

**Advance Contract Award Notice (ACAN)
for
IT Support Centre Certification Audit**

An ACAN is a public notice indicating to the supplier community that a department or agency intends to award a contract for goods or services to a pre-identified supplier, thereby allowing other suppliers to signal their interest in bidding, by submitting a statement of capabilities. If no supplier submits a statement of capabilities that meets the requirements set out in the ACAN, on or before the closing date stated in the ACAN, the contracting officer may then proceed with the award to the pre-identified supplier.

Requirement Description

The Canada Revenue Agency (CRA) has a requirement for the renewal of its Help Desk Institute (HDI) Support Centre Certification Audit for its National IT Service Desk (NITSD) locations: Mississauga, Shawinigan-Sud, and Surrey BC Locations.

NITSD requires a certification standard that combines aspects of the service/support call centre environments and IT industries. The NITSD operates as a centralized support call centre and therefore has operational challenges/opportunities that are unique from other IT support organizations within the CRA. The HDI certification standard places emphasis on customer service, support industry, knowledge management, process development/continuous improvement and leadership/workforce management that provides a holistic approach to providing the NITSD management team and analysts the competencies and framework they need to achieve its vision. The HDI (re)certification being sought is believed to be unique.

Proposed Contractor

UBM LLC

1983 Marcus Ave., Suite 250, Lake Success, NY 11042

Proposed Period of Contract

Period of the contract for the provision of certification services will be twenty four (24) months after a contract has been awarded.

Any resulting contract will include options to extend the period of services for up to two (2) periods of twenty four (24) months each.

Estimated Value of the Proposed Contract

The estimated value of the proposed contract including options is USD\$89,769.00

Sole Source Justification

CRA believes that HDI, which is part of UBM LLC is the only firm capable of meeting this requirement. This certification is unique to HDI. Various other organizations offer IT-related certifications for individuals and organizations, however the current need that must be met is a certification **specific to IT help desk operations** so that the strategic objectives of the IT Transformation Agenda within the CRA and the National IT Service Desk are achieved.

Acquiring the re-certification is of significant importance as the requirements to do so align with the strategic objectives of the NITSD:

- Centralize the Service Desk support function to better support core business programs and meet evolving client needs while reducing IT operating costs.

- Ensure the National IT Service Desk Division is aligned with industry best practices, and leading technologies through the implementation of a Knowledge Management system and Self-Service solution.
- Differentiate the National IT Service Desk by pursuing industry best practices.
- Establish a training program for the National IT Service Desk that facilitates continuous learning.

Applicable Limited Tendering Reasons

The Canada Revenue Agency (CRA) is proposing to award a contract as described above in accordance with the following exceptions:

CRA Contracts Directive

Article 5.2 (c) of the CRA Contracts Directive is being invoked for this procurement as only one person or firm is capable of performing this contract.

Canada Free Trade Agreement (CFTA)

CFTA allows for sole sourcing on the following basis:

Articles 513.1 (b) (iii), (v) and 513.1 (c) (i) are applicable on the basis of limited tendering to ensure compatibility with existing products, to recognize exclusive rights, such as exclusive licenses, copyright and patent rights, or to maintain specialized products that must be maintained by the manufacturer or its representative, and where there is an absence of competition for technical reasons and the goods or services can be supplied only by a particular supplier and no alternative or substitute exists.

North American Free Trade Agreement (NAFTA)

NAFTA allows for sole sourcing on the following basis:

Article 1016.2 (b) is applicable on the basis of limited tendering due to reasons where, for works of art, or for reasons connected with the protection of patents, copyrights or other exclusive rights, or proprietary information or where there is an absence of competition for technical reasons, the goods or services can be supplied only by a particular supplier and no reasonable alternative or substitute exists.

Article 1016.2 (d) is applicable on the basis of additional deliveries by the original supplier that are intended either as replacement parts or continuing services for existing supplies, services or installations, or as extension of existing supplies, services or installations, where a change of supplier would compel the entity to procure equipment or services not meeting requirements of interchangeability with existing equipment or services, including software to the extent that the initial procurement of the software was covered by this chapter.

Canada Chile Free Trade Agreement (CCFTA)

CCFTA allows for sole sourcing on the following basis:

Article Kbis-09.1 (b) is applicable where, for works of art, or for reasons connected with the protection of patents, copyrights or other exclusive rights, or proprietary information or where there is an absence of competition for technical reasons, the goods or services can be supplied only by a particular supplier and no reasonable alternative or substitute exists.

Article Kbis-09.1 (c) is applicable for additional deliveries by the original supplier that are intended either as replacement parts, extensions, or continuing services for existing equipment, software, services or installations, where a change of supplier would compel the entity to procure goods or services not meeting requirements of interchangeability with existing equipment, software, services, or installations.

Canada Columbia Free Trade Agreement (CCoFTA)

CCoFTA allows for sole sourcing on the following basis:

Article 1409.1 (b) (iii) is applicable where the goods or services can be supplied only by a particular supplier and no reasonable alternative or substitute goods or services exist due to an absence of competition for technical reasons.

Article 1409.1 (c) is applicable for additional deliveries by the original supplier of goods or services that were not included in the initial procurement where a change of supplier for such additional goods and services: (i) cannot be made for economic or technical reasons such as requirements of interchangeability or interoperability with existing equipment, software, services, or installations procured under the initial procurement, and (ii) would cause significant inconvenience or substantial duplication of costs to the procuring entity.

Canada Panama Free Trade Agreement (CPaFTA)

CPaFTA allows for sole sourcing on the following basis:

Article 16.10 1. (b) (iii) is applicable if the procurement can be carried out only by a particular supplier and a reasonable alternative or substitute does not exist because of the absence of competition for technical reasons.

Article 16.10 1. (c) is applicable for additional deliveries by the original supplier of a good or service that was not included in the initial procurement, a change of supplier for that additional good or service: (i) cannot be made for economic or technical reasons, such as requirements of interchangeability or interoperability with existing equipment, software, services or installations procured under the initial procurement, and (ii) would cause significant inconvenience or substantial duplication of costs to the procuring entity.

Canada Peru Free Trade Agreement (CPFTA)

CPFTA allows for sole sourcing on the following basis:

Article 1409 1. (b) is applicable where the goods or services can be supplied only by a particular supplier and no reasonable alternative or substitute goods or services exist (iii) due to an absence of competition for technical reasons.

Article 1409 1. (c) is applicable for additional deliveries by the original supplier of goods or services that were not included in the initial procurement where a change of supplier for such additional goods and services: (i) cannot be made for economic or technical reasons such as requirements of interchangeability or interoperability with existing equipment, software, services, or installations procured under the initial procurement, and (ii) would cause significant inconvenience or substantial duplication of costs to the procuring entity.

Canada–Honduras Free Trade Agreement (CHFTA)

CHFTA allows for sole sourcing on the following basis:

Article 17.11.2(b) is applicable where a good or service being procured can be supplied only by a particular supplier and a reasonable alternative or substitute does not exist because:

- (i) the good or service is a work of art,
- (ii) the good or service is protected by a patent, copyright or other exclusive intellectual property right, or
- (iii) there is an absence of competition for technical reasons;

Article 17.11.2(c) is applicable for additional deliveries by the original supplier of a good or service that are intended either as replacement parts, extensions, or continuing services for existing equipment, software, services or installations, a change of supplier would compel the procuring entity to procure a

good or service not meeting requirements of interchangeability with existing equipment, software, services, or installations procured under the initial procurement;

Canada–Korea Free Trade Agreement (CKFTA)

CKFTA allows for sole sourcing on the following basis:

Article 1.2: Relation to Other Agreements

The Parties affirm their existing rights and obligations with respect to each other under the WTO Agreement and other agreements to which both Parties are party.

- World Trade Organization – Agreement on Government Procurement (WTO-AGP)

Article XIII 1 (b) and (c) of WTO-AGP is applicable on the basis of limited tendering:

1 (b) where the goods or services can be supplied only by a particular supplier and no reasonable alternative or substitute goods or services exist for any of the following reasons:

- (i) the requirement is for a work of art;
- (ii) the protection of patents, copyrights or other exclusive rights;
- (iii) due to an absence of competition for technical reasons;

1 (c) for additional deliveries by the original supplier of goods or services that were not included in the initial procurement where a change of supplier for such additional goods or services:

- (i) cannot be made for economic or technical reasons such as requirements of interchangeability or interoperability with existing equipment, software, services or installations procured under the initial procurement; and (ii) would cause significant inconvenience or substantial duplication of costs for the procuring entity;

Supplier's Rights

Suppliers who consider themselves fully qualified and available to provide the services/goods described herein, may submit a Statement of Capabilities in writing to the Contracting Authority identified in this Notice on or before the closing date of this Notice. The Statement of Capabilities must clearly demonstrate how the supplier meets the advertised requirements.

When submitting a Statement of Capabilities to the Contracting Authority, the supplier must reference the following on the outside of the envelope or on the covering page, in the case of a facsimile transmission:

- CRA file number 1000345822;
- Contracting Authority's name;
- Closing date of the ACAN.

When submitting a Statement of Capabilities by e-mail, the supplier must direct the email to the attention of the Contracting Authority and reference the CRA file number and the ACAN closing date in the subject line.

CLOSING DATE FOR STATEMENT OF CAPABILITIES: on 2019/04/29 at 2:00 P.M. EDT Eastern Daylight Time

The Crown retains the right to negotiate with suppliers on any procurement.

Documents may be submitted in either official language of Canada.

Inquiries and submission of statements of capabilities

Contracting Officer

Name: Quan Do

Title: A/ Contracting Officer

Section: Contracting Division

Directorate: Administration Directorate

Canada Revenue Agency

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