



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

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

Proposal to: Canada Revenue Agency

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

Proposition à : l'Agence du revenu du Canada

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

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

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

Name /Nom

Title/Titre

Signature

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

(____)_____

Telephone No. – No de téléphone

(____)_____

Fax No. – No de télécopieur

E-mail address – Adresse de courriel

**REQUEST FOR PROPOSAL /
DEMANDE DE PROPOSITION**

Title – Sujet Long Service Awards and Award of Excellence Trophies	
Solicitation No. – No de l'invitation 1000339428	Date 2018-06-06
Solicitation closes – L'invitation prend fin on – le : 2018-07-16 at – à 2:00 P.M. / 14 h	Time zone – Fuseau horaire EDT/HAE Eastern Daylight Time/ Heure Avancée de l'Est
Contracting Authority – Autorité contractante	
Name – Nom: Katherine Hutton	
Address – Adresse: See herein / Voir dans ce document	
E-mail address – Adresse de courriel - See herein / Voir dans ce document	
Telephone No. – No de téléphone (613) 286-5340	
Fax No. – No de télécopieur (613) 957-6655	
Destination - Destination	
See herein / Voir dans ce document	



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Request for Proposal (RFP)

Title: Long Service Awards and Award of Excellence Trophies

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: includes the certifications to be submitted with the bid and before contract award
- Part 6 Security Requirements

Appendices

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

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

Annexes

- Annex A: STATEMENT OF WORK
- Annex B: BASIS OF PAYMENT
- Annex C: SECURITY REQUIREMENT CHECK LIST
- Annex D: SYNERGY SOLUTION



1.2 Summary

The CRA's National Recognition Program requires a national supply and delivery service for recognition products on an as and when requested basis, as part of the Long Service Awards and Award of Excellence Streams. The award items must be properly presented and packaged, and delivered within established timeframes to CRA users across Canada. Bidders must have the required range of products and sufficient capacity and distribution capabilities to deliver to any CRA location across Canada.

Stream 1 - Long Service Awards recognize the contributions of employees by marking milestones in their careers; 10, 15, 20, 25, 30, 35, 40, 45, 50, 55 and 60 years of service, and their retirement. Congratulatory letters, certificates and awards corresponding to the milestones of the Long Service Awards Program are presented to eligible employees across Canada throughout each fiscal year. There is a security requirement associated with this program.

Stream 2 - Award of Excellence is the most prestigious honour that can be granted to employees of the CRA. This award is given to individuals or teams whose work and behaviour best reflects the CRA's mission, vision and values. Nine (9) categories of awards are identified and nomination and selection of candidates takes place for each category.

It is the CRA's intention to award up to two (2) contracts to fulfill the requirements for each stream. The period of each contract will be for two (2) years with three (3) one (1) year options. In the event that a single Bidder is deemed to have the highest ranked responsive bid for both streams, the CRA will award one (1) contract.

CRA will include a minimum spend commitment in the contract for each stream as follows:

- For the Long Service Awards, **\$500,000** Canadian over the entire period of the resulting contract, including any exercised option periods.
- For the Award of Excellence Trophies, **\$5,000** Canadian over the entire period of the resulting contract, including any exercised option periods.

This requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), and the Agreement on Internal Trade (AIT).

General Historical Data for Stream 1 – Long Service Awards

All data regarding prior usage, or estimated future usage by CRA of any of the required gift selection items, including the data set out in Annex A: Statement of Work, Section B Technical Requirements, 1 d) Estimated Usage – Long Service Awards, is provided to respondents purely for information purposes, and to assist them in preparing their bids.

This represents the best information currently available to CRA however, CRA does not warrant or represent that this data is complete or free from errors. Additionally, the inclusion of this data in this solicitation does not represent a commitment that CRA's future purchases of gift selection items will be consistent with this data. It is provided purely for informational purposes.

Unless otherwise specified in this RFP, or any corresponding Attachments and Annexes, the terms and conditions below apply to both Stream 1 and 2.



1.3 Glossary of Terms

TERM	DEFINITION
CRA	Canada Revenue Agency
DDP	Delivered Duty Paid
Gift selection item	The award presented to a CRA employee for years of service, consisting of a variety of products that fit within thirteen different product categories, as listed in Annex A: Statement of Work.
Manufacturer's Suggested Retail Price (MSRP)	Manufacturer's suggested retail price, in Canadian funds, which is the Manufacturer's published or displayed price on which quantity, seasonal, or other discounts are computed.
Milestone	For the purposes of this requirement, a milestone represents a significant accumulation of years of service in an employee's career with the Canadian federal government, and is celebrated through the CRA's Recognition Program. The milestone years are 10, 15, 20, 25, 30, 35, 40, 45+ years of service.
Proposal	A solicited submission by one party to supply certain goods or services. The word "proposal" is used interchangeably with "bid"
Retirement Award	This represents the Retirement Framed Cast Paper Mould provided by the Recognition Program to each CRA employee upon retirement, as listed in Annex A: Statement of Work.
Solicitation	An act or instance of requesting proposals/bids on specific products and/or services.
Tendering Authority	Canada Revenue Agency

1.4 Debriefings

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

1.5 Canadian International Trade Tribunal

As a general rule, a complaint regarding this procurement process must be filed with the Canadian International Trade Tribunal (the Tribunal) within 10 working days from the date on which a bidder becomes aware, or reasonably should have become aware, of a ground of complaint. Alternatively, within that time frame, a bidder may first choose to raise its ground of complaint by way of an objection to the CRA; if the CRA denies the relief being sought, a bidder may then file a complaint with the Tribunal within 10 working days of that denial. More information can be obtained on the Tribunal's Web site (www.citt-tcce.gc.ca) or by contacting the Registrar of the Tribunal at 613-993-3595.

Also consult Recourse Mechanisms (<https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/recourse-mechanisms>).



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 the Joint Venture certification, if applicable, identified in Part 5.

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

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

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

The standard instructions and conditions 2003 (2016-04-04) are incorporated by reference into and form part of the bid solicitation.

The following clauses are incorporated by reference:

SACC Reference	Clause Title	Date
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 (<https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.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) (<http://laws-lois.justice.gc.ca/eng/acts/P-38.2/>)," is hereby deleted.

Section 05 titled "Submission of Bids", paragraph 2 (d) is deleted in its entirety and replaced with the following: (d) send its bid only to the Canada Revenue Agency Bid Receiving Unit or to the address specified in the solicitation in Section 2.3.

Section 05 titled "Submission of Bids" paragraph 4, delete sixty (60) days and replace with one hundred and twenty (120) days.

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



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

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

Section 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 to the Contracting Authority no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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



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

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

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

2.6 Terms and Conditions

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) original hard copy and any samples included, and three (3) soft copies on either CD or DVD).

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

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

Section II: Financial Bid (1 hard copy)

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

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

Section III: Certifications (1 hard copy)

Bidders must submit the certifications required under Part 5.

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

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

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



Part 4 Evaluation and Selection

4.1 General

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

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

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

4.2 Steps in the Evaluation Process

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

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

Bids will be ranked in accordance with the Selection Methodology.

Step 1 – Evaluation against Mandatory Criteria

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

Step 2 – Evaluation against Point-Rated Criteria

Stream 1 – Long Service Awards

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 Technical Merit Score.

All compliant bids will then proceed to Step 3.

Stream 2 – Awards of Excellence

Point-rated criteria do not apply to this requirement. All compliant bids 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 (as applicable) will be considered at this point.

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

Prices submitted will be evaluated to determine,

1. For Stream 1, the **Bid Evaluation Score**
2. For Stream 2, the **Bid Evaluation Price**

as defined in Appendix 3: “Financial Proposal”. Once the Bid Evaluation Scores and Bid Evaluation Prices are calculated, the proposals will proceed to Step 4.

Step 4 – Basis of Selection

Stream 1 – Long Service Awards

Basis of Selection – Highest Combined Rating of Technical Merit and Pricing Score.

1. The selection will be based on the highest responsive combined rating of Technical Merit and Pricing score. The ratio will be 30 % for the technical merit and 70 % for the Pricing score.
2. To establish the Technical Merit Score, each Bidder’s Technical Score from the Point Rated Criteria will be divided by the maximum number of points available (3,104 points), multiplied by the ratio of 30%.
3. To establish the Pricing score, the Bidder’s Bid Evaluation Score (as outlined in Appendix 3 – Financial Proposal) will be divided by the total points available (2800 points) and multiplied by the ratio of 70%.
4. For each responsive bid, the Technical Merit score and the Pricing score will be added to determine its combined rating.
5. Neither the responsive bid obtaining the highest Technical Merit score nor the one with the highest Pricing score will necessarily be accepted. The responsive bid with the highest combined rating of Technical Merit and Pricing score will be recommended for award of a contract.
6. The following example illustrates how the total combined rating is determined using a ratio of 30% Technical Merit and 70% Pricing score:

Bidder’s Technical Score	Technical Merit Score (30%)	Bid Evaluation Score	Pricing Score (70%)	Total Combined Rating
620	$620/1000 \times 30 = 18.6$	400*	$400/400 \times 70 = 70$	88.6***
720	$720/1000 \times 30 = 21.6$	320	$320/400 \times 70 = 56$	77.6
960**	$960/1000 \times 30 = 28.8$	100	$100/400 \times 70 = 17.5$	46.3

* highest Bid Evaluation Score
 ** highest Technical Score
 *** winning proposal



Stream 2 – Awards of Excellence

SACC Manual Clause [A0031T](#) (2010-08-16), Basis of Selection – Mandatory Technical Criteria

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest Bid Evaluation Price will be recommended for award of a contract.

Step 5 - Proof of Synergy Compliance (PoSC)

The highest ranked responsive Bidder(s) will be subject to Proof of Synergy Compliance testing (PoSC) as described in Annex D: 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 Annex D.

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.

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 Requirements of this RFP.

Step 7– Contract Entry

The Bidder(s) with the highest ranked responsive bid for each of Stream 1 and Stream 2, and meeting all the requirements listed above, will be recommended for award of a contract for that stream.



Part 5 Certifications and Additional Information

Bidders must provide the required certifications and additional 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.

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 solicitation and any resulting contract.
(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](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#afed)" list (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#afed>) available from [Employment and Social Development Canada \(ESDC\)-Labour's website](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#afed)

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](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#afed)" (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#afed>) list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#afed)" (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#afed>) list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed [Federal Contractors Program for Employment Equity - Certification \(found in Appendix 5\)](#), before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

Federal Contractors Program for Employment Equity – Certification

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract. For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\)-Labour's website](#).



Date: _____(YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)
Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a federally regulated employer being subject to the Employment Equity Act.
- A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
 - A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC- Labour.
 - OR
 - A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to HRSDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC- Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.
- OR
- B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

5.2.3 Vendor Reporting Information

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

For the purpose of this clause:

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

The Bidder is requested to provide the following:

Legal Name: _____

Operating Name: _____

Address: _____



Payment/T1204 Address (if different)

Payment address is same as above

City:

Province:

Postal Code:

Telephone:

Fax:

Type of Business (Select only one)

- Corporation
- Partnership
- Sole Proprietor
- Non-Profit Organization
- US or International Co.

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

If the services will be rendered by an individual, please provide the Social Insurance Number (SIN).
Goods and Services Tax (GST) Number:

Business Number (BN):

Social Insurance Number (SIN):

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

N/A Reason:

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



Date: _____

Name: _____

Signature: _____

(Signature of duly authorized representative of business)

Title: _____

(Title of duly authorized representative of business)



Part 6 Security Requirements

Stream 1 – Long Service Award

6.1 Security Requirements – Canadian Contractors

Document Safeguarding and/or Production Capabilities – with Computer Systems

1. The Contractor personnel requiring access to Protected B 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 the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada (PWGSC).
2. The Contractor must not remove any Protected B information or assets from the identified and approved work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
3. Processing of material only at the Protected B level is permitted under this contract. The work must be done either on a separate stand-alone computer system at the Contractor's site or on a restricted directory that is only accessible to Contractor personnel who have the need-to-know for the performance of the Contract.
4. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.
5. The Contractor must comply with the provisions of the:
 - Security Requirement Check List (SRCL), attached as Appendix C of the contract; and
 - Security Requirements for Protection of Sensitive Information issued by CRA, Security and Internal Affairs Directorate.

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

6.2 Security Requirements – non-Canadian Contractors

Document Safeguarding and / or Production Capabilities – with Computer Systems

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 Industrial Security Directorate (CISD) of Public Works and Government Services Canada (PWGSC).
2. The Contractor shall, at all times during the performance of the Contract, hold an approved facility clearance for Document Safeguarding at the Protected B level issued or granted by CISD or a letter issued by the SIAD confirming that the facility is approved and meets the CRA security requirements.
3. Subcontracts during the performance of the Contract shall include the security requirements for an approved Document Safeguarding at the level of Protected B as issued or granted by CISD or be a facility approved by the SIAD of the CRA. Before performing any work, the Contractor shall ensure that the sub-contractor holds an approved Facility for Document Safeguarding at the Protected B level issued or



granted by the CISC or a letter issued by the SIAD confirming that the facility is approved and meets the CRA security requirements.

4. The Contractor must not remove any protected information or assets from the identified and approved work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
5. Processing of material only at the Protected B level is permitted under this contract/standing offer. The work must be done either on a separate stand-alone computer system at the Contractor's site or on a restricted directory that is only accessible to Contractor personnel who have the need-to-know for the performance of the Contract.
6. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.
7. The Contractor must comply with the provisions of the:
 - Security Requirement Check List (SRCL), attached as Appendix ___ of the contract; and
 - Security Requirements for Protection of Sensitive Information issued by CRA, Security and Internal Affairs Directorate.

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

Stream 2 – Awards of Excellence

Contractor personnel are to be escorted at all times while on CRA premises.



Appendices

Appendix 1: Mandatory Criteria

Evaluation Procedures

Bids will be evaluated in accordance with the process outlined in Part 4 Evaluation and Selection and all the mandatory evaluation criteria detailed below. The Bidder must provide supporting documentation in its proposal as requested by CRA, in order to demonstrate that each technical mandatory requirement has been met. To assist with the evaluation process, it is preferred that the Bidder complete the table included below, to indicate where in its proposal the information can be located. Bids that fail to meet all mandatory requirements will be declared non-responsive and the bid will receive no further consideration.

Bidders may submit a proposal for either Stream 1 - Long Service Awards or Stream 2 - Award of Excellence trophies, or for both streams.



Column A	Column B	Column C
Item	Mandatory Requirement	BIDDER USE ONLY Page Reference
	<p align="center">STREAM 1 - LONG SERVICE AWARDS</p> <p align="center">AT THE TIME OF BID CLOSING, THE FOLLOWING CRITERIA MUST HAVE BEEN DEMONSTRATED AS MET:</p>	
<p align="center">M1</p>	<p>Gift Selection Items</p> <p>The Bidder's proposal must include a <u>minimum</u> of one Gift selection item per product category, resulting in thirteen (13) proposed Gift selection items for <u>each</u> milestone (10, 15, 20, 25, 30, 35, 40, 45+ years of service), as described in Annex A: Statement of Work, Section B 1a iii) Long Service Award Gift Selection Items. The Bidder's proposal must not repeat any Gift selection items between any of the product categories or milestones.</p> <p>To demonstrate that this requirement has been met, the Bidder must complete the Excel table provided separately, titled <u>Table Appendix 1-A Proposed Products.xlsx</u>, and must provide a detailed description and an image of each proposed Gift selection item. The cells and rows of the table can be adjusted by the Bidder to fit the information as necessary. Pricing information MUST NOT be included in this section.</p>	
<p align="center">M2</p>	<p>Certificates and Frames</p> <p>The Bidder must be capable of providing certificates, frames, congratulatory letters, and the CRA specialized Retirement Award, as described in Annex A: Statement of Work, Section B 1a i) Certificates, ii) Frames, iii) Retirement Award, iv) Congratulatory Letter.</p> <p>To demonstrate the Bidder's capability to meet these requirements, the proposal must include either one (1) sample, or one (1) picture and description for each product listed below:</p> <ul style="list-style-type: none"> • A congratulatory letter (in English or French), using the text provided under the Statement of Work, Appendix C: Congratulatory Letter • A certificate for the 30 year milestone in bilingual format • One each of the two (2) frames available for the years of service certificate • A frame for the retirement certificate 	



Column A Item	Column B Mandatory Requirement	Column C BIDDER USE ONLY Page Reference
	<ul style="list-style-type: none"> A CRA Retirement Award that is a cast paper artwork that depicts the map of Canada in accordance with Appendix F <p>The samples or the pictures and descriptions provided by the Bidder will be evaluated by CRA against the technical requirements outlined in Annex A - Statement of Work.</p>	
<p>M3</p>	<p>Bidder's Qualifications and Experience</p> <p>The Bidder must have the ability to supply and deliver Gift selection items through an established national* distribution network. In order for the Bidder to demonstrate its supply and delivery capabilities, it must have a minimum of two (2) multi-year national agreements, each with an annual expenditure of \$500K, for the supply and delivery of Gift selection items for a client's recognition program, within the last seven (7) years from the date of bid closing. Each agreement must have been in place for a minimum of 24 consecutive months.</p> <p>To demonstrate this experience, the Bidder must provide the following information regarding each agreement:</p> <ul style="list-style-type: none"> the name of the client organization; the name and telephone number of the client organization's contact; the start date and end dates of the agreement, or the anticipated end date if still active the annual expenditure by the client organization on the agreement, and; summary details of the type of agreement in place which would demonstrate compliance with this requirement as described above. <p><i>*National: The agreement provided for the supply and delivery of Gift selection items for a recognition program to a minimum of 5 provinces, territories, states, or equivalent.</i></p>	
<p>M4</p>	<p>Financial Proposal</p> <p>The Bidder must provide a financial proposal in accordance with Appendix 3: Financial Proposal, forming part of the Request for Proposal document.</p>	



STREAM 2 - AWARD OF EXCELLENCE TROPHIES	
AT THE TIME OF BID CLOSING, THE FOLLOWING CRITERIA MUST BE MET:	
M1	<p>Bidder's Qualifications and Experience</p> <p>The Bidder must have the ability to supply and deliver Awards and/or Trophies through an established national* distribution network. In order for the Bidder to demonstrate its supply and delivery capabilities, it must have a minimum of two (2) multi-year national agreements for the supply and delivery of Awards and/or Trophies each with an annual expenditure of \$500K, for the supply and delivery of Awards and/or Trophies, within the last seven (7) years from the date of bid closing.. Each agreement must have been in place for a minimum of 24 consecutive months.</p> <p>To demonstrate this experience, the Bidder must provide the following information regarding each agreement:</p> <ul style="list-style-type: none"> • the name of the client organization; • the name and telephone number of the client organization's contact; • the start and end dates of the agreement or the anticipated end date if still active, and; • summary details of the type of agreement in place which would demonstrate compliance with this requirement as described above. <p><i>*National: The agreement provided for the supply and delivery of Awards & / or Trophies to a minimum of 5 provinces, territories, states, or equivalent.</i></p>
M2	<p>Financial Proposal</p> <p>The Bidder must provide a financial proposal in accordance with Appendix 3: Financial Proposal, forming part of the Request for Proposal document</p>



Appendix 2: Point Rated Criteria

For Stream 1 – Long Service Awards, only the proposals meeting all the Mandatory Requirements in Appendix 1 will be scored against the Point Rated Criteria as set out below. Point-rated criteria not addressed in the bid will result in a score of zero being assigned against that particular criterion.

RATED CRITERION	SCORING
STREAM 1 – LONG SERVICE AWARDS	
<p>R1. NUMBER OF PROPOSED GIFT SELECTION ITEMS</p> <p>The Bidder will be awarded points for each Gift selection item proposed over and above the minimum of one (1), up to a maximum of three (3) Gift selection items per category for each of the 8 milestones. There are thirteen categories in total for each milestone, which are listed below.</p> <p>In order to receive the maximum points, the Bidder must complete <u>Table Appendix 1-A Proposed Products.xlsx</u> to demonstrate the number of Gift selection items the Bidder is proposing. There are 8 tables, one per milestone, and space has been provided in each table for up to three Gift selection items per category.</p> <p>Points will be awarded up to a maximum of 1,920.</p> <p>Category 1 Sterling Silver Ring Women Category 2 Sterling Silver Ring Men Category 3 Watch for Women Category 4 Watch for Men Category 5 Jewelry Category 6 Time Piece Category 7 Active Lifestyle Category 8 Intellectual Activities Category 9 Art Piece Category 10 Home and Kitchen Category 11 Electronics Category 12 Health and wellbeing Category 13 Hobby and outdoor activities</p>	<p>R1. Points will be awarded for each product category within each of the eight milestones as follows:</p> <p>For product categories 1,2,3,4,and 5, points will be awarded as follows:</p> <ul style="list-style-type: none"> a) 1 Gift selection item proposed per category = 0 pts b) 2 Gift selection items = 10 pts c) 3 Gift selection items = 20 pts <p>For categories 7,8,10,11,12,and 13, points will be awarded for each product category as follows:</p> <ul style="list-style-type: none"> a) 1 Gift selection item proposed per category = 0 pts b) 2 Gift selection items = 15 pts c) 3 Gift selection items = 20 pts <p>For categories 6 and 9, points will be awarded for each product category as follows:</p> <ul style="list-style-type: none"> a) 1 Gift selection item proposed per category = 0 pts b) 2 Gift selection items = 5 pts c) 3 Gift selection items = 10 pts <p>The final score for R1 will be derived by adding the points for each milestone together for a maximum of 1,920 points.</p>



RATED CRITERION	SCORING
<p>R2. QUALITY OF RECOGNITION GIFT SELECTION ITEMS</p> <p>The Bidder will be awarded points for each mandatory Gift selection item (one per each of the 13 categories per milestone) that the Bidder can demonstrate meets specific product features in excess of the mandatory requirements of the RFP. The scoring breakdown for these product features is located under <u>Table Appendix 1-A Proposed Products.xlsx</u>, specifically under Column D for Tables 1-8.</p> <p>In order to receive points, the Bidder must demonstrate that each mandatory Gift selection item meets the product features by providing supporting documentation*. It should be clearly indicated in the table as to where in their bid this information can be located.</p> <p>Points will be awarded up to a maximum of 1,184.</p> <p>*Supporting documentation can be as follows: pictures, catalogues, pamphlets / brochures, or any document that outlines the product specifications.</p>	<p>R2. Only the Gift selection item selected as the mandatory item from each category per milestone will be evaluated. The supporting information, or references to this information in the Bidder's proposal, should be entered into <u>Table Appendix 1-A Proposed Products.xlsx</u> under column E.</p> <p>The table is divided into the 13 different product categories, with a separate tab designated for each milestone, Table 1 through 8. The cells and rows of each table can be adjusted to fit the information as necessary.</p> <p>The final score for R2 will be derived by adding the points for each milestone together for a maximum of 1,184 points.</p>
<p>MAXIMUM TECHNICAL MERIT SCORE = R1 (1,920) + R2 (1,184) = 3,104 points</p>	



Appendix 3: Financial Proposal

Stream 1 -Long Service Awards

**The Bidder must submit their financial proposal in the format presented in [Appendix 3-A Financial Proposal.xlsx](#), which is included as a separate Excel spreadsheet.

a) Financial Proposal Instructions

The CRA has pre-established the firm all-inclusive unit prices that will be paid for each Gift selection item per milestone, and for each type of certificate frame and the Retirement Award, which will remain valid throughout the length of the contract, including option periods. The firm all-inclusive unit prices are the firm prices paid by the CRA for each Gift selection item, certificate frame, or Retirement Award, GST/HST extra if applicable, Customs Duties and Excise Taxes included, including the cost of packaging and delivery to the final destination (DDP destination, list of locations set out in Appendix B Delivery Branches and Regions to Annex A: Statement of Work).

i) Gift Selection Items

For each product category, the Bidder must propose a minimum of one Gift selection item or up to a maximum of three (3) Gift selection items, as outlined in Annex A: Statement of Work. For each Gift selection item proposed, the Bidder must provide the Manufacturer's Suggested Retail Price (MSRP), in Canadian funds, and this MSRP must be equal to or greater than the cost of the Gift selection item to the CRA. The Bidder must provide supporting documentation to substantiate the MSRP value stated for any Gift selection item.

For a Bidder's proposal to be considered, tabs Table 1 through 8 within [Appendix 3-A Financial Proposal.xlsx](#) must be completed.

ii) Certificate Frames and Retirement Award

For each Frame and Retirement Award proposed, the Bidder must provide the Manufacturer's Suggested Retail Price (MSRP), in Canadian funds, and this MSRP must be equal to or greater than the cost of the Frames and Retirement Award to the CRA

For a Bidder's proposal to be considered, the tab titled Table 9 within [Appendix 3-A Financial Proposal.xlsx](#) must be completed. This table includes two types of frames for the long service award certificates, one type of frame for the retirement certificates, and the Retirement Award, as described in Annex A: Statement of Work.

In addition to the supply and delivery of each frame and the Retirement Award, the firm all-inclusive unit prices include the following:

- One (1) Certificate (long service or retirement certificate), including Braille services if requested, as described in Annex A – Statement of Work.
- One (1) Congratulatory Letter (long service or retirement), including Braille services if requested, as described In Annex A – Statement of Work.
- Upon request with a Task Authorization, engraving services for rings and watches in all jewellery categories for each milestone.

A CRA recipient may request a certificate without a frame, in which instance the Contractor must provide the certificate at no cost to the CRA.



b) Scoring Breakdown

The CRA will evaluate the financial proposal to determine the Bid Evaluation Score for each Bidder, as outlined below:

i) Gift Selection Items:

The **Price Score** for Table 1 through to Table 8 within Appendix 3-A Financial Proposal.xlsx will be derived by allocating full points to the Bidder with the highest average MSRP for each table and prorating all other compliant proposals accordingly, as indicated below:

- Bidder with the Highest Average MSRP = Total Possible Points
- Other Bidders = (Bidder's Average MSRP / Highest Average MSRP) * Total Possible Points

Price Score Points for Gift Selection Items

Table	Total Points Available
1 - 10 year milestone	1050
2 - 15 year milestone	1050
3 - 20 year milestone	630
4 - 25 year milestone	420
5 - 30 year milestone	420
6 - 35 year milestone	210
7 - 40 year milestone	210
8 - 45+ year milestone	210
Total points	4200

The **Total Price Score for Gift Selection Items** will be derived by summing the Bidder's Price Score for Tables 1 through 8.

ii) Certificate Frames and Retirement Award

The **Price Score** for each item in Table 9 within Appendix 3-A Financial Proposal.xlsx will be derived by allocating full points to the Bidder with the highest average MSRP for each item, and prorating all other compliant proposals accordingly, as indicated below:

- Bidder with the Highest Average MSRP = Total Possible Points
- Other Bidders = (Bidder's Average MSRP / Highest Average MSRP) * Total Possible Points

Price Score Points for Certificate Frame Items

Item	Total Points Available
Years of Service Frame -Design 1	700
Years of Service Frame - Design 2	700
Retirement Frame	700
Retirement Framed Cast Paper Mould	700
Total points	2800

The **Total Price Score for Certificate Frames and the Retirement Award** will be derived by summing the Bidder's Price Score for each item in Table 9.



iii) Bid Evaluation Score Stream 1 – Long Service Awards

The **Bid Evaluation Score** for Stream 1 – Long Service Awards will be derived by summing the Bidder's Total Price Score for the Gift Selection Items and for the Certificate Frames and Retirement Award.

Stream 2 - Award of Excellence Trophy Stream

a) Financial Proposal Instructions

The Bidder must propose firm all-inclusive unit prices (GST/HST extra if applicable) in Canadian Dollars, DDP Destination (list of locations set out in Appendix B Delivery Branches and Regions to Annex A: Statement of Work), Customs Duties and Excise Taxes included, including transportation, for the supply and delivery of Trophies and Plaques in accordance with the Statement of Work attached hereto as Annex A.

The Bidder must provide a firm all-inclusive unit price for the firm two year contract period, and for each of the three option periods.

b) Scoring Breakdown

The CRA will evaluate the financial proposal to determine the Bid Evaluation Price for each Bidder, as outlined below in the table titled Appendix 3: Price Table for Award of Excellence:

Item Description	Firm All-inclusive Unit Price	Estimated Quantity	Extended Cost
(A)	(B)	(C)	(D)
Award of Excellence Trophy – Firm Two Year Contract Period	\$ _____	400	= B x C
Award of Excellence Trophy – Option Year 1	\$ _____	200	= B x C
Award of Excellence Trophy – Option Year 2	\$ _____	200	= B x C
Award of Excellence Trophy – Option Year 3	\$ _____	200	= B x C
Bid Evaluation Price			= Sum of Column D

The Bid Evaluation Price for Stream 2 – Award of Excellence Trophy will be derived by summing the Extended Costs in column D in Appendix 3: Price Table for Award of Excellence above.



Part 7 Model Contract

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

7.1 Revision of Departmental Name

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

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

7.2 Agency Restructuring

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

7.3 Requirement

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

7.3.1 Requirement to implement CRA E-Procurement Solution

CRA intends to implement and use an e-procurement solution to expedite the ordering, receiving and reconciling of goods and services under any resulting contract. This end-to-end e-procurement system is based on the Ariba suite of products and has been branded internally as "Synergy".

7.3.2 Period of the Contract

The period of the Contract is two (2) years from the date of contract award.

7.3.3 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment. The Contracting Authority may exercise an option at any time before the expiry of the Contract by sending a written notice to the Contractor.



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

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

The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment. The Contracting Authority may exercise an option at any time before the expiry of the Contract by sending a written notice to the Contractor.

7.4 Standard Clauses and Conditions SACC A000C (2012-07-16)

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada (PWGSC).

The Manual is available on the PWGSC Website: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>

The following Clauses are incorporated by reference:

SACC Reference	Clause Title	Date
A2000C	Foreign Nationals (Canadian Contractor)	2006-06-16
A2001C	-OR- Foreign Nationals (Foreign Contractor)	2006-06-16
A3015C	Certifications	2014-06-26
G1005C	Insurance	2008-05-12
C2000C	Taxes – Foreign-based Contractor	2007-11-30
H1001C	Multiple Payments	2008-05-12

7.5 General Conditions

2030 (2016-04-04) General Conditions – Higher Complexity - Goods, 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 22 titled “Warranty”,

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

“Despite inspection and acceptance of the Work by or on behalf of Canada and without restricting any other provision of the Contract or any condition, warranty or provision imposed by law, the Contractor warrants that, for 12 months (or the length of the manufacturer’s warranty, whichever is longer), the Work will be free from all defects in design, material or workmanship, and will conform to the requirements of the Contract. The warranty period begins on the date of delivery, or if acceptance takes place at a later date,



the date of acceptance. With respect to Government Property not supplied by the Contractor, the Contractor's warranty will extend only to its proper incorporation into the Work.”

Section 23 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 23 remains unchanged.

Section 43 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.

7.6 Security Requirements

Stream 1 - Long Service Awards

7.6.1 Security Requirements – Canadian Contractors

Document Safeguarding and/or Production Capabilities – with Computer Systems

1. The Contractor personnel requiring access to Protected B 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 the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada (PWGSC).
2. The Contractor must not remove any Protected B information or assets from the identified and approved work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
3. Processing of material only at the Protected B level is permitted under this contract. The work must be done either on a separate stand-alone computer system at the Contractor’s site or on a restricted directory that is only accessible to Contractor personnel who have the need-to-know for the performance of the Contract.
4. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.



5. The Contractor must comply with the provisions of the:

- Security Requirement Check List (SRCL), attached as Annex C of the contract; and
- Security Requirements for Protection of Sensitive Information issued by CRA, Security and Internal Affairs Directorate. These may be viewed at <http://www.cra-arc.gc.ca/gncy/prcrmnt/menu-eng.html>

7.6.2 Security Requirements – non-Canadian Contractors

Document Safeguarding and / or Production Capabilities – with Computer Systems

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 Industrial Security Directorate (CISD) of Public Works and Government Services Canada (PWGSC).
2. The Contractor shall, at all times during the performance of the Contract, hold an approved facility clearance for Document Safeguarding at the Protected B level issued or granted by CISD or a letter issued by the SIAD confirming that the facility is approved and meets the CRA security requirements.
3. Subcontracts during the performance of the Contract shall include the security requirements for an approved Document Safeguarding at the level of Protected B as issued or granted by CISD or be a facility approved by the SIAD of the CRA. Before performing any work, the Contractor shall ensure that the sub-contractor holds an approved Facility for Document Safeguarding at the Protected B level issued or granted by the CISD or a letter issued by the SIAD confirming that the facility is approved and meets the CRA security requirements.
4. The Contractor must not remove any protected information or assets from the identified and approved work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
5. Processing of material only at the Protected B level is permitted under this contract/standing offer. The work must be done either on a separate stand-alone computer system at the Contractor's site or on a restricted directory that is only accessible to Contractor personnel who have the need-to-know for the performance of the Contract.
6. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.
7. The Contractor must comply with the provisions of the:
 - Security Requirement Check List (SRCL), attached as Annex C of the contract; and
 - Security Requirements for Protection of Sensitive Information issued by CRA, Security and Internal Affairs Directorate. These may be viewed <http://www.cra-arc.gc.ca/gncy/prcrmnt/menu-eng.html>

Stream 2 – Awards of Excellence

Contractor personnel are to be escorted at all times while on CRA premises.



7.7 Authorities

7.7.1 Contracting Authority A1024C (2007-05-25)

The Contracting Authority for the Contract is:

Name: Katherine Hutton

Telephone Number: (613) 286-5340

Fax Number: (613) 957-6655

E-mail address: Katherine.hutton@cra-arc.gc.ca

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

7.7.2 Project Authority A1022C (2007-05-25)

To be completed at the time of Contract award.

Name: _____

Address: _____

Telephone Number: _____

Fax Number: _____

E-mail Address: _____

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

7.7.3 Contractor's Representative

Name:

Address:

Telephone Number:

Fax Number:

E-mail Address:

7.7.4 Contractor's Synergy Representative

To be completed at the time of Contract award

Synergy Contact Name: _____

Toll Free Telephone Number: _____

Fax Number: _____

E-mail Address: _____

Contractor's representative for synergy related questions



7.8 Delivery

Deliverables must be received by the CRA on an "as and when requested" basis, within the timeframes specified in Annex A: Statement of Work.

7.9 Inspection and Acceptance

All deliverables under the Contract shall be subject to inspection and acceptance by the Project Authority or by designated CRA personnel at the destination.

7.10 Task Authorization

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

7.10.1 Task Authorization Process

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

The CRA will authorize the Work with the Contractor by submitting a **Purchase Card Order (PCO)** to the Contractor using the Synergy ordering system as described at Annex D: Synergy Solution.

The CRA reserves the right to issue a cancellation of any TA within 48 hours of the issuance of the TA. Returns (other than returns for exchange in the case of rejected goods) and Change Orders will not be issued under the Contract.

7.11 Credit for Late Delivery (SACC D0024C)

1. If the Contractor fails to deliver the goods within the time specified in the Contract, the Contractor agrees to pay to Canada a credit in the amount of 1% per calendar day of delay, up to a maximum of 10% of the Task Authorization value. The total amount of credits must not exceed ten (10) percent of the Task Authorization value.
2. Canada and the Contractor agree that the amount stated above is their best pre-estimate of the loss to Canada in the event of such a failure, and that it is not intended to be, nor is it to be interpreted as, a penalty.
3. Canada 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 Canada to the Contractor, any liquidated damages owing and unpaid under this section.
4. Nothing in this section must be interpreted as limiting the rights and remedies which Canada may otherwise have under the Contract.



7.12 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: Technical Support Response Definitions 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.

7.13 Invoice Instructions

For orders submitted via Synergy:

A packing slip and/or invoice must be submitted on the Contractor's own form and must be included with the shipment and provide the following information:

1. Contractor's name and address
2. GST registration number,
3. CRA Purchaser / Consignee's name and address;
4. Synergy PCO number
5. date the goods were shipped or services delivered,
6. description of the goods and/or services,
7. Item or reference number;
8. cost (before tax),
9. amount charged to the acquisition card (exclusive of the Goods and Services Tax (GST) or Harmonized Sales Tax (HST), if applicable) and
10. amount of GST or HST, if applicable, shown separately
11. total amount to be charged to the CRA

7.14 Basis of Payment SACC C0207C (2013-04-25)

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid ***firm all-inclusive unit prices as specified in*** Annex B: Basis of Payment for an estimated cost of \$ _____ (***insert the amount at contract award***). Customs duties are included and Applicable Taxes are extra.

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



7.15 Minimum Work Guarantee –Task Authorizations

In this clause,

"Maximum Contract Value" means the amount specified in the "Limitation of Expenditure – Cumulative Total of All Task Authorizations" clause set out in the Contract; and

"Minimum Contract Value" means \$500,000.00

Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph 3. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.

In the event that Canada does not request work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.

Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

7.15.1 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 xxxx. **(To be completed at the time of Contract Award)**. Customs duties are included 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:

1. when it is 75 percent committed, or
2. four (4) months before the contract expiry date, or
3. 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.

7.16 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.



7.16.1 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 18 – Payment Period and Article 19 - Interest on Overdue Accounts, set out in 2030 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 18 – Payment Period and Article 19 - Interest on Overdue Accounts, set out in 2030 General Conditions (2016-04-04) forming part of the Contract will not apply, until the Contractor corrects the matter.

7.16.2 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 18 – Payment Period and Article 19 - Interest on Overdue Accounts, set out in 2030 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.

7.16.3 Payment by Cheque

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

7.17 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.

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

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



7.18 Joint Venture

(To be removed at the time of Contract award if a joint venture situation has not been identified.)

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

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

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

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

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

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

7.19 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.

7.20 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 (2030 (2016-04-04) General Conditions – Higher Complexity - Goods);
3. Annex A: Statement of Work and all Appendices herein;
4. Annex B: Basis of Payment;
5. Annex C: Security Requirements Check List;
6. Annex D: Synergy Solution; and
7. The Contractor's proposal dated (insert date of bid), as amended on (insert date(s) of amendment(s), if applicable).



7.21 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. All costs shall be shared equally between the disputing parties.

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

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

7.22 Procurement Ombudsman

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

7.22.1 Contract Administration

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



ANNEXES

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

ANNEX A: STATEMENT OF WORK

ANNEX B: BASIS OF PAYMENT

ANNEX C: SECURITY REQUIREMENTS CHECKLIST

ANNEX D: CRA SYNERGY SOLUTION



ANNEX A: STATEMENT OF WORK

A. SCOPE

1. Objective

The CRA requires a national supply and delivery service for recognition products, as part of the Long Service Awards and CRA Award of Excellence Streams. The award items must be properly presented and packaged, and delivered within established timeframes to the CRA users across Canada.

2. Background

Stream 1 - Long Service Awards recognize the contributions of employees by marking milestones in their careers; 10, 15, 20, 25, 30, 35, 40, 45, 50, 55 and 60 years of service, and their retirement. Congratulatory letters, certificates and awards corresponding to the milestones of the Long Service Awards Program are presented to eligible employees across Canada throughout each fiscal year.

Stream 2 - Award of Excellence is the most prestigious honour that can be granted to employees of the CRA. This award is given to individuals or teams whose work and behaviour best reflects the CRA's mission, vision and values. Nine (9) categories of awards are identified and nomination and selection of candidates takes place for each category.

Both the Long Service Awards and the CRA Award of Excellence streams are administered and funded by the National Office, Recognition Program, at the CRA Headquarters.

B TECHNICAL REQUIREMENTS

1. Stream 1 – Long Service Awards

a) Technical Requirements

- When the CRA places a Task Authorization for a Long Service Award, the Contractor must deliver a congratulatory letter, a framed certificate and a Gift selection item. Task Authorizations will be placed on an “as and when requested” basis when a CRA employee reaches one of the years of service milestones.
- When the CRA places a Task Authorization for a Retirement Award, the Contractor must deliver a congratulatory letter, a framed certificate and a specialized Retirement Award. Task Authorizations will be placed on an “as and when requested” basis upon a CRA employee's retirement.

Upon request by CRA through a Task Authorization, the Contractor must supply and deliver each of these certificates and awards as specified below:



i) Certificate

A unique certificate is required for each long service milestone and retirement event and must:

- Identify the number of years of service;
- Be personalized with the recipient's full name as well as month and year of recipient's service anniversary, as specified by the recipient; OR Be personalized with the recipient's full name as well as month and year of recipient's retirement date, as specified by the recipient;
- Be identical in both official language of Canada;
- Be available in either official language of Canada, or in a bilingual format, as selected by the recipient;
- Be identified with the CRA Signature and with the Canada Wordmark logo, in accordance with Appendix D– Federal Identity Program Instructions and Logos;
- Contain two (2) signatures (the Project Authority will provide a sample of the signatures to the Contractor whom must be responsible for their safekeeping).

If requested, the Contractor must provide the certificates in Braille for any recipient with a visual impairment. At the time of order placement, the Contractor will provide to the CRA a firm all-inclusive unit price per Braille certificate.

CRA reserves the right to request a modification of the certificate design for retirement or any of the milestones at its sole discretion and the Contractor shall implement the revision(s) within ten (10) working days of receipt of change notice from the CRA.

Approval must be granted by the Project Authority before any modifications to the certificates are adopted.

ii) Frames

Each long service award and retirement certificate must be framed, unless the certificate is specifically ordered without a frame. If a certificate is ordered by CRA without a frame, the certificate will be provided by the Contractor at no cost to the CRA.

a) There are two design alternatives for the frames for the long service awards certificates, as follows:

- Design 1:
 - A modern glass frame with a black tinted border
 - The glass must be a minimum thickness of 1/4"
 - The frame must be a minimum of 22.5 cm (8.85 inches) x 27.5 cm (10.83 inches).
- Design 2:
 - Minimum 19mm moulding (classic honey or bamboo color)
 - The frame must be a minimum of 22.5 cm (8.85 inches) x 27.5 cm (10.83 inches),
 - The frame must contain a kraft paper backing and a metal hanger.

b) The frame for retirement certificates must have the following design:

- Minimum 19mm gold foil moulding with a gold-tone bevelled frame under glass,
- Glass dimensions must be a minimum of 21.5 cm x 28.5 cm,
- The frame must be a minimum of 24 cm (9.45 inches) x 30 cm (11.81 inches),
- The frame must contain a kraft paper backing and a metal hanger.



iii) Long Service Award Gift Selection Items*

The Contractor must provide a minimum of one (1), and no more than three (3) Gift selection items per category, for each of the eight (8) long service award milestones as indicated in the table below. The Gift selection items are not to be personalized.

Categories (including possible examples)	10 years (\$50)	15 years (\$75)	20 years (\$100)	25 years (\$125)	30 years (\$150)	35 years (\$175)	40 years (\$200)	45+ years (\$225)
Category 1 <u>Sterling Silver Ring Women</u>								
Category 2 <u>Sterling Silver Ring Men</u>								
Category 3 <u>Watch for women</u>								
Category 4 <u>Watch for men</u>								
Category 5 <u>Jewelry (either women or men's)</u> <i>Necklace, chain, earrings, bracelet, cuff links, etc.</i>								
Category 6 <u>Time Piece</u> <i>desktop, mantle or wall clock, etc.</i>								
Category 7 <u>Active Lifestyle</u> <i>Sporting equipment, sport bag, fitness tracker, luggage travel set, etc.</i>								
Category 8 <u>Intellectual Activities</u> <i>Decorative board games, reference books, electronic reader, etc.</i>								
Category 9 <u>Art Piece</u> <i>Sculpture, art print, etc.</i>								
Category 10 <u>Home and Kitchen</u> <i>Small appliances, wine glasses and decanter, serving sets, vase, etc.</i>								
Category 11 <u>Electronics</u> <i>wireless headphones, Bluetooth speakers, phone or computer accessories, etc.</i>								
Category 12 <u>Health and wellbeing</u> <i>Light therapy lamp, salt lamp, smart scale, diffuser, juicer or vitamix, etc.</i>								
Category 13 <u>Hobby and outdoor activities</u> <i>Games, tools, wood carving tools, painting brush set, binocular, camera accessories, telescope, etc.</i>								



- a. The Contractor must provide a variety of Gift selection items and must not repeat any Gift selection items between any of the product categories or milestones. The CRA requires a selection of Gift selection items that will appeal to its very diverse workforce, including a combination of classic, modern, and practical Gift selection items.
- b. Products that are of a nationally recognizable brand name are preferred, but are not mandatory.
- c. The Contractor must make engraving services available upon request for personal items such as rings, watches etc., in order to add the CRA logo and number of years of service.
- d. Proposed Artwork (Category 9):
 - i. For the proposed artwork, the Contractor must make available pieces that depict scenery of various regions across Canada: Atlantic, Central, Western and Pacific.
 - ii. The Contractor must include, where appropriate, descriptions and details of artwork (i.e. sculptures, art prints and a biography of the artist. All wording must be in a bilingual format.
 - iii. A certificate of authenticity originating from and signed by either the artist, the publisher of the art (in the case of limited editions), or a confirmed dealer or agent of the artist (not a third party or reseller), must be provided by the Contractor.
 - iv. Where applicable, products representative of Canadian heritage and that embody Canadian heritage and/or Aboriginal culture are preferred.

iii) Retirement award

The Contractor must provide a Retirement Award item that consists of the following:

- The Contractor must provide a cast paper artwork that depicts the map of Canada in accordance with Appendix F
- The cast paper artwork must be framed in solid wood, with a gold frame measuring a minimum of 33 cm x 39 cm, under glass;
- The cast paper artwork must have a gold base metal plate measuring a minimum of 7.5cm x 2cm. The plate must be centred at the bottom, above the glass.
- The Contractor must engrave the plate using dark gold lettering to display the information indicated in the table below:

English Text	French Text
« Name of Recipient » On the Occasion of Your Retirement « Date of retirement:: mm dd, yyyy »	« Nom du récipiendaire » À l'occasion de votre retraite « Date de retraite : le jj mm aaaa»

iv) Congratulatory Letter

The Contractor must include one (1) non-personalized Congratulatory Letter with the long service award or retirement Gift selection item. The Congratulatory Letter must:

- Contain the content and format of the sample letter provided in Appendix C attached hereto;
- Be identical in either official language of Canada;
- Be available in either official language of Canada, as selected by the recipient;
- Be identified with the CRA Signature and with the Canada Wordmark logo, in accordance with Appendix D” – Federal Identity Program Instructions and Logos;
- Contain one (1) signature (the Project Authority will provide a sample of the signature to the Contractor, whom must be responsible for the safekeeping of said signature).



b) LSA Program Identifier

The Contractor must engrave or affix the CRA logo design to the Gift selection items in such a way that it will not affect the warranty, nor diminish the appearance, quality, and function of the products. There is the possibility that for some Gift selection items, the CRA may decide to forgo the engraving of any product, and this will be indicated at the time that the Task Authorization is placed.

The LSA Gift selection items shall bear the LSA Program Identifier design in accordance with Appendix E.

All LSA rings shall bear the LSA Program Identifier for Rings design in accordance with Appendix E.

c) Methodology for Contractor and CRA – Initiated Substitution of Gift Selection Items

The Contractor must immediately notify the Contracting Authority and the Project Authority if a Gift selection item is no longer available from the manufacturer. The CRA has the discretion to request a gift selection substitution for other reasons, including if a Gift selection item has not been ordered for a period of 6 months or longer, or the CRA considers that the Gift selection item does not meet its employee's needs

In the event of a Contractor request for a substitution, the Contractor must provide written justification (i.e. a copy of the discontinuation notice from the manufacturer) for the substitution, as well as a picture and description of the substitute Gift selection item.

For all proposed substitutions, the proposed substitute Gift selection item must meet the same requirements as the original. As well, the Manufacturer's Suggested Retail Price (MSRP) value of the substitute Gift selection item must be of equal or greater value than the original proposed.

The Contracting Authority and the Project Authority will consider the proposed Gift selection item substitution and provide written notice of its acceptance. Should the proposed Gift selection item substitution not be accepted, the Contractor must provide another proposed substitute until a suitable substitute is identified.

d) Estimated Usage – Long Service Awards

The historical data of the actual number of long service awards per milestone is provided in the table below for the previous two (2) fiscal years. Also included in the table below are estimated projections until fiscal year 2022.



Number of Employees Receiving Recognition for Long Service Awards Per Fiscal Year

Milestone	ACTUAL		PROJECTED					TOTAL	Proportion
	Number of Awards		Estimated Number of Awards					2018/2022	2018/2022
	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022		
10 years	1886	1810	2393	2494	1532	1047	1959	9425	28%
15 years	1847	2766	1355	813	1074	1695	1641	6578	20%
20 years	495	990	1246	1082	1844	1541	2408	8121	24%
25 years	1846	1283	790	810	318	363	756	3037	9%
30 years	85	532	534	614	913	1280	926	4267	13%
35 years	943	838	204	239	262	394	300	1399	4%
40 years	250	427	29	37	109	178	201	554	2%
45 years	18	28	8	15	16	15	28	82	0%
50 years	4	6	1	1	4	6	4	16	0%
55 years	0	0	0	0	0	0	1	1	0%
60 years	0	0	0	1	0	0	0	1	0%
TOTAL								33481	

The estimates provided above are for information purposes only and must not be construed as any form of contract guarantee.

Historically, approximately 75% of the recipients identify English as their language of choice, while approximately 25% identify French as their language of choice. Among this percentage, approximately 7% would identify English and French as their language of choice.



2. Stream 2 - CRA Award of Excellence Program

a) Technical Requirements

The CRA recognizes employee achievements in the following nine (9) categories:

English	
○	Future leader
○	Outstanding career
○	Community service
○	Creativity, innovation, and partnership
○	Service excellence
○	Compliance
○	Diversity, inclusion, and healthy workplace
○	Commissioner's award

i) Trophy Design

Each Award of Excellence trophy must:

- Be made of optical crystal with sand etching;
- Conform to all dimensions provided in Appendix A– Specification for Award of Excellence Trophy, which must be respected to ensure continuity of appearance of the CRA Award of Excellence;
- Be etched with the appropriate design (refer to Appendix A– Specification for Award of Excellence Trophy);
- Be etched with the Canada Wordmark in accordance with Appendix D– Federal Identity Program Instructions and Logos on the front of the base (refer to Appendix A – Specification for Award of Excellence Trophy);
- Be personalized for each recipient with a plaque (see below);
- Have the front, back and sides of the hexagonal frame and the maple leaf sand etched and the interior clear (refer to Appendix A); and
- Have protective pads affixed to the bottom of the trophy.

Following contract award, the Project Authority, will provide the image and precise sizing of the trophy leaf design to the Contractor.

ii) Plaque

- The plaque must be affixed securely to the trophy, must be made of copper and engraved with silver lettering, with the information identified in the table below.

English Text	French Text
“CRA Award of Excellence Year” “Category(ies)” “ <i>Name of Recipient</i> ” (in italics)	« Prix d'excellence de l'ARC année » « Catégorie(s) » « <i>Nom du récipiendaire</i> » (en italiques)



The CRA Award of Excellence year, category of award, and name of the recipient will be provided to the Contractor by the Project Authority at the time of placing a Task Authorization with the specification of the recipient's official language of choice to be used; and

- The Contractor must have the plaque centered on the top of the base in front of the hexagon shape. The plaque must measure 10cm x 2.5cm and be approximately half a millimetre in thickness.

iii) Presentation of Trophy

- The Trophy must be packaged in a presentation gift box, protected by padding to fit the trophy and the box must be made with an attractive material and/or fabric.

iv) Pre-production Sample

- The Contractor must provide to the Project Authority a preproduction sample trophy and presentation box at no cost to the CRA within twenty-one (21) calendar days following contract award.
- If the first sample is rejected, a second sample must be submitted within fourteen (14) calendar days of notification of requirement.
- The Contractor must carry out all required inspections and tests to verify conformance to the technical requirements of the Contract.
- The sample(s) must be forwarded to the Project Authority, transportation charges prepaid, and without charge to CRA.
- The Project Authority must notify the Contractor, in writing, of their full or conditional acceptance, or rejection of the sample(s). A copy of this notification is to be provided by the Project Authority to the Contracting Authority. The notice of conditional acceptance or acceptance must not relieve the Contractor from complying with all requirements of the specification(s) and all other terms of the Contract.
- The Contractor must not commence or continue with production of the items under the Contract and, if applicable, must not make any deliveries in response to any orders placed, until the Contractor has received notification from the Project Authority that the sample(s) are acceptable. Any production of the trophies prior to the acceptance of the sample will be at the sole risk of the Contractor.
- Where the second sample(s) submitted by the Contractor is rejected by the Project Authority for failing to meet the contract requirements, the Contract (or a portion thereof) may be terminated by the CRA for the default of the Contractor.
- The Contractor must contact the Project Authority for direction prior to proceeding with this requirement. Sample(s) may not be required if the Contractor is currently in production. The request for waiver of samples must be made by the Contractor in writing. The waiving of this requirement will be at the discretion of the Project Authority and must be in writing.
- All subsequent deliveries of awards of excellence trophies must be to the same standard as the preproduction sample provided, unless otherwise specified by the Project Authority in writing.



C DELIVERY REQUIREMENTS - (BOTH STREAMS)

1. Customer Service

The Contractor must provide customer service to the CRA in both official languages of Canada from Monday to Friday between the hours of 0800 and 1700 hours Eastern Time, excluding statutory holidays.

The Contractor must provide telephone access to their customer service via a toll free number, in addition to e-mail and fax.

2. Workmanship

All products must be guaranteed against any defects in material and workmanship. All items are to be free of all marks or blemishes detrimental to appearance.

3. Provision of Information by the CRA

Following contract award, the Project Authority will provide the following information to the Contractor:

- a. Electronic copy of the appropriate signatures;
- b. Electronic copy of the CRA Signature;
- c. Electronic copy of the Canada Wordmark;
- d. Electronic copy of the Government of Canada Coat of Arms;
- e. Electronic copy of the approved congratulatory letter text and format (both English and French versions).

Each long service award must be packaged in presentation format, to be immediately presentable to recipients upon delivery.

The Contractor must ensure that all trophies are packaged to be presentable to the recipients (i.e. clean, glass surfaces wiped down, no fingerprints, no scratches, no chips, etc.) upon delivery receipt.

4. Delivery of final Awards and Trophies

Delivery requirements are detailed below. The Contractor must provide immediate written notification and justification to the Contracting Authority of any delays, which are outside of the control of the Contractor in meeting the required delivery timeframes.

a) Stream 1 - Long Service Awards

The Contractor must deliver the long service awards and certificates to the applicable delivery addresses within the delivery regions specified in the attached Appendix B within twenty-eight (28) calendar days of the placement of a Task Authorization.

If a Gift selection item is on backorder from the manufacturer, the Contractor must immediately notify the Contracting Authority, the Project Authority and CRA's e-Procurement Team in writing. The Contractor must provide the Contracting Authority and the Project Authority with a contingency plan and/or suitable substitute Gift selection item request until such time as the



original Gift selection item is back in stock or notification is received of the original Gift selection item being discontinued by the manufacturer.

b) Stream 2 - Award of Excellence Trophies

The Contractor must deliver the trophies to the applicable CRA delivery addresses within the delivery regions as identified in the attached Appendix B. The estimated annual timeframes are provided below for information purposes only:

- By the end of March of each year of the Contract, the CRA will inform the Contractor of the exact number of trophies required, at which time production of the trophies may commence.
- By mid-May of each year of the Contract, the CRA will provide the Contractor with necessary information to complete the plaques regarding the phrases “CRA Award of Excellence Year”, “Category” and “name of recipient”.
- For each year of the Contract, the CRA expects to order approximately two hundred (200) trophies to be delivered by the end of the first week of June. The trophies must be delivered within ten (10) calendar days of receipt of a Task Authorization, to up to fifteen (15) locations throughout Canada. The specific delivery addresses will be specified at the time of placing a Task Authorization.

6. Inspection and Acceptance and Returns

If any product is received in unacceptable condition or appearance the Contractor must replace the item within seven (7) calendar days from notification of the deficiency at no additional cost to the CRA. Unacceptable condition and appearances are defined as, but not limited to, damage in shipping, incorrect text, appearance of inferior workmanship, etc.

7. Semi-Annual Review for Stream 1 – Long Service Awards only

The Contractor must attend meetings, either by teleconference, or attending in person at the National Capital Region. Should the Contractor decide to travel to the National Capital Region for a meeting, the CRA will not reimburse the Contractor for any travel costs or travel time associated with attending said meetings.

The CRA will conduct a semi-annual review throughout the life of the Contract to evaluate the Long Service Award Program to monitor the effectiveness of the program, and to review the selection of the gifts.

If, upon the semi-annual review, the CRA requests changes to the award selections due to lack of interest by CRA users, the Contractor must modify the Gift selection item, as well as the data for the CRA intranet site and the e-Procurement information within twenty-one (21) calendar days following receipt of the Contracting Authority’s written request, and at no extra cost to the CRA.



8. Reports

As and when requested, the Contractor must be able to provide complete and accurate reports to the Project and Contracting Authorities, within seven (7) days from the date of CRA's request. Information requested may be, but is not limited, to the following:

- A list of each Task Authorization taken and filled; for the cumulative period covered by the report;
- The date of each Task Authorization receipt;
- The delivery date of each complete Task Authorization;
- The number of items delivered per Task Authorization;
- The total cost of the items per Task Authorization;
- The location where each Task Authorization was delivered;
- The total expenditure for each of the milestone categories, (10 to 60 years inclusive);
- The total expenditure to date (all items);
- All significant problems solved and action taken (including but not limited to delivery problems and backordered items); and
- Identification of current significant unresolved problems and responsibility for corrective action by either the Contractor or CRA.



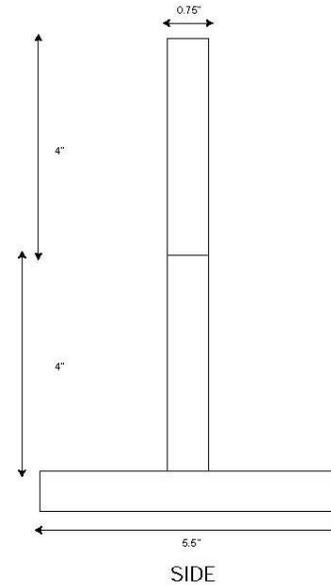
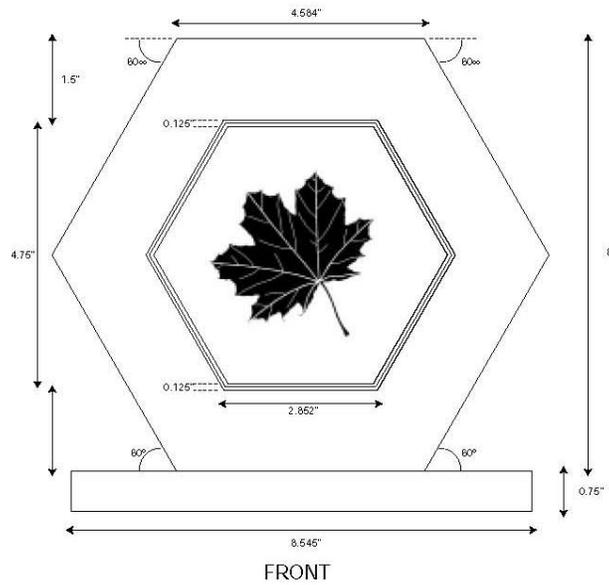
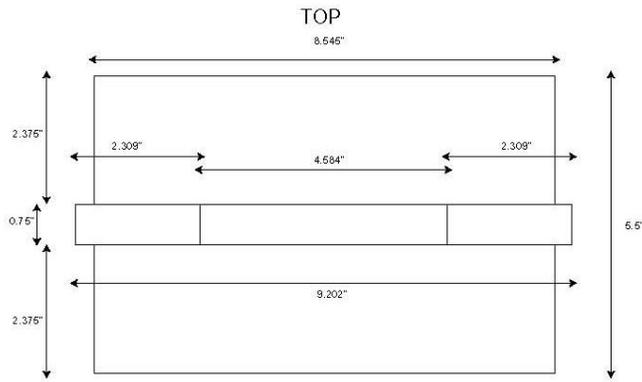
Appendix A

Stream 2 – Award of Excellence

Specification for Award of Excellence Trophy

The Contractor must supply the CRA Award of Excellence Trophy in accordance with the specification below and the description within the Statement of Work at Part B, Article 2 i) Technical Requirements.

The CRA reserves the right to modify the specifications identified herein at any point throughout the period of the Contract, including any exercised option period. The Contracting Authority must provide the Contractor with written notification of any changes and the Contractor must implement the changes within twenty-one (21) calendar days.





Appendix B

Delivery Branches and Regions

The following list contains the branches and regions to which the Contractor must supply and deliver the goods and services described herein. The CRA reserves the right to add, change or remove locations as required. The exact delivery address(es) must be provided to the Contractor at time of Task Authorization placement.

Atlantic

1. St. John's, Newfoundland
2. Charlottetown, Prince Edward Island
3. Sydney, Nova Scotia
4. Halifax, Nova Scotia
5. Moncton, New Brunswick
6. Bathurst, New Brunswick

Quebec

7. Quebec City, Quebec
8. Gatineau
9. Rimouski, Quebec
10. Sherbrooke, Quebec
11. Montreal, Quebec
12. Rouyn-Noranda, Quebec
13. Laval, Quebec
14. Brossard, Quebec
15. Chicoutimi, Quebec
16. Trois-Rivieres, Quebec
17. Shawinigan, Quebec



Ontario

18. Kingston, Ontario
19. Belleville, Ontario
20. Sudbury, Ontario
21. Thunder Bay, Ontario
22. Peterborough, Ontario
23. Toronto, Ontario
24. Scarborough, Ontario
25. Mississauga, Ontario
26. North York, Ontario
27. Hamilton, Ontario
28. Kitchener, Ontario
29. St. Catherine's, Ontario
30. London, Ontario
31. Windsor, Ontario

Prairies

32. Winnipeg, Manitoba
33. Regina, Saskatchewan
34. Saskatoon, Saskatchewan
35. Calgary, Alberta
36. Edmonton, Alberta
37. Red Deer, Alberta
38. Lethbridge, Alberta



Pacific

- 39. Penticton, British Columbia
- 40. Vancouver, British Columbia
- 41. Victoria, British Columbia
- 42. Surrey, British Columbia
- 43. Prince George, British Columbia

Headquarters

- 44. National Capital Region – CRA Branches in both Ottawa and Gatineau (56 buildings)

The CRA Long Service Award Program estimates that the breakdown of expenditure across the regions, over the period of any resulting contract, may be approximately as follows:

Region	Proportion of Expenditure
Atlantic Region	8%
Quebec Region	13%
Prairie Region	15%
Ontario	30%
Pacific Region	11%
Headquarters	24%

This represents the best information currently available to CRA, and has been provided of information purposes only, however CRA does not warrant or represent that this data is complete or free from errors.



Appendix C

Congratulatory Letter

Stream 1 – Long Service Awards

The wording and format of the Congratulatory Letter in recognition of a CRA employee's number of years of service is provided below.

CRA reserves the right to revise the contents of the Congratulatory Letter provided below at its sole discretion and the Contractor must implement the revision(s) within ten (10) working days of receipt of change notice from the CRA.

The Congratulatory Letter must include:

- the CRA Signature;
- the CRA Commissioner's signature; and
- the Canada Wordmark

in accordance with Appendix D – Federal Identity Program Instructions and Logos.

The Contractor must provide a unique Congratulatory Letter design for each milestone.

The Contractor may propose to the Contracting Authority and Project Authority revisions to the wording and format of the Congratulatory Letter. The Contracting Authority will confirm to the Contractor, in writing, any accepted changes to the wording and format of the Congratulatory Letter.

Bidders may propose an innovative design to the format of the Congratulatory Letter below, as long as the content of the text is not changed.

In honour of your years of service

Our success and our prosperity as a nation depend in large part on the hard work, dedication, and professionalism of public service employees who provide services not only to the Government of Canada but also to the provinces and territories of this country.

We present you with this Long Service Awards in honour of your many years of distinguished service with the Canada Revenue Agency or within other federal departments and organizations. We want to express our deep appreciation, respect, and admiration for your efforts.

I extend our sincere thanks for the work and support you have provided over these years.

Congratulations on achieving this important milestone.

Commissioner



En l'honneur de vos années de service

Notre succès et la prospérité de notre pays dépendent en grande partie des efforts soutenus, du dévouement et du professionnalisme des fonctionnaires qui offrent leurs services non seulement au gouvernement du Canada, mais également aux provinces et aux territoires de ce pays.

Nous vous remettons ce prix en reconnaissance de vos nombreuses années de bons et loyaux services à l'Agence du revenu du Canada ou au sein d'autres ministères et organismes fédéraux. Nous désirons ainsi vous exprimer notre gratitude, notre respect et notre admiration pour tous les efforts que vous avez déployés.

Je voudrais vous remercier sincèrement pour le travail et le soutien que vous avez fournis au cours de toutes ces années.

Je vous félicite d'avoir atteint cet important jalon dans votre carrière.

La commissaire,



Appendix D

Federal Identity Program Instructions and Logos

The instructions below provide information on the Federal Identity Program and the guidelines for the usage of federal identifiers.

For more information on the Federal Identity Program refer to the following website:
http://www.tbs-sct.gc.ca/fip-pcim/man_e.asp

Official Symbols of the Government of Canada

Official symbols of the Government of Canada are protected against unauthorized use in Canada under Section 9(1) (n) of Canada's Trade-Marks Act, and protected internationally under article 6ter of the Paris Convention.

The Contractor is responsible for registering with the Knowledge Exchange Service of Public Works and Government Services Canada, the distributor of these symbols, prior to using any Official Symbols of Canada on its products.

Approved electronic copies of the "Canada" Wordmark, Coat of Arms, and Government of Canada corporate signature may be obtained by calling (819) 956-0790.



The **Coat of Arms** is used to identify ministers and their offices, parliamentary secretaries institutions whose heads report directly to Parliament, as well as institutions with quasi-judicial functions. When applied in the context of FIP, the Coat of Arms is always used with a bilingual title.



The **flag symbol** is used to identify all departments, agencies, corporations, commissions, boards, councils, and other federal bodies and activities, unless they are authorized to be identified by the Coat of Arms. When applied in the context of FIP, the symbol is always used with a bilingual title.



The **"Canada" Wordmark** is the global identifier of the Government of Canada and is used in association with the appropriate FIP signature.



Canada Revenue Agency

Agence du revenu du Canada

The **CRA Signature** is the global identifier of the Canada Revenue Agency and is used in association with the Canada Wordmark.

CRA identity elements – Normally appear in the lower right-hand corner. On bilingual side-by-side products where space is an issue, the identity elements can appear in the middle of the page, between the two columns of text. This is the **only** exception to the standard placement.



FIP signature and Canada Wordmark

Can appear in many different places depending on the product. Since covers are the most common product, here are the various placements combinations that may be used:

- CRA signature upper left, Canada Wordmark lower left
- CRA signature upper left, Canada Wordmark lower right
- CRA signature upper left, Canada Wordmark upper right
- CRA signature lower left, Canada Wordmark lower right



APPENDIX E

STREAM 1 – LONG SERVICE AWARDS

LSA PROGRAM IDENTIFIER



The CRA reserves the right to modify the artwork or its placement on the award item. The Contractor may suggest changes to the LSA Program Identifier. Approval must be granted, in writing, by the Contracting Authority before any modifications to the LSA Program Identifier are adopted.

LSA Program Identifier for Rings



This image is for illustrative purposes to show the design and placement only of the Program Identifier for Rings. The design, form, and appearance of the LSA Program Identifier for Rings and the placement of engraving are at the Contractor's discretion, subject to written approval by the Contracting Authority. The Contractor may suggest changes to the approved design, form, and appearance of the LSA Program Identifier for Rings or placement of engraving at any time, however, approval must be granted, in writing, by the Contracting Authority before any modifications to the LSA Program Identifier are adopted.



APPENDIX F

STREAM 1 – LONG SERVICE AWARDS

RETIREMENT AWARD – MAP OF CANADA



CRA  ARC



ANNEX B - BASIS OF PAYMENT

Stream 1 – Long Service Awards

Firm 2 Years of Contract and Three 1 Year Option Periods:

The Contractor shall be paid firm all-inclusive unit prices (GST/HST extra as applicable) in Canadian Dollars, DDP Destination, Customs Duties and Excise Taxes included, including transportation, for the supply and delivery of Gift selection items and long service award certificates, Retirement Awards and certificates, in accordance with the Statement of Work attached hereto as Annex A, on an “as and when requested” basis.

These firm all-inclusive unit prices will remain valid for the length of the Contract, including the three (3) one (1) year option periods.

The Basis of Payment table below only references the mandatory Gift selection items; rows will be added at the time of Contract award to accommodate optional products as necessary.

Product Category	Manufacturer or Contractor Item and/or Part Number	Brief Item Description	Brand Name of the Item (if applicable)	Manufacturer’s Suggested Retail Price	Firm All-inclusive Cost of the Item to CRA (GST/HST extra, as applicable)
10 Year Milestone					
Category 1 Sterling Silver Ring Women					\$50.00
Category 2 Sterling Silver Ring Men					\$50.00
Category 3 Watch for women					\$50.00
Category 4 Watch for men					\$50.00
Category 5 Jewelry					\$50.00
Category 6 Time Piece					\$50.00
Category 7 Active Lifestyle					\$50.00



Product Category	Manufacturer or Contractor Item and/or Part Number	Brief Item Description	Brand Name of the Item (if applicable)	Manufacturer's Suggested Retail Price	Firm All-inclusive Cost of the Item to CRA (GST/HST extra, as applicable)
Category 8 Intellectual Activities					\$50.00
Category 9 Art Piece					\$50.00
Category 10 Home and Kitchen					\$50.00
Category 11 Electronics					\$50.00
Category 12 Health and wellbeing					\$50.00
Category 13 Hobby and outdoor activities					\$50.00
15 Year Milestone					
Category 1 Sterling Silver Ring Women					\$75.00
Category 2 Sterling Silver Ring Men					\$75.00
Category 3 Watch for women					\$75.00
Category 4 Watch for men					\$75.00
Category 5 Jewelry					\$75.00
Category 6 Time Piece					\$75.00
Category 7 Active Lifestyle					\$75.00



Product Category	Manufacturer or Contractor Item and/or Part Number	Brief Item Description	Brand Name of the Item (if applicable)	Manufacturer's Suggested Retail Price	Firm All-inclusive Cost of the Item to CRA (GST/HST extra, as applicable)
Category 8 Intellectual Activities					\$75.00
Category 9 Art Piece					\$75.00
Category 10 Home and Kitchen					\$75.00
Category 11 Electronics					\$75.00
Category 12 Health and wellbeing					\$75.00
Category 13 Hobby and outdoor activities					\$75.00
20 Year Milestone					
Category 1 Sterling Silver Ring Women					\$100.00
Category 2 Sterling Silver Ring Men					\$100.00
Category 3 Watch for women					\$100.00
Category 4 Watch for men					\$100.00
Category 5 Jewelry					\$100.00
Category 6 Time Piece					\$100.00
Category 7 Active Lifestyle					\$100.00



Product Category	Manufacturer or Contractor Item and/or Part Number	Brief Item Description	Brand Name of the Item (if applicable)	Manufacturer's Suggested Retail Price	Firm All-inclusive Cost of the Item to CRA (GST/HST extra, as applicable)
Category 8 Intellectual Activities					\$100.00
Category 9 Art Piece					\$100.00
Category 10 Home and Kitchen					\$100.00
Category 11 Electronics					\$100.00
Category 12 Health and wellbeing					\$100.00
Category 13 Hobby and outdoor activities					\$100.00
25 Year Milestone					
Category 1 Sterling Silver Ring Women					\$125.00
Category 2 Sterling Silver Ring Men					\$125.00
Category 3 Watch for women					\$125.00
Category 4 Watch for men					\$125.00
Category 5 Jewelry					\$125.00
Category 6 Time Piece					\$125.00
Category 7 Active Lifestyle					\$125.00



Product Category	Manufacturer or Contractor Item and/or Part Number	Brief Item Description	Brand Name of the Item (if applicable)	Manufacturer's Suggested Retail Price	Firm All-inclusive Cost of the Item to CRA (GST/HST extra, as applicable)
Category 8 Intellectual Activities					\$125.00
Category 9 Art Piece					\$125.00
Category 10 Home and Kitchen					\$125.00
Category 11 Electronics					\$125.00
Category 12 Health and wellbeing					\$125.00
Category 13 Hobby and outdoor activities					\$125.00
30 Year Milestone					
Category 1 Sterling Silver Ring Women					\$150.00
Category 2 Sterling Silver Ring Men					\$150.00
Category 3 Watch for women					\$150.00
Category 4 Watch for men					\$150.00
Category 5 Jewelry					\$150.00
Category 6 Time Piece					\$150.00
Category 7 Active Lifestyle					\$150.00



Product Category	Manufacturer or Contractor Item and/or Part Number	Brief Item Description	Brand Name of the Item (if applicable)	Manufacturer's Suggested Retail Price	Firm All-inclusive Cost of the Item to CRA (GST/HST extra, as applicable)
Category 8 Intellectual Activities					\$150.00
Category 9 Art Piece					\$150.00
Category 10 Home and Kitchen					\$150.00
Category 11 Electronics					\$150.00
Category 12 Health and wellbeing					\$150.00
Category 13 Hobby and outdoor activities					\$150.00
35 Year Milestone					
Category 1 Sterling Silver Ring Women					\$175.00
Category 2 Sterling Silver Ring Men					\$175.00
Category 3 Watch for women					\$175.00
Category 4 Watch for men					\$175.00
Category 5 Jewelry					\$175.00
Category 6 Time Piece					\$175.00
Category 7 Active Lifestyle					\$175.00



Product Category	Manufacturer or Contractor Item and/or Part Number	Brief Item Description	Brand Name of the Item (if applicable)	Manufacturer's Suggested Retail Price	Firm All-inclusive Cost of the Item to CRA (GST/HST extra, as applicable)
Category 8 Intellectual Activities					\$175.00
Category 9 Art Piece					\$175.00
Category 10 Home and Kitchen					\$175.00
Category 11 Electronics					\$175.00
Category 12 Health and wellbeing					\$175.00
Category 13 Hobby and outdoor activities					\$175.00
40 Year Milestone					
Category 1 Sterling Silver Ring Women					\$200.00
Category 2 Sterling Silver Ring Men					\$200.00
Category 3 Watch for women					\$200.00
Category 4 Watch for men					\$200.00
Category 5 Jewelry					\$200.00
Category 6 Time Piece					\$200.00
Category 7 Active Lifestyle					\$200.00



Product Category	Manufacturer or Contractor Item and/or Part Number	Brief Item Description	Brand Name of the Item (if applicable)	Manufacturer's Suggested Retail Price	Firm All-inclusive Cost of the Item to CRA (GST/HST extra, as applicable)
Category 8 Intellectual Activities					\$200.00
Category 9 Art Piece					\$200.00
Category 10 Home and Kitchen					\$200.00
Category 11 Electronics					\$200.00
Category 12 Health and wellbeing					\$200.00
Category 13 Hobby and outdoor activities					\$200.00
45, 50, 55 & 60 Year Milestone					
Category 1 Sterling Silver Ring Women					\$225.00
Category 2 Sterling Silver Ring Men					\$225.00
Category 3 Watch for women					\$225.00
Category 4 Watch for men					\$225.00
Category 5 Jewelry					\$225.00
Category 6 Time Piece					\$225.00



Product Category	Manufacturer or Contractor Item and/or Part Number	Brief Item Description	Brand Name of the Item (if applicable)	Manufacturer's Suggested Retail Price	Firm All-inclusive Cost of the Item to CRA (GST/HST extra, as applicable)
Category 7 Active Lifestyle					\$225.00
Category 8 Intellectual Activities					\$225.00
Category 9 Art Piece					\$225.00
Category 10 Home and Kitchen					\$225.00
Category 11 Electronics					\$225.00
Category 12 Health and wellbeing					\$225.00
Category 13 Hobby and outdoor activities					\$225.00
Certificate Frames and Retirement Award					
Years of Service Certificate		Frame (Design 1)			\$35.00
Years of Service Certificate		Frame (Design 2)			\$35.00
Retirement Certificate		Frame			\$70.00
Retirement Award		Framed Cast Paper Mould			\$100.00



Stream 2 - Awards of Excellence

Firm 2 Years of Contract and Three 1 Year Option Periods:

The Bidder shall be paid firm all-inclusive unit prices (GST/HST extra as applicable) in Canadian Dollars, DDP Destination, Customs Duties and Excise Taxes included, including transportation, for the supply and delivery of Trophies and Plaques in accordance with the Statement of Work attached hereto as Annex A, on an “as and when requested” basis.

(To be completed at contract award)

Item Description	Firm All-inclusive Unit Price
Award of Excellence Trophy – Firm Two Year Contract Period	\$ _____
Award of Excellence Trophy – Option Year 1	\$ _____
Award of Excellence Trophy – Option Year 2	\$ _____
Award of Excellence Trophy – Option Year 3	\$ _____



ANNEX C: SECURITY REQUIREMENT CHECKLIST



Contract Number / Numéro du contrat requisition number 1000339428
Security Classification / Classification de sécurité Unclassified

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

ART 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 Human Resources (HRB)
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a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
---	---

Brief Description of Work / Brève description du travail
 For the supply and delivery of long service awards and certificates to the Canada Revenue Agency (CRA) as described in the statement of work (SOW). The contractor shall safeguard the following information: CRA personel (names and number of years of service), the signatures of CRA's Commissioner and the prime minister of Canada, and ensure that the said signatures are used only on Long Service certificates and congratulatory letters, as appropriate, and Government of Canada acquisition (credit) card information for the processing of paiement orders.

a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées? No / Non Yes / Oui

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? No / Non Yes / Oui

Indicate the type of access required / Indiquer le type d'accès requis

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) No / Non Yes / Oui

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. No / Non Yes / Oui

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? No / Non 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 checked="" type="checkbox"/> SM	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"/>



Contract Number / Numéro du contrat requisition number 1000339428
Security Classification / Classification de sécurité Unclassified

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? No / Non Yes / Oui

If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

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? No / Non Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

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"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET-SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |

Special comments:
Commentaires spéciaux : personel will have access to CRA employees names and years of service. The contractor will be performing the

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

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

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? No Yes
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

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

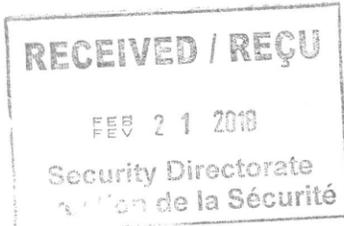


Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat requisition number 1000339428
Security Classification / Classification de sécurité Unclassified

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) <i>Melanie Pouchesne</i>	Title - Titre <i>National Recognition Program Manager</i>	Signature <i>Melanie Pouchesne</i>	
Telephone No. - N° de téléphone <i>613-946-7500</i>	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date <i>30 nov. 2017</i>
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) <i>SANJEEV MARJE</i>	Title - Titre <i>CORP. SECURITY</i>	Signature <i>S. Marje</i>	
Telephone No. - N° de téléphone <i>613-864-0478</i>	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date <i>21-02-2018</i>
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 type="checkbox"/> No / <input type="checkbox"/> Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées) <i>Katherine Hutton</i>	Title - Titre <i>Senior Supply / Business Analyst</i>	Signature <i>K. Hutton</i>	
Telephone No. - N° de téléphone <i>613-8286-5340</i>	Facsimile No. - N° de télécopieur <i>613-857-6655</i>	E-mail address - Adresse courriel <i>Katherine.hutton@cra-arc.gc.ca</i>	Date <i>Feb 22/18</i>
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





ANNEX D: 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

Advance ship notice	An advance ship notice is a document that the Contractor transmits using the Ariba Supplier Network to Synergy, stating that the Contractor is shipping one or more items from a Synergy purchase order.
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.
Comma Separated Value	A comma separated value (CSV) format for exchanging data files between spreadsheet software.
Contracting Authority	The Contracting Authority (CA) is identified under the “Authorities” article of the Contract (see sub-article titled “ Contracting Authority ”)
CA	See Contracting Authority
CSV	See Comma Separated Value
JPEG	A format for compressing electronic image files.
Purchase Card Order	A purchase card order (PCO) is the transaction generated by Synergy against any given catalogue.
PCO	See Purchase Card Order
Synergy	Synergy is the Canada Revenue Agency’s branded implementation of the Ariba software suite. (See “Ariba” above).
UNSPSC	United Nations Standard Product and Services Classification.
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 Synergy catalogue

The Contractor must provide the CRA with a catalogue in a CSV format as defined under [section 4 Technical Requirements](#) below. The catalogue must include all goods and services as identified in the Annex "A" SOW and in accordance with the terms of the Contract.

The catalogue must include:

- The product names and descriptions in both official languages (English and French). Goods/services must be available for the duration of the Contract as well as any exercised option period(s) or be replaced with agreed upon substitutions.
- An image file for each good under the Contract.

The Contractor must notify the CRA via email, within one (1) business day, when a product becomes discontinued or otherwise unavailable, or is backordered for longer than five (5) business days.

The CA must approve the catalogue before it will be made available in Synergy. All catalogue updates, scheduled or otherwise, will only go into effect after the CRA approves, tests and loads the revised catalogue.

3.3 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.

3.4 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.
- Send an order confirmation within 30 minutes of receiving a purchase card order, a change or cancellation from the CRA and a shipping notice with the invoice attached when goods are shipped or services are rendered.
- Charge the CRA virtual card issued for the Contract; partial orders may be charged, only for the goods that have been shipped and/or the services that have been rendered.
- Obtain written authorization from the CRA before substituting items or rejecting an order.
- Virus-scan attachments sent over the ASN, if any.
- For goods: Include a packing slip with each shipment.



- For services: Provide an invoice with the details of the services provided.
- Both the packing slip and invoice must specify the Contractor's name, address, and GST registration number, as well as the Synergy PCO number, CRA Purchaser, date the goods were shipped or services delivered, description of the goods and/or services, cost (before tax), applicable taxes, and total amount to be charged to the CRA.

3.5 Support

The Contractor must provide CRA with support:

- Through a single point of contact to report issues regarding maintenance and support of the catalogue, 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 1	System outage - The Contractor can neither accept nor process orders.	The Contractor must immediately notify the CRA Contracting Authority. The Contractor must also issue progress reports and maintain communication (verbal and email) with the CRA every two (2) hours until problem resolution, within business hours (8AM to 5PM Eastern Time, Monday to Friday, excluding Government of Canada holidays). The Contractor must make every attempt to resolve the issue within 24 hours.
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. Examples include billing errors or spelling mistakes in item descriptions.	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.

3.6 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 Catalogue format

The catalogue must be created in a CSV format.

- The CRA requires that all catalogues be bilingual. The Contractor is required to enter two lines in their catalogue for each unique product: the first line will contain descriptions in English; the second line will contain descriptions in French.
- The Contractor should provide an image file for each unique product (if applicable). The image file must be in jpeg format with a maximum size of 1MB – 250X250 pixels. The image file must be named with the exact name and case as stated in the Image field of the catalogue format file.
- The Contractor must email the catalogue to the CA in CSV format along with the jpeg files for the pictures (if applicable).

4.2 Catalogue content

The following table details the fields required from the Contractor in the catalogue.

Please note:

- Some content is case sensitive, as indicated.
- These fields form one line in the file. Each product must appear twice, one for the English descriptions and another for the French descriptions.

Table 2 – Catalogue technical requirements				
Field name	To be filled by	Maximum field size	Field type	Description
Contractor ID	CRA			Leave this field blank.
Contractor Part ID	Contractor	128	Characters, case-sensitive	The Contractor's part number. Special characters such as but not limited to , * ? and } are not supported.
Manufacturer Part ID	Contractor	128	Characters	The manufacturer's part number.
Item Description	Contractor	2,000	Characters	The product's long description in English or French; the language used must correspond to the language indicated in the Language field.
SPSC Code	Contractor	8	Integer number	The product commodity code in an eight digit UNSPSC format. For more information on UNSPSC codes and to search for UNSPSC code that best suits the product, refer to http://www.unspsc.org/ .
Unit Price	Contractor	10	Number with 2 decimal points	The CRA price for the product as per the contract.
Units of Measure	Contractor	2	Characters, case-sensitive	UN or ANSI X.12 standard unit of measure; the product's UOM (for example, BX for box and EA for each).
Lead Time	Contractor	3	Integer number	The number of business days between receipt of the order and delivery to purchaser.



Table 2 – Catalogue technical requirements				
Field name	To be filled by	Maximum field size	Field type	Description
Manufacturer Name	Contractor	50	Characters	Contractor's name or name of manufacturer.
Contractor URL	Contractor	100	Characters	Contractor's website address, in the format http://...
Manufacturer URL	Contractor	100	Characters	Contractor's manufacturer's website address, in the format http://...
Market Price	Contractor	10	Number with 2 decimal points	The list price or suggested retail price.
Short Name	Contractor	50	Characters	The product's short name in English or French; the language used must correspond to the language indicated in the Language field.
Expiration Date	CRA			Leave this field blank.
Effective Date	CRA			Leave this field blank.
Language	Contractor	5	Characters, case-sensitive	Use exactly: - en_CA if the line is for an English product description or - fr_CA for lines for a French product description.
Contractor Part Auxiliary ID	Contractor	5	Characters, case-sensitive	Use exactly: - en_CA if the line is for an English product description or - fr_CA for lines for a French product description.
Image	Contractor	50	Characters, case-sensitive	Name of the image file with jpeg extension. It may not contain special characters such as but not limited to , * ? and }. <i>Note: The image file sent to the CRA with the catalogue file must be named with the exact name stated in this column.</i>
Delete	CRA			Leave this field blank.
WHMIS	Contractor	3	Characters, case-sensitive	Identify hazardous materials. Use exactly: - Yes or No for English product descriptions or - Oui or Non for French product descriptions.
Green procurement	Contractor	3	Characters, case-sensitive	Identify product is certified Ecologo, is green or is an environmentally preferred product identified with a label. Use exactly: - Yes or No for English product descriptions or - Oui or Non for French product descriptions.
Strategically sourced				Leave this field blank.



4.3 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: Prepare the catalogue			
Catalogue build	The Contractor provides a catalogue and pictures if applicable in the required format.	Contractor	Contracting Authority
Catalogue finalization	The CRA reviews catalogue to ensure it respects contracting terms and adds custom CRA data elements.	Contracting Authority	Coordinator
Step 3: Process a test order			
Acquisition card number	The CRA assigns a virtual card number to use during testing.	Coordinator	Contractor
Order testing	The CRA places a test order. Participants confirm notifications received.	Coordinator	Contractor
Step 4: Test charging purchases			
Charge testing	The Contractor charges for test order using Level 2 data	Contractor	Coordinator
Step 5: Test crediting purchases			
Credit testing	The Contractor credits the charge once confirmation of charging is sent.	Contractor	Coordinator
Step 6: 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 – Prepare catalogue

The Contractor must create the catalogue in a CSV format, as per section [4 Technical Requirements above](#). The catalogue must contain all the products and services under the Contract. For each good in the catalogue, an image in a JPEG format must be provided.

The Contractor must provide the catalogue and the image files to the CRA Contracting Authority by email or on USB.

The CRA will confirm:

- The catalogue can be loaded in Synergy.
- Descriptions and images comply with the format requested.

Step 3 – Process a test order

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

- a) Contractor is receiving notifications of new orders.
- b) Contractor is able to send order confirmations upon receipt of orders, change orders or cancel orders from the CRA.
- c) Contractor is able to send a shipping notice with attached invoice.

If collaboration for a proposal is involved before an order is complete, the following will also be tested:

- d) Contractor is able to view request for proposal.
- e) Contractor is able ask questions regarding the request for proposal.
- f) Contractor is able to complete the proposal by adding or deleting items (if required).
- g) Contractor is able to submit a proposal to the CRA.

Step 4: 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 5: 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 6: Confirm completion of the test

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