

**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)**

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**REQUEST FOR PROPOSAL /  
DEMANDE DE PROPOSITION**

<b>Title – Sujet</b> Microsoft Dynamics Professional Services	
<b>Solicitation No. – No de l'invitation</b>  1000347994	<b>Date</b> <b>2019-10-31</b>
<b>Solicitation closes – L'invitation prend fin</b>  <b>on – le 2019-12-11 at – à 2:00 P.M. / 14 h</b>	<b>Time zone – Fuseau horaire</b>  EST/HNE Eastern Standard Time/ Heure normale de l'Est
<b>Contracting Authority – Autorité contractante</b>  Name – Nom: Laurence Nyirabigirimana Adresse: 250 Albert Street, Ottawa, ON, K1A 0L5 E-mail address – Adresse de courriel <a href="mailto:laurence.nyirabigirimana@cra-arc.gc.ca">laurence.nyirabigirimana@cra-arc.gc.ca</a>	
<b>Telephone No. – No de téléphone</b> (613) 957-9266	
<b>Fax No. – No de télécopieur</b> (613) 957-6655	
<b>Destination - Destination</b>  See herein / Voir dans ce document	
<b>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 :</b> <b>Name /Nom</b>  _____  <b>Title/Titre</b>  _____  <b>Signature</b>  _____  <b>Date (yyyy-mm-dd)/(aaaa-mm-jj)</b> (____)_____	
<b>Telephone No. – No de téléphone</b> (____)_____	
<b>E-mail address – Adresse de courriel</b>  _____	

**THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT.**

**LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ.**



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## **Request for Proposal (RFP)**

**Title:** Microsoft Dynamics Professional Services

### **PART 1 GENERAL INFORMATION**

#### **1.1 Introduction**

The solicitation is divided into seven parts plus appendices and annexes, as follows:

Part 1 General Information: provides a general description of the requirement.

Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the solicitation.

Part 3 Proposal Preparation Instructions: provides bidders with instructions on how to prepare their bid.

Part 4 Evaluation and Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection.

Part 5 Certifications and Additional Information.

Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and

Appendices

Appendix 1: Mandatory Criteria

Appendix 2: Point Rated Criteria

Appendix 3: Financial Proposal

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

Annexes

Annex A: STATEMENT OF WORK (SOW)

Annex B: BASIS OF PAYMENT

Annex C: SECURITY REQUIREMENTS CHECK LIST (SRCL)

Annex D: CONFIDENTIALITY CERTIFICATION

Annex E: TASK AUTHORIZATION FORM



## 1.2 Summary

The Canada Revenue Agency (CRA) requires professional services for Microsoft (MS) Dynamics 365 (and newer versions) on an “as-and-when-requested” basis. Services will include design, customization, configuration, implementation, support, integration and data conversion for current and future Microsoft (MS) Dynamics 365 (and newer versions) operations and projects to increase the efficient and effective delivery of products and/or services to clients within CRA.

The period of any resulting contract will be for 2 years with CRA retaining the irrevocable option to extend for up to 5 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.

## 1.3 Glossary of Terms

TERM	DEFINITION
CRA	Canada Revenue Agency
Day/Month/Year	For purposes of technical evaluation, one (1) month shall equal a minimum of 16.67 billable days (a day equals 7.5 hours) and one (1) year equals a minimum of 200 billable days. Any additional billable days within the same year will not increase the experience gained for the purposes of evaluation.
Project	A set of activities required to produce certain defined outputs, or to accomplish specific goals or objectives, within a defined schedule and resource budget. A project exists only for the duration of time required to complete its stated objectives.
Proposal	A solicited submission by one party to supply certain goods or services. The word “proposal” is used interchangeably with “bid”
Solicitation	An act or instance of requesting proposals/bids on specific products and/or services.

## 1.4 Debriefings

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

## 1.5 Office of the Procurement Ombudsman (OPO)

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000 for goods and under \$100,000 for services. If you have issues or concerns regarding the solicitation, you have the option of raising them with the CRA, or, you may have the option of raising them with the OPO depending upon the nature of the complaint. You may contact the OPO by telephone at 1-866-734-5169 or



by e-mail at [boa.opo@boa.opo.gc.ca](mailto:boa.opo@boa.opo.gc.ca). You can also obtain more information on the OPO services available to you at their website at [www.opo-boa.gc.ca](http://www.opo-boa.gc.ca).

## 1.6 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](http://www.citt-tcce.gc.ca)) or by contacting the Registrar of the Tribunal at 613-993-3595.

Also consult [Recourse Mechanisms \(https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/recourse-mechanisms\)](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 A000T (2012-07-16)**

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

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

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

The following clauses are incorporated by reference:

SACC Reference	Clause Title	Date
A3005T	Status and Availability of Resources	2010-08-16
A3010T	Education and Experience	2010-08-16
C3011T	Exchange Rate Fluctuation	2013-11-06

**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 Canada Revenue Agency’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 <https://www.canada.ca/en/services/taxes/business-number.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 Work (SOW). Any modifications or conditional pricing by the bidder, including deletions or additions to the articles, clauses, terms and conditions contained or referenced in this RFP and/or SOW document will render the bid non-responsive and the bid will receive no further consideration.

## 2.3 Communications - Solicitation Period

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

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

## 2.4 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

When responding, the proposal SHALL be delivered to the Bid Receiving Unit address indicated below by the time and date indicated on Page 1.

**BIDDERS ARE TO SUBMIT 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 7:30 a.m. and 3:30 p.m., excluding those days that the federal government observes as a holiday.



ELECTRONIC BIDS WILL NOT BE ACCEPTED. Due to the nature of this solicitation, electronic transmissions of a proposal by such means as electronic mail or facsimile is not considered to be practical and therefore will not be accepted.



## 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 – Three (3) hard copies and one (1) soft copy on USB key.**

**Section II: Financial Bid – one (1) hard copy and one (1) soft copy on USB.**

Bidders must submit their financial bid in accordance with the format outlined in Appendix 3: Financial Proposal. 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 – one (1) hard copy and one (1) soft copy on USB.**

Bidders must submit the certifications required under Part 5.

**Section IV: Additional Information – one (1) hard copy and one (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.



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

Bids will be ranked in accordance with the Selection Methodology.

#### **Step 1 – Evaluation against Mandatory Criteria**

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

#### **Step 2 – Evaluation against Point-Rated Criteria**

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

**Step 3 – Evaluation of Financial Proposals**

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

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

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

**Step 4 – Basis of Selection**

Basis of Selection – Highest Combined Rating of Technical Merit and Price.

CRA will use a combined rating of technical merit score and bid price score to determine an overall, combined ranking for each bid. Technical merit will be given a weighting value of **60%** and bid price score a weighting value of **40%**. CRA will then combine the two values to derive a total combined ranking.

CRA will derive the technical merit score by prorating the technical score on the point-rated criteria against the stipulated total available points. CRA will derive the scoring of price by giving full marks to the lowest priced compliant Bid and prorating all other compliant bids against the lowest priced Bid. See Table 1 for an example illustrating how the total combined ranking is determined using a ratio of 60% for technical points and 40% for bid price score.

**Table 1: Example Calculation of Total Combined Rating Technical Merit (60%) and Price (40%)**

		Bidder 1	Bidder 2	Bidder 3
<b>Overall Technical Score</b>		620/1000	650/1000	760/1000
<b>Bid Evaluated Price</b>		\$600,000.00	\$620,000.00	\$660,000.00
<b>Calculations</b>	<b>Technical Merit Score</b>	$620/1000 \times 60 = 37.20$	$650/1000 \times 60 = 39.00$	$760/1000 \times 60 = 45.60$
	<b>Pricing Score</b>	$\$600,000/\$600,000 \times 40 = 40.00$	$\$600,000/\$620,000 \times 40 = 38.71$	$\$600,000/\$660,000 \times 40 = 36.36$
<b>Combined Rating</b>		77.20	77.71	81.96
<b>Overall Rating</b>		3rd	2nd	1st

CRA will rank bids meeting all the mandatory requirements and having obtained or exceeded the minimum pass mark within the point-rated criteria based on the highest total combined rating of technical merit and bid price score. The highest ranked Bidder, having passed the requirements for this step, will proceed to Step 5.

**Step 5 – Selection**

The Bidder with the highest ranked responsive bid and having passed all of the Step 4 requirements as described above will be considered the successful Bidder for this requirement and will proceed to Step 6.

**Step 6 – 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” and Part 6 “Security, Financial and Other Requirements” of this RFP.



The Bidder who meets the requirements in step 6 will proceed to step 7.

**Step 7 – Contract Entry**

The Bidder with the highest ranked responsive bid and meeting all the requirements listed above will be recommended for award of a contract.



## **PART 5 CERTIFICATIONS AND ADDITIONAL INFORMATION**

Bidders must provide the required certifications and associated information to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default in carrying out any of its obligations under the Contract, if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

The Certifications listed at 5.1 must be completed and submitted with the bid. Failure to submit the Certifications listed at 5.1 will render the bid non-responsive and the bid will receive no further consideration.





**5.1 Certifications Required To Be Submitted At Time of Bid Closing**

**5.1.1 Joint Venture Certification**

**Only complete this certification if a joint venture is being proposed**

The Bidder represents and warrants the following:

(a) The bidding entity is a contractual joint venture in accordance with the following definition. A "contractual joint venture" is an association of two or more parties who have entered into a written contract in which they have set out the terms under which they have agreed to combine their money, property, knowledge, skills, time or other resources in a joint business enterprise, sharing the profits and the losses and each having some degree of control over the enterprise.

(b) The name of the joint venture is: \_\_\_\_\_(if applicable).

(c) The members of the contractual joint venture are (the Bidder is to add lines to accommodate the names of all members of the joint venture, as necessary):

\_\_\_\_\_  
\_\_\_\_\_

(d) The Business Numbers (BN) of each member of the contractual joint venture are as follows (the Bidder is to add lines for additional BNs, as necessary):

\_\_\_\_\_  
\_\_\_\_\_

(e) The effective date of formation of the joint venture is: \_\_\_\_\_

(f) Each member of the joint venture has appointed and granted full authority to \_\_\_\_\_ (the "Lead Member") to act on behalf of all members as its representative for the purposes of executing documentation relating to the 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 List](#)" list 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.

### 5.2.3 Former Public Servant CRA Mod A3025T 2014-06-26

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. Bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions:

For the purposes of this clause, "former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means, a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits](#)



[Act](#), R.S., 1985, c.S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c.C-17, the [Defence Services Pension Continuation Act](#), 1970, c.D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c.R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c.R-11, the [Members of Parliament Retiring Allowances Act](#), R.S., 1985, c.M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c.C-8.

### **Former Public Servant in Receipt of a Pension**

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes ( ) No ( )**

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports.

### **Work Force Adjustment Directive**

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?

**YES ( ) NO ( )**

If so, the Bidder must provide the following information:

- (a) name of former public servant;
- (b) conditions of the lump sum payment incentive;
- (c) date of termination of employment;
- (d) amount of lump sum payment;
- (e) rate of pay on which lump sum payment is based;
- (f) period of lump sum payment including start date, end date and number of weeks;
- (g) number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.



**5.2.4 Vendor Reporting Information**

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

For the purpose of this clause:

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

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

The Bidder is requested to provide the following:

Legal Name: \_\_\_\_\_

Operating Name: \_\_\_\_\_

Address: \_\_\_\_\_

Payment/T1204 Address (if different)  Payment address is same as above

City: \_\_\_\_\_

Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_



Type of Business (Select only one)

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

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

If the services will be rendered by an individual, please provide the Social Insurance Number (SIN).

Goods and Services Tax (GST)

Number: \_\_\_\_\_

Business Number (BN): \_\_\_\_\_

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

Social Insurance Number (SIN): \_\_\_\_\_

N/A

Reason: \_\_\_\_\_

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

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

(Signature of duly authorized representative of business)

Title: \_\_\_\_\_

(Title of duly authorized representative of business)



## **PART 6 SECURITY, FINANCIAL AND OTHER REQUIREMENTS**

### **6.1 Security Requirements**

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.

**APPENDICES****APPENDIX 1: MANDATORY CRITERIA**

The technical bid must substantiate the compliance of the Bidder 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. When 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. When the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

To assist with the evaluation process, it is preferred that the Bidder complete the table included below, to indicate where in its proposal the information can be located.

The Bidder must meet the following criteria:

Number	Mandatory Criteria	MET/ NOT MET	Supporting Documentation Details/Reference
<b>M1</b>	<p>The Bidder must have experience providing professional services for the past 10 years, and a minimum of 3 years experience providing resources in the area of Microsoft Dynamics.</p> <p>To demonstrate, the Bidder must provide a corporate overview including corporate structure, years in business, business activities, clients, number of employees, and number of years providing professional services, including the area of Microsoft Dynamics.</p>		
<b>M2</b>	<p>The Bidder must provide a minimum of 3 projects (up to a maximum of 8 projects) executed in the past 8 years (prior to the RFP Closing date) in the area of Microsoft Dynamics Customer Relationship Management (CRM). The projects must be of similar scope as defined in Annex A - Statement of Work. Each referenced project must have a minimum of 6 months duration.</p> <p>The Bidder must complete the Project Reference Template under Attachment A of Appendix 1 for each referenced project.</p> <p>Each referenced project must include all information requested in the Project Reference Template (Attachment A of Appendix 1).</p> <p>The Bidder must have been the prime contractor on the referenced project and not a subcontractor or affiliate.</p>		





<b>M3</b>	One of the projects provided for M2 above must have included a resource from the Bidder providing configuration tasks using Microsoft Dynamics 365 Sales module.		
<b>M4</b>	One of the projects provided for M2 above must have included a resource from the Bidder providing configuration tasks using Microsoft Dynamics 365 Service module.		
<b>M5</b>	One of the projects provided for M2 above must have had four (4) or more resources working simultaneously on the configuration of Microsoft Dynamics 365 with a minimum of 50 users in production mode. Each resource must have worked on the project for a minimum of four (4) months in duration.		
<b>M6</b>	One of the projects provided for M2 above must have involved a resource from the bidder providing the design and integration of an interface to an existing internal legacy system including the configuring the Microsoft Dynamics 365.		
<b>M7</b>	One of the projects provided for M2 above must be for a federal, provincial or municipal government entity.		



### ATTACHMENT A – PROJECT REFERENCE TEMPLATE

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

Project Name:			
Project Value:			
Project Description (including modules used):			
Bidder's Name:			
Project Duration:			
Project Start Date:		Project End Date:	
<b>CLIENT REFERENCE CONTACT INFORMATION</b>			
Name of Client Organization:			
Contact Name:			
Contact's Email Address:			
Contact's Telephone Number:			
Signature validating the information provided:			
<b>PROJECT DETAILS</b>			
Description of services provided under This Project:			
<b>RESOURCE DETAILS</b>			
<b>Resource Category</b>		<b>Tasks Performed</b>	

**APPENDIX 2: POINT RATED CRITERIA**

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

Bidder must provide certified reference to collaborate information provided as part of the bid.

**Any proposal that does not achieve an overall minimum score of 60% will be considered non-compliant and will receive no further consideration.**

Number	Point Rated Criteria	Maximum Available Points	Rating Scale	Supporting Documentation Details/Reference
R1	The Bidder should provide the number of referenced projects that the Bidder had their resource(s) carry out tasks that included configuration tasks using Microsoft Dynamics.	25	8 projects = 25 points 7 projects = 20 points 6 projects = 15 points 5 projects = 10 points 4 projects = 5 points  <i>Number of projects above the minimum number requested in the mandatory M2.</i>	
R2	The Bidder should provide the number of referenced projects above the minimum in M2 that included the configuration of Microsoft Dynamics 365 Service module by their resource(s).	25	5 or more projects = 25 points 4 projects = 20 points 3 projects = 15 points 2 projects = 10 points	
R3	The Bidder should provide the number of referenced projects that included multiple resources (2 or more) working simultaneously, performing development services to design and define workflows using Microsoft Dynamics 365.	25	5 or more projects = 25 points 4 projects = 20 points 3 projects = 15 points 2 projects = 10 points	
R4	The Bidder should provide the number of referenced projects that included multiple resources (2 or more) working simultaneously, performing business analysis to design and define workflows using Microsoft Dynamics 365.	25	5 or more projects = 25 points 4 projects = 20 points 3 projects = 15 points 2 projects = 10 points	
R5	The Bidder should provide the number of referenced MS Dynamics projects that were for a federal, provincial or municipal government entity (client).	25	5 or more projects = 25 points 4 projects = 20 points 3 projects = 15 points 2 projects = 10 points	
	<b>Total Available Points</b>	<b>125</b>		
	<b>Minimum Points Required</b>	<b>75</b>		
	<b>Bidder's Technical Score:</b>	<b>/125</b>		

The Bidder must complete the Project Reference Template under Attachment A of Appendix 1 for each referenced project. Each referenced project must include all information requested in the Project Reference Template (Attachment A of Appendix 1).

**APPENDIX 3: FINANCIAL PROPOSAL**

The Bidder must submit their financial bid in accordance with the “Financial Bid Presentation Tables” detailed below.

Bidders must submit firm hourly rates in Canadian funds, Applicable Taxes excluded, for each resource category listed below.

The prices specified include all of the requirements defined in Annex A, “Statement of Work (SOW)”.

*In respect of the “Estimated number of Hours” listed below in “C” the estimated number of hours is for evaluation purposes only during the solicitation process and does not represent a commitment of the future usage.*

**FIRM REQUIREMENT:**

<b>Table 1A - Firm Initial 2 Year Contract Period</b>				
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Item No.</b>	<b>Resource Category</b>	<b>Estimated Number of Hours</b> (for evaluation purposes only)	<b>Firm Hourly Rate (\$)</b>	<b>Total Price C X D (\$)</b>
1	Software Architect	500		
2	Systems Analyst	1800		
3	Programmer Analyst	2700		
4	Application Developer	3600		
5	Data Conversion Specialist	500		
6	Business Analyst	900		
<b>Subtotal for Table 1A:</b>				<b>\$</b>

**OPTIONAL REQUIREMENTS:**

<b>Table 2A - Option Year 1</b>				
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Item No.</b>	<b>Resource Category</b>	<b>Estimated Number of Hours</b> (for evaluation purposes only)	<b>Firm Hourly Rate (\$)</b>	<b>Total Price C X D (\$)</b>
1	Software Architect	500		
2	Systems Analyst	1800		
3	Programmer Analyst	2700		
4	Application Developer	3600		
5	Data Conversion Specialist	500		
6	Business Analyst	900		
<b>Subtotal for Table 2A:</b>				<b>\$</b>

<b>Table 2B - Option Year 2</b>				
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Item No.</b>	<b>Resource Category</b>	<b>Estimated Number of Hours</b> (for evaluation purposes only)	<b>Firm Hourly Rate (\$)</b>	<b>Total Price C X D (\$)</b>
1	Software Architect	500		
2	Systems Analyst	1800		
3	Programmer Analyst	2700		
4	Application Developer	3600		
5	Data Conversion Specialist	500		
6	Business Analyst	900		
<b>Subtotal for Table 2B:</b>				<b>\$</b>

**Table 2C - Option Year 3**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Item No.</b>	<b>Resource Category</b>	<b>Estimated Number of Hours</b> (for evaluation purposes only)	<b>Firm Hourly Rate (\$)</b>	<b>Total Price C X D (\$)</b>
1	Software Architect	500		
2	Systems Analyst	1800		
3	Programmer Analyst	2700		
4	Application Developer	3600		
5	Data Conversion Specialist	500		
6	Business Analyst	900		
<b>Subtotal for Table 2C:</b>				<b>\$</b>

**Table 2D - Option Year 4**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Item No.</b>	<b>Resource Category</b>	<b>Estimated Number of Hours</b> (for evaluation purposes only)	<b>Firm Hourly Rate (\$)</b>	<b>Total Price C X D (\$)</b>
1	Software Architect	500		
2	Systems Analyst	1800		
3	Programmer Analyst	2700		
4	Application Developer	3600		
5	Data Conversion Specialist	500		
6	Business Analyst	900		
<b>Subtotal for Table 2D:</b>				<b>\$</b>

**Table 2E - Option Year 5**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Item No.</b>	<b>Resource Category</b>	<b>Estimated Number of Hours</b> (for evaluation purposes only)	<b>Firm Hourly Rate (\$)</b>	<b>Total Price C X D (\$)</b>
1	Software Architect	500		
2	Systems Analyst	1800		
3	Programmer Analyst	2700		
4	Application Developer	3600		
5	Data Conversion Specialist	500		
6	Business Analyst	900		
<b>Subtotal for Table 2E:</b>				<b>\$</b>

**TOTAL BID EVALUATION PRICE (Total of Tables 1A, 2A, 2B, 2C, 2D and 2E): \$** \_\_\_\_\_

*Note:* The Bidder's' proposed "total bid evaluation price" will be used as a bid price score in the calculation of total combined ranking (see Part 4, Section 4.2, Step 4).



## PART 7 MODEL CONTRACT

### THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

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

#### 7.1 Revision of Departmental Name

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

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

#### 7.2 Agency Restructuring

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

#### 7.3 Requirement

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

##### 7.3.1 Period of Contract

The period of the Contract is for two (2) years, from \_\_\_\_\_ to \_\_\_\_\_ inclusive.

##### 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 five (5) additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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

#### 7.4 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
A2000C	Foreign Nationals (Canadian Contractor)	2006-06-16
A2001C	Foreign Nationals (Foreign Contractor)	2006-06-16
A3015C	Certifications	2014-06-26
A9065C	Identification Badge	2006-06-16
A9068C	Site Regulations	2010-01-11
A9113C	Handling of Personal Information	2014-11-27
A9117C	T1204 – Direct Request by Customer Department	2007-11-30
B9028C	Access to Facilities and Equipment	2007-05-25
C6000C	Limitation of Price	2011-05-16
C0711C	Time Verification	2008-05-12
C2000C	Taxes-Foreign-based Contractor	2007-11-30
C2605C	Canadian Customs Duties & Sales Tax –Foreign-based Contractor	2008-05-12
G1005C	Insurance	2008-05-12

## 7.5 General Conditions

2035 (2016-04-04) General Conditions – Higher Complexity - Services, apply to and form part of the Contract.

Section 01 titled “Interpretation” the definition of "Canada", "Crown", "Her Majesty" or "the Government" is hereby amended to read: "Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the Canada Revenue Agency (CRA).

Section 02 titled “Standard Clauses and Conditions” is hereby amended to delete the phrase “Pursuant to the Department of Public Works and Government Services Act, S.C. 1996, c. 16,” The remainder of Section 02 remains unchanged.

Section 22 titled “Confidentiality”,

Subsection 5 is hereby amended to delete Public Works and Government Services (PWGSC) and insert Canada Revenue Agency (CRA).

Subsection 6 is hereby amended to delete “PWGSC Industrial Security Manual and its supplements”, and insert “Security Requirements for the Protection of Sensitive Information” issued by the CRA, Security and Internal Affairs Directorate (SIAD). The remainder of Section 22 remains unchanged.

Section 41 titled “Integrity Provisions- Contract” is hereby deleted in its entirety and replaced with:

The Supplier Integrity Directive (SID) incorporated by reference into the bid solicitation is incorporated into, and forms a binding part of the Contract. The Contractor must comply with the provisions of the SID, which can be found on the Canada Revenue Agency’s website at <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 Security Requirements

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

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

### Personnel only – No Document Safeguarding Capability (Secret)

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

## 7.7 Authorities

### 7.7.1 Contracting Authority A1024C (2007-05-25)

The Contracting Authority for the Contract is:

Name: Laurence Nyirabigirimana

Telephone Number: (613) 957-9266

Fax Number: (613) 957-6655

E-mail address: [laurence.nyirabigirimana@cra-arc.gc.ca](mailto:laurence.nyirabigirimana@cra-arc.gc.ca)

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



**7.7.2 Project Authority A1022C (2007-05-25)**

To be completed at the time of Contract award.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

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

**7.7.3 Contractor's Representative**

To be completed at the time of Contract award.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

**7.8 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.



## 7.9 Travel and Living Expenses

The CRA will not cover any travel and living expenses.

## 7.10 Delivery

Deliverables must be received by the Project Authority at the place and time specified in the Statement of Work (SOW) and in the final Task Authorization document.

## 7.11 Work Location

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

## 7.12 Inspection and Acceptance

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

## 7.13 Basis of Payment

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

## 7.14 Multiple Payments

Canada will pay the Contractor upon completion and delivery of the Work in accordance with the payment provisions of the Contract if:

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

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

1. In this clause,

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

"Minimum Contract Value" means \$100,000.00

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



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

#### **7.16 Limitation of Expenditure – Cumulative Total of All Task Authorizations**

1. Canada's total liability to the Contractor under the Contract for the initial requirement and all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of \$ \_\_\_\_\_ and Applicable Taxes are extra.
2. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
3. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - a. when it is 75 percent committed, or
  - b. four (4) months before the contract expiry date, or
  - c. as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions,whichever comes first.

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

#### **7.17 Invoicing Instructions**

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Invoices billed against the Task Authorizations must be distributed as follows:
  - a. The original must be forwarded to the address shown on page 1 of the Task Authorization for certification and payment.
  - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

#### **7.18 Payment Process**

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

At its sole discretion Canada may change the method of payment at any time during the period of the Contract, including any extension thereto, to one of the other two payment methods stated above.

It is the sole responsibility of the Contractor to ensure that their organization is entitled to receive payment from the Government of Canada.



### 7.18.1 Payment by Direct Deposit

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

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

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

### 7.18.2 Payment by Cheque

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

### 7.19 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.

#### 7.19.1 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.

### 7.20 Confidentiality Document

The Contractor, as a person engaged by or on behalf of Her Majesty the Queen in right of Canada must sign the certification appearing in Annex D stating that the Contractor has read Sections 239 and 241 of the Income Tax Act and Sections 295 and 328 of the Excise Tax Act and understands that the Contractor is subject to and agrees to comply with those provisions. The above referenced Sections of the Acts are available (<http://laws-lois.justice.gc.ca/eng/acts/l-3.3/> and <http://laws-lois.justice.gc.ca/eng/acts/e-15/>).

The Contractor will use the services of any persons it requires in order to carry out its responsibilities under the Contract. If the Contractor employs such persons or contracts for their services, the Contractor will also pay their remuneration and all related expenses. The Contractor will also engage such persons whose services are to be utilized, on behalf of Her Majesty the Queen in right of Canada, for the purposes of Sections 239 and 241 of the Income Tax Act and Sections 295 and 328 of the Excise Tax Act. Each person so engaged will be required by the Contractor, as a pre-condition to assisting the Contractor in carrying out its responsibilities under the Contract, to sign the certification appearing in Annex D attached hereto, stating



that they have read the provisions of Sections 239 and 241 of the Income Tax Act and Sections 295 and 328 of the Excise Tax Act and understands that they are subject to such provisions.

The Contractor must provide copies of all executed acknowledgement documents to the Contracting Authority designated herein prior to any work commencing under the Contract.

#### **7.21 Joint Venture (NOTE to bidders: 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 Contract Award)**, the "Lead Member", to act on behalf of all members as its representative for the purposes of executing documentation relating to the Contract, including but not limited to Contract Amendments and Task Authorizations.

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

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

#### **7.22 Proactive Disclosure of Contracts with Former Public Servants**

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports.

#### **7.23 Applicable Laws SACC A9070C (2014-06-26)**

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

#### **7.24 Priority of Documents SACC A9140C (2007-05-25)**

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.



1. The Articles of Agreement;
2. The General Conditions 2035 (2016-04-04) – General Conditions–Higher Complexity–Services;
3. Annex A: Statement of Work (SOW);
4. Annex B: Basis of Payment;
5. Annex C: Security Requirements Check List (SRCL);
6. Annex D: Certifications;
7. The Task Authorization(s) including all of its annexes; and
8. The Contractor's proposal dated \_\_\_\_\_ (insert date of bid), as amended on \_\_\_\_\_ (insert date(s) of amendment(s), if applicable).

## 7.25 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.

#### 7.25.1 Office of the Procurement Ombudsman (OPO)

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

#### 7.25.2 Contract Administration

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





## 7.26 Task Authorization

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

### Task Authorization Process:

1. The Project Authority will provide the Contractor with a description of the task using the "Task Authorization" form specified in Annex E.
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables.
3. The Contractor must provide the Project Authority within 5 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the Contracting Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

## 7.27 Annexes

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

- ANNEX A: STATEMENT OF WORK (SOW)
- ANNEX B: BASIS OF PAYMENT
- ANNEX C: SECURITY REQUIREMENTS CHECK LIST (SRCL)
- ANNEX D: CONFIDENTIALITY CERTIFICATION: Canada Revenue Agency Acts
- Annex E: TASK AUTHORIZATION FORM



## **Annex A - STATEMENT OF WORK (SOW)**

### **1.0 TITLE**

Microsoft Dynamics Customer Relations Management (CRM) Consultant Services for Canada Revenue Agency (CRA)

### **2.0 OBJECTIVES**

The Information Technology Branch (ITB) of the Canada Revenue Agency (CRA) requires “as and when requested” professional services for Microsoft (MS) Dynamics 365 (and newer versions). Services will include design, customization, configuration, implementation, support, integration and data conversion for current and future Microsoft (MS) Dynamics 365 (and newer versions) operations and projects to increase the efficient and effective delivery of products and/or services to clients within CRA.

### **3.0 BACKGROUND**

The Information Technology Branch (ITB) of the CRA is currently planning the development, deployment, and on-going maintenance of multiple MS Dynamics CRM solutions in support of enterprise projects. The development projects encompass several different use cases such as stakeholder management, service management, and case management. There are several existing solutions that require support and enhancements. It is anticipated that additional projects will be initiated by leveraging the existing solutions or new implementations. MS Dynamics solutions are based on the Government of Canada GCcase platform.

### **4.0 SCOPE OF WORK**

On an as and when requested basis, through the issuance of Task Authorizations (TAs), the Contractor will provide Application/Software Architects, Systems Analysts, Programmer / Analysts, Data Conversion Specialists, and Business Analysts to assist with the design, customization, configuration, implementation and support of multiple MS Dynamics solutions built on the Government of Canada GCcase platform on premise and cloud based.

It is also expected that data integration between the MS Dynamics solutions and other CRA systems will be required as well as potential data conversion from legacy systems.

### **5.0 TASKS REQUIRED FOR RESOURCE CATEGORIES**

Each Task Authorization (TA) will identify the specific tasks that must be performed. It is expected that during the term of the contract the proposed resources will perform some, or all of the following tasks but not limited to:

#### **5.1 Software Architect**

- Review and analyze business architecture, infrastructure, IT Security requirements and provide advice on security model.
- Translate business requirements into well-architected solutions that best leverage the Microsoft Dynamics CRM platform while allowing for future growth.
- Design solutions and interfaces leveraging the Microsoft Dynamics CRM platform.
- Review and analyze technical infrastructure environment including Microsoft Dynamics CRM, GCdocs, and legacy systems to understand and advise on risks and impacts to the project/solution.
- Evaluate, provide and prepare documented recommendations on architecture solutions to meet the business requirements for the Microsoft Dynamics CRM solution.
- Develop and fully document implementation strategies.
- Work with CRA staff to establish and document best practices for the long-term implementation and sustainment of the case management system.
- Provide hands-on technical assistance to developers.
- Ensure the integration of all aspects of technology solutions and fully document the integrations.



- Evaluate existing procedures and methods, identify and document database content, structure, and application sub-systems, and develop data dictionary.
- Define input/output sources, including detailed plan for technical design phase, and obtain IT approval of the system proposal.
- Develop technical design documents which may include design considerations such as assumptions and dependencies, general constraints, goals and guidelines, and development methods.
- Identify and document system specific standards relating to programming, documenting, testing, covering program libraries, maintaining data dictionaries, and naming conventions, within the Microsoft Dynamics CRM platform.
- Transfer knowledge to CRA IT staff.
- Provide technical advice and coach/mentor other CRA IT resources.
- Develop data flows, solution architecture and system design documents.
- Provide technical briefings to project authority and stakeholders (IT and business).
- Prepare and present system architecture presentations to stakeholders (IT and business).
- Prepare status reports which may include:
  - Tasks and activities completed in the last reporting period
  - Planned activities to be completed in the next reporting period
  - status and flow of work activities/deliverables
  - Potential Issues/Outstanding issues

## 5.2 Systems Analyst

- Interpret business requirements document in order to develop IT solutions on Microsoft Dynamics CRM.
- Assist in creating and modifying simple CRM forms, dashboards and reports.
- Document requirements and prepare detailed functional specification documentation.
- Create unit test cases.
- Perform unit testing of the solution modules during development.
- Document test results and respond to bug reports and fix issues.
- Perform technical options analysis, develop and document recommendations.
- Transfer knowledge to CRA staff.
- Provide technical advice and coach/mentor other CRA IT resources.
- Estimate level of effort for development of components.
- Prepare status reports which may include:
  - Tasks and activities completed in the last reporting period;
  - Planned activities to be completed in the next reporting period;
  - Status of work activities/deliverables; and
  - Potential Issues/Outstanding issues.

## 5.3 Programmer Analyst

- Interpret system requirements document in order to develop IT solutions on Microsoft Dynamics CRM.
- Customize the entity model and security model.
- Create new Microsoft Dynamics CRM components.
- Create the necessary plug-ins to communicate with existing Government of Canada systems such as GCdocs, and other interfaces.
- Analyze functional requirements to identify information, procedures and decision flows.
- Document system design and detailed deployment instructions.
- Maintain standard Look & Feel as defined by the client.
- Create unit test cases.
- Perform unit testing of the solution modules during development.
- Respond to bug reports and fix issues.
- Develop simple reports using the Microsoft Dynamics CRM tool.
- Develop complex reports using the Microsoft SQL Server Report Builder.
- Develop dashboards for IT solutions in the Microsoft Dynamics solutions.



- Perform technical options analysis and develop recommendations.
- Transfer knowledge to CRA staff.
- Provide technical advice and coach/mentor other CRA IT resources.
- Develop process and procedures materials for coaching/mentoring.
- Estimate level of effort for development of components.
- Prepare status reports which may include:
  - Tasks and activities completed in the last reporting period;
  - Planned activities to be completed in the next reporting period;
  - Status and flow of work activities/deliverables; and
  - Potential Issues/Outstanding issues.

#### 5.4 Application Developer

- Interpret system requirements document in order to develop IT solutions on Microsoft Dynamics CRM.
- Create and modify CRM forms, and dashboards.
- Create new CRM components.
- Perform unit testing of the solution modules during development.
- Respond to bug reports and fix issues.
- Develop reports using the Microsoft Dynamics CRM tool and the Microsoft SQL Server Report Builder.
- Transfer knowledge to CRA staff.
- Estimate level of effort for development of components.
- Prepare status reports which may include:
  - Tasks and activities completed in the last reporting period;
  - Status of activities/deliverables; and
  - Potential Issues/Outstanding issues.

#### 5.5 Data Conversion Specialist

- Provide verbal and written advice related to data quality, data manipulation and reporting, and data integration.
- Run all aspects of the conversion process: complete mapping, interfaces, mock conversion work, enhancements, actual conversion of data, deployment, and verify completeness and accuracy of converted data.
- Obtain agreement from the client regarding mapping and business rules based on a documented approach.
- Import files from heterogeneous platforms i.e. SQL databases, MS Access databases, XML files, PST files.
- Modify and document conversion scripts using Microsoft Dynamics CRM data import tools.
- Verify quality and completeness of data transformation at various stages of the data integration process, and that the end results satisfy requirements.
- Maintain data dictionaries.
- Develop and implement procedures that will ensure the accuracy, completeness, and timeliness of data stored in the database.
- Perform and coordinate updates to the Microsoft Dynamics CRM database design.
- Control and coordinate changes to the database, including the deletion of records, changes to the existing records, additions to the database.
- Identify and resolve issues and prepare detailed documentation related to data quality, data models, and impact on data governance on source systems.
- Provide detailed estimates of level of effort for conversions.
- Provide an estimated level of effort for tasks.
- Use version control and best practices.
- Transfer knowledge to CRA staff.
- Provide technical advice and coach/mentor other IT resources.
- Develop process and procedures materials for coaching/mentoring.
- Prepare status reports which may include:
  - Tasks and activities completed in the last reporting period;
  - Planned activities to be completed in the next reporting period;



- status and flow of work activities/deliverables; and
- Potential Issues/Outstanding issues.

## 5.6 Business Analyst

- Interpret business requirements in order to develop business requirements documentation.
- Document business user requirements.
- Document user stories.
- Respond to bug reports and respond to questions as required.
- Assist the business area in the development of simple reports using the Microsoft Dynamics CRM tool.
- Assist in the modifications of dashboards.
- Transfer knowledge to CRA staff.
- Provide coaching/mentoring to CRA business client resources.
- Prepare status reports which may include:
  - Tasks and activities completed in the last reporting period;
  - Planned activities to be completed in the next reporting period;
  - Status and flow of work activities/deliverables; and
  - Potential Issues/Outstanding issues.

## 6.0 DELIVERABLES

Each Task Authorization (TA) will specify the deliverables to be produced. It is expected that during the term of the resulting contract that proposed resources will deliver some, or all of the following, but not limited to:

### 6.1 Software Architect

- Analyses of business and technical architecture, infrastructure, and IT Security Requirements
- Technical, System and Functional Design documents
- Risks, risk mitigations and impact assessments for technical infrastructure
- Functional requirements analyses and documents
- Documented procedures, methods, database content and structure and application sub-system
- Documented system specific standards
- Recommendations on Microsoft Dynamics CRM Architecture
- Written and verbal advice on Microsoft Dynamics CRM security model
- Best practices document
- Knowledge transfer, coaching, mentoring
- Technical briefings to project authorities
- Power-Point Presentation of system architecture
- Status Reports.

### 6.2 Systems Analyst

- Documented IT solutions
- Microsoft Dynamics CRM dashboards
- Microsoft Dynamics CRM reports
- Documented entity model and security model
- Documented system design
- Documented issues and related resolutions
- Recommendations and technical options
- Status Reports which at a minimum include:
  - Technical briefings to project authorities in Microsoft PowerPoint
  - Materials for coaching or mentoring.



### 6.3 Programmer Analyst

- Documented IT solutions
- Microsoft Dynamics CRM Scripts, Code, forms, reports and dashboards
- Completed reports using Dynamics Report authoring tool
- Updated entity model and security model
- Documented entity model and security model
- Microsoft Dynamics CRM components and plug-ins
- Documented system design and deployment instructions
- Documented issues and related resolutions
- Recommendations and technical options
- Status Reports which at a minimum include:
  - Technical briefings to project authorities in Microsoft PowerPoint
  - Unit-tested software that meets documented requirements
  - Detailed estimates gauging the level of effort for development of components
  - Materials for coaching or mentoring

### 6.4 Application Developer

- Microsoft Dynamics CRM Scripts, Code, forms, reports and dashboards
- Completed reports using Dynamics Report authoring tool
- Microsoft Dynamics CRM components
- Documented system design
- Documented issues and related resolutions
- Status Reports which at a minimum include:
  - Technical briefings to project authorities
  - Unit-tested software that meets documented requirements
  - Detailed estimates gauging the level of effort for development of components

### 6.5 Data Conversion Specialist

- Advice, recommendations on documented data quality, data manipulation and reporting, and data integration
- Documented data conversion process including mapping, interfaces, mock conversion work, enhancements, actual conversion of data, deployment, and verification of the completeness and accuracy of converted data
- Documented business rules
- Detailed estimates gauging the level of effort for conversion
- Estimated level of effort for tasks
- New or modified conversion scripts
- Issue identification and resolutions and documentation related to data quality, data models, and impact on data governance on source systems
- Documented and implemented procedures for accuracy, completeness, and timeliness of data stored in the database
- Documented changes to CRM database design
- Database design updates
- Updated data dictionary
- Materials for coaching or mentoring
- Status Reports.

### 6.6 Business Analyst

- Documented user requirements
- Documented user stories
- Documented use cases



- Microsoft Dynamics CRM dashboards and simple reports with the tool
- Documented user manual and training instructions
- Documented issues and related resolutions
- Status Reports which at a minimum include:
  - Presentations to project authorities in MS PowerPoint
  - Materials for coaching or mentoring.

## 6.7 Format of Deliverables

Each Task Authorization (TA) will identify the specific format of the deliverables.

The resource may be required to provide deliverables in the following formats:

- Following departmental templates
- Stored in the departmental documentation repositories
- MS Office (Word, Excel, PowerPoint, Visio)
- Soft or hard copy in English and /or French

## 7.0 QUALIFICATION REQUIREMENTS

### 7.1 Software Architect

- The proposed resource must have a minimum of 10 years experience as an Information Technology Architect:
  - Developing IT related architectures, frameworks, strategies, and architecture models, either for an organization or for a specific major application area, to meet the business and technical requirements.
  - Ensuring the integration of all aspects of technology solutions in one or more architectural domain (enterprise / application / data / technical).
- The proposed resource must have a minimum of 60 months experience working directly with Microsoft Dynamics CRM.
- The proposed resource must have a minimum of 24 months experience implementing projects using Microsoft Dynamics 365.
- The proposed resource should have experience working directly on Microsoft Dynamics CRM 4.0 or higher development projects.
- The proposed resource should have project experience designing, configuring, implementing and deploying solutions using Microsoft Dynamics CRM 2015 or higher.
- The proposed resource should have project experience designing and defining workflows using Microsoft Dynamics CRM 2015 or higher.

### 7.2 Systems Analyst

- The proposed resource must have a minimum experience of 10 years as a Systems Analyst:
  - Planning, designing and implementing information systems.
  - Analysing, designing, developing and testing various programming systems, including coding, testing, debugging and documenting programs.
- The proposed resource must have a minimum of 48 months of experience working as a Systems Analyst on projects developing or enhancing solutions using Microsoft Dynamics CRM.
- The proposed resource should have project experience configuring code used to customize or integrate with Microsoft Dynamics CRM 2015 or higher.
- The proposed resource should have project experience developing applications using both MS Visual Studio 2008 or higher AND .Net Framework 2.0 or higher.





### 7.3 Programmer Analyst

- The proposed resource must have a minimum of 10 years experience as a Programmer/Analyst:
  - Planning, designing and implementing applications.
  - Analysing, designing, developing and testing various programming applications, including maintaining, coding, testing, debugging and documenting application programs.
- The proposed resource must have a minimum of 60 months experience working directly with Microsoft Dynamics CRM.
- The proposed resource must have a minimum of 24 cumulative months of experience within the last 60 months developing web applications using one of the following or both:
  - a) C++
  - b) Java in a development role
- The proposed resource must have a minimum of 24 months of experience developing solutions using Microsoft Dynamics 365.

### 7.4 Application Developer

- The proposed resource must have a minimum of 5 years experience as a Programmer/Analyst:
  - Planning, designing and implementing applications.
  - Analysing, designing, developing and testing various programming applications, including maintaining, coding, testing, debugging and documenting application programs.
- The proposed resource must have a minimum of 24 months experience developing solutions with Microsoft Dynamics CRM 365.
- The proposed resource must have a minimum of 24 cumulative months of experience within the last 60 months developing web applications using one of the following or both:
  - a) C++
  - b) Java in a development role

### 7.5 Data Conversion Specialist

- The proposed resource must have a minimum of 10 years experience as a Data Conversion Specialist:
  - Planning, designing and implementing information systems where data conversion is part of the development.
  - Analysing, designing, developing and testing various programming systems, including coding, testing, debugging and documenting programs.
- The proposed resource must have a minimum of 24 months experience within the last 120 months developing data conversion processes and scripts using a Microsoft Dynamics solution.
- The proposed resource must have a minimum of 12 months experience performing data conversion involving Microsoft Dynamics CRM 2016 or higher.

### 7.6 Business Analyst

- The proposed resource must have a minimum experience of 5 years as a Business Analyst:





- Performing business analysis of functional/system requirements and the organization's ability to identify business processes, strategies and functions.
  - Evaluating existing procedures and methods.
  - Identifying and researching best practices and opportunities for organizational and process improvements and business processes for redesign; advising on measures to mitigate risk.
  - Developing and implementing organizational improvement plan, business plan, new systems or enhancements, policies and standards.
  - Documenting business requirements for all stakeholders.
  - Assessing the organization's capacity/capability to undertake and successfully deliver an initiative or a change.
- The proposed resource must have a minimum of 36 months experience working directly with Microsoft Dynamics CRM.
  - The proposed resource must have a minimum of 18 months of experience, working as a Business Analyst on projects developing or enhancing solutions using Microsoft Dynamics 365.

## **8.0 GOVERNMENT FURNISHED EQUIPMENT/INFORMATION**

A workstation, desk, PC, and all required project documentation, software and licenses required to access the departmental IT systems necessary to perform the work will be provided by the CRA.

Phones and/or cell phones are the responsibility of the Contractor.

## **9.0 LANGUAGE OF WORK**

The work will be conducted primarily in English. All resources therefore must be fluent in English. If there is a need for a bilingual resource it will be indicated by CRA in the specific Task Authorization (TA).

## **10.0 TECHNICAL ENVIRONMENT**

Current technologies, coding languages, and tools used in CRA are:

- Microsoft Dynamics 365 V8 (on premises)
- IBM FileNet
- Open Text Content Server (GCdocs)
- Oracle FUSION Middleware
- CA Application gateway (Web service endpoint manager)
- Azure (cloud lab environments)
- C#
- JavaScript
- PowerShell
- MS Visual Studio V2015 and version 8
- SSDT 2015
- Dynamics Report authoring tool
- XRMTToolBox
- D365 VB extension
- Microsoft devops
- GIT

As new versions are released or as new technologies / tools are adopted the resources may be required to work in those versions. The Technical environment will be described in each Task Authorization.



### **11.0 TRAVEL REQUIREMENTS**

All travel costs and living expenses are the responsibility of the Contractor. While there is no travel anticipated under this contract, should the need arise, each Task Authorization will describe any travel required within the National Capital Region,

### **12.0 LOCATION OF WORK**

All work must be performed on site at CRA offices located in the National Capital Region.

### **13.0 SECURITY REQUIREMENTS**

All resources involved in the delivery of the services must hold a valid security clearance at the level of **secret**.



**Annex B - BASIS OF PAYMENT**

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid the firm hourly rate as detailed in the Basis of Payment below, as specified in the authorized TA. 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 authorized, in writing, by the Contracting Authority before their incorporation into the Work.

**Initial 2 Year Contract Period:**

<b>Resource Category</b>	<b>Firm Hourly Rate (\$)</b>
Software Architect	
Systems Analyst	
Programmer Analyst	
Application Developer	
Data Conversion Specialist	
Business Analyst	

**Option Year 1:**

<b>Resource Category</b>	<b>Firm Hourly Rate (\$)</b>
Software Architect	
Systems Analyst	
Programmer Analyst	
Application Developer	
Data Conversion Specialist	
Business Analyst	



**Option Year 2:**

<b>Resource Category</b>	<b>Firm Hourly Rate (\$)</b>
Software Architect	
Systems Analyst	
Programmer Analyst	
Application Developer	
Data Conversion Specialist	
Business Analyst	

**Option Year 3:**

<b>Resource Category</b>	<b>Firm Hourly Rate (\$)</b>
Software Architect	
Systems Analyst	
Programmer Analyst	
Application Developer	
Data Conversion Specialist	
Business Analyst	

**Option Year 4:**

<b>Resource Category</b>	<b>Firm Hourly Rate (\$)</b>
Software Architect	
Systems Analyst	
Programmer Analyst	
Application Developer	
Data Conversion Specialist	
Business Analyst	



**Option Year 5:**

<b>Resource Category</b>	<b>Firm Hourly Rate (\$)</b>
Software Architect	
Systems Analyst	
Programmer Analyst	
Application Developer	
Data Conversion Specialist	
Business Analyst	



**Annex C - SECURITY REQUIREMENTS CHECK LIST (SRCL)**

Government of Canada / Gouvernement du Canada

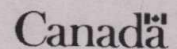
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Security Classification / Classification de sécurité Secret

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

<b>PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE</b>		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine <b>Canada Revenue Agency</b>	2. Branch or Directorate / Direction générale ou Direction Information Technology Branch	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail To establish a TA procurement process for the on-going procurement of Microsoft Dynamic consultants for use by the MS Dynamics area(s) within CRA		
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		
<b>Canada</b> <input checked="" type="checkbox"/>	<b>NATO / OTAN</b> <input type="checkbox"/>	
<b>Foreign / Étranger</b> <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"/>	
Not releasable / A ne pas diffuser <input checked="" 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:	
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET <input 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"/>

TBS/SCT 350-103(2004/12)

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**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui

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

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  No / Non  Yes / Oui

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

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

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

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

Special comments:  
Commentaires spéciaux : \_\_\_\_\_

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

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  No / Non  Yes / Oui

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

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

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

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





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**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																

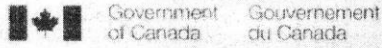
12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  No / Non  Yes / Oui  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

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

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

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





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**PART D - AUTHORIZATION / PARTIE D - AUTORISATION**

**13. Organization Project Authority / Chargé de projet de l'organisme**

Name (print) - Nom (en lettres moulées) Jeff Moor	Title - Titre IT Manager	Signature <i>Jeff Moor</i>
Telephone No. - N° de téléphone 813-948-0413	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Jeff Moor@cra-arc.gc.ca
		Date June 17, 2019

**14. Organization Security Authority / Responsable de la sécurité de l'organisme**

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
		Date

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?  
Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

No / Non     Yes / Oui

**16. Procurement Officer / Agent d'approvisionnement**

Name (print) - Nom (en lettres moulées) Laurence Nyirabigiriimana	Title - Titre Sr Supply Business Analyst	Signature <i>Laurence Nyirabigiriimana</i>
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
		Date

**17. Contracting Security Authority / Autorité contractante en matière de sécurité**

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
		Date



**Annex D – Confidentiality: Canada Revenue Agency Acts**

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

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

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

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

**CONTRACTOR**

\_\_\_\_\_  
Name (please type)

\_\_\_\_\_  
Authorized representative's name (please type)

\_\_\_\_\_  
Title (please type)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



**Confidentiality: Canada Revenue Agency Acts**

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

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

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

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

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

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

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

**CONTRACTOR**

\_\_\_\_\_

\_\_\_\_\_

Contractor name *(please type)*

Date

**EMPLOYEE /  
CONSULTANT/  
SUBCONTRACTOR**

\_\_\_\_\_

\_\_\_\_\_

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

Date

\_\_\_\_\_  
Signature



## Annex E – Task Authorization Form

<b>Contractor:</b>		<b>Contract No.:</b>	
<b>Task Authorization (TA) No.:</b>		<b>Date:</b>	
<b>Original or Amendment:</b>		<b>Amendment No. (if applicable):</b>	
<b>1.0 DESCRIPTION OF THE WORK TO BE PERFORMED (To be completed by Project Authority)</b>			
<b>Project Authority:</b>	E-mail: <a href="mailto:Name@cra-arc.gc.ca">Name@cra-arc.gc.ca</a>		
<b>Contracting Authority:</b>	E-mail: <a href="mailto:Name@cra-arc.gc.ca">Name@cra-arc.gc.ca</a>		
<b>Specific Tasks:</b>	<i>Outline the specific Tasks the Contractor will be required to complete under this TA. Description of Requirements may be added to the Task Authorization Form.</i>		
<b>Specific Deliverables:</b>	<i>Outline the specific Deliverables the Contractor will be required to complete under this TA. Description of Requirements may be added to the Task Authorization Form.</i>		
<b>Target Date for Project Completion:</b>			
<b>Notes/Instructions:</b>			
<b>2.0 ANTICIPATED PERIOD OF SERVICES (To be completed by Project Authority)</b>			
<b>From:</b>		<b>To:</b>	
<b>3.0 FEES (To be completed by Contractor)</b>			
	<b>Estimated Level of Effort (Hours)</b>	<b>Hourly Rate (\$)</b>	<b>Estimated Cost (\$)</b>
		\$	\$
		\$	\$
		\$	\$
		\$	\$
<b>Estimated Cost</b>			\$
<b>Estimated GST/HST Amount</b>			\$
<b>Total Estimated Cost for the Task Authorization:</b>			\$
<b>CRA Authority Signature:</b>		<b>Date:</b>	
<b>Contractor Representative Name:</b>			
<b>Contractor Representative Name and Signature:</b>		<b>Date:</b>	
<p>You are requested to sell to the Canada Revenue Agency (CRA), in accordance with the terms and conditions set out herein, referred to herein or attached hereto.</p> <p>The Contractor must not commence work until a signed TA authorized by the Contracting Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.</p>			