT REPORTS GROUP A

The Contractor must provide the CRA with access to a database containing both national and international consumer credit bureau reports, through the online Internet-based system, on an “as and when requested” basis.

The online system must provide the following search elements, at minimum, to allow CRA employees to conduct searches for consumer credit reports:

- a) First and last name
- b) Social Insurance Number
- c) Date of birth
- d) Address

The CRA will always input all of the above search data when performing a consumer report search.

The CRA will pay only for those searches which result in a match and produce a consumer credit report. The Contractor will have the capability to generate two (2) types of credit reports: short report and long report. The user will be prompted to select the type at the onset of the search request.

The Contractor must be capable of generating credit report containing the data elements, listed herein with an asterisk (*), that exist for the particular consumer. The report should also contain data elements without an asterisk (*) if those elements exist for the particular corporation.

Should other data elements not listed herein be available, the Contractor can provide them in the report as well.

If the Contractor's naming convention for some or all of the data elements listed herein is different from naming convention used in this Statement of Work, the Contractor must provide a glossary identifying the differences.

CONSUMER CREDIT REPORT DATA ELEMENTS

SHORT REPORT:

i) Taxpayer Identification

- full name *
- date of last activity on file *
- current address and date added to file *
- AKA, alias, or name subject is also known as *
- date of birth *
- Social Insurance Number *
- previous addresses
- date file was established

ii) Employment Details

- name of current employer *
- name of previous employers (if less than two (2) years at current employment) *



LONG REPORT:

iii) Taxpayer Identification

- full name *
- date of last activity on file *
- current address and date added to file *
- AKA, alias, or name subject is also known as *
- date of birth *
- Social Insurance Number *
- previous addresses
- date file was established

iv) Member Inquiries

- date of inquiry *
- member name *
- member address or telephone number *

v) Employment Details

- name of current employer *
- name of previous employers (if less than two (2) years at current employment) *

vi) Public Record Information

- details of bankruptcies *
- details of third party collections *
- details of secured loans *
- details of judgments *

vii) Trade Information

- company name *
- company address or telephone number *
- date item was reported
- date account was opened
- high credit (credit limit)
- monthly payment
- balance owing as of date reported
- amount past due as of date reported, if any
- date of last activity on the account
- credit rating

viii) Financial Institution Information

- financial institution name *
- financial institution address or telephone number *
- date item was reported
- type of account
- date account was opened
- approximate balance of account

ix) Secured Loans

- date reported
- type of account
- name of reporting government agency
- amount of loan
- maturity date
- name and address of creditor



COMMERCIAL CREDIT REPORTS GROUP B

The Contractor must provide the CRA with access to a database containing both national and international commercial credit bureau reports, through the online internet-based system, on an “as and when requested” basis.

The online system must provide the following search elements, at minimum, to allow CRA employees to conduct searches for commercial credit reports:

- a) Legal trade name or operating name
- b) Business address, including postal code
- c) Telephone number

The CRA will pay only for those searches which result in a match and produce a commercial credit report.

The Contractor must be capable of generating a credit report containing the data elements, listed herein with an asterisk (*), that exist for the particular corporation. The report should also contain data elements without an asterisk (*) if those elements exist for the particular corporation.

Should other data elements not listed herein be available, the Contractor can provide them in the report as well.

If the Contractor's naming convention for some or all of the data elements listed herein is different from naming convention used in this Statement of Work, the Contractor must provide a glossary identifying the differences.

COMMERCIAL CREDIT REPORT DATA ELEMENTS

i) Business Identification

- corporate trade name *
- corporation trade style *
- business address *
- telephone number *
- date file was last accessed or updated *
- date file was established

ii) Business Details

- officers/owners *
- nature of business *
- date established/registered
- incorporation type and date of incorporation
- number of employees
- annual sales and net worth
- type and value of inventory/equipment

iii) Member Inquiries

- date of inquiry *
- member name *
- member address or telephone number *



iv) Trade Information

- company name *
- company address or telephone number *
- date trade was put on file
- date account was opened
- highest credit reported
- total outstanding on trade line
- payment record per period
- history of payment trends

v) Financial Institution Information

- financial institution name *
- financial institution address or telephone number*
- date item was reported
- type of account
- date account was opened
- approximate balance of account

vi) Public Record

- details of legal items *
- details of collection items *
- details of bankruptcies *



Annex A-1 – CRA Offices Using Credit Reports

At time of award, a list of approximately 50 CRA offices across Canada will be provided identifying offices that will require use of the report services.

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Annex B - Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a **firm all inclusive price for each successful search, as specified in Annex A Statement of Work** for a cost of \$ _____, DDP (Canada). Customs duties are **included**, and Applicable Taxes are extra.

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.

Table A - Consumer Credit Reports

	Estimated Volume of Credit Reports Per Year A	Price per Successful Search B	Extended Price A x B = C C
1 st Year of the Contract	300,000	\$ _____	\$ _____
2 nd Year of the Contract	300,000	\$ _____	\$ _____
1 st Option Year	300,000	\$ _____	\$ _____
2 nd Option Year	300,000	\$ _____	\$ _____
TOTAL (GST extra)			\$ _____

OR

Table B - Commercial Credit Reports

	Estimated Volume of Credit Reports Per Year A	Price per Successful Search B	Extended Price A x B = C C
1 st Year of the Contract	16,000	\$ _____	\$ _____
2 nd Year of the Contract	16,000	\$ _____	\$ _____
1 st Option Year	16,000	\$ _____	\$ _____
2 nd Option Year	16,000	\$ _____	\$ _____
TOTAL (GST extra)			\$ _____

All payments are subject to Government Audit.



Annex C – 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 (or consultant or subcontractor, etc.).

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 /
CONSULTANT/
SUBCONTRACTOR**

Employee/Consultant/Subcontractor name (*please type*)

Date

Signature