



RETURN BIDS TO:

**Canada Revenue Agency
Bid Receiving Unit**
Ottawa Technology Centre
Receiving Dock
875 Heron Road, Room D-95
Ottawa, ON K1A 1A2

RETOURNER LES SOUMISSION À:

**Agence du revenu du Canada
Réception de soumission**
Centre de technologie d'Ottawa
Quai de réception
875, chemin Heron, Salle D-95
Ottawa (Ontario) K1A 1A2

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)

**REQUEST FOR PROPOSAL /
DEMANDE DE PROPOSITION**

Title – Sujet Enterprise Document Imaging and Capture	
Solicitation No. – No de l'invitation 1000344072	Date 2019-07-09
Solicitation closes – L'invitation prend fin on – le 2019-08-19 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 Chris Zarembo E-mail address – Adresse de courriel chris.zarembo@cra-arc.gc.ca	
Telephone No. – No de téléphone (613) 697-0718	
Fax No. – No de télécopieur (613) 957-6655	
Destination - Destination See herein / Voir dans ce document	
Bidder: Identify the name and title of the individual authorized to sign on behalf of the Bidder – Soumissionnaire: identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire : Name /Nom <hr/> Title/Titre <hr/> Signature <hr/> Date (yyyy-mm-dd)/(aaaa-mm-jj) (____) Telephone No. – No de téléphone (____) E-mail address – Adresse de courriel <hr/>	

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT.

LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ.



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Request for Proposal (RFP)

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

Title: Enterprise Document Imaging and Capture

Introduction

The solicitation is divided into seven parts plus 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 | Bid 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: includes the certifications to be submitted with the bid and before contract award; |
| Part 6 | Security Requirements; |
| Part 7 | Model Contract: includes the clauses and conditions and any annexes that will apply to any resulting contract. |

Annexes

- | | |
|----------|---|
| Annex A: | Statement of Requirement |
| Annex B: | List of Deliverables and Pricing |
| Annex C: | Security Requirements Check List (SRCL) |
| Annex D: | Certifications |



Part 1 General Information

1.1 Summary

The Canada Revenue Agency (CRA) has a requirement for a Commercial-Off-The-Shelf (COTS) software as defined in Annex A that best addresses the needs of the CRA's Criminal Investigation Directorate's Imaging Technology Centre. This software will enable the Imaging Technology Centre at Summerside in Prince Edward Island and 6 Regional Processing centres across Canada listed in Appendix 3 to Annex A to convert evidentiary paper documents to electronic format, while maintaining the integrity and continuity of the chain of custody through a user friendly interface.

The CRA requires training on the software and professional services to configure the software to meet the CRA's needs. The successful Bidder will be responsible for the support of all the components of the complete imaging system which includes the software, existing hardware, and services.

The period of any resulting contract will be for 2 years with CRA retaining the irrevocable option to extend for up to 4 additional one-year periods.

The requirement is subject to the provisions of all trade agreements.

There is a security requirement associated with this requirement. For additional information, consult Part 6 – Security Requirements, and Part 7 - Model Contract.

1.2 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.

1.3 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 Standard Instructions, Clauses and Conditions

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.

2.1.1 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 CRA’s website at <https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.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)," is hereby deleted.

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

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

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

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

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

Section 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.

2.2 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 Requirement (SOR). Any modifications or conditional pricing by the bidder, including deletions or additions to the articles, clauses, terms and conditions contained or referenced in this RFP and/or SOR document will render the bid non-responsive and the bid will receive no further consideration.

2.3 Communications - Solicitation Period

All enquiries must be submitted to the Contracting Authority no later than 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.

2.4 Applicable Laws

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.

2.5 Submission of Bids

Bids must be delivered only to the CRA Bid Receiving Unit indicated below by the time and date indicated on Page 1 of the bid solicitation.

BIDDERS ARE TO SUBMIT BIDS 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 bid by such means as electronic mail or facsimile is not considered to be practical and therefore will not be accepted.



Part 3 Bid Preparation Instructions

3.1 Bid – Number of Copies

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

Section I: Technical Bid (3 hard copies, and 1 soft copy on USB)

Section II: Financial Bid (1 hard copy)

Bidders must submit their financial bid in accordance with the format outlined in Annex B: List of Deliverables and Pricing. 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.

Section IV: Additional Information (1 hard copy, and 1 soft copy on USB)

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

3.2 Bid Format and Numbering System

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.

3.3 Exchange Rate Fluctuation

The requirement does not offer exchange rate fluctuation risk mitigation. Requests for exchange rate fluctuation risk mitigation will not be considered. All bids including such provision will render the bid non-responsive.



Part 4 Evaluation and Selection

4.1 Evaluation Procedures

- a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria. There are several steps in the evaluation process, which are described below.
- b) A committee composed of representatives of CRA will evaluate the bids on behalf of the CRA. 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 bid.
- c) 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 bid.
- d) Requests for Clarification: In addition to other time periods established in the bid solicitation If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.

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 Bids 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 Bid 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 bid is non-responsive by virtue of incomplete information or an error in the financial bid, the Contracting Authority will advise the team evaluating the mandatory and rated sections that the bid is not compliant and should no longer be considered. The concurrent evaluation of the financial bid 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 Annex A "Statement of Requirement" have been met. Only those bids meeting ALL mandatory requirements will then be evaluated in accordance with Step 2 below.

Step 2 – Evaluation against Point-Rated Criteria

All bids meeting the criteria from Step 1 will be evaluated and scored, in accordance with the point-rated criteria detailed in Annex A "Statement of Requirement", to determine the Bidder's Total Technical Merit Score. Bids will then be evaluated in accordance with Step 3 below.

Step 3 – Evaluation of Financial Bids



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

Bidders must provide a price, percentage, or weight, as applicable, for each item identified in the format specified in Annex B: List of Deliverables and Pricing. Ranges (e.g., \$10-\$13) are not acceptable.

Prices submitted will be evaluated to determine the bid evaluation price as defined in Annex B: List of Deliverables and Pricing. Once the bid evaluation prices are determined under Step 3, the bids will proceed to Step 4.

Step 4 – Basis of Selection

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria.
2. Bids not meeting a. or b. will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit score and pricing score. The ratio will be 70 % for the technical merit score and 30 % for the pricing score.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70 %.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30 %.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit score and pricing score will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

Basis of Selection - Highest Combined Rating Technical Merit Score (70%) and Price (30%)

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 70 = 59.63$	$89/135 \times 70 = 46.15$	$92/135 \times 70 = 47.70$



	Pricing Score	45/55 x 30 = 24.54	45/50 x 30 = 27.00	45/45 x 30 = 30.00
	Combined Rating	84.17	73.15	77.70
	Overall Rating	1st	3rd	2nd

The Bidder with the highest ranked responsive bid will proceed to Step 5.

Step 5 – Conditions Precedent to Contract Award

The Bidder with the highest ranked responsive bid must meet the requirements provided in Part 5 “Certifications and Additional Information” of this RFP and Part 6 “Security Requirements”.

The Bidder with the highest ranked responsive bid and having passed all of the Step 5 requirements as described above will be considered the successful Bidder for this requirement and will proceed to Step 6.

Step 6 – Proof of Proposal Testing

The Bidder with the highest ranked responsive bid as defined in Step 5 will proceed to the Proof of Proposal Testing phase of the evaluation; The Contracting Authority may request the Bidder to provide their proposed solution for demonstration and Proof of Proposal (POP) testing at a CRA designated site, with the participation and assistance of the Bidder.

The Contracting Authority will provide the Bidder with a listing of the mandatory and rated requirements that will be subjected to validation by the Contracting Authority a minimum of 10 calendar days before the Bidder's scheduled Proof of Proposal Testing date. We reserve the right to test any or all mandatory or point rated criteria in the RFP.

The purpose of the Proof of Proposal will be to validate the Bidder's bid and proposed solution related to the mandatory and point-rated requirements. If there is an obvious discrepancy between the product or the performance of the products provided for Proof of Proposal Testing and the solution proposed in the Bidder's bid, CRA reserves the right to conduct whatever further tests are required to validate the Bidder's bid.

Within 15 business days of a request from the Contracting Authority, the Bidder with the highest ranked responsive bid must deliver their solution ready for test on CRA equipment at a CRA designated site in the Canada National Capital Region (to be determined prior to Bidder notification). CRA will assume all costs related to the facilities provided, the required infrastructure (i.e. the CRA network) and CRA employees. All Bidder costs, including delivery of the solution and support during the POP will be the responsibility of the Bidder. CRA will conduct all tests utilizing CRA developed test procedures.

The Proof of Proposal testing timeline shall not exceed 10 business days, unless extended in writing by the Contracting Authority at CRA's sole discretion. If a deficiency is detected during the Proof of Proposal, the Bidder will have the opportunity to correct any deficiencies (including the provision of replacement equipment) during the Proof of Proposal testing, provided that all deficiencies are corrected within the 2 business days testing timeline.

If the proposed solution fails to meet one of the tested mandatory requirements of the SOR at the end of the 10 business day test period, the bid will be declared non-responsive. The Bidder will remove their solution from the test site and CRA will invite the Bidder with the next highest ranked responsive bid to participate in the Proof of Proposal testing phase of the evaluation.

If the proposed solution fails to meet one of the tested point-rated requirements of the SOR at the end of the 10 business day test period, the Bidder's bid will be re-evaluated to adjust the point-rated scoring assessed for each applicable criterion. Steps 2, 3 and 4 will be repeated to reassess the bids and should the Bidder no longer be the highest-ranked responsive bid, the Bidder will remove their solution from the test site and CRA will invite the bidder with the next highest ranked responsive bid to participate in the Proof of Proposal testing phase of the evaluation.



CRA reserves the right to conduct POP testing after Contract award at its sole discretion.

The Bidder with the highest ranked responsive bid and having passed all of the Step 6 requirements as described above will be considered the successful Bidder for this requirement and will proceed to Step 7.

Step 7 – Contract Entry

The Bidder with the highest ranked responsive bid and successfully completing Step 6 above will be recommended for award of a contract.



Part 5 Certifications

Bidders must provide the required certifications 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

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

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

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

5.2.3 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)

5.2.4 Vendor Reporting Information

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

For the purpose of this clause:

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

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

The Bidder is requested to provide the following:



Canada Revenue
Agency

Agence du revenu du
Canada

Solicitation No. 1000344072
Enterprise Document Imaging and Capture

Legal Name:

Operating Name:

Address:

Payment/T1204
Address (if
different)

☐ Payment address is same as above

City:

Province:

Postal Code:

Telephone:

Fax:

Type of Business (Select only one)

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

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

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

Business Number (BN):

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

Social Insurance Number (SIN):



☐ N/A Reason: _____

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

Date: _____

Name: _____

Signature: _____

(Signature of duly authorized representative of business)

Title: _____

(Title of duly authorized representative of business)

5.2.5 Authority to Grant License

The Bidder hereby warrants that either:

- i. They own the intellectual property rights for all proposed software; or
- ii. They have the full right and authority, granted by the owner of the software, to license all of the proposed software to CRA in accordance with the software license terms and conditions set out in this RFP.

Signature of authorized representative: _____



Part 6 Security Requirements

6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Model Contract;
 - b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Model Contract;
 - c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.



Part 7 Model Contract

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

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

7.1 Revision of Departmental Name

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

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

7.2 Agency Restructuring

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

7.3 Requirement

The Contractor must supply, deliver, and install the Solution in accordance the Statement of Requirement at Annex A, attached hereto and forming part of the Contract.

7.3.1 Period of the Contract

The period of the Contract is from the date the contract was awarded to two years later.

The term of the Software License(s) is perpetual and distinct from the period of the contract.

7.3.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 4 additional one-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.

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

The Contractor grants to Canada the irrevocable option to acquire the additional quantities of the goods, services or both described at Annex B 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

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
4004	Maintenance and Support Services for Licensed Software	2013-04-25
A2000C or A2001C	Foreign Nationals (Canadian Contractor) or Foreign Nationals (Foreign Contractor)	2006-06-16 or 2006-06-16
A3015C	Certifications	2014-06-26
A9068C	Site Regulations	2010-01-11
A9117C	T1204 – Direct Request by Customer Department	2007-11-30
B9028C	Access to Facilities and Equipment	2007-05-25
C2000C	Taxes – Foreign-based Contractor	2007-11-30
C6000C	Limitation of Price	2011-05-16
C2605C	Canadian Customs Duties & Sales Tax –Foreign-based Contractor	2008-05-12
G1005C	Insurance	2008-05-12
H1000C H3028C	Single Payment Advance Payment	2008-05-12 2010-01-11

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 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 CRA's website at <https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.html>.

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

7.6 Supplemental Terms and Conditions

4003 (2010-08-16), Supplemental General Conditions - Licensed Software, modified as follows, shall apply to and form part of the Contract.

At section 1 titled "Interpretation" insert the following definition:

The "Licensee" under the Contract is Her Majesty the Queen in right of Canada, acting through and represented by the Commissioner, CRA.

At section 2 titled "License Grant" delete subsection 2 and replace with the following:

If the Client is reconfigured, absorbed, in whole or in part, by another government department or agency, or is disbanded entirely, Canada may, by giving notice to the Contractor, designate another department or agency as the Client for all or part of the Licensed Software .

At section 08 titled "Licensed Software Transfer", delete this article in its entirety and replace with the following:

The license to use the Licensed Software under the Contract is transferable by Canada, in whole or in part, under the same conditions of the Contract, to any Device or Client, as applicable, or to any Canadian government department, corporation or agency, as defined in the *Financial Administration Act, R.S. C.1985, c.F-11*, as amended from time to time, or to any other party for which the Department of Public Works and Government Services Canada has been authorized to act under section 16 of the *Department of Public Works and Government Services Act, S.C. 1996, c.16*, as long as Canada informs the Contractor of the transfer within thirty (30) days of the transfer occurring. For the purposes of this section, in the circumstances where an Entity License is transferred, such license will be capped at the number of users in the transferring department, corporation, agency or other party before the transfer.

At Section 11 titled "Term of License" delete subsection 2 and replace with the following:

The Contractor may terminate Canada's license with respect to the licensed software by giving the Contracting Authority written notice to that effect only if Canada is in breach of its license in accordance with the license rights granted in the Contract, or Canada fails to pay for the license in accordance with the Contract, and only if that breach continues for a period of ninety (90) days after the Contracting Authority received written notice from the Contractor giving particulars of the breach and the Contracting Authority has validated the particulars of the breach. If Canada's license is terminated, once Canada has corrected the breach, the Contractor shall re-instate Canada's license with respect to the licensed software under the exact same terms and conditions as granted in the contract for the license, at no additional cost.

At section 11 titled "Term of License" insert the following after sub-article 2:

3. The Contractor hereby grants a perpetual, non-exclusive, freely transferable License to Her Majesty the Queen in right of Canada for the software listed in Annex A.

At section 15 titled "Warranty", insert the following:

Notwithstanding section 15.0 – Warranty, the Contractor's warranty for the Solution shall include the provision of all software maintenance and support services detailed in supplemental general conditions 4004 – Support Services for Licensed Software except that "Warranty Period" as defined therein is hereby amended by deleting



the reference to a period of ninety (90) days and replacing ninety (90) days with one (1) year. The warranty period of twelve (12) months shall commence on the final acceptance date of the delivered Equipment.

Section 18 titled "Risk of Loss" insert the following after subsection 2:

3. The Contractor warrants:

Unless authorized in writing by the Project Authority, or necessary to perform valid duties under the Contract any programs developed by the Contractor under the Contract or provided to Canada by the Contractor for use by the Client shall:

- i. not replicate, transmit, or activate itself without control of the person operating the computing equipment on /which it resides;
- ii. not alter, damage, or erase any data or computer programs without control of a person operating the computing equipment on which it resides; and
- iii. contain no key, node lock, time out or other function, whether implemented by electronic, mechanical or other means, which restricts or may restrict use or access to any programs or data developed under the Contract, based on residency on a specific hardware configuration, frequency or duration of use, or other limiting criteria.

Provided and to the extent any program has any of the foregoing attributes, and notwithstanding anything elsewhere in the Contract to the contrary, the Contractor shall be in default of the Contract, and no cure period shall apply. In addition to any other remedies available to it under the Contract, the Crown reserves the right to pursue any civil and/or criminal penalties available to it against the Contractor. The Contractor agrees, in order to protect the Crown from damages, which may be intentionally or unintentionally caused by the introduction of Illicit Code to the Client's computer network, no software will be installed, executed, or copied on Client equipment without the express approval of the Project Authority.

7.7 Software License Type

The Contractor hereby grants a perpetual, non-exclusive, freely transferable concurrent User License to Her Majesty the Queen in right of Canada for the software listed in Annex A for the number of Users identified in Annex A. The term "User" and "User License" shall have the meanings set out in supplemental general conditions 4003 (2010-08-16), Licensed Software.

The Contractor hereby grants to CRA the right to make one full copy of the complete set of contracted software for archival purposes and use such archival copy on CPU(s) other than the designated CPU(s) or at an installation site other than that identified in the Contract or on CPU(s) other than those making up the Capacity Limitation of the Contract. Such other CPU(s), installation site or MIPS or MSU Configuration is to be owned or controlled by or for CRA.

The use of such archival copy shall be limited:

- a. For the purpose of conducting limited testing of the disaster recovery plan's procedures and effectiveness (which testing shall not exceed 200 hours in any three month period). The capacity used shall not be considered in the total Capacity Limitation set out in the Contract; and
- b. For use during any period subsequent to the occurrence of an actual disaster during which CRA cannot operate the Products on the designated CPU(s) or at the installation site identified in the Contract, or on the CPU(s) making up Capacity Limitation identified in the Contract.



In the event of a disaster the licenses granted under the Contract shall be transferable to any other CPU(s) or CRA site so long as the total capacity in use does not exceed the Capacity Limitation licensed in the Contract.

7.8 License Terms and Conditions – Shrink-Wrap or Click-Wrap

The parties agree that only the conditions expressly set out in the Contract or incorporated by referenced in the Contract form part of the Contract. Any conditions accompanying or enclosed with the Licensed Software, if any, do not form part of the Contract and, therefore, are not part of Canada's license and do not affect the rights of the Parties in any way. The Contractor agrees that in no event will Canada or any Client or User be required to enter into any additional license agreement with respect to the Licensed Software or any portion of it. The Contractor acknowledges that any additional license agreement relating for the Licensed Software signed by anyone other than the Contracting Authority is void and of no effect.

Canada is not bound by and does not accept any "shrink-wrap" or "click-wrap" conditions or any other conditions, expressed or implied, that are contained in or on the software packaging or conditions that may accompany the software in any manner, regardless of any notification to the contrary.

7.9 Maintenance

The Contractor shall inform the Project Authority within 2 business days of the availability of all enhancements, product upgrades and maintenance releases to the Software during the period of service. All generally available enhancements must either be made available for download or shipped to CRA within one (1) business day of a request by CRA.

7.10 Documentation and Technical Manuals

The Contractor shall deliver a total of 1 copy in print and 1 copy in electronic format of all technical, installation and operations manuals for the Solution. These manuals must be provided in hard copy format and if available, manuals must also be provided on CD or softcopy, in either MS Word or PDF formats. Documentation must be accessible through the Contractor's web-site or OEM web-site, and URL must be provided.

The Contractor will provide Canada with the right to reproduce for its own use and incorporate into any documents produced for its own use any commercially available documentation delivered under the Contract. The Contractor shall further secure and agree to extend the same rights for all future revisions of the said documentation and material supplied to Canada. Any document or material that is translated by Canada shall include any copyright and any proprietary right notice that was part of the original document.

The Contractor shall deliver a complete set of documentation in French, if available. If documentation is not available in French CRA shall have the right to translate the documentation and material delivered herein into the second of the two Official languages of Canada. This right shall include the right to make, or to have made, copies for CRA's internal purposes only. The Contractor acknowledges that CRA owns the translated version of any such translated document and material and that it is under no obligation to provide any translated document or material to the Contractor. Any document or material that is translated by Canada shall include any copyright and any proprietary right notice that was part of the original document. Canada acknowledges that the Contractor is not responsible for technical errors that arise as a result of any translation performed by CRA.

7.11 Security Requirements

Personnel only – No Document Safeguarding Capability

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 CRA or granted/approved by the Canadian and International Industrial Security Directorate (CIISD) of Public Works and Government Services Canada (PWGSC).



2. The Contractor must not remove any Protected information or assets from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
3. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.
4. The Contractor shall not be required to receive and store protected and/or classified information or assets on its own site or premises. The Contractor will complete all deliverables on CRA premises only.
5. Unscreened contractor personnel must be escorted at all times while on CRA premises.
6. 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 <https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra.html>

7.12 Authorities

7.12.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Chris Zaremba

Telephone Number: (613) 697-0718

E-mail address: chris.zaremba@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.

7.12.2 Project Authority

[Will be completed at the time of Contract award]

Name: _____

Address: _____

Telephone 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.



7.12.3 Contractor's Representative

[Will be completed at the time of Contract award]

Name:

Address:

Telephone Number:

Fax Number:

E-mail Address:

7.13 Contractor Identification Protocol

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

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

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

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

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

7.14 Travel and Living Expenses

The CRA will not cover any travel and living expenses.

7.15 Work Location

The supply, delivery and installation of the software will be at the Imaging Technology Centre at Summerside, Prince Edward Island.

The training, professional services, and installation may be at the CRA scanning processing centres listed in Appendix 3 to Annex A.

7.16 Sustainable Development

In pursuit of the CRA's commitment to sustainable development and green procurement as well as the Canadian Federal Government's Green Procurement Policy, the Contractor agrees to commit to comprehensive, nationally recognized environmental standards for:

- The reduction or elimination of environmentally hazardous materials (if applicable);
- Design for reuse and recycle;
- Energy efficiency;
- End of Life Management for reuse and recycle;
- Environmental stewardship in the manufacturing process (if applicable); and
- Packaging.



7.17 Delivery

All the deliverables must be received by the Project Authority at the place specified herein within 10 Federal Government Working Days (FGWD) of Contract Award or the exercise of the option to purchase additional quantities.

7.18 Inspection and Acceptance

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

7.19 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm prices, as specified in Annex B, List of Deliverables and Pricing. 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.

7.20 Maintenance and Support Pricing Stability

Unless otherwise stated in the Contract subsequent annual maintenance and support prices beyond the effective periods of the maintenance and support pricing in Annex B, List of Deliverables and Pricing, shall not exceed the lesser of:

- a) The Contractor's current published maintenance rate in effect at time of renewal; or
- b) The previously contracted rates for each item, adjusted by the % change in the Core Consumer Price Index (CPI) for Canada, not seasonally adjusted and calculated from the corresponding month of the previous year, as published by Statistics Canada on the date the maintenance renewal is issued; or
- c) Any other negotiated rate.

7.21 Training of Contractor Personnel

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

7.22 Familiarization Period

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

7.23 Payment Process

At Canada's discretion the Contractor will be paid using direct deposit 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.

7.23.1 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.

7.23.2 Payment by Cheque

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

7.24 Refund to the Crown

Notwithstanding Article 32 of 2030 (2016-04-04), "Termination for Convenience", General Conditions – Higher Complexity - Goods, in the event of termination of services for which an advance payment has been made, charges up to the date of termination will be calculated by prorating on the basis of a twelve (12) month year and a thirty (30) day month, and the Contractor shall immediately refund to Canada the unliquidated portion of the advance payment and pay to Canada interest thereon, from the date of the advance payment to the date of the refund, at the discount rate of interest per annum set by the Bank of Canada and prevailing on the date of the advance payment, plus 1¼ percent per annum.

7.25 Invoicing Instructions

The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the General Conditions. *[to be inserted at time of Contract award]*

- a) The original and one (1) copy must be forwarded to the following address for certification and payment.

- b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

7.26 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.

7.26.1 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.

7.27 Joint Venture

[to be deleted at contract award if not applicable]

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 time of 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 CRA 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 CRA will be deemed to have given notice to all the members of the joint venture.

7.28 Applicable Laws

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

7.29 Priority of Documents

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 Supplemental General Conditions 4003 (2010-08-16), Licensed Software;
3. The Supplemental General Conditions 4004 (2013-04-25), Maintenance and Support for Licensed Software;
4. The General Conditions 2030 (2016-04-04);
5. Annex A: Statement of Requirement;
6. Annex B: List of Deliverables and Pricing;
7. Annex C: Security Requirement Check List (SRCL)
8. Annex D: Certifications;
9. The Contractor's bid dated *[to be inserted at time of Contract award]*, as amended on *[to be inserted if applicable]*.

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

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

7.31 Intellectual Property Right Infringement

1. If a third party claims that equipment or software that the Contractor provides under the Contract infringes any intellectual property right, the Contractor, if requested to do so by Canada, will defend Canada against the claim at the Contractor's expense. In this regard, the Contractor will pay all costs, damages and legal fees that a court finally awards, provided that Canada:
 - a. promptly notifies the Contractor in writing of the claim; and
 - b. co-operates with the Contractor in, and allows the Contractor full participation in, the defense and related settlement negotiations; and
 - c. obtains the Contractor's prior approval to any agreement resulting from settlement negotiations held with the third party.
2. The Contractor shall participate in any claims, action or proceeding arising under subsection 1 and no such claim, action or proceeding shall be settled without the prior written approval of the Contractor and Canada.
3. If such a claim is made or appears likely to be made, Canada agrees to permit the Contractor to enable Canada at the Contractor's expense, to continue to use the equipment or software or to modify or replace it with equipment or software, which has published specifications equal or superior to the equipment or software being replaced. If the Contractor determines that none of these alternatives is reasonably available, Canada may elect, at the Contractor's expense, to independently secure the right to continue to



use the equipment or software, or Canada may require the Contractor to accept the return of the equipment or software and to refund all monies paid to the Contractor under the Contract for the equipment and software, as well as all amounts paid for services and license and development fees.

4. The provisions of subsections 1 and 2 do not apply in situations where the Contractor was instructed by Canada to purchase a specific item of equipment or software from a specific source on behalf of Canada. In this case, the Contractor shall ensure that its subcontract for the equipment or software states that "If a third party claims that equipment or software that the subcontractor supplies under the Contract infringes any intellectual property right, the subcontractor, if requested to do so by either the Contractor or Canada, will defend the Contractor and Canada against that claim at the subcontractor's expense and will pay all costs, damages and legal fees that a court finally awards." In the event that the Contractor is unable to incorporate this into its subcontract, then it shall advise Canada of the situation and not proceed with the subcontract without receiving written notice from Canada that the level of intellectual property right infringement protection is acceptable.
5. Without prejudice to Canada's right to terminate the Contract for default prior to completion of the work, the above represents the Contractor's entire obligation to Canada regarding any claim of infringement.
6. The Contractor has no obligation regarding any claim based on any of the following:
 - a. Canada's unauthorized modification of the equipment or software, or Canada's unauthorized use of the equipment or software in other than its published specified operating environment;
 - b. the combination, operation or use of the equipment or software with any product, data or apparatus that the Contractor did not provide under the Contract, or which combination, operation or use the Contractor did not authorize or approve in advance, if infringement would not have occurred but for such combination, operation or use."

7.32 Annexes

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

- ANNEX A: STATEMENT OF REQUIREMENT
- ANNEX B: LIST OF DELIVERABLES AND PRICING
- ANNEX C: SECURITY REQUIREMENTS CHECK LIST (SRCL)
- ANNEX D: CERTIFICATIONS



ANNEX A: Statement of Requirement

The technical bid must substantiate the compliance of the Bidder and its proposed solution with the specific mandatory requirements below. The substantiation must not simply be a repetition of the requirements, but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be declared non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid. Bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers. Where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

Mandatory Requirements		
ID	Mandatory Requirement Description	Supporting Documentation Details/Reference
Software		
S1	The software must operate scanning devices that use TWAIN and ISIS drivers.	
S2	The Software must perform the following image processing automatically by default, but allow manual adjustments of the following: <ul style="list-style-type: none">• auto-deskew;• auto cropping;• image rotation;• image noise removal;• color dropout;	
S3	The Software must recognize and record the operator definable document attributes and metadata produced from 1 and 2 dimensional bar codes and associate them with a specific document. <ul style="list-style-type: none">• 1-Dimensional:<ul style="list-style-type: none">○ Code 25○ Code 39○ Code 93○ Code 128○ EAN 2, 5, 8, and 13○ GS1-128○ Plessey (Optional)○ ITF-14 (Optional)○ UPC-A and UPC-E• 2 Dimensional:	



	<ul style="list-style-type: none">○ Aztec Code○ Code 16K (Optional)○ Data Matrix○ MaxiCode (Optional)○ PDF417 QR Code	
S4	The software must provide configurable templates to enable the importation of case-related metadata from the following file types: <ul style="list-style-type: none">• Excel 2013 (or above) spreadsheet (XLSX)• Comma Separated Values file (CSV)• Tab Separated Values file (TSV) Extensible Markup Language (XML)	
S5	The Software must recognize pre-determined separator sheets and identify as separate jobs within a virtual box.	
S6	The Software must allow for an administrator to create and specify a minimum of 50 user-defined metadata fields.	
S7	The Software must assign a unique identifier for each document scanned.	
S8	The Software must allow the operator to create a configurable endorsement number and communicate it to the scanner. For example, case number- box number – endorse number. (OTT-A001-1234567)	
S9	The software must annotate the electronic version of each scanned image with the same number endorsed on the physical document as in S9.	
S10	The Software must operate as per S9 a sequential counter as pages are scanned.	
S11	The Software must allow the operator to review and mark for removal any scanned images. The operator must be allowed to rescan and substitute the marked images.	
S12	The Software must create parent-child i.e. hierarchical structures for scanned images. For example, a bank statement with associated cheques: <ul style="list-style-type: none">• Bank statement 1<ul style="list-style-type: none">○ Cheque 001○ Cheque 002○ Cheque 003• Bank statement 2<ul style="list-style-type: none">○ Cheque 004 Cheque 005	
S13	The Software must allow the operator to scan sections of a paper larger than 11x17. The software must digitally stitch together the sections into a single image. The software must allow the operator to review, modify the order of the images and confirm final image.	



S14	The Software must allow operators to create individual cases and assign a pre-determined unique case number.	
S15	The Software must allow operators to create virtual boxes within a case.	
S16	The Software must assign box numbers based on the unique case number.	
S17	The Software must accommodate the configured production workflow detailed in Appendix 2: Workflow.	
S18	The Software must allow operators to sign in and out boxes from the workflow.	
S19	The Software must automatically move case boxes from one production phase to another as detailed in Appendix 2: Workflow.	
S20	The Software must allow an operator to create multiple production groups based on the production phases as detailed in Appendix 2: Workflow.	
S21	The Software must allow the administrator to create and assign the following case-related tasks to individual operator or groups of operators: <ul style="list-style-type: none">• Inventory preparation• Document preparation• Scanning• Reassembly Quality assurance	
S22	The Software must allow an operator to view their assigned cases, boxes and tasks.	
S23	The Software must allow an operator to view new, incomplete and completed cases, boxes and tasks.	
S24	The Software must allow multiple operators to read, work with, modify, and save information to a case at the same time.	
S25	The software must perform Optical Character Recognition (OCR) in both official languages, English and French.	
S26	The Software must perform OCR on the following file types: <ul style="list-style-type: none">• .PDF• .JPEG• .TIFF .PNG	
S27	The Software must index text that has been identified using OCR.	
S28	The Software must display verbose error messages.	
S29	The Software must log, save, and archive error messages.	
S30	The Software must identify files which have generated processing errors.	
S31	The Software must identify files which have generated processing errors during OCR.	
S32	The Software must generate the following statistical reports at a minimum:	



	<ul style="list-style-type: none">operator statistics (ex: number of boxes scanned per employee, time spent to complete each box, number of images scanned)error statisticssummary statistics based on each work flow stagestatistics spanning multi years (ex: number of cases created in a specific time, number of boxes per case) <p>Case specific statistics (ex: number of boxes completed for a case, number of boxes assigned to employees, number of boxes not yet assigned)</p>	
S33	The Software must allow operators to configure the type of information included in generated reports.	
S34	The Software must export: <ul style="list-style-type: none">generated reports (including statistical reports) to searchable .PDF, .CSV and .XLSX file formats. scanned files and associated data (including relationships that resulted from parent-child scanning) to searchable PDF format.	
S35	The Software must allow the operator to export full cases and partial cases with the associated coded information to Microsoft Excel with hyperlinks to the documents.	
S36	<p>The Software must encrypt data:</p> <ul style="list-style-type: none">while at rest on the local computerduring transmission to a database server <p>while at rest in the database.</p> <p>Data encryption must make use of at least one of the Government of Canada approved cryptographic algorithms or mechanisms to protect the confidentiality of CRA data.</p> <p>Cryptographic modules must meet at least one of the following validations or specifications:</p> <ul style="list-style-type: none">relevant Federal Information Processing Standard (FIPS), FIPS 140-2 level 1 validationCommunications Security Establishment (CSE) endorsementCommon Criteria specification <p>Government of Canada approved cryptographic algorithms are detailed in ITSP.40.111 Cryptographic Algorithms for UNCLASSIFIED, PROTECTED A, and PROTECTED B Information https://www.cyber.gc.ca/en/guidance/cryptographic-algorithms-unclassified-protected-and-protected-b-information-itsp40111</p>	
S37	The Software must allow administrators to view which operators are currently logged in.	
S38	The Software must log an audit trail of the following events: <ul style="list-style-type: none">Document IDDate and time	



	<ul style="list-style-type: none">• Identification of the operator, machine and process initiating the event Description of the event or activity.	
S39	The Software must only allow the administrator to view and export the audit trail log.	
S40	The software must authenticate operators as they use the system, or any applications that are allowed to send jobs to the system, using replay-resistant authentication.	
S41	The Software must use Lightweight Directory Access Protocol Secure (LDAPS) and Lightweight Directory Access Protocol v3 for directory services.	
S42	The Software must use Security Assertion Markup Language (SAML) 2.0 or higher.	
S43	The Software must be able to provide role-based access control based on users and groups stored within Active Directory.	
S44	The Software must fully operate on all versions of Microsoft Windows 10 x64 (64 Bit) client operating systems.	
S45	The Software must fully operate on physical and virtual server infrastructure.	
S46	The Software must fully operate on all versions of Microsoft Windows Server x64 (64 Bit) operating systems starting with Microsoft Windows Server 2012 R2 x64 and newer.	
S47	The Software must not require modifications to Microsoft Windows User Account Control (UAC) settings to either install or run the Software.	
S48	The Software must not require elevated access privileges for normal use (aside from installation).	
S49	The Software must not require access to the public Internet to fully operate.	
S50	The Software must not allow for any automatic updates.	
S51	The Software must not interfere with the operation of any Anti-Virus, Anti-Malware or Host Intrusion Detection systems operating on a host computer.	
S52	The Software must not utilize a licensing mechanism that prevents fully automated software installation.	
S53	The Software must be installed while running in the context of an administrator of a system, or as the SYSTEM context itself.	
S54	The Software must be uninstalled while running in the context of an administrator of a system, or as the SYSTEM context itself.	
S55	The Software must be installed and uninstalled with suppressed automatic reboot.	
S56	The Software must print documents to directly connected USB printers and network connected printers.	
S57	The Software must fully operate on IPv4 and IPv6 networks.	
S58	The Software must create time stamps from an authoritative time source.	
S59	The Software must operate on a high latency, low bandwidth Wide Area Network.	



Support

Su1	The Bidder must fully support all components of the Software regardless if the component(s) are open-source or third-party procured. The Bidder must provide throughout the life of the contract in both official languages, English and French, a Canada wide toll free service and support number staffed by live persons during the consecutive hours of 08:00 to 17:00 (local time) for all FGWD.	
Su2	The Bidder must fully support all components of the scanners regardless if they are third-party procured. The Bidder must provide throughout the life of the contract in both official languages, English and French, a Canada wide toll free service and support number staffed by live persons during the consecutive hours of 08:00 to 17:00 (local time) for all FGWD.	
Su3	The Bidder must meet deployment timelines as documented in Communication Security Establishment's ITSB-96 patching guidance: https://cyber.gc.ca/en/guidance/security-vulnerabilities-and-patches-explained-it-security-bulletin-government-canada-itsb	
Su4	The Bidder must provide Expert witness services when called upon for testimony in Canadian Courts with regards to the Software.	

Training

T1	The Bidder must provide online technical and operator training materials in English via a Canada accessible web interface.	
T2	The Bidder must provide in-house training on CRA premises.	
T3	The Bidder must provide live webcast training accessible via Canada accessible web interface	
T4	The Bidder must provide in PDF format, current and previous versions of training, user and technical support materials of the software version installed in CRA.	
T5	The Bidder must provide all the necessary manuals and training information for end users of the software and for the CRA technical team that are to support the end users.	

Professional Services

PS1	The Bidder must provide professional services to configure the Software to align with the Workflow in Appendix 2: Workflow. Describe in detail how you will provide this service.	
PS2	The Bidder must provide documentation on all configurations made to the Software.	



Rated Requirements

ID	Rated Requirement Description	Points	Max Points	
SR1	The Bidder must provide online technical and operator training materials in French via a Canada accessible web interface.	5	5	
SR2	The Software should have the option to send messages to operators from the administrators.	2	2	
SR3	The Software should have the option to send a broadcast message to all operators.	2	2	
SR4	The Software should perform optical character recognition for any languages additional to English and French listed in Appendix 4: Optional Languages	1 point per language	10	
SR5	The Software should perform optical character recognition on handwriting in these 10 languages – <ul style="list-style-type: none">• Spanish• Chinese• Arabic• Russian• Inuktitut• Hindi• Portuguese• Japanese• German• Punjabi	1 point per language	10	
SR6	The Software should automatically identify images that contain handwriting.	3	3	
SR7	The Software should automatically tag handwriting images as such.	4	4	
SR8	The Software should recover work prior to a crash.	5	5	
SR9	The Software should automatically save images being scanned.	8	8	
SR10	The Software should have keyboard shortcuts.	3	3	
SR11	The Software should allow for the creation of operator defined keyboard shortcuts.	3	3	
SR12	The Software should automatically recognize an image that contains color and display it in color.	10	10	
SR13	The Software should not disrupt or disable activated features of other products that are identified as accessibility features, where those	2	2	



	features are developed and documented according to industry standards.			
SR14	The software should not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features have been documented by the manufacturer of the operating system and is available to the product developer.	2	2	
SR15	If the Software is designed to run on a system that has a keyboard, product functions should be executable from a keyboard where the function itself or the result of performing a function can be discerned textually. Text is to be displayed on the screen, not as an image.	2	2	
SR16	The software should have keyboard equivalents for all non-keyboard actions or commands.	2	2	
SR17	The Software should have different options besides colour coding for conveying information, indicating an action, prompting a response, or distinguishing a visual element.	2 points per option	8	
SR18	The Software should display text, object or other elements within a frequency greater than 2 Hz and lower than 55 Hz	5	5	
SR19	The Bidder should provide two customer references where they have deployed their software of at least 20 operators and 10 scanners.	5 points per example	10	



Appendix 1: Glossary

The vocabulary used throughout this Request for Proposal is defined in this Glossary.

Term	Definition
Administrator	A CRA employee who supervises the operator or CRA IT Analyst
Annotate	To electronically stamp a scanned image with pre-determined fields/data.
Audit trail	To record a complete history of each activity at each level of the process and by each operator.
Authoritative time source	Provides time services to Windows clients and servers on your network. These clients and servers synchronize time with the domain controller (DC), which serves as the operations master.
Auto-deskew;	The process of straightening a scanned image.
Box	A box (i.e. bankers box) containing paper seized evidence
Case	A container/folder/instance created in the software where paper evidence will be scanned into pertaining to one specific court case.
Color dropout	To remove undesired colour or background colour from scanned images
CRA	Canada Revenue Agency
Document	Multiple scanned images grouped as one file
DPI	Dots per inch – the resolution number of dots per inch in a digital print and the printing resolution of a hard copy print dot gain.
FGWD	<p>A Federal Government Working Day (FGWD) is a calendar day, except for Saturday, Sunday and the following holidays: 1) New Year's Day¹; 2) Good Friday and Easter Monday; 3) Victoria Day; 4) St-Jean Baptiste Day¹; 5) Canada Day¹; 6) 1st Monday in August; 7) Labour Day; 8) Thanksgiving Day; 9) Remembrance Day¹; 10) Christmas Day¹; and 11) Boxing Day².</p> <p>Notes: ¹If this holiday occurs on a Saturday or Sunday, then the following Monday will be a holiday. ²If this holiday occurs on a Saturday, then the following Monday will be a holiday. If this holiday occurs on a Sunday or Monday, then the following Tuesday will be a holiday.</p>
Image	Electronic scanned copy of the paper evidence
Image noise removal	To remove imperceptible specks on a scanned image that obscures the desired information.
Image rotation	The process of rotating a scanned image to its upright position
Implementation	Installing the customization Software
ISIS	Scanner driver standard developed by Pixel Translations and provides a more standardized interface for high-speed scanners, and is often required to scan at the scanners rated speed
ITC	Imaging Technology Centre
Operator	A standard CRA employee using the scanning Software
Optical Character Recognition	Hard copy documents are scanned and the text extracted to make it searchable in the review platform.

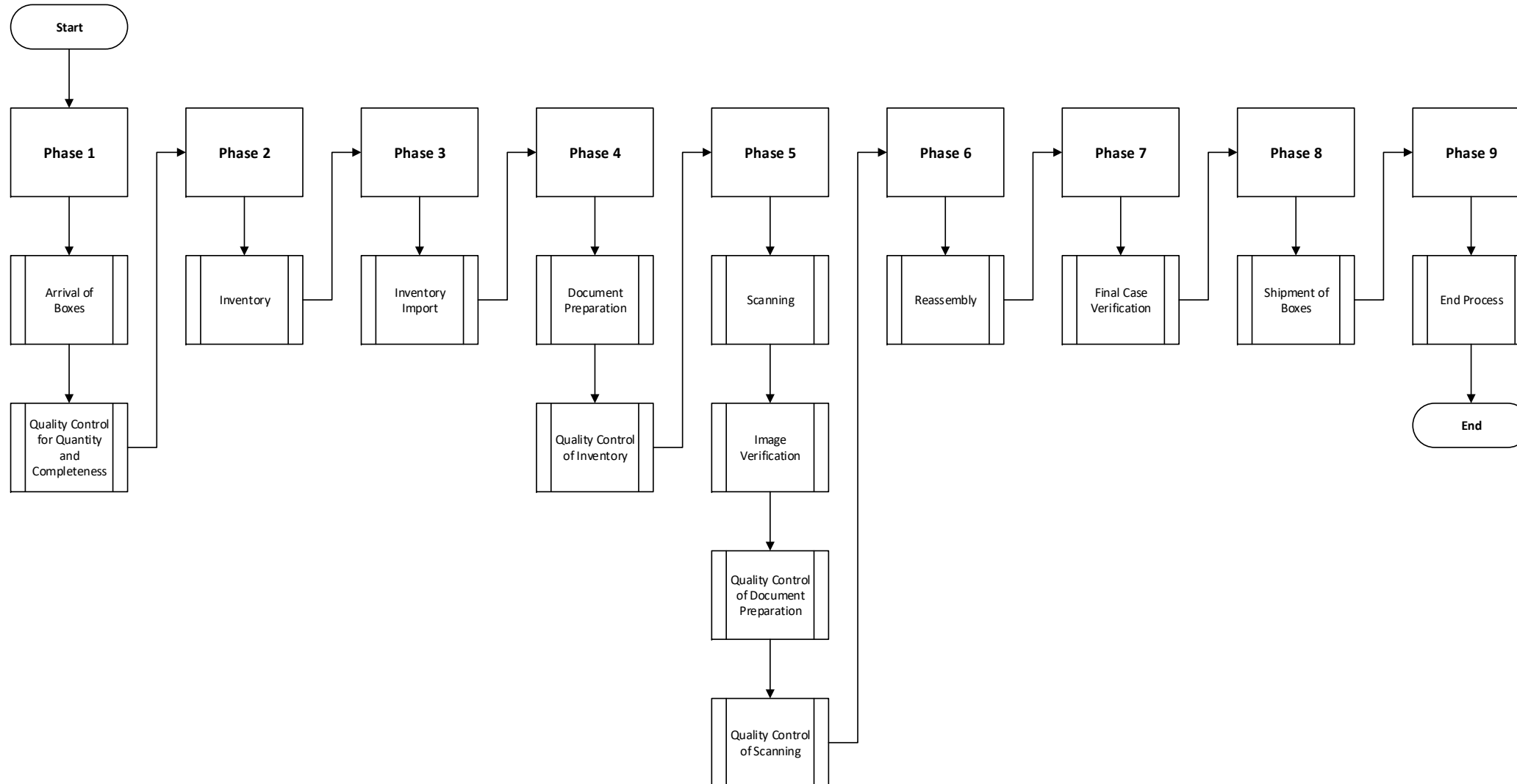


Paper	Physical hard copy evidence
Parent-child structure scanning	To scan documents and organize them in the same hierarchy they were physically in. Ex: An envelope with documents inside. Once scanned, the envelope will be displayed as the main folder and the documents inside would be displayed as a subfolder structure.
RPC	Regional Processing Centre
Scan imprinting	To stamp the physical paper copy with a unique identifier through the scanner.
Separator sheets	Sheets with barcodes inserted between physical pages during production to identify physical document attributes (poor quality, altered, handwriting).
Task	An assigned document or box to a specific employee based on the workflow phases
TWAIN	Scanner driver used by most scanning hardware and software vendors
Verbose error messages	Error messages containing descriptive information concerning errors.
Workflow	A pattern that identifies the process and steps to accomplish the pro
Virtual box	A box entry in the application containing the scanned paper evidence that represents the same structure as the physical box



Appendix 2: Workflow

The following is a graphical representation of the document/boxes workflow used at the Imaging Technology Centre:



Appendix 3: CRA Scanning Processing Centres

Imaging Technology Centre - ITC

Site Name	Imaging Technology Centre (ITC)
Site Code	W155
Site Full Civic Address	275 Pope Rd, Summerside, PE. C1N 5Z7. Maildrop 1-28
Client	Criminal Investigations Division
Contact:	Contact will be identified by project authority

Regional Processing Centres - RPC

RPC Site # 1

Site Name	Vancouver Tax Service Office
Site Code	94B
Site Full Civic Address	401 Burrard Street, Vancouver, BC, V3T 5E1
Client	Criminal Investigations Division
Contact:	Contact will be identified by project authority

RPC Site # 2

Site Name	Calgary Tax Service Office
Site Code	801
Site Full Civic Address	220 – 4th Ave SE, Calgary, AB, T2G 0L1 (Harry Hayes complex)
Client	Criminal Investigations Division
Contact:	Contact will be identified by project authority

RPC Site # 3

Site Name	Toronto North Tax Service Office
Site Code	41B
Site Full Civic Address	5001 Yonge St, Toronto, ON, M2N 6R9
Client	Criminal Investigations Division
Contact:	Contact will be identified by project authority

RPC Site # 4

Site Name	OTTAWA TAX SERVICES OFFICE
Site Code	074
Site Full Civic Address	333 Laurier ave. W, Ottawa, ON, K1A 0L9 (4 th)
Client	Criminal Investigations Division
Contact:	Contact will be identified by project authority

RPC Site # 5

Site Name	Montreal Tax Service Office
Site Code	31K
Site Full Civic Address	200 Rene-Levesque Blvd. West, Montreal, QC.,

	H2Z 1X4
Client	Criminal Investigations Division
Contact:	Contact will be identified by project authority

RPC Site # 6

Site Name	Halifax Tax Service Office
Site Code	151
Site Full Civic Address	100-145 Hobsons Lake Drive., Halifax, NS. B3S 0H9
Client	Criminal Investigations Division
Contact:	Contact will be identified by project authority

Appendix 4: Optional Languages

List of top 110 languages organized by number of native language speakers:

- | | | |
|---|-----------------------|---------------------------------------|
| 1. Mandarin (entire branch) | 43. Yoruba | 85. Dhundhari |
| 2. Spanish | 44. Maithili | 86. Haitian Creole |
| 3. English | 45. Uzbek | 87. Eastern Min (inc. Fuzhou dialect) |
| 4. Hindi ^[a] | 46. Sindhi | 88. Ilocano |
| 5. Arabic | 47. Amharic | 89. Quechua |
| 6. Portuguese | 48. Fula | 90. Kirundi |
| 7. Bengali (Bangla) | 49. Romanian | 91. Swedish |
| 8. Russian | 50. Oromo | 92. Hmong |
| 9. Japanese | 51. Igbo | 93. Shona |
| 10. Punjabi | 52. Azerbaijani | 94. Uyghur |
| 11. German | 53. Awadhi | 95. Hiligaynon/Ilonggo (Visayan) |
| 12. Javanese | 54. Gan | 96. Mossi |
| 13. Wu (inc. Shanghainese) | 55. Cebuano (Visayan) | 97. Xhosa |
| 14. Malay (inc. Indonesian and Malaysian) | 56. Dutch | 98. Belarusian |
| 15. Telugu | 57. Kurdish | 99. Balochi |
| 16. Vietnamese | 58. Serbo-Croatian | 100. Konkani |
| 17. Korean | 59. Malagasy | 101. Cree |
| 18. French | 60. Saraiki | 102. Inuktitut |
| 19. Marathi | 61. Nepali | 103. Ojibway |
| 20. Tamil | 62. Sinhalese | 104. Navajo |
| 21. Urdu | 63. Chittagonian | 105. Yupik |
| 22. Turkish | 64. Zhuang | 106. Sioux |
| 23. Italian | 65. Khmer | 107. Apache |
| 24. Yue (inc. Cantonese) | 66. Turkmen | 108. Rio Grand Keresan |
| 25. Thai | 67. Assamese | 109. Cherokee |
| 26. Gujarati | 68. Madurese | 110. Choctaw |
| 27. Jin | 69. Somali | |
| 28. Southern Min (inc. Hokkien and Teochew) | 70. Marwari | |
| 29. Persian | 71. Magahi | |
| 30. Polish | 72. Haryanvi | |
| 31. Pashto | 73. Hungarian | |
| 32. Kannada | 74. Chhattisgarhi | |
| 33. Xiang | 75. Greek | |
| 34. Malayalam | 76. Chewa | |
| 35. Sundanese | 77. Deccan | |
| 36. Hausa | 78. Akan | |
| 37. Odia (Oriya) | 79. Kazakh | |
| 38. Burmese | 80. Northern Min | |
| 39. Hakka | 81. Sylheti | |
| 40. Ukrainian | 82. Zulu | |
| 41. Bhojpuri | 83. Czech | |
| 42. Tagalog (Filipino) | 84. Kinyarwanda | |

ANNEX B: List of Deliverables and Pricing

The bidder must submit their financial bid in accordance with the pricing schedule hereafter.

Bidders must submit firm unit prices in Canadian funds, Canadian customs duties and excise taxes included, and Applicable Taxes excluded, Delivery Duty Paid (DDP)(destination), for the provision of goods and services outlined in Annex A "Statement of Requirement".

The prices specified include all of the requirements defined in the "Statement of Requirement" in Annex A.

TABLE 1 - Firm Requirement

A	B	C	D	E	F
Item No.	Description	QTY	Unit of Issue	Firm Unit Price (GST/HST excluded)	Total Price (C x E)
1	Enterprise Document Imaging Software User licenses (Perpetual) (24 for ITC, 6 for RPC's) (Including 2 year warranty and maintenance and support)	30	Each		
Total Price Table 1					

TABLE 2 - Optional Software, Maintenance and Support, and Professional Services

A	B	C	D	E	F
Item No.	Description	QTY	Unit of Issue	Firm Unit Price (GST/HST excluded)	Total Price (C x E)
1	Technical and Operator Training - see Annex A T1	20	per person/per day		
2	Training - see Annex A T2	20	per person/per day		
3	Maintenance and Support Services for Software User licenses - Years 3 to 6	4	Annual		
4	Enterprise Document Imaging Software User Licenses - Optional (Year 1 to 6) (Including 2 years warranty and maintenance and support)	20	Each		
5	Professional Customization Services - see Annex A PS1	25	per day		
Total Price Table 2					

Total Evaluated Price (Total Price Table 1 + Table 2)

Bidder should indicate the name of the proposed product below:

Name of proposed software	Version #	License type
		Perpetual



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

1000 344072

Security Classification / Classification de sécurité

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

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



Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non 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 ☐ Yes
Non 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 : Some training may be done by unscreened personnel at CRA where they will be accompanied at all time.

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 ☒ Yes
Non Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? ☐ No ☒ Yes
Non 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 ☐ Yes
Non 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 ☐ Yes
Non 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 ☐ Yes
Non 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 ☐ Yes
Non 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 ☐ Yes
Non Oui



Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

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

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

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

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non

☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non

☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



ANNEX D: Certifications

Confidentiality: Canada Revenue Agency Acts

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

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

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

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

CONTRACTOR

Name (please type)

Authorized representative's name (please type)

Title (please type)

Signature

Date



Canada Revenue
Agency

Agence du revenu du
Canada

Solicitation No. 1000344072
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Annex D – Certifications

Confidentiality: Canada Revenue Agency Acts

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

Between the Commissioner of Revenue and _____, the Contractor and _____ the employee (or consultant or subcontractor, etc.).

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

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

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

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

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

CONTRACTOR

Contractor name (*please type*)

Date



Canada Revenue
Agency

Agence du revenu du
Canada

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**EMPLOYEE /
CONSULTANT/
SUBCONTRACTOR**

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

Date

Signature