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Request for Proposal (RFP)

Title: Professional Services Supply Chain (PSSC)

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; et

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: PSSC CATALOGUE OF RESOURCES

ANNEX C: BASIS OF PAYMENT

ANNEX D: SECURITY REQUIREMENTS CHECK LIST (SRCL)

ANNEX E: SERVICE LEVEL AGREEMENT

ANNEX F: CERTIFICATES



1.2 Glossary of Terms

TERM	DEFINITION
Ariba	Spend and Contract Management software used by CRA in its procurement activities. For more information about Ariba, see http://www.ariba.com/ .
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.
Extreme Rate	For each category and level, the extreme rate represents a ceiling per hour rate that exceeds plus or minus 30% of the median rate established. That is, the extreme rate will start at 30% below the median rate and extend to 30% above the median rate.
Median Band	For each category and level, the median band represents a range that encompasses the median rate to a value of minus or plus (-/+) 15% of the median rate. That is, the median band will start at 15% below the median rate and extend to 15% above the median rate.
Median Rate	<p>The median rate is calculated using the ceiling per hour rates proposed for each category and level within a stream by all Bidders that meet the mandatory criteria. The median rate is the middle rate, or taken as the average of the two middle rates if the number of eligible Bidders is an even number.</p> <p>Example for odd number of eligible Bidders: 760 is the median of 620, 650, 760, 770, and 820.</p> <p>Example for even number of eligible Bidders: 705 is the median of 620, 650, 760 and 770.</p>
Multiple-Award Contract (MAC)	A Multiple-Award Contract (MAC) is a type of indefinite-quantity contract which is awarded to several Contractors from a single solicitation. Delivery of services is made via a Task Authorization (TA) placed with one of the Contractors pursuant to procedures established in the Multiple-Award Contract.
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.



TERM	DEFINITION
Synergy	Synergy is the Canada Revenue Agency’s branded implementation of the Ariba software suite. (See “Ariba” above).
Task Authorization (TA) or Direct Order (DO)	A document issued against a Multiple-Award Contract authorizing the Contractor to perform work.
Task Solicitation (TS)	A solicitation document issued against a Multiple-Award Contract requesting offers to provide services under PSSC.
Tendering Authority	Canada Revenue Agency

1.3 Description of the Requirement

The Canada Revenue Agency (CRA) has issued this Request for Proposal (RFP) to solicit bids from qualified professional services suppliers for Multiple-Award Contracts (MACs) under the Professional Services Supply Chain (PSSC).

Bidders awarded a PSSC Multiple-Award Contract will be required to provide resources on an “as, if, and when requested” basis mainly within CRA’s Information Technology Branch (ITB) within the the National Capital Region (NCR), however, other branches and locations within CRA may also make use of the PSSC. Bidders are advised that although CRA plans to use the PSSC as a preferred method for obtaining professional services, CRA reserves the right to obtain services to satisfy its requirements outside the PSSC.

The PSSC is divided into 5 streams: Common Development Services, IT Overview/Administration, Cyber Protection Services, SAP Enterprise Resource Planning (ERP), and Administrative. Each stream has multiple categories of resources. Each category can include up to three levels of experience. The streams, categories, and levels are described in the PSSC Catalogue of Resources (the Catalogue) included in Part 7, Annex B. CRA will evaluate bids for each stream separately. Bidders can bid on one or more of the available streams, including all five streams. However, for a Bidder to bid on a stream, the Bidder must be able to supply resources for **every category and level** in that stream.

CRA anticipates that it will award up to three (3) Multiple-Award Contracts for each stream.

1.3.1 Ariba Supplier Network (ASN) Membership Requirement

The Canada Revenue Agency’s (CRA) e-commerce solution for ordering, receiving and reconciling goods and services is an Ariba tool which has been branded internally as “Synergy”. Synergy is being used in this requirement in order to expedite the ordering process under any resulting Multiple-Award Contract. CRA intends to use Synergy for the distribution of Task Solicitations, the receipt and management of proposals, and the award and communication of Task Authorizations.



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

1.4 Responsibilities of Contractors

The Service Level Agreement (SLA) included in Part 7, Annex E, of this RFP details the responsibilities of Bidders that have been awarded a PSSC Multiple-Award Contract.

1.5 Task Authorization Work Allocation

The intent of this RFP is to establish Multiple-Award Contracts with services suppliers to permit the expeditious processing of Task Authorizations for services to satisfy specified requirements. The Multiple-Award Contracts that will be awarded as a result of this RFP are on an “as, if, and when requested” basis through the issuance of competitive Task Authorizations. The Task Authorizations will be issued under and governed by the applicable terms of Part 7.

1.6 Overview of the Procurement Process

Request for Proposals

Bidders will be requested to submit bids in response to this RFP. Each Bid must be for a specific stream and will be evaluated against mandatory criteria and point-rated evaluation criteria, and using the ceiling per hour rate provided in the Bidder’s financial bid. CRA will evaluate bids in response to this RFP in accordance with the process described in Part 4, Evaluation and Selection, and according to the criteria described in Part 6, Appendix 1 and 2, Mandatory and Point Rated Evaluation Criteria.

All compliant bids will be ranked for each stream. Multiple-Award Contracts may be issued to the three (3) **top-ranked** Bidders per stream. Following completion of the bid evaluation and after issuance of Multiple-Award Contracts, Bidders will be notified individually by the CRA Contracting Authority of the outcome of the process as it pertains to their bid. If a bid is deemed non-compliant by the CRA evaluation team, the Bidder will be notified of the decision and the reasons for the bid’s non-compliance.

1.7 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.



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 A000T (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 (2016-04-04) are revised as follows.

Section 01 titled “Integrity Provisions– Bid”, is deleted in its entirety and replaced with the following:

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 (365) 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 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.

Section 21 titled "Code of Conduct for Procurement-bid" is hereby deleted in its entirety.

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 in writing to the CRA Contracting Authority and the following schedule will apply:

Activity	Timeline
RFP 1000335302 released.	July 13, 2017
Deadline for 1 st set of questions or requests for clarification on RFP.	July 20, 2017 2:00 PM EDT
RFP Amendment (response to questions and clarifications) released, if required.	July 27, 2017
Deadline for 2 nd set of questions or requests for clarification on RFP.	August 2, 2017 2:00 PM EDT
RFP Amendment (response to questions and clarifications) released, if required.	August 11, 2017
RFP Closing Date.	August 22, 2017 2:00 PM EDT

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a "proprietary" nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

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

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

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

2.6 Terms and Conditions

By submitting a bid, the Bidder hereby certifies compliance with and acceptance of all of the articles, clauses, terms and conditions contained or referenced in this Request for Proposal (RFP) and Statement of Work (SOW). Any modifications or conditional pricing by the bidder, including deletions or additions to the articles, clauses, terms and conditions contained or referenced in this RFP and/or SOW document will render the bid non-responsive and the bid will receive no further consideration.



Part 3 Proposal Preparation Instructions

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

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

Section I: Technical Bid – one (1) hard copy and one (1) soft copy on USB.

In their technical bid, bidders must demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders must demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the Work.

The technical bid must 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 USB.

Bidders must submit their financial bid in accordance with the format outlined in Appendix 3: Financial Proposal.

Section III: Certifications – one (1) hard copy and one (1) soft copy on USB

Bidders must submit the certifications required under Part 5.

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

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

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

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

- a. Use 8.5 x 11 inch (216 mm x 279 mm) paper;
- b. Use recycled-fibre content paper and two-sided printing. Reduction in the size of documents will contribute to CRA's sustainable development initiatives and reduce waste;
- c. Avoid the use of colour and glossy formats
- d. Use a numbering system corresponding to that of the bid solicitation;
- e. Include the certification as a separate section of the bid.



Part 4 Evaluation and Selection

4.1 General

A committee composed of representatives of CRA will evaluate the proposals on behalf of the Agency. The services of independent consultants may be called upon to assist in the evaluation of, or in the validation of, specific aspects of the solution proposed. CRA reserves the right to engage any independent consultant, or use any Government resources, which it deems necessary to evaluate any proposal.

Proposals will be evaluated in accordance with the evaluation criteria identified in Appendices 1 and 2 and in conjunction with the Statement of Work (SOW). Bidders are encouraged to address these criteria in sufficient depth in their proposals to permit a full evaluation of their proposals. The onus is on the Bidder to demonstrate that it meets the requirements specified in the solicitation.

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

CRA will evaluate bids for each stream, as defined in Part 7, Annex B, PSSC Catalogue of Resources (the Catalogue), separately. Bidders can bid on any one (1) or more of the available streams, including all five streams listed in the Catalogue. CRA will carry out the evaluation and selection process on a per-stream basis to determine the successful Bidders in each stream according to the steps in this section.

4.1.1 Steps in the Evaluation Process

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

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

Bids will be ranked in accordance with the Selection Methodology.

Step 1 – Evaluation Against Mandatory Criteria

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

Step 2 – Evaluation Against Point-Rated Criteria



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

Step 3 – Evaluation of Financial Proposals

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

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 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

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

CRA will use a combined rating of technical merit score and bid price score to determine an overall, combined ranking for each bid. Technical merit will be given a weighting value of **70%** and bid price score a weighting value of **30%**. CRA will then combine the two values to derive a total combined ranking.

CRA will derive the technical merit score by prorating the technical score on the point-rated criteria against the stipulated total available points. CRA will derive the scoring of price by giving full marks to the lowest priced compliant Bid and prorating all other compliant bids against the lowest priced Bid. See Table 1 for an example illustrating how the total combined ranking is determined using a ratio of 70% for technical points and 30% for bid price score.

Table 1: Example Calculation of Total Combined Rating Technical Merit (70%) and Price (30%)

	Bidder 1	Bidder 2	Bidder 3	
Overall Technical Score	620/1000	650/1000	760/1000	
Bid Evaluated Price	\$600,000	\$620,000	\$660,000	
Calculations	Technical Merit Score	$620/1000 \times 70 = 43.40$	$650/1000 \times 70 = 45.50$	$760/1000 \times 70 = 53.20$
	Pricing Score	$\$600,000/\$600,000 \times 30 = 30.00$	$\$600,000/\$620,000 \times 30 = 29.03$	$\$600,000/\$660,000 \times 30 = 27.27$
Combined Rating	73.40	74.53	80.47	
Overall Rating	3rd	2nd	1st	

CRA will rank bids meeting all the mandatory requirements and having obtained or exceeded the minimum pass mark within the point-rated criteria based on the highest total combined rating of technical merit and bid price score. As many as **three (3) top-ranked** Bidders in each stream may be recommended to proceed to step 5.



Step 5 – Basis of Selection – Proof of Synergy Compliance (PoSC)

The highest ranked responsive Bidder(s) will be subject to Proof of Synergy Compliance testing (PoSC) as described in Appendix 1 to Annex A: Synergy Solution prior to contract award. The CRA reserves the right to test the proposed solution in whole or in part against all of the PoSC test requirements set out in Appendix 1 to Annex A.

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

All Bidder(s) who meet the requirements in Step 5 will proceed to Step 6.

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.

All Bidder(s) who meet the requirements in Step 6 will proceed to Step 7.

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



5.2 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_equality/eq/emp/fcp/list/inelig.shtml)" list (http://www.labour.gc.ca/eng/standards_equality/eq/emp/fcp/list/inelig.shtml) available from [Employment and Social Development Canada \(ESDC\)-Labour's](http://www.labour.gc.ca/eng/standards_equality/eq/emp/fcp/list/inelig.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_equality/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 placed in a sealed envelope marked "Protected".

Social Insurance Number (SIN):

N/A

Reason:

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

Date: _____

Name: _____

Signature: _____

(Signature of duly authorized representative of business)

Title: _____

(Title of duly authorized representative of business)



Part 6 Security, Financial and Other Requirements

6.1 Security Requirements

The security requirements apply to Bidder personnel and do not require the Bidder to have document safeguarding capability. The Bidder agrees to be responsible for providing resources that meet the security requirements to fulfill its obligation under the Contract. See security requirements outlined in the Security Requirement Check List (SRCL) in Part 7, Annex D, and in Part 7, Section 7.9.



Appendix 1: Mandatory Criteria

Evaluation Procedures

Bids will be evaluated in accordance with all the mandatory evaluation criteria detailed below. Bids failing to demonstrate compliance to ALL mandatory requirements will be considered non-responsive and the bid will receive no further consideration. CRA will evaluate bids for each stream separately.

1.1 Mandatory Administrative Requirements

At the time of bid closing, the Bidder must satisfy the following mandatory administrative requirements:

- M1** Sign the certification forms attached in Part 5, Certifications Required to Be Submitted at Time of Bid Closing;
- M2** Indicate the stream or streams to which its bid pertains, in the format presented in Appendix 3, Financial Proposal, Table 4; and
- M3** Provide its full legal name, address, and corporate structure.

For **joint venture** Bidders, each company that is a member of the joint venture **must**:

- list all its members, their roles, responsibilities, organizational structure, and each member's contribution to the proposed joint venture
- provide the breakdown of each member's contribution to compliance against evaluation criteria, as applicable

Unless otherwise stipulated in the individual certifications contained in Part 5, Certifications Required to Be Submitted at Time of Bid Closing, failure by the Bidder to complete, sign, and submit Certifications Required to Be Submitted at Time of Bid Closing, will render a bid non-compliant.

Bids from Bidders that meet all of the mandatory administrative requirements will be evaluated according to Subsection 1.2, Mandatory Corporate Experience Criteria.

1.2 Mandatory Corporate Experience Criteria

- M4** The Bidder must include documents demonstrating at least 10 years in delivering Professional Services, as described in Annex A, Statement of Work and Annex B, PSSC Catalogue of Resources, at the closing date of this RFP.

For **joint venture** Bidders, **each** company that is a member of the joint venture must meet mandatory criterion **M4**.

- M5** The Bidder must have been awarded at least five (5) Professional Services Contracts. Each of these contracts must have a minimum value of \$5,000,000.00 (including taxes) and have been awarded within the past five years (as of bid closing date).

The Bidder must submit for each contract:



- (1) A letter from its client (referencing a contract award date and a contract serial number or other unique contract identifier) that shows that the Bidder is providing or has provided such services under a contract with a minimum value of \$5,000,000.00 (including taxes); and
- (2) The name, telephone number and, if available, e-mail address of a contact person so that Canada may verify any information provided by the Bidder.

M6 The Bidder must identify a Client Manager that will be the single point of contact for all aspects of the contract and resource management. The Client Manager must have a minimum of three (3) years in the last five (5) years (as of bid closing date) experience as a Client Manager providing contract management services as described in SOW.

The Bidder must provide a minimum of one (1) managed project in the past 5 years including the client contact name, title, and department/organization for whom the Client Manager had to provide multiple (5+) resources simultaneously.

A copy of the Client Manager's resume must be provided with the bid.

Bids from Bidders that meet all of the Mandatory Corporate Experience Criteria will be evaluated according to Subsection 1.3, Mandatory Stream-Specific Criteria.



1.3 Mandatory Stream-Specific Criteria

Bidders that do not meet all the mandatory criteria for a particular stream will be considered non-compliant for that stream and will be given no further consideration for that stream.

Stream	Stream-Specific Mandatory (SSM) Criteria																
<p>Stream 1 – Common Development Services</p>	<p>SSM 1.1 The Bidder must demonstrate a minimum annual gross revenue, focused on Professional Services, of forty million dollars (\$40M) averaged over each of the last three (3) years.</p> <p>SSM 1.2 The Bidder must demonstrate contract experience supplying <u>ALL</u> of the following resource categories, for the required minimum billable hours per category.</p> <table border="1" data-bbox="521 747 1333 1079"> <thead> <tr> <th data-bbox="529 747 1005 821">Resource Category (Any Level)</th> <th data-bbox="1005 747 1333 821">Minimum Number of Billable Hours</th> </tr> </thead> <tbody> <tr> <td data-bbox="529 821 1005 856">System Analyst</td> <td data-bbox="1005 821 1333 856">290,000</td> </tr> <tr> <td data-bbox="529 856 1005 892">System Programmer/Developer</td> <td data-bbox="1005 856 1333 892">52,000</td> </tr> <tr> <td data-bbox="529 892 1005 928">Business Intelligence Specialist</td> <td data-bbox="1005 892 1333 928">26,000</td> </tr> <tr> <td data-bbox="529 928 1005 963">Quality Assurance Specialist</td> <td data-bbox="1005 928 1333 963">16,000</td> </tr> <tr> <td data-bbox="529 963 1005 999">Technical Analyst</td> <td data-bbox="1005 963 1333 999">14,000</td> </tr> <tr> <td data-bbox="529 999 1005 1035">Database Administrator</td> <td data-bbox="1005 999 1333 1035">13,000</td> </tr> <tr> <td data-bbox="529 1035 1005 1079">Data Modeller</td> <td data-bbox="1005 1035 1333 1079">8,000</td> </tr> </tbody> </table> <p>Bidders must complete the minimum billable hours per resource category using the Billable Hours Response Table (Attachment A of Appendix 1).</p> <p>It is not necessary for each contract to demonstrate all resource categories.</p> <p>The experience must occur within the five (5) years prior to the RFP closing date. The experience may occur at any time during the five year period.</p> <p>The total number of billable hours per resource category, when added together, must meet the Minimum Number of Billable Hours requirement.</p> <p>The services delivered under each resource category must be similar in nature as described in the resource catalogue.</p> <p>The Bidder must have been the prime contractor on the referenced contract and not a subcontractor or affiliate.</p> <p>Each contract must include all information requested in the Contract Reference Template (Attachment B of Appendix 1).</p>	Resource Category (Any Level)	Minimum Number of Billable Hours	System Analyst	290,000	System Programmer/Developer	52,000	Business Intelligence Specialist	26,000	Quality Assurance Specialist	16,000	Technical Analyst	14,000	Database Administrator	13,000	Data Modeller	8,000
	Resource Category (Any Level)	Minimum Number of Billable Hours															
System Analyst	290,000																
System Programmer/Developer	52,000																
Business Intelligence Specialist	26,000																
Quality Assurance Specialist	16,000																
Technical Analyst	14,000																
Database Administrator	13,000																
Data Modeller	8,000																



Stream	Stream-Specific Mandatory (SSM) Criteria												
<p>Stream 2 – IT Overview / Administration Services</p>	<p>SSM 2.1 The Bidder must demonstrate a minimum annual gross revenue, focused on Professional Services, of ten million dollars (\$10M) averaged over each of the last three (3) years.</p> <p>SSM 2.2 The Bidder must demonstrate contract experience supplying <u>ALL</u> of the following resource categories, for the required minimum billable hours per category.</p> <table border="1" data-bbox="521 590 1333 848"> <thead> <tr> <th data-bbox="521 590 1005 663">Resource Category (Any Level)</th> <th data-bbox="1005 590 1333 663">Minimum Number of Billable Hours</th> </tr> </thead> <tbody> <tr> <td data-bbox="521 663 1005 701">Project Manager</td> <td data-bbox="1005 663 1333 701">45,000</td> </tr> <tr> <td data-bbox="521 701 1005 739">Information Technology Architect</td> <td data-bbox="1005 701 1333 739">37,000</td> </tr> <tr> <td data-bbox="521 739 1005 777">Project Office/Support Specialist</td> <td data-bbox="1005 739 1333 777">11,000</td> </tr> <tr> <td data-bbox="521 777 1005 814">Technical Writer</td> <td data-bbox="1005 777 1333 814">10,000</td> </tr> <tr> <td data-bbox="521 814 1005 848">Business Transformation Specialist</td> <td data-bbox="1005 814 1333 848">2,000</td> </tr> </tbody> </table> <p>Bidders must complete the minimum billable hours per resource category using the Billable Hours Response Table (Attachment A of Appendix 1).</p> <p>It is not necessary for each contract to demonstrate all resource categories.</p> <p>The experience must occur within the five (5) years prior to the RFP closing date. The experience may occur at any time during the five year period.</p> <p>The total number of billable hours per resource category, when added together, must meet the Minimum Number of Billable Hours requirement.</p> <p>The services delivered under each resource category must be similar in nature as described in the resource catalogue.</p> <p>The Bidder must have been the prime contractor on the referenced contract and not a subcontractor or affiliate.</p> <p>Each contract must include all information requested in the Contract Reference Template (Attachment B of Appendix 1).</p>	Resource Category (Any Level)	Minimum Number of Billable Hours	Project Manager	45,000	Information Technology Architect	37,000	Project Office/Support Specialist	11,000	Technical Writer	10,000	Business Transformation Specialist	2,000
Resource Category (Any Level)	Minimum Number of Billable Hours												
Project Manager	45,000												
Information Technology Architect	37,000												
Project Office/Support Specialist	11,000												
Technical Writer	10,000												
Business Transformation Specialist	2,000												



Stream	Stream-Specific Mandatory (SSM) Criteria						
<p>Stream 3 – Cyber Protection Services</p>	<p>SSM 3.1 The Bidder must demonstrate a minimum annual gross revenue, focused on Professional Services, of three million dollars (\$3M) averaged over each of the last three (3) years.</p> <p>SSM 3.2 The Bidder must demonstrate contract experience supplying <u>ALL</u> of the following resource categories, for the required minimum billable hours per category.</p> <table border="1" data-bbox="521 590 1333 772"> <thead> <tr> <th data-bbox="521 590 1005 663">Resource Category (Any Level)</th> <th data-bbox="1005 590 1333 663">Minimum Number of Billable Hours</th> </tr> </thead> <tbody> <tr> <td data-bbox="521 663 1005 701">Security Specialist</td> <td data-bbox="1005 663 1333 701">20,000</td> </tr> <tr> <td data-bbox="521 701 1005 772">Threat Risk Assessment /Security Assessment Authorization Specialist</td> <td data-bbox="1005 701 1333 772">5,000</td> </tr> </tbody> </table> <p>Bidders must complete the minimum billable hours per resource category using the Billable Hours Response Table (Attachment A of Appendix 1).</p> <p>It is not necessary for each contract to demonstrate all resource categories.</p> <p>The experience must occur within the five (5) years prior to the RFP closing date. The experience may occur at any time during the five year period.</p> <p>The total number of billable hours per resource category, when added together, must meet the Minimum Number of Billable Hours requirement.</p> <p>The services delivered under each resource category must be similar in nature as described in the resource catalogue.</p> <p>The Bidder must have been the prime contractor on the referenced contract and not a subcontractor or affiliate.</p> <p>Each contract must include all information requested in the Contract Reference Template (Attachment B of Appendix 1).</p>	Resource Category (Any Level)	Minimum Number of Billable Hours	Security Specialist	20,000	Threat Risk Assessment /Security Assessment Authorization Specialist	5,000
Resource Category (Any Level)	Minimum Number of Billable Hours						
Security Specialist	20,000						
Threat Risk Assessment /Security Assessment Authorization Specialist	5,000						



Stream	Stream-Specific Mandatory (SSM) Criteria												
<p>Stream 4 – SAP Enterprise Resource Planning (ERP) Services</p>	<p>SSM 4.1 The Bidder must demonstrate a minimum annual gross revenue, focused on Professional Services, of four million dollars (\$4M) averaged over each of the last three (3) years.</p> <p>SSM 4.2 The Bidder must demonstrate contract experience supplying <u>ALL</u> of the following resource categories, for the required minimum billable hours per category.</p> <table border="1" data-bbox="521 590 1333 884"> <thead> <tr> <th data-bbox="521 590 1005 663">Resource Category (Any Level)</th> <th data-bbox="1005 590 1333 663">Minimum Number of Billable Hours</th> </tr> </thead> <tbody> <tr> <td data-bbox="521 663 1005 701">SAP System Analyst</td> <td data-bbox="1005 663 1333 701">14,000</td> </tr> <tr> <td data-bbox="521 701 1005 774">SAP Portal Technical/Functional Specialist</td> <td data-bbox="1005 701 1333 774">10,000</td> </tr> <tr> <td data-bbox="521 774 1005 812">ABAP Programmer</td> <td data-bbox="1005 774 1333 812">5,000</td> </tr> <tr> <td data-bbox="521 812 1005 850">BASIS Specialist</td> <td data-bbox="1005 812 1333 850">2,000</td> </tr> <tr> <td data-bbox="521 850 1005 884">SAP Architect</td> <td data-bbox="1005 850 1333 884">2,000</td> </tr> </tbody> </table> <p>Bidders must complete the minimum billable hours per resource category using the Billable Hours Response Table (Attachment A of Appendix 1).</p> <p>It is not necessary for each contract to demonstrate all resource categories.</p> <p>The experience must occur within the five (5) years prior to the RFP closing date. The experience may occur at any time during the five year period.</p> <p>The total number of billable hours per resource category, when added together, must meet the Minimum Number of Billable Hours requirement.</p> <p>The services delivered under each resource category must be similar in nature as described in the resource catalogue.</p> <p>The Bidder must have been the prime contractor on the referenced contract and not a subcontractor or affiliate.</p> <p>Each contract must include all information requested in the Contract Reference Template (Attachment B of Appendix 1).</p>	Resource Category (Any Level)	Minimum Number of Billable Hours	SAP System Analyst	14,000	SAP Portal Technical/Functional Specialist	10,000	ABAP Programmer	5,000	BASIS Specialist	2,000	SAP Architect	2,000
Resource Category (Any Level)	Minimum Number of Billable Hours												
SAP System Analyst	14,000												
SAP Portal Technical/Functional Specialist	10,000												
ABAP Programmer	5,000												
BASIS Specialist	2,000												
SAP Architect	2,000												



Stream	Stream-Specific Mandatory (SSM) Criteria																				
<p>Stream 5 – Administrative</p>	<p>SSM 5.1 The Bidder must demonstrate a minimum annual gross revenue, focused on Professional Services, of three million dollars (\$3M) averaged over each of the last three (3) years.</p> <p>SSM 5.2 The Bidder must demonstrate contract experience supplying <u>ALL</u> of the following resource categories, for the required minimum billable hours per category.</p> <table border="1" data-bbox="521 590 1333 995"> <thead> <tr> <th data-bbox="521 590 1005 663">Resource Category (Any Level)</th> <th data-bbox="1005 590 1333 663">Minimum Number of Billable Hours</th> </tr> </thead> <tbody> <tr> <td data-bbox="521 663 1005 699">Business Analyst</td> <td data-bbox="1005 663 1333 699">10,000</td> </tr> <tr> <td data-bbox="521 699 1005 735">ATIP Consultant</td> <td data-bbox="1005 699 1333 735">9,000</td> </tr> <tr> <td data-bbox="521 735 1005 770">Project Officer</td> <td data-bbox="1005 735 1333 770">3,900</td> </tr> <tr> <td data-bbox="521 770 1005 806">Process Improvement Consultant</td> <td data-bbox="1005 770 1333 806">2,900</td> </tr> <tr> <td data-bbox="521 806 1005 842">Project Coordinator</td> <td data-bbox="1005 806 1333 842">2,900</td> </tr> <tr> <td data-bbox="521 842 1005 877">Financial Analyst</td> <td data-bbox="1005 842 1333 877">2,700</td> </tr> <tr> <td data-bbox="521 877 1005 913">Communications Officer</td> <td data-bbox="1005 877 1333 913">2,000</td> </tr> <tr> <td data-bbox="521 913 1005 949">Learning Coordinator</td> <td data-bbox="1005 913 1333 949">2,000</td> </tr> <tr> <td data-bbox="521 949 1005 995">Privacy Impact Assessment Specialist</td> <td data-bbox="1005 949 1333 995">800</td> </tr> </tbody> </table> <p>Bidders must complete the minimum billable hours per resource category using the Billable Hours Response Table (Attachment A of Appendix 1).</p> <p>It is not necessary for each contract to demonstrate all resource categories.</p> <p>The experience must occur within the five (5) years prior to the RFP closing date. The experience may occur at any time during the five year period.</p> <p>The total number of billable hours per resource category, when added together, must meet the Minimum Number of Billable Hours requirement.</p> <p>The services delivered under each resource category must be similar in nature as described in the resource catalogue.</p> <p>The Bidder must have been the prime contractor on the referenced contract and not a subcontractor or affiliate.</p> <p>Each contract must include all information requested in the Contract Reference Template (Attachment B of Appendix 1).</p>	Resource Category (Any Level)	Minimum Number of Billable Hours	Business Analyst	10,000	ATIP Consultant	9,000	Project Officer	3,900	Process Improvement Consultant	2,900	Project Coordinator	2,900	Financial Analyst	2,700	Communications Officer	2,000	Learning Coordinator	2,000	Privacy Impact Assessment Specialist	800
Resource Category (Any Level)	Minimum Number of Billable Hours																				
Business Analyst	10,000																				
ATIP Consultant	9,000																				
Project Officer	3,900																				
Process Improvement Consultant	2,900																				
Project Coordinator	2,900																				
Financial Analyst	2,700																				
Communications Officer	2,000																				
Learning Coordinator	2,000																				
Privacy Impact Assessment Specialist	800																				

Bids from Bidders that meet all of the Stream-Specific Mandatory Criteria will be evaluated according to Subsection 1.4, Mandatory Median Rate Evaluation.



1.4 Mandatory Median Rate Evaluation

CRA will use the following median rate evaluation method on a per stream basis to evaluate all compliant bids that passed mandatory criteria described in section 1.3, as long as there are at least four (4) compliant bids that have been left in that stream after evaluation in section 1.3. This section 1.4 is not applicable to a stream where there are less than four (4) compliant bids remaining. In such a situation, all compliant bids within that stream will move to Appendix 2 “Point-rated Evaluation Criteria”, and will continue to be evaluated accordingly.

Calculation of the Median Band

Using the ceiling rates, proposed in Appendix 3: Financial Proposal, for each category and level within a stream by all Bidders, a median rate will be determined for each category or level per category (if applicable). The median rate is calculated on the basis of the ceiling per hour rates provided by Bidders that meet the Mandatory Administrative Requirements, as described in Subsection 1.1 herein. The median rate will be used to calculate a **median band** against which CRA will evaluate the ceiling per hour rates provided in bids from Bidders that meet the Mandatory Administrative Requirements described in Subsection 1.1. For definitions of median rate and median band see Part 1, Section 1.2, Glossary of Terms.

For each category and level, the median band represents a range that encompasses the median rate to a value of minus or plus (-/+) 15% of the median rate. That is, the median band will start at 15% below the median rate and extend to 15% above the median rate. See Table 3 for an example calculation of the median rate and the median band, and the identification of rates outside the band and extreme rates. For definition of extreme rate see Part 1, Section 1.2. Glossary of Terms.

Evaluation According to Median Band

To be considered compliant, a bid must not accumulate demerit points beyond a maximum established for each stream nor contain extreme rates, as described in the following paragraphs.

Non-compliance because of Demerit Points

Each proposed ceiling per hour rate for a category and level will contribute to establishing, and hence be compared to the median band established for that category or level. Any ceiling per hour rate proposed for a category and level within a stream that falls outside the median band established for that category or level will be counted as a demerit point. See Table 2 for the maximum number of demerit points allowed for each stream. CRA will consider any bid that exceeds the maximum number of demerit points established for a stream as non-compliant and will give no further consideration to the Bid for that stream. See Table 3 for an example of bids that would be found non-compliant because of accumulating too many demerit points for a given stream.



Table 2: Maximum Number of Demerit Points Allowed for Each Stream

Stream	Number of Categories and Levels	Maximum Number of Demerit Points Allowed
Stream 1 – Common Development Services	21	4
Stream 2 – IT Overview/Administration	15	3
Stream 3 – Cyber Protection Services	6	1
Stream 4 – SAP Enterprise Resource Planning (ERP) Services	15	3
Stream 5 – Administrative	24	4

Non-compliance because of Extreme Rates

CRA will further review all bids that do not exceed the maximum number of demerit points established for a stream to identify extremely low or high rates. Any rate that falls outside the median band cannot exceed **plus or minus 30%** of the median rate established for that category and level. CRA will consider any Bid that includes a ceiling rate that exceeds plus or minus 30% of the median rate established for that category and level as non-compliant and will give no further consideration to the bid for that stream. Note that extreme rates are measured against the median rate, not the median band. See Table 3 for an example of a bid that would be found non-compliant because of an extreme rate.



Table 3: Example Median Rate, Median Band, and Rates Outside the Band

Stream X									
PROPOSALS	CAT:BNBN			CAT:XZBB		CAT:POMK	DEMERIT POINTS	Allowed maximum number demerit points: 2	Extreme Rate Validation
	Level 1	Level 2	Level 3	Level 1	Level 2	Level 1	Number of rates outside the band (+/- 15%)	Passed	Overall Pass
BIDDER XYZ	\$73.33	\$93.33	\$133.33	\$66.67	\$66.67	\$186.67	2	YES	FAILED
BIDDER XRT	\$93.33	\$96.67	\$105.33	\$73.33	\$93.33	\$133.33	2	YES	PASSED
BIDDER OUJ	\$82.67	\$93.33	\$100.00	\$64.00	\$77.33	\$120.00	0	YES	PASSED
BIDDER OVR	\$40.00	\$60.00	\$86.67	\$64.00	\$77.33	\$120.00	3	NO	FAILED
BIDDER QTY	\$53.33	\$113.33	\$120.00	\$80.00	\$93.33	\$146.67	5	NO	FAILED
MEDIAN RATES	\$73.33	\$93.33	\$105.33	\$66.67	\$77.33	133.33			
MEDIAN BAND (+15%)	\$84.33	\$107.33	\$121.13	\$76.67	\$88.93	\$153.33			
MEDIAN BAND (-15%)	\$62.33	\$79.33	\$89.53	\$56.67	\$65.73	\$113.33			
EXTREME RATES (+30%)	\$95.33	\$121.33	\$136.93	\$86.67	\$100.53	\$173.33			
EXTREME RATES (-30%)	\$51.33	\$65.33	\$73.73	\$46.67	\$54.13	\$93.33			

Bidders that don't meet the Mandatory Median Rate Evaluation criteria for a particular stream will be considered non-compliant for that stream and will be given no further consideration for that stream.

Bids from Bidders that meet all of the Mandatory Median Rate Evaluation Criteria will be further evaluated according to Appendix 2, Point-Rated Evaluation Criteria.



Attachment A - Billable Hours Response Table

By providing a response, the bidder certifies that billable hours provided occurred during the billing period indicated in SSM X.2 for all the resource categories listed.

Bidders can add additional columns to the response table as required.

Bidders only need to complete the table(s) for the applicable stream they are bidding.

For each Contract Reference, the Contract Reference Template, Attachment B of Appendix 1, must be completed.

Bidder's Name: _____

STREAM 1 – COMMON DEVELOPMENT SERVICES

RESOURCE CATEGORY	NUMBER OF BILLABLE HOURS					
	Billing Period (within the past 5 years) between ____/____/____ to ____/____/____ (dd/mm/yy) (dd/mm/yy)					
	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Total
System Analyst						
System Programmer/Developer						
Business Intelligence Specialist						
Quality Assurance Specialist						
Technical Analyst						
Database Administrator						
Data Modeller						

STREAM 2 – IT OVERVIEW / ADMINISTRATION SERVICES

RESOURCE CATEGORY	NUMBER OF BILLABLE HOURS					
	Billing Period (within the past 5 years) between ____/____/____ to ____/____/____ (dd/mm/yy) (dd/mm/yy)					
	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Total
Project Manager						
Information Technology Architect						
Project Office/Support Specialist						
Technical Writer						
Business Transformation Specialist						



STREAM 3 – CYBER PROTECTION SERVICES

RESOURCE CATEGORY	NUMBER OF BILLABLE HOURS					
	Billing Period (within the past 5 years) between ___/___/___ to ___/___/___ (dd/mm/yy) (dd/mm/yy)					
	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Total
Security Specialist						
Threat Risk Assessment /Security Assessment Authorization Specialist						

STREAM 4 – SAP ENTERPRISE RESOURCE PLANNING (ERP) SERVICES

RESOURCE CATEGORY	NUMBER OF BILLABLE HOURS					
	Billing Period (within the past 5 years) between ___/___/___ to ___/___/___ (dd/mm/yy) (dd/mm/yy)					
	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Total
ABAP Programmer						
SAP System Analyst						
SAP Portal Technical/Functional Specialist						
BASIS Specialist						
SAP Architect						



STREAM 5 – ADMINISTRATIVE (NON-IT)

RESOURCE CATEGORY	NUMBER OF BILLABLE HOURS					
	Billing Period (within the past 5 years) between ___/___/___ to ___/___/___ (dd/mm/yy) (dd/mm/yy)					
	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Total
Business Analyst						
ATIP Consultant						
Project Officer						
Process Improvement Consultant						
Project Coordinator						
Financial Analyst						
Communications Officer						
Learning Coordinator						
Privacy Impact Assessment Specialist						



Attachment B – Corporate Reference Template

Note to Bidders: Bidders may add additional lines to the response template, as required.

Referenced Contract #:			
Referenced Contract Title:			
Bidders Name:			
Contract Start Date:		Contract End Date:	
CUSTOMER/CLIENT REFERENCE CONTACT INFORMATION			
Name of Customer/Client Organization:			
Contact Name:			
Contact's Email Address:			
Contact's Telephone Number:			
CONTRACT DETAILS			
Description of services provided under this Contract:			
RESOURCE DETAILS			
The work billed for each resource category is similar in nature as described in the PSSC Catalogue of Resources listed in Annex B of this Solicitation.			
Resource Category		Cross-reference to resource category listed in PSSC Catalogue	



Appendix 2: Point Rated Criteria

Bids will be assessed against the evaluation criteria identified below. These criteria apply to all streams. A point-rated criterion not addressed in the Bidder’s bid will result in a score of zero being assigned against that criterion.

The streams identified and the categories referred to in the following point-rated evaluation criteria are described in Part 7, Annex B, PSSC Catalogue of Resources.

Joint venture bidders must provide the breakdown of each member’s contribution to evaluation criteria.

The Bidders must earn a minimum overall score of 70% per stream of the point-rated criteria to be considered compliant for that stream.

2.1 Point Rated Corporate Criteria

	Rated Criteria	Maximum Available Points	Rating Scale
R1	The bidder should demonstrate its years of experience delivering Professional Services <u>above</u> the mandatory minimum of 10 years requested in M4, as of the closing date of this RFP.	TOTAL 20	up to 1 Year = 2 points 1-2 Years = 5 points 2-3 Years = 10 points 3-4 Years = 12 points 4-5 Years = 14 points 5-6 Years = 16 points 6-7 Years = 18 points Over 7 Years = 20 points
R2.1	<p>Contract Management Plan</p> <p>The bidder should provide a plan as to how the resulting contract will be managed.</p> <p>The bidder should describe its proposed Contract Management Plan specifically addressing measures it proposes to manage the following elements:</p> <p>1) Demonstrated local presence for the managing of resources within the National Capital Region (NCR);</p> <p>2) Demonstrated ongoing commitment and continuous improvement to the management of contract.</p>	35	<p>1) Bidder demonstrates local client management presence within the NCR. (10pts)</p> <p>2) Applicable certifications which may include but are not limited to:</p> <ul style="list-style-type: none"> -ISO 9001:2008 or 2015 certified (10pts), -Certified Staffing Professional (CSP) (5pts), -Certified Temporary Staffing Specialist (5pts), -Certified Human Resources Professional (CHRP) (5pts),
R2.2	The Bidder should demonstrate their ability to supply, manage and retain multiple qualified resources in support of a single project using a maximum of	TOTAL 25	1 up to 10 resources = 2 points Over 10 up to 20 resources = 4 points



	<p>two (2) client contacts with contract references within the past five years (as of the closing date of this RFP).</p> <p>Each resource must have been on assignment for a minimum of 6 consecutive months and must have billed no fewer than 675 hours during the 6 month period</p> <p>The Bidder must provide for each contract reference the following information:</p> <ul style="list-style-type: none">• Client organization name;• Client contact name and title and contact information;• Contract start and end dates,• Contract number;• Resource name, category, and and number of hours billed. <p>Total number of qualifying resources</p>		<p>Over 20 up to 30 resources = 15 points</p> <p>Over 30 up to 40 resources = 20 points</p> <p>Over 40 resources = 25 points</p>
Total Available Points		80	



2.2 Point Rated Stream-Specific Criteria

Stream 1 – Common Development Services			
	Stream Specific Rated Criteria	Maximum Available Points	Rating Scale
R 1.1	The Bidder should demonstrate its billable hours experience in excess of the minimum mandatory hours under SSM 1.2.	TOTAL 100	<p>The Bidder’s demonstrated “total billable hours” provided in response to SSM 1.2 will be used to evaluate this criteria.</p> <p>The bidder will be awarded points as demonstrated in the evaluation example scenario below.</p> <p>In this example, the bidder would score 84.69 points out of a possible 100 points.</p>

Evaluation Example Scenario Billable Hours						
	A	B	C	D	E	F
	Bidder's Total	Minimum Billable Hours Identified Under SSM 1.2	Billable Hours in Excess of SSM 1.2	Bidder % Increase to a Maximum of 100 (Rounded to two decimal places)	Weighting Factor*	Score
Resource Category	(A)	(B)	(C)=(A)-(B)	(D)=(C)/(B)*100	(E)	(F)=(D)*(E)
System Analyst	535,000	290,000	245,000	84.48	0.69	58.29
System Programmer/ Developer	95,000	52,000	43,000	82.69	0.13	10.75
Business Intelligence Specialist	52,000	26,000	26,000	100	0.06	6
Quality Assurance Specialist	29,000	16,000	13,000	81.25	0.04	3.25
Technical Analyst	25,500	14,000	11,500	82.14	0.03	2.46
Database Administrator	23,000	13,000	10,000	76.92	0.03	2.31
Data Modeller	14,500	8,000	6,500	81.25	0.02	1.63
BIDDER SCORE = SUM (F)						84.69

*Weighting Factor is the minimum billable hours per resource category divided by the total minimum billable hours of all resource categories.



<p>R 1.2</p>	<p>The Bidder should demonstrate their experience providing professional services resources to support Cobol systems using a maximum of two (2) client contacts with contract references within the past five years (as of the closing date of this RFP).</p> <p>The Bidder must provide for each contract reference the following information:</p> <ul style="list-style-type: none"> • Client organization name; • Client contact name and title and contact information; • Contract start and end dates, • Contract number; • Resource name, category, and and number of hours billed. <p>Total number of qualifying resources</p>	<p style="text-align: center;">TOTAL 20</p>	<p>The Bidder will be awarded a maximum of 10 points (5 points for each contract reference that meets the criteria)</p> <p>The bidder will be awarded the following points for the number of resources placed that meets the criteria:</p> <table border="1" data-bbox="841 443 1377 600"> <tr> <td>1-5 resources placed</td> <td>3 points</td> </tr> <tr> <td>6-10 resources placed</td> <td>5 points</td> </tr> <tr> <td>11-14 resources placed</td> <td>7 points</td> </tr> <tr> <td>15 or more resources placed</td> <td>10 points</td> </tr> </table> <p>To be considered, the contract reference information must include:</p> <ul style="list-style-type: none"> • Client organization name; • Client contact name and title; • Client contact phone number; • Client contact email address; • Project start and end dates (yy/mm); • Description of project; • Number of resources placed. 	1-5 resources placed	3 points	6-10 resources placed	5 points	11-14 resources placed	7 points	15 or more resources placed	10 points
1-5 resources placed	3 points										
6-10 resources placed	5 points										
11-14 resources placed	7 points										
15 or more resources placed	10 points										
<p>Total Available Points (Stream-Specific Criteria)</p>		<p style="text-align: center;">120</p>									
<p>Total Available Points (Corporate Criteria)</p>		<p style="text-align: center;">80</p>									
<p>Total Available Points Rated Criteria</p>		<p style="text-align: center;">200</p>									
<p>Minimum Points Required</p>		<p style="text-align: center;">140</p>									



Stream 2 – IT Overview / Administration Services																																																																									
	Stream Specific Rated Criteria	Maximum Available Points	Rating Scale																																																																						
R 2.1	The Bidder should demonstrate its billable hours experience in excess of the minimum mandatory hours under SSM 2.2.	TOTAL 100	<p>The Bidder's demonstrated "total billable hours" provided in response to SSM 2.2 will be used to evaluate this criteria.</p> <p>The bidder will be awarded points as demonstrated in the evaluation example scenario below.</p> <p>In this example, the bidder would score 76.09 points out of a possible 100 points.</p>																																																																						
<table border="1"> <thead> <tr> <th colspan="7">Evaluation Example Scenario Billable Hours</th> </tr> <tr> <th></th> <th>A</th> <th>B</th> <th>C</th> <th>D</th> <th>E</th> <th>F</th> </tr> <tr> <th></th> <th>Bidder's Total</th> <th>Minimum Billable Hours Identified Under SSM 2.2</th> <th>Billable Hours in Excess of SSM 2.2</th> <th>Bidder % Increase to a Maximum of 100 (Rounded to two decimal places)</th> <th>Weighting Factor*</th> <th>Score</th> </tr> <tr> <th>Resource Category</th> <th>(A)</th> <th>(B)</th> <th>(C)=(A)-(B)</th> <th>(D)=(C)/(B)*100</th> <th>(E)</th> <th>(F)=(D)*(E)</th> </tr> </thead> <tbody> <tr> <td>Project Manager</td> <td>80,000</td> <td>45,000</td> <td>35,000</td> <td>77.78</td> <td>.43</td> <td>33.45</td> </tr> <tr> <td>Information Technology Architect</td> <td>66,000</td> <td>37,000</td> <td>29,000</td> <td>78.38</td> <td>.35</td> <td>27.43</td> </tr> <tr> <td>Technical Writer</td> <td>18,500</td> <td>10,000</td> <td>8,500</td> <td>85</td> <td>.10</td> <td>8.5</td> </tr> <tr> <td>Project Office/Support Specialist</td> <td>17,000</td> <td>11,000</td> <td>6,000</td> <td>54.55</td> <td>.10</td> <td>5.46</td> </tr> <tr> <td>Business Transformation Specialist</td> <td>3,250</td> <td>2,000</td> <td>1,250</td> <td>62.5</td> <td>.02</td> <td>1.25</td> </tr> <tr> <td colspan="6">BIDDER SCORE = SUM (F)</td> <td>76.09</td> </tr> </tbody> </table>				Evaluation Example Scenario Billable Hours								A	B	C	D	E	F		Bidder's Total	Minimum Billable Hours Identified Under SSM 2.2	Billable Hours in Excess of SSM 2.2	Bidder % Increase to a Maximum of 100 (Rounded to two decimal places)	Weighting Factor*	Score	Resource Category	(A)	(B)	(C)=(A)-(B)	(D)=(C)/(B)*100	(E)	(F)=(D)*(E)	Project Manager	80,000	45,000	35,000	77.78	.43	33.45	Information Technology Architect	66,000	37,000	29,000	78.38	.35	27.43	Technical Writer	18,500	10,000	8,500	85	.10	8.5	Project Office/Support Specialist	17,000	11,000	6,000	54.55	.10	5.46	Business Transformation Specialist	3,250	2,000	1,250	62.5	.02	1.25	BIDDER SCORE = SUM (F)						76.09
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	Total Available Points (Corporate Criteria)	80																																																																							
	Total Available Points Rated Criteria	180																																																																							
	Minimum Points Required	126																																																																							



Stream 3 – Cyber Protection Services																																																				
	Stream Specific Rated Criteria	Maximum Available Points	Rating Scale																																																	
R 3.1	The Bidder should demonstrate its billable hours experience in excess of the minimum mandatory hours under SSM 3.2.	TOTAL 100	<p>The Bidder’s demonstrated “total billable hours” provided in response to SSM 3.2 will be used to evaluate this criteria.</p> <p>The bidder will be awarded points as demonstrated in the evaluation example scenario below.</p> <p>In this example, the bidder would score 62.00 points out of a possible 100 points.</p>																																																	
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Resource Category	(A)	(B)	(C)=(A)-(B)	(D)=(C)/(B)*100	(E)	(F)=(D)*(E)																																														
Security Specialist	32,000	20,000	12,000	60	.80	48																																														
Threat Risk Assessment /Security Assessment Authorization Specialist	8,500	5,000	3,500	70	.20	14																																														
BIDDER SCORE = SUM (F)						62.00																																														
	Total Available Points (Stream-Specific Criteria)	100																																																		
	Total Available Points (Corporate Criteria)	80																																																		
	Total Available Points Rated Criteria	180																																																		
	Minimum Points Required	126																																																		



Stream 4 – SAP Enterprise Resource Planning (ERP) Services

	Stream Specific Rated Criteria	Maximum Available Points	Rating Scale
R 4.1	The Bidder should demonstrate its billable hours experience in excess of the minimum mandatory hours under SSM 4.2.	TOTAL 100	<p>The Bidder’s demonstrated “total billable hours” provided in response to SSM 4.2 will be used to evaluate this criteria.</p> <p>The bidder will be awarded points as demonstrated in the evaluation example scenario below.</p> <p>In this example, the bidder would score 77.25 points out of a possible 100 points.</p>

Evaluation Example Scenario Billable Hours						
	A	B	C	D	E	F
	Bidder's Total	Minimum Billable Hours Identified Under SSM 4.2	Billable Hours in Excess of SSM 4.2	Bidder % Increase to a Maximum of 100 (Rounded to two decimal places)	Weighting Factor*	Score
Resource Category	(A)	(B)	(C)=(A)-(B)	(D)=(C)/(B)*100	(E)	(F)=(D)*(E)
SAP System Analyst	24,500	14,000	10,500	75	.43	32.25
SAP Portal Technical/Functional Specialist	17,000	10,000	7,000	70	.30	21.0
ABAP Programmer	12,750	5,000	7,750	100	.15	15.0
SAP Architect	3,750	2,000	1,750	87.5	.06	5.25
BASIS Specialist	3,250	2,000	1,250	62.5	.06	3.75
BIDDER SCORE = SUM (F)						77.25

*Weighting Factor is the minimum billable hours per resource category divided by the total minimum billable hours of all resource categories.

Total Available Points (Stream-Specific Criteria)	100	
Total Available Points (Corporate Criteria)	80	
Total Available Points Rated Criteria	180	
Minimum Points Required	126	



Stream 5 – Administrative						
	Stream Specific Rated Criteria	Maximum Available Points	Rating Scale			
R 5.1	The Bidder should demonstrate its billable hours experience in excess of the minimum mandatory hours under SSM 5.2.	TOTAL 100	<p>The Bidder's demonstrated "total billable hours" provided in response to SSM 5.2 will be used to evaluate this criteria.</p> <p>The bidder will be awarded points as demonstrated in the evaluation example scenario below.</p> <p>In this example, the bidder would score 76.94 points out of a possible 100 points.</p>			
Evaluation Example Scenario Billable Hours						
	A	B	C	D	E	F
	Bidder's Total	Minimum Billable Hours Identified Under SSM 5.2	Billable Hours in Excess of SSM 5.2	Bidder % Increase to a Maximum of 100 (Rounded to two decimal places)	Weighting Factor*	Score
Resource Category	(A)	(B)	(C)=(A)-(B)	(D)=(C)/(B)*100	(E)	(F)=(D)*(E)
Business Analyst	18,500	10,000	8,500	85	.28	23.8
ATIP Consultant	17,000	9,000	8,000	88.89	.25	22.22
Project Officer	6,500	3,900	2,600	66.67	.10	6.67
Process Improvement Consultant	4,500	2,900	1,600	55.17	.08	4.41
Project Coordinator	5,500	2,900	2,600	89.66	.08	7.17
Financial Analyst	4,500	2,700	1,800	66.67	.07	4.67
Communications Officer	3,250	2,000	1,250	62.5	.06	3.75
Learning Coordinator	2,750	2,000	750	37.5	.06	2.25
Privacy Impact Assessment Specialist	1,700	800	900	100	.02	2
BIDDER SCORE = SUM (F)						76.94
*Weighting Factor is the minimum billable hours per resource category divided by the total minimum billable hours of all resource categories.						
Total Available Points (Stream-Specific Criteria)		100				
Total Available Points (Corporate Criteria)		80				
Total Available Points Rated Criteria		180				
Minimum Points Required		126				



Appendix 3: Financial Proposal

As part of their bid in response to this Request for Proposal (RFP), Bidders must quote ceiling per hour rates in Canadian funds, GST or HST extra, as applicable for the Professional Services Supply Chain (PSSC) Multiple-Award Contracts. The ceiling rates must include all costs, **excluding** GST or HST.

CRA will use Table 4 for the purposes of evaluating the Bidder’s financial bid. Bidders must submit ceiling rates for each level per category within a selected stream in the format presented in this table.

Table 4: Format for Submission of Financial Bid

Stream	Category	Level	Ceiling Rate
(A)	(B)	(C)	(D)
Number and Name of Stream	Name of Category	Level Number, if Applicable	Per Hour Rate

The median rate for each category and level within a stream will be calculated on the basis of the ceiling per hour rates in column (D) provided by all compliant bids. For the process by which median rates are calculated and for the median rate evaluation method, see Appendix 1, Mandatory Criteria, Subsection 1.4, Mandatory Median Rate Evaluation.

Bidders are to use the spreadsheet, titled *1000335302 Financial Proposal*, to compile ceiling per hour rates for the stream or streams and categories they wish to bid on. **An MS Excel file of this spreadsheet, for Bidders to complete and submit with their proposal, will be included with the RFP as an electronic attachment.** Bidders must print a copy of the spreadsheet and submit the printed copy as the official financial bid. Bidders must also submit the digital copy of the completed spreadsheet file.

The ceiling hourly rates for each level and category presented by the bidder on the spreadsheet will be tabulated and used as a bid price score in the calculation of total combined ranking (see Part 4, Section 4.1.1, Table 1).



Part 7 Model Multiple-Award Contract

The following clauses and conditions apply to and form part of any Multiple-Award 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 Multiple-Award Contract.

7.3 Requirement

The Contractor must perform the Work in accordance with the Task Solicitation documents, the Statement of Work (SOW) at Annex A, and the PSSC Catalogue of Resources at Annex B, attached hereto and forming part of the Multiple-Award Contract.

7.3.1 Requirement to use CRA E-Procurement Solution

The Canada Revenue Agency's (CRA) intends to implement and use an e-procurement solution to expedite the ordering, receiving and reconciling goods and services under any resulting Multiple-Award Contract. This end-to-end e-procurement system is based on the Ariba suite of products and has been branded internally as "Synergy". The Contractor must be a registered user of Synergy during the period of the Multiple-Award Contract, including any extensions.

7.4 Period of Multiple-Award Contract

The period of the Multiple-Award Contract is from _____ to _____ inclusive.

7.5 Options

7.5.1 Option to Extend the Multiple-Award Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Multiple-Award Contract by up to 5 (five) additional 1 (one) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Multiple-Award 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 Multiple-Award Contract by sending a written notice to the Contractor.

7.5.2 Option to Add, Delete or Amend the Resource Categories and/or Levels within a Stream

The Contractor grants to Canada the irrevocable option to add, delete or amend the resource categories and/or levels within a stream under the same conditions in accordance with the following methodology:

Step 1: CRA Contracting Authority will present a description of a new category/level to all existing Contractors in a stream, and will request proposed hourly ceiling rates.

Step 2: Contractors must respond to CRA Contracting Authority within five (5) business days and submit a proposed ceiling per hour rate.

All new rates will be subject to the Ceiling Rate Adjustment, as described in paragraph 7.34 herein.

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 Multiple-Award Contract by sending a written notice to the Contractor.

7.6 Multiple-Award Contract

This Multiple-Award Contract is an agreement between the CRA and the Contractor for the provision, on an “as, if, and when requested” basis, of professional services.

The Contractor who holds a Multiple-Award Contract agrees that:

- Issuance of the Multiple-Award Contract does not oblige CRA to authorize or contract for all or any of the designated services, or to spend any monies whatsoever above and beyond the established minimum work guarantee;
- A Task Authorization awarded under the Multiple-Award Contract will be a Task Authorization only for those services that have been contracted for, provided always that such Task Authorization is made in accordance with the terms and conditions set out in the Multiple-Award Contract;
- CRA’s liability under the Multiple-Award Contract shall be limited to that which arises from Task Authorizations awarded under the Multiple-Award Contract; and
- Task Solicitations will be issued to Contractors as specified in Annex A, Statement of Work, Section II, Work Distribution for Requirements Under a Multiple-Award Contract.

The Contractor also agrees to comply to the conditions of the Service Level Agreement described in Annex E.

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

All clauses and conditions identified in the Multiple-Award 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	Foreign Nationals (Canadian Contractor)	2006-06-16
A2001C	Foreign Nationals (Foreign Contractor)	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
C0711C	Time Verification	2008-05-12
G1005C	Insurance	2008-05-12

7.8 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” 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/qncy/prcrmnt/menu-eng.html>.

Section 45 titled “Code of Conduct for Procurement—Contract” is hereby deleted in its entirety.

7.9 Security Requirements

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



The Task Solicitation form will specify the level of security clearance required by the Task Authorization resource.

Personnel only – No Document Safeguarding Capability (Reliability)

1. The Contractor personnel requiring access to Protected information, assets or sensitive work site(s) must each hold a valid Reliability screening, granted by the Security and Internal Affairs Directorate (SIAD) of the Canada Revenue Agency (CRA) or granted/approved by the Canadian and International Industrial Security Directorate (CIISD) of Public Works and Government Services Canada (PWGSC).
2. The Contractor must not remove any Protected information or assets from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
3. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.
4. The Contractor must comply with the provisions of the:
 - Security Requirement Check List (SRCL), attached as Annex D of the contract; and
 - Security Requirements for Protection of Sensitive Information issued by CRA, Security and Internal Affairs Directorate. These may be viewed on the Government Electronic Tendering Service, provided by MERX™, Internet address: <http://www.merx.com/> (under Government Resources), or may be obtained from the Contracting Authority.

Personnel only – No Document Safeguarding Capability (Secret)

1. The Contractor personnel requiring access to Classified information, assets or sensitive work site(s) must each hold a valid personnel security screening at the level of Secret granted by the Security and Internal Affairs Directorate (SIAD) of the Canada Revenue Agency (CRA) or the Canadian and International Industrial Security Directorate (CIISD) of Public Works and Government Services Canada (PWGSC).
2. The Contractor must not remove any Classified information or assets from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
3. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.
4. The Contractor must comply with the provisions of the:
 - Security Requirement Check List (SRCL), attached as Annex D of the contract; and
 - Security Requirements for Protection of Sensitive Information issued by CRA, Security and Internal Affairs Directorate. These may be viewed on the Government Electronic Tendering Service, provided by MERX™, Internet address: <http://www.merx.com/> (under Government Resources), or may be obtained from the Contracting Authority.

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



7.10 Authorities

7.10.1 Contracting Authority A1024C (2007-05-25)

The Contracting Authority for the Multiple-Award Contract is:

Name: Alastair Webb

Telephone Number: (613) 867-5203

Fax Number: (613) 957-6655

E-mail address: alastair.webb@cra-arc.gc.ca

The Contracting Authority will be the sole authority on behalf of the CRA for the administration and management of this Multiple-Award Contract. Any changes to the Multiple-Award 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 Multiple-Award Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

The CRA Contracting Authority's specific duties will include but not be limited to:

- Working with the CRA clients authorized to use the Multiple-Award Contract and Contractors to monitor and adjust Multiple-Award Contracts to reflect the most current requirements and to resolve any issues that may arise;
- Communicating to the CRA clients authorized to use the Multiple-Award Contract and to the Contractors the overall process through which the services of the Contractor are acquired; and
- Supporting the CRA clients authorized to use the Multiple-Award Contract and Contractors in the use of the Multiple-Award Contract.

7.10.2 Project Authority

The Project Authority is the representative of CRA for whom the work is being carried out under the Task Authorization and is responsible for all matters concerning the technical content of the work under the Task Authorization. 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 Task Authorization amendment issued by the Contracting Authority.

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

The Project Authority will be responsible for:

- arranging for access to Government of Canada facilities and equipment;
- review and inspection of all invoices submitted;
- inspection and acceptance of all work performed; and
- defining any proposed changes to the scope of work.

Name: *[To be provided at the time of Task Authorization award.]*

Address: *[To be provided at the time of Task Authorization award.]*

Telephone: *[To be provided at the time of Task Authorization award.]*

Fax: *[To be provided at the time of Task Authorization award.]*



E-mail: *[To be provided at the time of Task Authorization award.]*

7.10.3 Client Manager

The Client Manager will be the single point of contact for all aspects of the Multiple-Award Contract and resource management.

To be completed at the time of Multiple-Award Contract award

Name:

Address:

Telephone Number:

Fax Number:

E-mail Address:

7.10.4 CRA Acquisition Service Desk

To be completed at the time of Multiple-Award Contract award

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

Telephone Number:

Fax Number:

E-mail Address:

7.10.5 Contractor's Synergy Representative

To be completed at the time of Multiple-Award Contract award

Contractor's representative for Synergy related questions.

Synergy Contact Name:

Toll Free Telephone Number:

Fax Number:

E-mail Address:

7.11 Contractor Identification Protocol

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

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.

7.12 Travel and Living Expenses

The primary location of work is the National Capital Region (NCR), unless otherwise stated in the Task Authorization form. Canada will not pay the Contractor for any travel and/or living expenses associated with performing the work in the primary location of work.

If, upon request by the CRA Project Authority, the Contractor is required to provide services at CRA facilities outside the primary location of work, then the Contractor will be reimbursed for the authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for overhead or profit, in accordance with the meal, private vehicle and incidental expense allowances specified in Appendices B, C and D of the CRA's Travel and Living Guidelines for Contractors (<http://www.cra-arc.gc.ca/gncy/xpnss/trvl/menu-eng.html>) and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

All travel must have the prior authorization of the Project Authority. All payments are subject to government audit.

7.13 Work Location

The work location will be reflected in the final Task Authorization document. Any resource that is required to work on site during non-business hours under this Task Authorization must obtain pre-authorization in writing by the Contracting Authority prior to commencing work.

7.14 No Responsibility to Pay for Work not performed due to Closure of Government Offices

- a. Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.
- b. If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises.

7.15 Synergy Non-Compliance

Failure to respect the delivery timelines as per the Contract or the problem resolution timelines set out under Appendix 1 to Annex A paragraph 3.5 Support, Table 1: Response Time Requirements will result in an escalation by the CRA Contracting Authority with the Contractor. In that event, the Contractor agrees to pay to the CRA, liquidated damages for each hour of delay, or any part thereof, for the time spent by



the CRA addressing any issues that occur due to the failure of the Contractor to meet the CRA's Synergy requirements, based on the following calculation:

Hourly rate based on the current salary of a SP-06, Increment 4 and a 20% premium representing benefits. The annual salary for this occupation group is found at <http://www.cra-arc.gc.ca/crrs/wrkgng/pyrts/sp-eng.html>.

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

The CRA and the Contractor agree that the amount stated above is their best pre-estimate of the loss to the CRA in the event of such a failure, and that it is not intended to be, nor is it to be interpreted as a penalty.

The CRA will have the right to hold back, drawback, deduct or set off from and against the amounts of any monies owing at any time by CRA to the Contractor, any liquidated damages owing and unpaid under this section.

Nothing in this section must be interpreted as limiting the rights and remedies which CRA may otherwise have under the Contract.

7.16 Basis of Payment

The Contractor will be paid in accordance with Annex C, Basis of Payment.

7.17 Monthly Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada

7.18 Minimum Work Guarantee - All the Work – Task Authorizations SACC B9030C 2011-05-16

1. In this clause,

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

"Minimum Multiple-Award Contract Value" means \$25,000.00 (including HST) or the value of one Task Authorization (TA), whichever is greater, under each of the Multiple-Award Contracts, including all optional periods.
2. Canada's obligation under the Multiple-Award Contract is to request Work in the amount of the Minimum Multiple-Award Contract Value or, at Canada's option, to pay the Contractor at the end of the Multiple-Award Contract in accordance with paragraph 3. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Multiple-Award Contract period to perform the



Work described in the Multiple-Award Contract. Canada's maximum liability for work performed under the Multiple-Award Contract must not exceed the Maximum Multiple-Award Contract Value, unless an increase is authorized in writing by the Contracting Authority.

3. In the event that Canada does not request work in the amount of the Minimum Contract Value during the period of the Multiple-Award Contract, Canada must pay the Contractor the difference between the Minimum Multiple-Award Contract Value and the total cost of the Work requested.
4. Canada will have no obligation to the Contractor under this clause if Canada terminates the Multiple-Award Contract in whole or in part for default.

7.19 Limitation of Expenditure – Cumulative Total of all Task Authorizations

Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of \$ _____ and Applicable Taxes are extra. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a. when it is 75 percent committed, or
 - b. four (4) months before the contract expiry date, or
 - c. as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions,
- whichever comes first.

If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.20 Invoicing Instructions

The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each claim must be supported by one or more of the following documents:

1. a copy of time sheets to support the time claimed;

Invoices billed against the Task Authorization must be distributed as follows:

2. The original and one (1) copy must be forwarded to the address shown on page 1 of the Task Authorization for certification and payment.

7.21 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.

7.21.1 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.

7.21.2 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.

7.21.3 Payment by Cheque

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

7.22 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.



7.23 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 G 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 G 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.

7.24 Joint Venture (only included if a 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 Multiple-Award 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.



7.25 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.

7.26 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.

7.27 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: PSSC Catalogue of Resources;
5. Annex C: Basis of Payment;
6. Annex D: Security Requirements Check List (SRCL);
7. Annex E: Service Level Agreement;
8. Annex F: Certificates;
9. the Task Authorization(s) including all of its annexes, (if applicable); and
10. The Contractor's proposal dated (insert date of bid), as amended on (insert date(s) of amendment(s), if applicable).

7.28 Training and Familiarization of Contractor Personnel

7.28.1 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.

7.29 Alternative Dispute Resolution

NEGOTIATION FOLLOWED BY MANDATORY MEDIATION, THEN, IF NECESSARY BY ARBITRATION OR LITIGATION

The parties agree to meet, negotiate in good faith, and attempt to resolve, amicably, any dispute arising out of or related to the contract or any breach thereof.

If the parties are unable to resolve the dispute through negotiations within 10 working days, the parties agree to attempt to resolve the dispute through mediation by submitting the dispute to a sole mediator selected jointly by the parties. The mediator will be chosen from a roster of qualified mediators



maintained by the Canada Revenue Agency. All costs shall be shared equally between the disputing parties.

If a dispute cannot be settled with a 15 calendar day period after the mediator has been appointed, or if the parties are unable to select a mediator within 15 calendar days of the date of provision of notice by one party to the other of the intention to proceed to mediation, or such longer period as agreed to by the parties, the parties shall have the right to resort to any remedies permitted by law, including but not limited to arbitration or litigation.

All defences based on the passage of time shall be tolled pending the termination of the mediation.

7.30 CRA Policies

The following CRA policies must be adhered to by the contractor and its resource identified in a Task Authorization.

- Directive on Discrimination and Harassment Free Workplace
- Code of Integrity and Professional Conduct
- Monitoring of the Electronic Networks' Usage Policy

For an electronic copy of the above, please contact the Contracting Authority by e-mail.

7.31 Professional Services – General

- (a) The Contractor must provide professional services on request as specified in this Contract. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, language proficiency and security clearance) and must be competent to provide the required services by any delivery dates described in the Contract.
- (b) If the Contractor fails to deliver any deliverable (excluding delivery of a specific individual) or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within ten working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.
- (c) In General Conditions 2035, the Article titled "Replacement of Specific Individuals" is deleted and the following applies instead:

Replacement of Specific Individuals

- (i) If the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, the Contractor must within five working days of having this knowledge, the individual's departure or failure to commence Work (or, if Canada has requested the replacement, within ten working days of Canada's notice of the requirement for a replacement) provide to the Contracting Authority:
 - (A) the name, qualifications and experience of a proposed replacement immediately available for Work; and



- (B) security information on the proposed replacement as specified by Canada, if applicable.

The replacement must have qualifications and experience that meet or exceed those obtained for the original resource.

- (ii) Subject to an Excusable Delay, where Canada becomes aware that a specific individual identified under the Contract to provide services has not been provided or is not performing, the Contracting Authority may elect to:
 - (A) exercise Canada's rights or remedies under the Contract or at law, including terminating the Contract in whole or in part for default under the Article titled "Default of the Contractor", or
 - (B) assess the information provided under (c) (i) above or, if it has not yet been provided, require the Contractor to propose a replacement to be rated by the Technical Authority. The replacement must have qualifications and experience that are similar or exceed those obtained for the original resource and be acceptable to Canada. Upon assessment of the replacement, Canada may accept the replacement, exercise the rights in (ii) (A) above, or require another replacement in accordance with this sub-article (c).

Where an Excusable Delay applies, Canada may require (c) (ii) (B) above instead of terminating under the "Excusable Delay" Article. An Excusable Delay does not include resource unavailability due to allocation of the resource to another Contract or project (including those for the Crown) being performed by the Contractor or any of its affiliates.

- (iii) The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that an original or replacement resource stop performing the Work. In such a case, the Contractor must immediately comply with the order. The fact that the Contracting Authority does not order a resource to stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.
- (iv) The obligations in this article apply despite any changes that Canada may have made to the Client's operating environment.

7.32 Representations and Warranties

The Contractor made statements regarding its **own** and its proposed resources' experience and expertise in its bid that resulted in the award of the Contract **[and the issuance of TA's]**. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract **[and adding work to it through TA's]**. The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have and maintain, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

7.33 Conflict of Interest

Where CRA has employed the assistance of private sector contractors in the preparation of this solicitation, responses to this solicitation from any such contractor or with respect to which such contractor is in any manner directly or indirectly involved will be deemed to be in conflict of interest (real



or perceived) and will not be considered. By submitting a bid, the Contractor represents that there is no conflict of interest as stated above.

The Contractor and its employees shall conduct business covered by a resulting Task Authorization only during periods paid for by CRA and shall not conduct any other business on CRA's premises. The Contractor shall not provide assistance to the CRA client authorized to use the Contract in developing the Task Solicitation for a requirement under the Contract, except as directed in performance of a Task Authorization for that purpose. If requested by the authorized client to provide assistance not related to a Task Authorization, the Contractor shall immediately contact the CRA Contracting Authority to preclude the possibility of conflicts of interest. If the Contractor is required to prepare or assist in the preparation of material for a Task Solicitation for a requirement to be used in a competitive procurement, the CRA will not consider the Contractor and the Contractor undertakes not to participate in the competitive procurement or subsequent Task Authorization.

7.34 Disclosure of Information

The Contractor agrees to the disclosure of the following information contained in its Contract either via the CRA internal Contract Index or the CRA's e-commerce tool:

- The terms and conditions of this Contract;
- The Contractor's PBN, name, and contact information;
- The Contractor's corporate profile;
- The Contractor's level of security clearance; and
- The Contractor's contracted categories of personnel.

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

CRA will not be liable for any errors, inconsistencies, or omissions in any such published information. If the Contractor identifies any errors, inconsistencies, or omissions, the Contractor agrees to notify the CRA Contracting Authority immediately.

7.35 Ceiling Rate Adjustment

Ceiling rates shall remain fixed for the initial period of the Multiple-Award Contract. Ceiling rates shall automatically be adjusted for the option periods at a rate of +1.5%. The ceiling rates for the initial period and for the option periods will be reflected in the Basis of Payment, Annex C.

Rate adjustments are to be applied not more frequently than annually, in line with the Multiple-Award Contract anniversary term.

7.36 Task Authorization Process

7.36.1 As-and-when-requested Task Authorizations

The Work to be performed under the Multiple-Award Contract will be on an "as-and-when-requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the



scope of the Multiple-Award Contract. The Contractor must not commence work until a validly issued TA has been issued by Canada and received by the Contractor. The Contractor acknowledges that any work performed before such issuance and receipt will be done at the Contractor's own risk.

7.36.2 Period of Services of the Task Authorizations Awarded Under a Multiple-Award Contract

Task Authorizations may be issued from the date that the Multiple-Award Contract is signed until the expiry date of the Multiple-Award Contract or any extension thereof. Each Task Authorization will indicate the period of services during which the specified work will be performed.

Furthermore, some Task Authorizations may contain a provision or provisions for option(s) that extend the initial period of service. Each option is under the same terms and conditions, and at the rates specified in the Basis of Payment at Annex B.

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

7.36.3 Termination of a Task Authorization

The Contracting Authority may, at its sole discretion, terminate all or any part of a Task Authorization at any time upon three (3) calendar days written notice to the Contractor. In the event of such termination, the Contractor agrees that it shall be entitled to be compensated only for work performed and accepted up to the effective date of such termination.



Annexes

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

- ANNEX A: STATEMENT OF WORK
- ANNEX B: PSSC CATALOGUE OF RESOURCES
- ANNEX C: BASIS OF PAYMENT
- ANNEX D: SECURITY REQUIREMENTS CHECK LIST (SRCL)
- ANNEX E: SERVICE LEVEL AGREEMENT
- ANNEX F: CERTIFICATES



Annex A - Statement of Work

1.0 Title:

Professional Services Supply Chain

2.0 Scope:

Canada Revenue Agency requires professional services resources on an “as and when requested” basis to support the Agency’s program delivery mandate. Professional services are to be delivered by resources in the applicable streams identified in the Professional Services Supply Chain Catalogue.

3.0 Stream Definitions:

Stream 1 – Common Development Services

CRA requires Information and Technology Services to support the Agency’s program delivery mandate. This includes the development of Information Technology Solutions. These solutions are developed using a systems development approach that includes planning, analysis, design, programming, testing, debugging, documentation and the maintenance of quality IT systems, applications and databases. These IT systems, applications and databases are in support of the various Business Programs and include Business Intelligence solutions.

Stream 2 – IT Overview/Administration

CRA requires Information, Technology and Project Management Services to support the Agency’s program delivery mandate. This includes the development of architecture, frameworks, strategies and related documentation to meet Business and Technical requirements; Project Management services to plan, execute, track, report, and support delivery of Information Technology projects, providing assurance that projects will be delivered on time, within budget and with the agreed upon scope; Technical writing services to support the Information Technology teams in the completion of a variety of documentation deliverables; Support to the Business Teams to identify limitations and areas requiring remediation, assist in the definition of Business requirements and support the development of solutions to address business needs and implement and maintain those solutions.

Stream 3 – Cyber Protection Services

Canada Revenue Agency requires information and technology services to support the Agency’s delivery of government leading, enterprise wide, electronic IT Security management services that support CRA business objectives, and enable the enterprise to adapt quickly to future changes and requirements to serve Canadians. Services required will assist to identify, protect, and monitor all information systems in the Canada Revenue Agency (CRA) from any real or perceived threats to ensure that a secure environment is maintained, thereby protecting the integrity and confidentiality of the information and upholding the expectations of CRA clients and employees, both here and abroad.

Stream 4 – SAP Enterprise Resource Planning (ERP) Services

Canada Revenue Agency (CRA) requires information and technology services to support the Agencies program delivery mandate. This includes servicing business applications that support and streamline financial, material and human resource processes.

CRA requires support from professional SAP IT resources to ensure continuity and quality of service.

Stream 5 - Administrative Services

CRA requires Administrative Services to support the Agency’s program delivery mandate. From financial analysis, to project coordination, to streamlining and finding ways to improve and lean internal processes, the Agency leans on industry expertise to aid it in its delivery of various programs to taxpayers. It also includes responding to taxpayers’ access to information requests and performing privacy impact assessment when required, both as mandated by the Privacy Act and the Access to Information Act.

As and when needed access to resources possessing these unique skills aims to ensure continuity and quality of service.



4.0 Resource Categories:

See Professional Services Supply Chain Catalogue, Annex B.

5.0 Deliverables:

The contractor must complete and submit the deliverables, as defined in each Task Authorization.

6.0 Client Support:

CRA will provide in-depth and ongoing advice, guidance, and support to the Contractor throughout any resulting Task Authorization, and specifically will provide the Contractor with direct access to all resource staff, managers, and project teams within the functional business line and all relevant CRA documents. The Contractor will be responsible for bringing to the attention of management any and all problems it may face in fulfilling its mandate

7.0 Language Requirements:

Contractors must supply resources in accordance with the linguistic profile specified in each Task Solicitation.

8.0 Location of Work:

Location specifics will be identified in each Task Solicitation.

9.0 Security Requirements:

Secret clearance will be required for the majority of requirements. All security requirements will be identified in the Task Solicitation.

10.0 Client Manager:

The Client Manager will be the single point of contact for all aspects of the Multiple-Award Contract and resource management. The Client Manager is responsible for planning, directing, coordinating, organizing, executing, monitoring, reporting, and managing the Multiple-Award Contract. The Client Manager must be the primary point of contact between the Contractor and the Contracting Authority (CA). The Client Manager must meet frequently in Ottawa (NCR), with representatives of Canada.



Section I – Work Distribution Process for Requirements Under a Multiple-Award Contract

1.0 Solicitation Process:

The solicitation process described in this section will be followed to issue Task Authorizations under the PSSC Multiple-Award Contract.

1.1 Phase 1—Preparation of Solicitation Document:

The CRA manager authorized to use the Multiple-Award Contract identifies a need for services under the PSSC Multiple-Award Contract. The manager is the Project Authority for the solicitation and selects a category from the PSSC Catalogue of Resources included as Annex B, of this Multiple-Award Contract. The Project Authority develops a Task Solicitation Statement of Work (SOW) and Evaluation Criteria document to supplement the category description. The Project Authority then submits these documents to the CRA Contracting Authority who reviews the documents and prepares a Task Solicitation form. See Section II, Description Of Documents to Be Issued for a Requirement.

1.2 Phase 2—Distribution of the Task Solicitation:

The Contracting Authority distributes the Task Solicitation form, the Catalogue category description, the Task Solicitation SOW and the Evaluation Criteria document to all Contractors identified in the particular stream for the requirement in accordance with the work distribution methodology as described herein. CRA intends to use its e-commerce tool, Synergy, to distribute Task Solicitations, but reserves the right to establish whatever process best serves its requirements in this regard.

1.3 Phase 3—Contractor Prepares and Submits Proposals:

A Contractor that has received the Task Solicitation must prepare and submit a proposal in response to the Task Solicitation within the time specified in the solicitation. A Contractor is required to respond to a Task Solicitation within seven (7) business days, unless otherwise stipulated in the solicitation. Failure by a Contractor to respond within the time specified in the Task Solicitation will result in a strike against the Contractor. See Annex E, Service Level Agreement.

1.3.1 Clarification of a Requirement:

Should a Contractor require clarification of a requirement, it is the responsibility of the Contractor to contact the Contracting Authority identified in the Task Solicitation to obtain clarification of the requirement prior to the Contractor submitting its proposal. The Contractor must submit any questions or concerns about the Task Solicitation within the time specified in the solicitation and must direct them only to the authorized personnel as specified on the Task Solicitation.

All questions related to a Task Solicitation and CRA's answers will be made available to all Contractors participating in a Task Solicitation. Failure by a Contractor to comply with this condition will result in disqualification of the Contractor's proposal and a strike against the Contractor in the CRA's performance monitoring system. See Annex E, Service Level Agreement.

1.3.2 Contents of a Proposal from the Task Solicitation:

As part of its proposal, the Contractor must provide the résumés of the proposed resource(s), completed evaluation grid, security clearance information, completed reference check forms and the per hour rate(s). The Contractor must not propose a per hour rate that is higher than the ceiling per hour rate included in the Contractor's PSSC



Multiple-Award Contract. The Contractor must not include any premiums, caveats, or riders that have the effect of raising the ceiling per hour rate.

1.3.3 Requirements Regarding Proposed Resources:

The Contractor must propose resources who meet all of the mandatory requirements specified in the Task Solicitation. A Contractor's proposal of resource(s) who do not meet the mandatory requirements specified in the Task Solicitation will result in a strike against the Contractor in the CRA's performance monitoring system. See Annex E, Service Level Agreement.

If the Contractor mistakenly submits a resource who does not meet all of the mandatory requirements specified in the Task Solicitation, the Contractor must contact the Contracting Authority directly within one working day after original submission to rectify the mistake. If the Contractor does not rectify the error, the submitted resource(s) will stand as the Contractor's proposal.

The Contractor must ensure that it has exclusive rights to the resource or resources submitted in the Contractor's proposal for a specific Task Authorization and that the resource, if selected by the CRA, will fulfill the engagement. Upon request by the CRA Project Authority, the Contractor must provide a signed copy of its exclusivity agreement with the proposed resource for a specific Task Authorization. A Contractor's failure to secure exclusive rights to the resource or resources submitted in the Contractor's proposal will result in a strike against a Contractor in the CRA's performance monitoring system. See Annex E, Service Level Agreement.

1.4 Phase 4—Evaluation of Proposals:

1.4.1 Step 1—Proposals Forwarded to the Project Authority:

At the end of the Task Solicitation period, when proposals from all Contractors have been received through CRA's e-commerce tool, the résumés from the proposals are forwarded by the Contracting Authority to the Project Authority who initiated the requirement.

1.4.2 Step 2—Project Authority Evaluates Proposals:

The Project Authority responsible for the requirement is wholly responsible for the technical evaluation of all proposals and will document the evaluation. The Project Authority first reviews the résumé(s) for compliance with the mandatory requirements specified in the Task Solicitation, the Task Solicitation SOW and the Evaluation Criteria document. The Project Authority rejects from further consideration any résumé that does not meet the mandatory requirements and is identified as non-compliant. Such non-compliant résumés will result in a strike against a contractor in the CRA's work distribution monitoring system. See Annex E, Service Level Agreement.

All compliant résumés will be evaluated based on the requirements specified in the Task Solicitation, the Task Solicitation SOW and the Evaluation Criteria document. In the case of interviews, the Project Authority will use a standardized interview scorecard. The Project Authority will use the same interview scorecard to interview all resources proposed by all Contractors. The Contractor is responsible for ensuring that proposed resources are available for interview. If a resource fails to attend an interview, the Contractor that has submitted the resource will be found non-compliant and receive a strike in the CRA's work distribution monitoring system. See Annex E, Service Level Agreement.



1.4.3 Step 3— Project Authority Documents Technical Evaluation:

The Project Authority will document all decisions regarding the proposed resources and provide the Contracting Authority with all technical evaluation and supporting documentation.

After a Task Authorization has been awarded, a contractor that has submitted a proposal may request an explanation from the Contracting Authority of the reason(s) their proposals were not successful.

1.4.4 Step 4A—Contracting Authority Selects a Successful Proposal:

The Contracting Authority will review all technical evaluation and supporting documentation to ensure accuracy and completeness. The Contracting Authority will complete the financial evaluation for all proposals that met the minimum pass marks specified in the evaluation criteria document. The highest ranked proposal will be determined based on the basis of selection specified in the Evaluation Criteria document included in the Task Solicitation.

The Contracting Authority issues a Task Authorization to the Contractor that has proposed the highest ranked successful resource. The Task Authorization will also state the number of extension options.

1.4.5 Step 4B—Contracting Authority Does not Select a Successful Proposal:

If, after the final evaluation, there were no successful resources the Contracting Authority may either cancel or recommence the Task Solicitation to request additional proposals.

1.5 Phase 5—Task Authorization Award:

Task Authorization (TAs) awarded under the Multiple-Award Contracts shall clearly specify the work to be performed for the full period of the Task Authorization and will be based on the Task Solicitation. See Section II, Description of Documents to be Issued for a Requirement, and shall follow terms and conditions of the Multiple-Award Contract.

The Contracting Authority will award a Task Authorization to the successful Contractor in accordance with Section II, Description of Documents to be Issued for a Requirement. The Task Authorization will incorporate reference to the Task Solicitation documents and, by reference, terms and conditions of the Multiple-Award Contract, and the Contractor's proposal for the RFP. The Task Authorization will also include the start and end dates, rate, and level of effort required.

The Contractor will not commence work until an approved Task Authorization has been received from the Contracting Authority. The Contractor acknowledges that any and all work performed in the absence of the aforementioned Task Authorization will be done at the Contractor's own risk, and the CRA shall not be liable for payment thereafter.

1.6 Phase 6—Commencement of Work:

The Contractor selected for a Task Authorization resulting from the PSSC must commence work in accordance with a start date indicated in the Task Authorization.

1.7 Phase 7—Debriefing of Unsuccessful Proposals:

Following Task Authorization award, the Contracting Authority will notify all Contractors which Contractor has been awarded the Task Authorization. If a Contractor has questions about why their proposal was not selected, the



Contractor may direct written or verbal questions to the Contracting Authority. The Contracting Authority will debrief the Contractor about why it was not selected. The debriefing will be provided within a reasonable period of time after award.

The debriefing **will not** include any discussion of the documentation compiled in the review of proposals from other Contractors or comparison of the results achieved by the different Contractors.

2.0 Financial Limitations:

The estimated total cost authorized for each Task Authorization will not be exceeded unless and until an increase is authorized by a formal Task Authorization amendment. No amendment of a Task Authorization will be binding upon the Contractor or the CRA unless a formal Task Authorization amendment in writing has been issued by the Contracting Authority. Likewise, CRA will not be liable for any adjustment to the price of a Task Authorization on account of a change in the Task Authorization, unless the change is authorized in writing by the Contracting Authority.

3.0 Exercising an Option for Extension:

A Task Authorization under the PSSC can have options for extensions as required by the Project Authority and specified in the Task Authorization. These options are exercised at the CRA's sole discretion. When a Task Authorization is in the initial Task Authorization period or in any extension period, the Contractor is responsible for advising the Contracting Authority and the Project Authority when there are 15 business days remaining in the Task Authorization.

Automatic extension of the Task Authorization **is not** authorized and CRA will not be responsible for any financial expenses incurred by the Contractor as a result of an extension not authorized by the Contracting Authority. To exercise the option for an extension of the Task Authorization, the Project Authority must notify the Contracting Authority that the option to extend the Task Authorization needs to be exercised.



Section II - Description of Documents to Be Issued for a Requirement

The Canada Revenue Agency (CRA) will issue a Task Solicitation to Contractors that have been awarded a Professional Services Supply Chain (PSSC) Multiple-Award Contract whenever CRA requires professional services by Contractors. A Task Authorization will only be awarded under the Multiple-Award Contract to the Contractor that submits the successful proposal in response to a Task Solicitation.

This section describes the documents to be included in each Task Solicitation issued under the PSSC Multiple-Award Contract. For the process to be followed for the distribution of Task Solicitations, submission and evaluation of proposals, the awards of Task Authorizations, and the commencement of work, see Section I, Work Distribution Process for Requirements Under a Multiple-Award Contract.

1.0 Task Solicitation Form:

The Task Solicitation form will be distributed to all Contractors identified in the particular stream that hold a PSSC Multiple-Award Contract. The Task Solicitation form will typically contain the information described in the following subsections.

1.1 Stream, Category, and Level:

The Task Solicitation form will identify the stream and category, and level, if applicable, for which the proposed resource(s) should be qualified to meet the requirement.

1.2 Contracting Authority:

The Task Solicitation form will identify the CRA Contracting Authority who is responsible for issuing the Task Solicitation and to whom all questions regarding the Task Solicitation must be addressed. It will provide contact information for the Task Authorization Contracting Authority.

1.3 Project Authority:

The Task Solicitation form will identify the CRA Project Authority who is responsible for the requirement.

1.4 Solicitation Period:

The Task Solicitation form will identify the solicitation period and the date by which Contractor must submit questions and concerns regarding the solicitation to the Contracting Authority. Contractors are required to respond to Task Solicitation within seven (7) business days, unless otherwise stipulated in the Task Solicitation form. The deadlines for submission of proposals and related questions will be explicitly stated in the Task Solicitation form. The questions submitted after the question period deadline may not be answered. All questions related to a Task Solicitation and CRA's answers will be made available to all Contractors participating in a Task Solicitation.

1.5 Instructions to Contractors:

The Task Solicitation form will contain any instructions that must be followed by Contractors in order to submit a proposal in response to the solicitation.



1.6 Task Authorization Period:

The Task Solicitation form will specify the Task Authorization period for which the services are being sought, including any options for extension and how the options will be exercised. The Task Authorization period cannot exceed the end date of the Multiple-Award Contract.

A Task Authorization can be issued at any time during a Multiple-Award Contract period.

1.7 Level of Effort:

The Task Solicitation form will describe the level of effort required by the Task Authorization resource. The Task Solicitation form will specify the number of resources the Contractor is to provide in its proposal.

1.8 Financial Offer:

The Task Solicitation form will contain instructions on how to submit the financial offer. A firm per hour rate must be provided that must be equal to or below the ceiling per hour rate provided in the Multiple-Award Contract for the required category and level.

2.0 Task Solicitation Statement of Work (SOW):

The Task Solicitation Statement of Work (SOW) is a supporting document included with the Task Solicitation form to assist the Contractor to understand the work to be performed by the resource(s) to meet the requirement. The Task Solicitation SOW will provide sufficient detail to enable Contractors to provide an accurate estimate of cost. The Task Solicitation SOW will also contain the following information:

2.1 Evaluation Criteria Document:

The Evaluation Criteria Document will specify the skills, qualifications, and experience that the proposed resource(s) must possess. The Task Solicitation SOW will reference Annex B, PSSC Catalogue of Resources, and may provide specific requirements in addition to the requirements listed in the Catalogue. Such requirements could include specific skills or certifications, or specific experience. The Evaluation Criteria document will specify the method of evaluation, minimum pass mark and basis of selection (technical versus financial ratio). The evaluation can include any or all of the following methods: resume based, interview, reference checks.



Appendix 1 to Annex A –Synergy Solution

1. Overview

The Canada Revenue Agency’s (CRA) e-procurement solution for ordering, receiving and reconciling goods and services is an end-to-end e-procurement system based on the Ariba suite of products and has been branded internally as “Synergy”.

Synergy is the primary system the CRA uses to purchase goods and services with an acquisition card, using CRA-hosted catalogues.

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

- Purchase card orders, change orders, and cancelled orders from the CRA to the Contractor; and
- Order confirmation and shipping notices from the Contractor to the CRA.

2. Glossary of Terms

Ariba	Ariba is the name of a suite of spend management software. The term “Ariba” is often used to refer to the software or the system running their software.
Ariba Supplier Network	Ariba Supplier Network (ASN) is the network used to communicate between users of the Ariba software and the Contractors.
ASN	See Ariba Supplier Network.
Contracting Authority	The Contracting Authority (CA) is identified under the “Authorities” article of the Contract (see sub-article titled “ <u>Contracting Authority</u> ”)
CA	See Contracting Authority
Purchase Card Order	A purchase card order (PCO) is the transaction generated by Synergy.
PCO	See Purchase Card Order
Synergy	Synergy is the Canada Revenue Agency’s branded implementation of the Ariba software suite. (See “Ariba” above).
Virtual acquisition card	Virtual credit card number with no associated physical copy that cannot be used for in-person point of sale (POS) transactions. It can only be used with a single merchant.



3. Operational Requirements

3.1 Ariba Supplier Network account

The Contractor must become a member of the Ariba Supplier Network (ASN) and maintain its membership for the period of the Contract, including any option period if exercised.

The ASN is an e-business solution that connects buyers and contractors across different systems and processes. The CRA and the Contractor will use the ASN to communicate order related information:

- Communication of new orders, changed orders and cancelled orders from the CRA to the Contractor.
- Communication of additional order information and comments.
- Communication of order confirmation and shipping notices from the Contractor to the CRA.

The Contractor must establish a minimum of 1 production and 1 test account.

3.2 Acquisition card

The CRA will create a Synergy profile and link a Master Card virtual credit card number.

Synergy orders must be charged to the virtual card number provided by the CRA (see [section 4.3](#) below).

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

It is the Contractor's responsibility to have a mechanism in place (usually through a third party provider) to transmit charges to the Bank of Montreal.

3.3 Processing requirements

The Contractor must:

- Validate the contents of each order to ensure accuracy.
- Error/discrepancy handling capability - In the case of a discrepancy between the CRA order information and the Contractor, the Contractor shall notify the CRA within thirty (30) minutes of occurrence and resolve the issue as per the timelines for Severity 3 in section 7 below.
- Charge the CRA virtual card issued for the Contract; partial orders may be charged, only for the services that have been rendered.
- Virus-scan attachments sent over the ASN, if any.
- For services: Provide an invoice with the details of the services provided.
- The invoice must specify the Contractor's name, address, and GST registration number, as well as the Synergy PCO number, CRA Purchaser, date the services were delivered, description of the services, cost (before tax), applicable taxes, and total amount to be charged to the CRA.

3.4 Support

The Contractor must provide CRA with support:

- Through a single point of contact for problem reporting and problem resolution updates.
- Coverage from 8:00AM to 5:00PM Eastern Time, Monday to Friday, excluding statutory holidays.



- For all incidents identified by either the Contractor or the CRA, the Contractor must adhere to the response time requirements detailed below. Incidents are assigned a tracking number, which will be communicated via email to the Contractor. Upon resolution, the Contractor must reply to the initial email with problem resolution details.

Table 1: Response time requirements		
Severity level	Description	Response and resolution times
Severity 2	The system is operational, but with severely restricted functionality or degradation. For example, the Contractor cannot process acquisition card charges.	The Contractor must notify the CRA Contracting Authority within thirty (30) minutes of occurrence. The Contractor must also issue a verbal and email progress report and maintain communication with the CRA every business day until problem resolution. The Contractor must make every attempt to resolve the issue within 48 hours.
Severity 3	The system is operational, but with functional limitations or restriction not critical to the overall operations. For example the Contractor has made a billing error.	The Contractor must notify the CRA Contracting Authority within thirty (30) minutes of occurrence. The Contractor must also issue an email progress report and maintain communication when requested by the CRA. The Contractor must make every attempt to resolve the issue within 5 business days.

3.5 Contractor’s automated interface

The Contractor may automate their interface to the ASN. If they do, the Contractor must:

- Notify the CRA Contracting Authority of any changes to their interface system(s) a minimum of forty (40) business days in advance to allow the CRA to assess their impact on Synergy.
- Retest the ordering process and transmission of Level 2 credit card transaction data against the requirements set out in the Contract and successfully complete a new PoSC test before implementing the system changes.

4. Technical Requirements

4.1 Acquisition card format

Synergy uses a unique virtual acquisition card for all orders under the Contract.

The acquisition card charge must include level 2 transaction details. Level 2 details the CRA requires are:

- PCO Number, which is passed by the CRA to the Contractor through the ASN, maximum of 25 characters.
- GST/HST amount. Note: The Contractor must not charge PST in applicable provinces, as the federal government is PST exempt.
- The value charge must use “Actual” rather than “Estimated” tax.



Your third party service provider who transmits charges to financial institutions on your behalf will assist you in doing level 2 data transactions using their automated systems.

5. Proof of Synergy compliance test (PoSC)

A Proof of Synergy Compliance test (PoSC) must be completed following written notification by the Contracting Authority to validate that the Synergy requirements outlined in this Appendix 1 to Annex A are met. The PoSC test will be requested in accordance with any RFP prior to contract award or during the contract period, at CRAs discretion by exercising its irrevocable option to implement Synergy, as applicable.

The PoSC test must commence within five (5) business days of the written notification and must be successfully finalized twenty (20) business days thereafter. The testing period may be extended at the CRA’s sole discretion.

The PoSC test will validate the mandatory ASN relationship set-up, catalogue creation, order processing and charge transactions.

The CRA will appoint a coordinator as the Contractor’s point of contact for the duration of the test. Detailed procedures, timelines and a description of roles and responsibilities will be provided to the Contractor at the onset of the PoSC test.

5.1 Preparation for PoSC test

The Contractor must meet the following prerequisites to initiate the PoSC:

- Be a member of the ASN and have an ASN account.
- Be able to process level 2 acquisition card debits and credits.
- Identify a single point of contact for the duration of the test.

5.2 Testing of Synergy solution

The following table outlines step-by-step events and milestones for the PoSC test.

Table 3: Step-by-step process			
Event	Description	Owner	Participants
Kick-off meeting	Meeting to discuss PoSC requirements and timelines.	Contracting Authority	Contractor Coordinator
Step 1: Register on the Ariba Supplier Network (ASN)			
ASN relationship	The CRA establishes a relationship with the Contractor in ASN.	Coordinator	Contractor
ASN test account	The Contractor creates a test account on ASN.	Contractor	Ariba technical support
Step 2: Process a test order			
Order testing	The CRA places a test order. The Contractor confirms notification received.	Coordinator	Contractor



Table 3: Step-by-step process			
Event	Description	Owner	Participants
Collaboration testing	The Contractor asks a question and submits a proposal.	Coordinator	Coordinator
Step 3: Test charging purchases			
Acquisition card number	The CRA assigns a virtual card number to use during testing.	Coordinator	Contractor
Charge testing	The Contractor charges for test order using Level 2 data	Contractor	Coordinator
Step 4: Test crediting purchases			
Credit testing	The Contractor credits the charge once confirmation of charging is sent.	Contractor	Coordinator
Step 5: Confirm completion of the test			
PoSC Testing Confirmation	Confirmation of success or failure of Contractor enablement.	Contracting Authority	Contractor Coordinator

Step 1 - Register on ASN

An ASN test account must be created to proceed with the PoSC test. Instructions to complete this step can be found at: <http://Contractor.ariba.com>.

Note: It is recommended that the test account be created with a user name based on the production user name prefixed with "test-".

Step 2 – Process a test order

The CRA will create and send a test order, through the ASN to the Contractor. The CRA Coordinator will be available to assist with questions that arise during the following processing steps:

- Contractor is receiving notification of new order.
- Contractor is able to send a shipping notice with attached invoice.
- Contractor is able to view request for proposal.
- Contractor is able ask questions regarding the request for proposal.
- Contractor is able to submit a proposal to the CRA.

Step 3: Test charging purchases

The Contractor must charge for the test order completed in the above test. For this test:

- PCO Number is PCOX123.
- GST/HST is \$0.13.
- Value charge is \$1.

Step 4: Test crediting purchases



Once the debit charge above has been received, the CRA Coordinator will inform the Contractor to proceed with the credit. The credit will reverse the above charge. The same information is required but dollar values are negative:

PCO Number is PCOX123.

GST/HST is - \$0.13.

Value charge is - \$1.

Step 5: Confirm completion of the test

The CA will inform the Contractor of the PoSC test results.



Annex B – PSSC Catalogue of Resources

The following catalogue provides a general description and minimum experience of each category for the resources to be provided under the PSSC. Detailed descriptions of the work to be performed and additional experience will be included in the Task Solicitation documents identified in Section II, Description of Documents to Be Issued for a Requirement in Annex A Statement of Work, during the individual requirement phase.

For Streams 1-4, the following is applicable to all Categories:

Level	Experience
1	3 ≤ 5 years of experience in the category
2	5 ≤ 10 years of experience in the category
3	>10 years of experience in the category

Stream 1 – Common Development Services

Category 1 - Business Intelligence Specialist

Roles and Deliverables include:

Plans, designs and implements Business Intelligence solutions. Analyses, designs, develops and tests various programming solutions, including maintaining, coding, testing, debugging and documenting application programs.

Applications and technologies may include but are not limited to:

COGNOS	COBOL	DataStage	JAVA
InfoAnalyzer	SAP BI	SPSS Clementine	

Category 2 - System Programmer/Developer

Roles and Deliverables include:

Plans, designs and implements applications. Analyses, designs, develops and tests various programming applications, including maintaining, coding, testing, debugging and documenting application programs.

Applications and technologies may include but are not limited to:

.NET	ActiveX	ADS	ASP
BPWin	C++	CICS	CICS
COBOL	COGNOS	Cold Fusion	CORBA
Crystal Reports	CSS	DataStage	DB2/SQL/UMD
Delphi	DMR P+	E&Y NSS	EbXML
ENDEVOR	ERWin	EXPEDITOR	FTP
HML	HTML	HYPERSTATION	IBM DB2
IDMS	Impromptu	IMS	Informix
Ingres	J2EE	Java	JavaScript
JDBC	JSP	MIL-STD-498	MQ Series
MS Access	MS Office Suite	MS SQL	NAC CASE tools
NETRON	Netron/CAP	ODBC	OLAP



OO	Oracle	Oracle CASE	Oracle Financials
Perl	PHP	PL/SQL	PowerBuilder
Rational Rose	RPG	RUP	SQL Server
SQL*DBA	SQL*Forms	SQL*Menu	SQL*Net
SQL*Plus	SQL*Report	STRUTS	Swing
Sybase	System Architect	TCP/IP	Unisys DBII
Unix	VIA Soft	Visual Basic	Visual C++
WebLogic	X-COM	XML	

Category 3 - System Analyst

Roles and Deliverables include:

Plans, designs and implements information systems. Analyses, designs, develops and tests various programming systems, including coding, testing, debugging and documenting programs.

Applications and technologies may include but are not limited to:

.NET	ActiveX	ADS	ASP
BPWin	C++	CICS	CICS
COBOL	COGNOS	Cold Fusion	CORBA
Crystal Reports	CSS	DataStage	DB2/SQL/UMD
Delphi	DMR P+	E&Y NSS	EbXML
ENDEVOR	ERWin	EXPEDITOR	FTP
HML	HTML	HYPERSTATION	IBM DB2
IDMS	Impromptu	IMS	Informix
Ingres	J2EE	Java	JavaScript
JDBC	JSP	MIL-STD-498	MQ Series
MS Access	MS Office Suite	MS SQL	NAC CASE tools
NETRON	Netron/CAP	ODBC	OLAP
OO	Oracle	Oracle CASE	Oracle Financials
Perl	PHP	PL/SQL	PowerBuilder
Rational Rose	RPG	RUP	SQL Server
SQL*DBA	SQL*Forms	SQL*Menu	SQL*Net
SQL*Plus	SQL*Report	STRUTS	Swing
Sybase	System Architect	TCP/IP	Unisys DBII
Unix	VIA Soft	Visual Basic	Visual C++
WebLogic	X-COM	XML	

Category 4 – Technical Analyst

Roles and Deliverables include:

Ensures continuity of computer services for computer users by providing the planning, technical leadership and expertise to develop, test, document, implement, and maintain computer software products and resolve technical problems.

Applications and technologies may include but are not limited to:

IPv4	Ethernet	LLC2	VPN
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Netflow	Firewall	SIEM	IPv6
VoIP	SNA	DWDM	SNMP
Unix	TCP	IPSEC	WAN Acceleration
QoS	Testing tools	Help desk support	Vulnerability scan
UDP	SSL	Frame relay	MPLS
LAN switching	Network IDS/IPS (NID)	Host IDS/IPS(HID)	IP routing (e.g. OSPF)
SDLC	Load balancing	Wireless bridge	Wireless LAN
Troubleshooting tools	Network management	Host product install/maintenance/support (mainframe)	

Category 5 - Quality Assurance Specialist

Roles and Deliverables include:

Evaluates and tests software applications for usability, functionality, and/or system testing. Develops and executes tests, writes and maintains test automation, analyzes and compiles metrics, and formulates quality assurance standards. Records and tracks defects and ensures that systems are operational and client ready.

Applications and technologies may include but are not limited to:

Rational Test Suite	QA Hyperstation	Mercury Test Director	WinRunner
SMART/ Infoman	MS-Office suite	JCL, JMR, File-aid, TSO, ISPF, DB2, SQL	

Category 6 - Database Administrator

Roles and Deliverables include:

Provides technical support for the development, implementation and maintenance of internal databases. Maintains policies and procedures for ensuring database's security and integrity. Implements data models, database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues.

Applications and technologies may include but are not limited to:

BPWin	COBOL	DB2	ERWin
IBM DB2	IDMS	Informix	Ingres
JAVA	JCL	Modelling software	MS Access
MS SQL	Oracle	Oracle CASE	Oracle Financials
Silverrun	SQL Server	SQL*DBA	SQL*Forms
SQL*Menu	SQL*Net	SQL*Plus	SQL*Report
Sybase	UDB	Unisys DBII	



Category 7 – Data Modeller

Roles and Deliverables include:

Design, develop and maintain various data models for transaction-based systems and decision support systems. Analyze data requirements coming from wider business requirements. Develop metadata from an enterprise perspective.

Applications and technologies may include but are not limited to:

BPWin	ERwin	Embarcadero	ERWin
IBM DB2	Power Designer	IDMS	Informix
Ingres	Zachman Framework	Model Manager	System Architect
MS Access	MS SQL	Oracle	Oracle CASE
Oracle Financials	Silverrun	SQL Server	SQL*DBA
SQL*Forms	SQL*Menu	SQL*Net	SQL*Plus
SQL*Report	Sybase	Unisys DBII	



Stream 2 – IT Overview/Administration

Category 1 - Project Manager

Roles and Deliverables include:

Plans, executes, and delivers all projects on time, on budget, and within scope in accordance with business priorities. Tracks and reports project status. Manages tasks to ensure quality, mitigate issues and risks.

Applications and technologies may include but are not limited to:

MS Office Suite	MS Project	PMP certification	
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Category 2 - Project Office/Support Specialist

Roles and Deliverables include:

Assists project management, technical users and end users in project coordination and synchronization tasks. Assists in preparing, tracking, and recording project status, risks, issues, and/or costs.

Applications and technologies may include but are not limited to:

MS Office Suite	MS Project	PMP certification	
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Category 3 - Information Technology Architect

Roles and Deliverables include:

Develops IT related architectures, frameworks, strategies, and architecture models, either for an organization or for a specific major application area, to meet the business and technical requirements. Ensures the integration of all aspects of technology solutions in one or more architectural domain (enterprise / application / data / technical).

Applications and technologies may include but are not limited to:

Application architecture	Data architecture	Data modelling	Database architecture
Hardware	Host System Software	Network	Portal Architecture
Security	Software	Software architecture	Storage
Technical architecture			

Category 4 - Technical Writer

Roles and Deliverables include:

Writes, edits and packages a variety of documents, including proposals, articles, brochures, reports and manuals.

Applications and technologies may include but are not limited to:

COBOL	JAVA	UDB/DB2	ITIL
Iterations	Telephony	RoboHelp	

Category 5 – Business Transformation Specialist



Roles and Deliverables may include but are not limited to:

Researches and analyzes issues surrounding the processes and systems of an organization. Makes recommendations surrounding improving processes, efficiency and practices. Works with clients to define requirements, conducts discovery sessions and industry research, develops solutions to address business needs, and/or works to implement and sustain solutions.

Applications and technologies may include but are not limited to:

MS Office Suite			
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Stream 3 – Cyber Protection Services

Category 1 - Security Specialist

Roles and Deliverables include:

Integrate IT systems development with security policies and information protection strategies. Develop, maintain, and publish corporate policy instruments related to IT Security. Design and implement the security solutions required to protect the integrity, confidentiality and availability of the information on an end-to-end basis.

Applications and technologies may include but are not limited to:

X.400 message handling standards	Network protocols (HTTP, FTP, Telnet)	GoC approved cryptographic	Intrusion detection systems
Security standards development	IBM mainframe	ERP software (SAP/PeopleSoft)	MS, Unix and Linux OS
TCP/IP, UDP, DNS, SMTP	Wireless security	Credential and access management	Certification and accreditation
Business continuity planning	Project management	Virtualization	Web development
Knowledge of GoC Policy on Government Security (PGS), policies of Treasury Board, Communications Security Establishment and other lead security agencies, such as the RCMP, as they relate to PKI	Knowledge of theories, principles and techniques of IT security specifically as they relate to Public Key Cryptography	Government of Canada (GoC) approved TRA, C&A and DRP methodologies	Internet security protocols (SSL, SSH, S-HTTP, S-MIME, IPSec)
Vulnerability assessments	Disaster recovery planning	Secure coding	Database
Business impact analysis	X500 directory standards	Public Key Infrastructure (PKI)	Knowledge of PKI software
Network protocols including TCP/IP, UDP/IP	Application network protocols including DNS, SMTP, HTTP, etc.		

Category 2 – Threat Risk Assessment /Security Assessment Authorization Specialist

Roles and Deliverables include:

Conduct security assessments for organizations, and design security systems and processes. Review, develop and/or recommend SAA artifacts and activities as part of the development lifecycle of applications, systems or solutions.

Applications and technologies may include but are not limited to:

Microsoft, Unix and Linux OS	CSE Security Authorization	Forensic ITS investigations	Attack methods against IT systems
Certification testing and evaluation related to supporting system certification and accreditation		Network protocols including TCP/IP, UDP/IP	Application network protocols including DNS, SMTP, HTTP, etc.



Stream 4 – SAP Enterprise Resource Planning (ERP) Services

Category 1 - ABAP Programmer/Specialist

Roles and Deliverables include:

Evaluates, assesses and enhances the programming systems needed to support an organization’s Enterprise Resource Planning (ERP) applications. Ensures that other software can be fully integrated into the ERP system. Develops new modules to enhance system performance.

Applications and technologies may include but are not limited to:

Adobe	ABAP/ ABAP WD	SAP Business Intelligence	Smartforms / SAPSCRIPT
Performance Tuning	Solution Manager	JAVA, JAVA Script	UI5
HTML	WCAG	ASAP	BSP
SAP NetWeaver Portal	SAP ERP	SAP Solution Manager	SAP E-Recruitment
SAP Business Planning and Consolidation	SAP Business Workflow	SAP Process Integration (PI)	Adobe Interactive Forms
FIOR	Quick Test Professional	Load Runner	

Category 2 - SAP Systems Analyst

Roles and Deliverables include:

Helps with the implementation and ongoing maintenance of the Enterprise Resource Planning (ERP) system. Tests ERP layout to ensure the system is meeting the businesses’ needs. Customizes and configures workflow to facilitate ERP integration with other applications.

Applications and technologies may include but are not limited to:

Adobe	ABAP/ ABAP WD	SAP Business Intelligence	Smartforms / SAPSCRIPT
Performance Tuning	Solution Manager	JAVA, JAVA Script	UI5
HTML	WCAG	ASAP	BSP
SAP NetWeaver Portal	SAP ERP	SAP Solution Manager	SAP E-Recruitment
SAP Business Planning and Consolidation	SAP Business Workflow	SAP Process Integration (PI)	Adobe Interactive Forms
FIOR	Quick Test Professional	Load Runner	

Category 3 - SAP Portal /Functional Specialist

Roles and Deliverables include:

Helps with the implementation and ongoing maintenance of the SAP Enterprise portal. Analyzes, designs, configures and tests the SAP enterprise portal to ensure the system is meeting the businesses’ needs. Customizes, creates and configures workflow to allow the automation of business processes deployed in the SAP enterprise portal.

Applications and technologies may include but are not limited to:



Adobe	ABAP/ ABAP WD	SAP Business Intelligence	Smartforms / SAPSCRIPT
Performance Tuning	Solution Manager	JAVA, JAVA Script	UI5
HTML	WCAG	ASAP	BSP
SAP NetWeaver Portal	SAP ERP	SAP Solution Manager	SAP E-Recruitment
SAP Business Planning and Consolidation	SAP Business Workflow	SAP Process Integration (PI)	Adobe Interactive Forms
FIOR	Quick Test Professional	Load Runner	

Category 4 - BASIS Specialist

Roles and Deliverables include:

Assists in the analysis, programming, design and implementation of SAP Basis systems. Develops SAP architecture requirements and specifications and ensures the system is meeting corporate needs.

Applications and technologies may include but are not limited to:

Adobe	ABAP/ ABAP WD	SAP Business Intelligence	Smartforms / SAPSCRIPT
Performance Tuning	Solution Manager	JAVA, JAVA Script	UI5
HTML	WCAG	ASAP	BSP
SAP NetWeaver Portal	SAP ERP	SAP Solution Manager	SAP E-Recruitment
SAP Business Planning and Consolidation	SAP Business Workflow	SAP Process Integration (PI)	Adobe Interactive Forms
FIOR	Quick Test Professional	Load Runner	

Category 5 – SAP Architect

Roles and Deliverables include:

Provide SAP Architecture Recommendations in regards to the business process being researched or implemented, creates architecture artifacts for the projects. Develops SAP, frameworks, strategies, and architecture model, to meet the business and technical requirements. Ensures the integration of all aspects of technology solutions in SAP.

Applications and technologies may include but are not limited to:

Adobe	ABAP/ ABAP WD	SAP Business Intelligence	Smartforms / SAPSCRIPT
Performance Tuning	Solution Manager	JAVA, JAVA Script	UI5
HTML	WCAG	ASAP	BSP
SAP NetWeaver Portal	SAP ERP	SAP Solution Manager	SAP E-Recruitment
SAP Business Planning and Consolidation	SAP Business Workflow	SAP Process Integration (PI)	Adobe Interactive Forms
FIOR	Quick Test Professional	Load Runner	



Stream 5 – Administrative

Category 1 – ATIP Consultant

Experience:

A minimum of 3 years of work experience at the Senior Analyst* level (or higher) in the Access to Information and Privacy (ATIP) field.

*A Senior Analyst level or higher is considered to be one or more of the following: Reviewer, Project Coordinator, Technical Advisor, Investigator, Manager, or Assistant Director - all in the ATIP field.

Roles and Deliverables include:

Processes highly complex, contentious and sensitive Access to Information and Privacy requests.

Through the application of the rules set out in the *Access to Information Act* and *Privacy Act*, determines the statutory right of the requester to have access to federal information and to simultaneously protect the privacy of individuals.

Analyzes the content of records or disclosure packages to resolve complex, controversial and highly sensitive cases which may require consultation and resolution of issues involving the requesters, third parties, other federal institutions and other governments, International, provincial, municipal.

Category 2 – Communications Officer

Experience:

A minimum of 3 years of work experience in the category.

Roles and Deliverables include:

Develops and delivers communication activities and services (i.e., writing, editing, publishing, audio-visuals, exhibits/displays, promotion/publicity, advertising and communications research, analysis and evaluation) to clients.

Applies the standards of quality control and editorial policy in accordance with the Government of Canada's Communications Policy, including plain language, Federal Identity, Official Languages, etc.

Conducts research, analyzes information and coordinates material from various sources to assist in the creation of a communications database, the development of products and preparation of reports.

Category 3 – Financial Analyst

Experience:

Level 1: 5 years of work experience in the category.

Level 2: 5 to 10 years of work experience in the category.

Level 3: more than 10 years of work experience in the category.

Roles and Deliverables include:



Analyzes and prepares annual and monthly budgets, variance analysis, produces financial reports and statements and plans and monitors expenditures and resource utilization.

Provides advice and guidance to management on all matters pertaining to accounting, financial reporting and financial control and regarding the financial implication of changes in operations.

Coordinates the implementation, maintenance, evaluation and operation of branch accounting, financial reporting and financial control policies, systems and procedures.

Implements departmental procedures and policies for the preparation of estimates, budget forecasting, financial planning, control and accounting.

Category 4 – Learning Coordinator

Experience:

A minimum of 2 years of work experience in the category.

Roles and Deliverables include:

Develops and delivers communication activities and services (i.e., writing, editing, publishing, audio-visuals, exhibits/displays, promotion/publicity, advertising and communications research, analysis and evaluation) to clients.

Applies the standards of quality control and editorial policy in accordance with the Government of Canada's Communications Policy, including plain language, Federal Identity, Official Languages, etc.

Conducts research, analyzes information and coordinates material from various sources to assist in the creation of a communications database, the development of products and preparation of reports.

Category 5 – Privacy Impact Assessment Specialist

Experience:

Level 1: A minimum of 5 privacy impact assessment projects completed or more than 330 days* experience working on privacy impact assessments for federal departments within the ATIP environment

Level 2: A minimum of 10 privacy impact assessment projects completed or more than 550 days* experience working on privacy impact assessments for federal departments within the ATIP environment.

Level 3: A minimum of 15 privacy impact assessment projects completed or more than 1100 days* experience working on privacy impact assessments for federal departments within the ATIP environment.

*a day equals 7.5 working hours

Roles and Deliverables include:

Reviews, analyzes, and/or applies: Federal Privacy Act and Regulations; Treasury Board Secretariat Privacy Policy Instruments; other relevant Government of Canada Information Technology/Information Management/Security policy instruments and publications.



Writes, Drafts and Completes privacy impact assessments (PIAs) of programs or activities.

Analyzes the flow of information using the PIA model provided by the client.

Category 6 – Process Improvement Consultant

Experience:

Successful completion of 3 process improvement projects within the last 5 years.

Roles and Deliverables include:

Facilitates interactive sessions with CRA employees to determine the current state and opportunities for improvement and to document the current state using process map(s).

Facilitates the development of future state process map(s), which provides process optimization recommendations which may include: performance metrics, audit based measurable processes, process improvements, costs associated with each activity, financial and volume reporting capacity.

Category 7 – Project Coordinator

Experience:

Level 1: 3 to 5 years of work experience in the category.

Level 2: more than 5 years of work experience in the category.

Roles and Deliverables include:

Provides administrative support of a clerical nature as required to a team.

Provides administrative support services such as photocopying, routing telephone enquiries, preparing reports and correspondence including updates and distribution.

Category 8 – Project Officer

Experience:

Level 1: 5 to 7 years of work experience in the category.

Level 2: more than 7 years of work experience in the category.

Roles and Deliverables include:

Develops, leads, coordinates and implements project and initiative activities, including the formulation of action plans, objectives, schedules, strategies and priorities.

Leads program specific project teams, setting objectives and priorities, and developing operational strategies.



Category 9 – Business Analyst

Experience:

A minimum of 5 years of work experience in the category.

Roles and Deliverables include:

Performs business analysis of functional/system requirements and the organization's ability to identify business processes, strategies and functions.

Evaluates existing procedures and methods.

Identifies and researches best practices and opportunities for organizational and process improvements and business processes for redesign; advises on measures to mitigate risk.

Develops and implements an organizational improvement plan, business plan, new systems or enhancements, and policies and standards.

Documents business requirements for all stakeholders.

Assesses the organization's capacity/capability to undertake and successfully deliver an initiative or a change.



Annex C - Basis of Payment

Ceiling Per Hour Rates

The Contractor will be paid its costs in Canadian funds, GST or HST extra as applicable reasonably and properly incurred in the performance of the Work up to a ceiling per hour rate as identified in the below chart for each category/level particularised below.

This ceiling per hour rate is subject to downward adjustment in accordance with the Contractors proposed rates in response to a Task Solicitation.

(Will be completed by Contracting Authority at the time of Multiple-Award Contract Award)

Initial Multiple-Award Contract Period:

Initial Multiple-Award Contract Period			
Date of Multiple-Award Contract award to March 31, 2020			
Stream	Category	Level	Ceiling Per Hour Rate
Number and Name of Stream	Name of Category	Level Number, if Applicable	Per Hour Rate

Option Periods:

Option Period 1			
April 1, 2020 to March 31, 2021			
Stream	Category	Level	Ceiling Per Hour Rate
Number and Name of Stream	Name of Category	Level Number, if Applicable	Per Hour Rate

Option Period 2			
April 1, 2021 to March 31, 2022			
Stream	Category	Level	Ceiling Per Hour Rate
Number and Name of Stream	Name of Category	Level Number, if Applicable	Per Hour Rate

Option Period 3			
April 1, 2022 to March 31, 2023			
Stream	Category	Level	Ceiling Per Hour Rate
Number and Name of Stream	Name of Category	Level Number, if Applicable	Per Hour Rate



Option Period 4			
April 1, 2023 to March 31, 2024			
Stream	Category	Level	Ceiling Per Hour Rate
Number and Name of Stream	Name of Category	Level Number, if Applicable	Per Hour Rate

Option Period 5			
April 1, 2024 to March 31, 2025			
Stream	Category	Level	Ceiling Per Hour Rate
Number and Name of Stream	Name of Category	Level Number, if Applicable	Per Hour Rate

All payments are subject to Government audit.



Annex D - Security Requirements Check List (SRCL)

Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat 1000335302
Security Classification / Classification de sécurité

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

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

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Security Classification / Classification de sécurité
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PART A (continued) / PARTIE A (suite)	
8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? If Yes, indicate the level of sensitivity. Dans l'affirmative, indiquer le niveau de sensibilité :	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
9. Will the supplier require access to extremely sensitive INFOSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? Short Title(s) of material / Titre(s) abrégé(s) du matériel : Document Number / Numéro du document :	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)	
10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis	
<input checked="" type="checkbox"/> RELIABILITY STATUS / COTE DE FIABILITÉ <input type="checkbox"/> TOP SECRET - SIGINT / TRÈS SECRET - SIGINT <input type="checkbox"/> SITE ACCESS / ACCÈS AUX EMPLACEMENTS Special comments: / Commentaires spéciaux : _____	<input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/> SECRET / SECRET <input type="checkbox"/> NATO SECRET / NATO SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> COSMIC TOP SECRET / COSMIC TRÈS SECRET
NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided. REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.	
10. b) May unscreened personnel be used for portions of the work? Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? If Yes, will unscreened personnel be escorted? Dans l'affirmative, le personnel en question sera-t-il escorté?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)	
INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS	
11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises? Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
11. b) Will the supplier be required to safeguard COMSEC information or assets? Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
PRODUCTION	
11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises? Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)	
11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data? Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency? Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉE			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens																
Production																
IT Media / Support TI																
IT Link / Lien électronique																

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

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

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

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



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat 1000335302
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PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Hesham Ghadban		Title - Titre IT Manager	Signature
Telephone No. - N° de téléphone 6139523573	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel hesham.ghadban@cra-arc.gc.ca	Date March 27, 2017
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Eric Miron		Title - Titre Corporate Security	Signature
Telephone No. - N° de téléphone 613-915-4116 ext 2	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date 31-3-2017
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées) Alastair Webb		Title - Titre AK SUPPLY PROCESS MANAGER	Signature
Telephone No. - N° de téléphone 613-867-5203	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date 31-3-2017
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date



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Canada



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

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

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PART A (continued) / PARTIE A (suite)

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

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

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

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

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

Special comments:
Commentaires spéciaux : _____

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

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

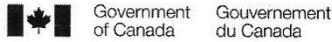
11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou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

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

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Security Classification / Classification de sécurité
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Contract Number / Numéro du contrat 1000335302
Security Classification / Classification de sécurité

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

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

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉE			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	CONFIDENTIAL CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			SECRET	TOP SECRET TRÈS SECRET	
											A	B	C			
Information / Assets Renseignements / Biens Production																
IT Media / Support TI																
IT Link / Lien électronique																

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

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

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

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

Security Classification / Classification de sécurité
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Contract Number / Numéro du contrat 1000335302
Security Classification / Classification de sécurité

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Hesham Ghadban	Title - Titre IT Manager	Signature 	
Telephone No. - N° de téléphone 6139523573	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel hesham.ghadban@cra-arc.gc.ca	Date April 7, 2017
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Eric Merin Miron	Title - Titre Corporate Security	Signature 	
Telephone No. - N° de téléphone 6139954162	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date 11-4-2017
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input checked="" type="checkbox"/> No / <input type="checkbox"/> Yes Non / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées) Alastair webb	Title - Titre	Signature	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date



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Security Classification / Classification de sécurité
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Annex E – Service Level Agreement

This Service Level Agreement (SLA) applies to all Contractors who hold a Professional Services Supply Chain (PSSC) Contract(s) with Canada Revenue Agency (CRA). All Contractors **agree** to abide by the conditions of this SLA.

SERVICE AVAILABILITY

For the purposes of this SLA, service availability is the ability of CRA to contact the Client Manager for the purpose of resolving problems, transmitting documents, or sending enquiries. The Contractor will make its services available to CRA from 7:30 a.m. and 5:30 p.m. Monday to Friday for the life of the Multiple-Award Contract and all exercised optional years. The following factors will not be included in the availability level:

- Statutory holidays; and
- Force majeure.

WORKING HOURS

Core working hours are between 7:30 a.m. and 5:30 p.m. EST Monday to Friday except statutory holidays. No overtime will be paid to Contractors for work performed by resource(s). Payment shall be for hours actually worked with no provision for annual leave, statutory holidays, or sick leave.

ISSUE IDENTIFICATION

For day-to-day issues with the Contract, the named Client Manager will be duly authorized by the Contractor to take action on the Contractor's behalf to resolve issues, as appropriate. The Client Manager must immediately advise the Contracting and Project Authorities in writing of any and all situations or difficulties that the Contractor considers will have an impact upon the Multiple-Award Contract or a Task Authorization.

ISSUE ESCALATION PROCESS

Upon Multiple-Award Contract award, the Client Manager will provide to the CRA Contracting Authority an escalation process for issue resolution that will be in place for the duration of the Multiple-Award Contract and any options that are exercised. This process will contain, but not be limited to, the following information:

- Elapsed time between Contractor reports to CRA on the status of the issue and the plan for resolution;
- Name, telephone number, cell telephone number, and e-mail address of all the Contractor's representatives involved in the escalation process; and
- Elapsed time CRA should wait before escalating to the next level in the escalation process.

CRA reserves the right to skip steps in the escalation process to involve higher level Contractor representatives, as the CRA Contracting Authority deems appropriate.

DAILY PERFORMANCE MONITORING

Performance monitoring of the day-to-day operational use of the Multiple-Award Contract and the performance of the Contractor will be conducted by a combination of manual processes by CRA personnel, automated reporting from CRA's e-commerce tool, and reports submitted by the Contractor.

AD HOC PERFORMANCE MONITORING MEETINGS

As part of the performance monitoring process, routine meetings will be held between the Client Manager and CRA to discuss and review performance, as required. The frequency of these meetings will be established through



agreement between the Client Manager and the CRA Authority. The Client Manager will also be available to meet with the CRA Contracting Authority on an ad hoc basis, should the need arise.

ANNUAL PERFORMANCE MONITORING MEETINGS

The Contractor will meet with CRA representatives on an annual basis, at a time and place to be agreed on between both parties, to discuss the Contractor's performance over the previous year. The terms of reference and attendees for this meeting will be defined and agreed to on an annual basis in advance of the expiry of the contract and the exercise of any option periods.

The terms of reference will be provided by the CRA and will include, but are not limited, to the following pieces of information:

- CRA representative(s);
- Client Manager;
- Designation of a meeting chair;
- Provision for minute taking;
- Scope of the meeting; and
- Issue resolution and escalation process.

CONTRACTOR REPORTS ON PERFORMANCE AND USAGE

The Contractor will provide CRA with a quarterly report on performance and usage. The reporting periods, layout and composition of the performance reports will be provided by the CRA Contracting Authority within thirty (30) calendar days after Multiple-Award Contract award.

The performance reports may include some or all of the following elements, as applicable:

- The number of CRA Task Solicitations transmitted to the Contractor during the reporting period, including Task Authorization extensions;
- The number of CRA Task Solicitations for which the Contractor submitted proposals;
- The number of times that the Contractor's proposal was selected for Task Authorization award;
- The number of times that the Contractor was unsuccessful in being awarded a Task Authorization;
- The number of Task Authorizations completed during the reporting period;
- The number of Task Authorizations that ended prematurely and the reason for the premature termination;
- The number of resources the Contractor had to replace during the reporting period;
- Total CRA expenditure for all Task Authorizations issued to the Contractor during the last reporting period; and
- Total estimated expenditures for all known Task Authorizations issued to the Contractor for the next reporting period.

STRIKE SYSTEM FOR WORK DISTRIBUTION

To ensure fairness, openness, and transparency in the distribution of work to Contractors, the CRA Contracting Authority reserves the right to apply strikes against a Contractor for actions deemed to be against the best interests of all Contractors and CRA. The actions for which strikes will be applied against a Contractor include, but are not limited to the actions, as describe in Table 5 below.

If a Contractor accumulates three strikes against it within a year, the CRA Contracting Authority reserves the right to take remedial action against the Contractor. Such remedial action could result in the suspension of the issuance of Task Solicitations for a period of up to six months. The application of remedial actions is at the sole discretion of CRA.



Each action for which a strike is applied to a Contractor will be investigated by the CRA Contracting Authority to confirm that the Contractor is in violation of the terms and conditions of the Multiple-Award Contract.

Table 5: Activities, Measurement, and Standard

The vendor will be assigned one (1) strike for each of the following activities:

Activity	Measurement	SLA Standard
Failure to submit questions in writing to the CRA Contracting Authority regarding a Task Solicitation.	The Contractor contacts the Project Authority or other CRA client personnel directly during a Task Solicitation.	Contractor must contact only the specified CRA Contracting Officer identified in each Task Solicitation.
Failure to respond to a CRA Task Solicitation upon the closing date.	Submission to CRA of not less than one resume.	Contractor must provide submission within the timeframe established in the Task Solicitation or have previously contacted the CRA Contracting Authority in writing prior to the closing date indicating the reason for a nil response.
Failure to secure in writing exclusive rights to the resource(s) submitted.	Same resource proposed by multiple contractors.	Contractor must ensure the proposed resource has signed an exclusivity document with only one contractor for each Task Solicitation.
Submission of a resource that is non-compliant to the mandatory requirements.	CRA deems a resource non-compliant to the mandatory requirements.	Contractor must ensure and substantiate that the proposed resource meets the mandatory requirements in the Task Solicitation.
Resource proposed not available for interview	Proposed resource is not available or does not attend interview.	Contractor is responsible for ensuring that proposed resources are available for interview within the timeframe identified in the Task Solicitation.
Failure of the named resource to commence work on the start date in the Task Authorization.	CRA issues a Task Authorization and the resource is no longer available or not available for the agreed upon start date.	Contractor must fulfil its obligations in accordance with terms and conditions of the Task Authorization.
Contractor fails to provide written notification to the CRA to request the replacement of a resource during the course of a Task Authorization.	Contractor must advise CRA Project Authority and CRA Contracting Authority in writing before the resource is to be replaced.	Contractor must provide written notification ten days in advance.
Contractor fails to provide replacement resource.	Submission to CRA of a replacement resource.	Contractor must provide replacement resource within 5 business days.
Contractor fails to provide "equal to or better" replacement resource in accordance with original Task Solicitation.	CRA determines replacement resource does not score "equal to or better" than original resource.	Contractor must provide "equal to or better" resource in accordance with the original Task Solicitation evaluation criteria.



Contractor allows resource security clearance to expire during the period of the Task Authorization.	Security clearance has expired on active Task Authorization.	Contractor must ensure that resource(s) under any active Task Authorization has a valid security clearance.
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Annex F – 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