



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

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

**Proposal to: Canada Revenue Agency**

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

**Proposition à : l'Agence du revenu du Canada**

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

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

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

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

\_\_\_\_\_  
**Name /Nom**

\_\_\_\_\_  
**Title/Titre**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date (yyyy-mm-dd)/(aaaa-mm-jj)**  
(\_\_\_\_)

\_\_\_\_\_  
**Telephone No. – No de téléphone**  
(\_\_\_\_)

\_\_\_\_\_  
**Fax No. – No de télécopieur**

\_\_\_\_\_  
**E-mail address – Adresse de courriel**

**REQUEST FOR PROPOSAL /  
DEMANDE DE PROPOSITION**

<b>Title – Sujet Metal Filing &amp; Storage Cabinets</b>	
<b>Solicitation No. – No de l'invitation  1000347286</b>	<b>Date  2019-12-18</b>
<b>Solicitation closes – L'invitation prend fin  on – le: 2020-01-28 at – à 2:00 P.M. / 14 h</b>	<b>Time zone – Fuseau horaire :  EST/HNE Eastern Standard Time/ Heure Normale de l'Est</b>
<b>Contracting Authority – Autorité contractante</b>	
Name – Nom: Katherine Hutton	
Address – Adresse: See herein / Voir dans ce document	
E-mail address – Adresse de courriel - See herein / Voir dans ce document	
<b>Telephone No. – No de téléphone (613) 286-5340</b>	
<b>Fax No. – No de télécopieur (613) 957-6655</b>	
<b>Destination - Destination</b>	
See herein / Voir dans ce document	



## Request for Proposal (RFP)

### Title: Metal Filing & Storage Cabinets

#### Part 1 General Information

##### 1.1 Introduction

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

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the solicitation;
- Part 3 Proposal Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation and Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications to be submitted with the bid and before contract award

##### Appendices

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

- Part 6 Model Contract: includes the clauses and conditions and any annexes that will apply to any resulting contract.

##### Annexes

- Annex A: STATEMENT OF WORK
- Annex B: BASIS OF PAYMENT
- Annex C: REQUIREMENTS FOR CRA SYNERGY SOLUTION

##### 1.2 Summary

The Canada Revenue Agency (CRA) requires a single Contractor to supply, deliver and install metal filing and storage cabinets (herein referred to as “cabinets”), as well as to provide related accessories and services, to all CRA locations. The cabinets required include lateral, vertical, storage and multi-function cabinets (including personal storage towers), and dedicated lockers. Accessories and parts must be provided, along with labour (for on-site repairs), rekeying service, after hours delivery service, take-back or recycling service and refinishing service.

All of the required products and services are as described in Annex A: Statement of Work and are to be provided to the CRA on an “as and when requested” basis. Bidders must have sufficient capacity and distribution capabilities to deliver to any CRA location across Canada.

The contract will include a minimum spend commitment of \$250,000.00 Canadian over the entire period of the resulting contract, including any exercised option periods.

The term of the proposed Contract is three (3) years, with an additional four (4) one (1) year option periods (irrevocable to CRA) to extend the Contract. The proposed Contract will also include the option to add or remove



products or services, as well as modify items, including, but not limited to cabinets which meet the requirements set out at Annex A: Statement of Work.

### 1.2.1 Historical Data

All data regarding prior usage, or estimated future usage by CRA of any of the required cabinets, accessories and related services, including the data set out below, is provided to Bidders purely for information purposes, and to assist them in preparing their bids. This represents the information currently available to CRA; however CRA does not warrant or represent that this data is complete or free from errors. Additionally, the inclusion of this data in this bid solicitation does not represent a commitment that CRA's future purchases of cabinets, accessories and related services will be consistent with this data. It is provided purely for informational purposes.

For the period from February 2013 to September 2019, the estimated breakdown of the types of cabinets purchased by quantity is as follows:

Type of Cabinet	Quantity	% of total
Multi-function	7481	85.31%
Lateral	840	9.78%
Vertical	341	4.33%
Storage	50	0.59%
<b>Grand Total</b>	<b>8712</b>	<b>100.00%</b>

For this period, most orders (63.7%) were for smaller numbers of cabinets (1 to 10). However, all other orders of at least 11 units made up 90.5% of the total volume of cabinets delivered.

Quantities	% of orders	% of quantities
1 TO 2	38.54%	2.18%
3 TO 10	25.19%	7.28%
11 TO 25	15.87%	12.40%
26 TO 50	6.30%	11.48%
51 TO 100	11.08%	43.90%
101 TO 200	2.27%	10.91%
201+	0.76%	11.84%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>

## 1.3 E-Procurement Solution

### i) CRA e-Procurement Solution

The CRA's e-procurement solution for ordering, receiving, and reconciling goods and services is an Ariba tool which has been branded internally as "Synergy". Synergy will be used to place orders under any resulting contract.

The highest-ranked responsive Bidder must be a member of the Ariba Supplier Network (ASN) prior to contract award, and maintain membership in the ASN throughout the period of any resulting contract. All costs associated with this membership shall be borne by the Bidder.



**ii) Government of Canada e-Procurement Solution (EPS)**

Canada is currently developing an online government-wide EPS for ordering of goods and services. In support of the anticipated transition to this solution and how it may impact any resulting contract that is issued under this solicitation, refer to section 6.3.2.1 of the Model Contract **Synergy Modifications or Transition to a Government of Canada e-Procurement Solution (EPS)**.

The Government of Canada's [press release](#) provides additional information.

**1.4 Glossary of Terms**

TERM	DEFINITION
BIFMA	Business and Institutional Furniture Manufacturer's Association. Refer to the following website for more information: <a href="http://www.bifma.org/">http://www.bifma.org/</a>
CGSB	Canadian General Standards Board
CRA	Canada Revenue Agency
DDP	Delivered Duty Paid - Delivery costs, including duties, paid to a designated place in the country of import. Applies to all modes of transportation.
Proposal	A solicited submission by one party to supply certain goods or services. The word "proposal" is used interchangeably with "bid"
Manufacturer's Published List Price	Manufacturer's published or displayed price, in Canadian funds, on which quantity, seasonal, or other discounts are computed.
Solicitation	An act or instance of requesting proposals/bids on specific products and/or services.
Tendering Authority	Canada Revenue Agency
VOC	<b>Volatile Organic Compounds</b> , a group of common industrial and household chemicals that evaporate or volatilize, when exposed to air. VOCs are used as cleaning and liquefying agents in fuels, degreasers, solvents, polishes, cosmetics, and dry cleaning solutions.

**1.5 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.



## 1.6 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>).



## Part 2 Bidder Instructions

### 2.1 Mandatory Requirements

Wherever the words “shall”, “must” and “will” appear in this document or any related document forming a part hereof, the item being described is a mandatory requirement.

Failure to comply or demonstrate compliance with a mandatory requirement will render the bid non-responsive and the bid will receive no further consideration.

#### 2.1.1 Signatures

Bidders MUST sign Page 1 (front page) of the Request for Proposal and the Joint Venture certification, if applicable, identified in Part 5.

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

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

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

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

The following clauses are incorporated by reference:

SACC Reference	Clause Title	Date
A3015T	Certifications	2014-06-26
C3011T	Exchange Rate Fluctuation	2013-11-06

#### 2.2.1 Revisions to Standard Instructions 2003

Standard Instructions - Goods or Services – Competitive Requirements 2003 (2016-04-04) are revised as follows.

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

1. The *Supplier Integrity Directive* (SID) dated May 24, 2016, is incorporated by reference into, and forms a binding part of the bid solicitation. The Bidder must comply with the SID, which can be found on the Canada Revenue Agency’s website at <https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.html>.
2. Under the SID, charges and convictions of certain offences against a Supplier, its affiliates or first tier subcontractors, and other circumstances, will or may result in a determination by Public Works and Government Services Canada (PWGSC) that the Supplier is ineligible to enter, or is suspended from entering into a contract with Canada. The list of ineligible and suspended Suppliers is contained in PWGSC’s Integrity Database. The SID describes how enquiries can be made regarding the ineligibility or suspension of Suppliers.



3. In addition to all other information required in the bid solicitation, the Bidder must provide the following:
  - a. by the time stated in the SID, all information required by the SID described under the heading "Mandatory Provision of Information"; and
  - b. with its bid, a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the SID. The list of foreign criminal charges and convictions must be submitted using an Integrity Declaration Form, which can be found at [Declaration form for procurement](#).
4. Subject to subsection 5, by submitting a bid in response to this bid solicitation, the Bidder certifies that:
  - a. it has read and understands the SID (<https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.html>)
  - b. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the SID, will or may result in a determination of ineligibility or suspension under the SID;
  - c. it is aware that Canada may request additional information, certifications, and validations from the Bidder or a third party for purposes of making a determination of ineligibility or suspension;
  - d. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the SID;
  - e. none of the domestic criminal offences, and other circumstances, described in the SID that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and its proposed first tier subcontractors; and
  - f. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.
5. Where a Bidder is unable to provide any of the certifications required by subsection 4, it must submit with its bid a completed Integrity Declaration Form, which can be found at [Declaration form for procurement](#).
6. Canada will declare non-responsive any bid in respect of which the information requested is incomplete or inaccurate, or in respect of which the information contained in a certification or declaration is found by Canada to be false or misleading in any respect. If Canada establishes after award of the Contract that the Bidder provided a false or misleading certification or declaration, Canada may terminate the Contract for default. Pursuant to the SID, Canada may also determine the Bidder to be ineligible for award of a contract for providing a false or misleading certification or declaration.

Section 02 titled "Procurement Business Number", is hereby deleted in its entirety and replaced with: Suppliers should obtain a Business Number (BN) before contract award. Suppliers may register for a BN online at <http://www.cra-arc.gc.ca/tx/bsnss/tpcs/bn-ne/menu-eng.html>.

Section 03 titled "Standard Instructions, Clauses and Conditions", "Pursuant to the Department of Public Works and Government Services Act (S.C. 1996, c.16)," is hereby deleted.

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

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

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

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

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



Section 20 titled "Further Information", Paragraph 2 is hereby deleted and replaced with the following: Enquiries concerning receipt of bids may be addressed to the Contracting Authority identified in the bid solicitation.

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

### **2.3 Submission of Proposals**

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

BIDDERS ARE TO SUBMIT PROPOSALS TO:

Canada Revenue Agency  
Bid Receiving Unit  
Ottawa Technology Centre  
Receiving Dock  
875 Heron Road, Room D-95  
Ottawa, ON K1A 1A2  
Telephone No: (613) 941-1618

Bidders are hereby advised that the Bid Receiving Unit of CRA is open Monday to Friday inclusive, between the hours of 0730 and 1530, excluding those days that the federal government observes as a holiday.

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

### **2.4 Communications - Solicitation Period SACC A0012T (2014-03-01)**

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

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

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

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

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





## 2.6 Terms and Conditions

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



### Part 3 Proposal Preparation Instructions

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

Canada requests that bidders provide their bid in separately bound sections as set out below. 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.

Section I: Technical Bid (4 hard copies - one original and three copies)

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability to supply and deliver cabinets on a national basis, in a thorough, concise and clear manner.

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

Section II: Financial Bid (1 hard copy and one soft copy in USB format)

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. Prices must not be indicated in any other section of the bid.

Section III: Certifications (1 hard copy)

Bidders must submit the certifications required under Part 5.

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

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

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



## Part 4 Evaluation and Selection

### 4.1 General

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

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

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

### 4.2 Steps in the Evaluation Process

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

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

Bids will be ranked in accordance with the Selection Methodology.

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

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

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

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

Bids will then be evaluated in accordance with Step 3 below.



### **Step 3 – Evaluation of Financial Proposals**

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

Prices submitted will be evaluated to determine the Bid Evaluation Score as defined in Appendix 3: “Financial Proposal”. Once the Bid Evaluation Scores 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– Highest Total Combined Rating of Technical Merit and Price**

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation; and
  - b. meet all mandatory criteria
2. Bids not meeting (a) or (b) will be declared non-responsive.
3. The selection will be based on the highest responsive total combined rating of technical merit and price. The ratio will be **20%** for the technical merit and **80%** for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of **20%**.
5. To establish the pricing score, each responsive bid will be prorated against the highest Bid Evaluation Score and the ratio of **80%**.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical merit score nor the one with the highest Bid Evaluation Score will necessarily be accepted. The responsive bid with the highest total combined rating of technical merit and price scores will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the highest Bid Evaluation Score is 45.



<b>Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)</b>				
		<b>Bidder 1</b>	<b>Bidder 2</b>	<b>Bidder 3</b>
<b>Bid Evaluation Score</b>		36.82	40.5	45
<b>Overall Technical Score</b>		115/135	89/135	92/135
<b>Calculations</b>	<b>Technical Merit Score</b>	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	<b>Pricing Score</b>	$36.82/45 \times 40 = 32.73$	$40.5/45 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
<b>Total Combined Rating</b>		83.84	75.56	80.89
<b>Overall Rating</b>		1st	3rd	2nd

The Bidder with the highest Total Combined Rating will be considered to be the highest ranked responsive bid and, subject to meeting the conditions precedent to Contract award outlined in Step 5, will be recommended for award of the Contract.

**Step 5 – Conditions Precedent to Contract Award**

**i) Certifications and Additional Information**

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

**ii) Product Certification**

**a) Test Reports**

The Bidder with the highest ranked responsive bid must submit all applicable performance test reports, demonstrating that the cabinets and finishes proposed meet the specified performance criteria listed in Appendix C: Specifications for Cabinets to Annex A: Statement of Work. **All reports must be submitted within five (5) working days of a request** from the Contracting Authority. Test reports submitted must be accompanied by a copy of the laboratory’s valid accreditation certificate.

As a minimum, test reports must include the following information:

- name and address of laboratory;
- unique identification of the report (such as order or customer and test number);
- client identification, such as the name and address of the manufacturer (where applicable);
- identification of the type of testing being performed;
- description and unambiguous identification of the product sample to be used for testing;
- characterization and condition of the product sample;
- date(s) of the performance of test;
- identification of the test methods and specific tests used;
- confirmation that the product sample has passed each test, with comments as applicable;



- identification and credentials of the technician who completed the report; and
- date of the test report

b) Detailed Product Specifications

The Bidder with the highest ranked responsive bid must demonstrate that the proposed products meet the requirements listed under section 5. Detailed Product Specifications under Appendix C: Specifications for Cabinets. **All documentation must be submitted within five (5) working days of a request from the Contracting Authority.** Documentation must include published information such as product or specification guides, or information certified by the manufacturer such as design drawings or schematics, photo images, or other material signed off by its engineering team.

c) Labels

The Bidder with the highest ranked responsive bid must submit a sample of each of the three Manufacturer's Identification labels for the cabinets offered, in accordance with section 8 of Appendix C: Specifications for Cabinets to Annex A: Statement of Work, within five (5) working days of a request from the Contracting Authority.

The three labels are as follows:

- The manufacturer's recognized name or trademark label;
- The product information label;
- The safety precaution label

Failure to provide the necessary product information and test results within the specified timeline shall render the bid non-compliant, and the CRA will invite the Bidder with the next highest ranked responsive bid to participate in the product certification phase of the evaluation. Bidders are invited to submit their product information and tests as soon as possible after the request to provide every opportunity to ensure that all required information and tests have been submitted by the end of the prescribed product certification period

**Step 6 - Basis of Selection – Proof of Synergy Compliance (PoSC)**

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

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

**Step 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 additional information to be awarded a contract.

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

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications.

Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

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

**5.1.1 Joint Venture Certification Only complete this certification if a joint venture is being proposed**

The Bidder represents and warrants the following:

- (a) The bidding entity is a contractual joint venture in accordance with the following definition. A "contractual joint venture" is an association of two or more parties who have entered into a written contract in which they have set out the terms under which they have agreed to combine their money, property, knowledge, skills, time or other resources in a joint business enterprise, sharing the profits and the losses and each having some degree of control over the enterprise.
- (b) The name of the joint venture is: \_\_\_\_\_(if applicable).
- (c) The members of the contractual joint venture are (the Bidder is to add lines to accommodate the names of all members of the joint venture, as necessary): \_\_\_\_\_  
\_\_\_\_\_
- (d) The Business Numbers (BN) of each member of the contractual joint venture are as follows (the Bidder is to add lines for additional BNs, as necessary):  
\_\_\_\_\_  
\_\_\_\_\_
- (e) The effective date of formation of the joint venture is: \_\_\_\_\_
- (f) Each member of the joint venture has appointed and granted full authority to \_\_\_\_\_ (the "Lead Member") to act on behalf of all members as its representative for the purposes of executing documentation relating to the solicitation and any resulting contract.
- (g) The joint venture is in effect as of the date of bid submission.

This Joint Venture Certification must be signed by each member of the joint venture.

The Joint Venture Certification shall be effective throughout the entire period of the Contract, including any exercised option period, if exercised. The CRA has the right to request documentation from the Bidder evidencing the existence of the contractual joint venture.



Signature of an authorized representative of each member of the joint venture

(the Bidder is to add signatory lines as necessary):

_____ Signature of Duly Authorized Representative	_____ Name of Individual (Please Print)	_____ Legal Name of Business Entity	_____ Date
_____ Signature of Duly Authorized Representative	_____ Name of Individual (Please Print)	_____ Legal Name of Business Entity	_____ Date

**5.2 Certifications Precedent to Contract Award and Associated Information**

The certifications listed below should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to comply with the request of the Contracting Authority and to provide the certification within the time frame provided will render the bid non responsive and the bid will receive no further consideration.

**5.2.1 Integrity Provisions – Associated Information**

By submitting a bid, the Bidder certifies that the Bidder and its Affiliates are in compliance with the provisions as stated in Section 01 Integrity Provisions - Bid of Standard Instructions 2003. The associated information required within the Integrity Provisions will assist Canada in confirming that the certifications are true.

**5.2.2 Employment Equity**

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#afed)" list (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#afed>) available from [Employment and Social Development Canada \(ESDC\)-Labour's](#) website

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 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 place in a sealed envelope marked "Protected".



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

N/A Reason: \_\_\_\_\_

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

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

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

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

(Signature of duly authorized representative of business)

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

(Title of duly authorized representative of business)



## **Appendix 1: Mandatory Criteria**

### **Evaluation Procedures**

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



Column A Item #	Column B Mandatory Requirement	Column C Page Reference (BIDDER USE ONLY)	Column D Met (CRA USE ONLY)	Column E Not Met
	<b>AT THE TIME OF BID CLOSING, THE FOLLOWING CRITERIA MUST BE MET:</b>			
<b>M1.</b>	<b>Administrative Mandatories</b>			
<b>M1.1</b>	<p><b>Financial Proposal</b></p> <p>The Bidder must provide a financial proposal in accordance with Appendix 3, titled “Financial Proposal”. This section must be bound separately, as outlined in Part 3 Proposal Preparation Instructions, Section II.</p> <p>The financial proposal section must contain the following:</p> <ul style="list-style-type: none"> <li>i) Where requested, the Bidder must provide its current Manufacturer’s Published List Prices and Unique Order Codes</li> <li>ii) Where requested, the Bidder must provide their percentage discount off of their Manufacturer’s Published List Price for all Items in Appendix 3 “Financial Proposal”, using the format outlined in Appendix 3-A: Financial Proposal Tables.xls.</li> <li>iii) For Accessories, at a minimum the Bidder must include the accessories listed in Appendix A: List of Cabinets in Annex A: Statement of Work.</li> </ul>			



Column A Item	Column B Mandatory Requirement	Column C Page Reference	Column D Met	Column E Not Met
M2.	<b>Technical Criteria – (Reference: Annex A: Statement of Work for cabinets)</b>			
M2.1	<p>The Bidder must be capable of supplying, delivering and installing cabinets to all CRA locations through a national* procurement vehicle.</p> <p>To demonstrate compliance with this requirement, the Bidder must demonstrate that it has supplied cabinets through a minimum of one (1) national* multi-year procurement vehicle. This procurement vehicle must have been active for a minimum of 24 consecutive months within the last five (5) years, as of the date of bid closing. <b>A procurement vehicle for general office furniture will also be accepted for this criterion only.</b></p> <p>The Bidder must provide the following information regarding this procurement vehicle:</p> <ul style="list-style-type: none"> <li>• the name of the client organization;</li> <li>• the name and telephone number of the client organization’s contact;</li> <li>• the start and end dates of the procurement vehicle (if still active than indicate the anticipated end date), and;</li> <li>• summary details of the type of procurement vehicle in place which would demonstrate compliance with this requirement.</li> </ul> <p><i>*National: For the purposes of this requirement, a national procurement vehicle must either cover all of Canada’s five (5) geographic regions, as defined by the CRA, including Pacific (BC), Prairies (AB, SK, MB), Ontario (ON), Quebec (QC) and Atlantic (NB, NS, PEI and NL), or if the procurement vehicle serviced regions outside of Canada, the equivalent of ten provinces, territories, or states will be accepted.</i></p>			



Column A Item	Column B Mandatory Requirement	Column C Page Reference	Column D Met	Column E Not Met
<p><b>M2.2</b></p>	<p>The Bidder must be capable of supplying, delivering and installing a minimum of 750 cabinets in a given three-month period through their national distribution network.</p> <p>To demonstrate compliance with this requirement, the Bidder must provide an activity report that demonstrates the volume of cabinets supplied over a single three-month period within the last twelve (12) months, as of the date of bid closing.</p> <p>The activity report must include the quantity of cabinets supplied, delivered and installed, and the dates and client locations serviced. This report can include multiple clients serviced during this time period.</p>			
<p><b>M2.3</b></p>	<p>The Bidder's proposed products must meet the specifications and dimensions as outlined in the table provided in Appendix A: List of Cabinets and Accessories, located within Annex A: Statement of Work.</p> <p>To demonstrate compliance with this requirement, the Bidder must supply the following information in its proposal:</p> <ul style="list-style-type: none"> <li>• A table showing each unique product code from its specification guide (or retail cabinets listing) that matches each product listed in Appendix A; and</li> <li>• The Bidder's specification guide (or retail cabinet listing) and any other supporting information required to verify the details of each product offered, including the type and number of drawers or storage elements, and all features and dimensions specified; and</li> <li>• An image of each product proposed for each type of cabinet listed in Appendix A.</li> </ul>			



Column A Item	Column B Mandatory Requirement	Column C Page Reference	Column D Met	Column E Not Met
M2.4	<p>The Bidder must either be the manufacturer of the products proposed, or be authorized by the manufacturer to resell the products proposed.</p> <p>If the Bidder is a reseller, the Bidder must provide a letter from the manufacturer certifying that the Bidder is an authorized reseller.</p>			
M3.	<p><b>Environmental Criteria – (Reference Annex A: Statement of Work)</b></p>			
M3.1	<p>The Bidder must have a corporate environmental policy in place and must ensure that all cabinets offered are manufactured in a facility that has a corporate environmental policy in place.</p> <p>To demonstrate compliance with this requirement, the Bidder must provide:</p> <ul style="list-style-type: none"> <li>• A copy of the Bidder's environmental policy statement printed on corporate letterhead and signed by an authorized officer of the Bidder; and</li> <li>• If the Bidder is not the manufacturer then a copy of the manufacturer's environmental policy statement is also required, printed on corporate letterhead and signed by an officer of the manufacturer.</li> </ul>			



<b>Column A</b>  <b>Item</b>	<b>Column B</b>  <b>Mandatory Requirement</b>	<b>Column C</b>  <b>Page Reference</b>	<b>Column D</b>  <b>Met</b>	
<b>M3.2</b>	<p>The Bidder must follow industry best practices for the design, use, operation and disposal of its cabinets throughout their lifecycle.</p> <p>To demonstrate compliance with this requirement, the Bidder must provide the following documentation in accordance with each of the five (5) requirements at section 4.5 Lifecycle Management of Annex A: Statement of Work as follows:</p> <ul style="list-style-type: none"><li>a) A description of how products or components may be disassembled to accommodate the repair or replacement of parts, re-use and/or recycling of materials.</li><li>b) A draft set of instructions for the maintenance, adjustment, cosmetic repair or “touch-up” and replacement of its cabinets and parts.</li><li>c) Instructions to request assessment and repair services as and when required, both under and outside of warranty.</li><li>d) A description of the process used for the refinishing services for cabinet restoration</li><li>e) A description of the take-back and recycling process for cabinets at the end-of-life stage, or for those that are no longer required by the CRA.</li></ul>			





<b>Column A</b>  <b>Item</b>	<b>Column B</b>  <b>Mandatory Requirement</b>	<b>Column C</b>  <b>Page Reference</b>	<b>Column D</b>  <b>Met</b>	<b>Column E</b>  <b>Not Met</b>
<b>M3.3</b>	<p>The Bidder must supply cabinets through which recyclable waste material created by the manufacturing process is recycled.</p> <p>To demonstrate compliance with this requirement , the Bidder must provide:</p> <ul style="list-style-type: none"><li>• Evidence in its bid, which clearly demonstrates that recyclable waste material from the manufacturing process for the cabinets, is recycled. This evidence may be either in the form of a written description of the recycling process, or from waste audit results.</li></ul>			



## Appendix 2: Point Rated Criteria

Only the proposals meeting the Mandatory Criteria in Appendix 1 will be scored against the Point Rated Criteria specified hereafter.

The **Total Technical Merit Score** will be calculated as the sum of the Bidder's score on each of the items in the Point Rated Criteria Section as follows:

Criterion	Name	Value
R1	Delivery	120
R2	Environmental certifications	20
R3	Cabinet handle design	10
	<b>Total available points</b>	<b>150</b>

### R1. DELIVERY (120 points)

To obtain the highest score possible out of a maximum of **120 points**, the Bidder should offer the best Standard Cabinet Delivery Service possible. This would be any delivery period that is less than the maximum of **42 calendar days**, as stated in section 3.1.1 of Annex A: Statement of Work. This improved delivery service will apply when cabinets are ordered in quantities of up to 100 units. When a cabinet is ordered in a quantity of 101 units or greater, the Standard Cabinet Delivery Service maximum of 42 calendar days will apply.

The Bidder will be awarded points for each day it can reduce the delivery time down from 42 calendar days, with the maximum number points being awarded for a 12 day delivery turnaround. The Bidder may also specify as to which quantities of cabinets this improved delivery time will apply to, as follows:

- 1 to 2
- 3 to 10
- 11 to 25
- 26 to 50
- 51 to 100

The greater the quantity of cabinets provided with a shorter proposed delivery time than the maximum of 42 calendar days, the greater the points that will be awarded to the Bidder. Please note that the Bidder's proposed delivery time must be applicable to all CRA Locations listed under Appendix B of Annex A: Statement of Work.

**Table R1.1a** under Column 1 will need to be filled out by the Bidder, entering the proposed reduced delivery time, in calendar days, for each quantity tier that applies. **A score of zero (0) will be awarded if column 1 is left blank.**

**Table R1.1b** outlines the points that are available by matching the proposed delivery time(s) to the quantity of cabinets being delivered.

The Bidder with the highest number of points will receive the maximum score (120), with all other Bidders receiving a pro-rated score based on the best delivery period offered among all bids, as shown in Table R1.2.



**Table R1.1a. Delivery Points** (shaded areas for CRA use only)

1 Proposed reduced delivery time (calendar days)	2 Quantity for proposed delivery	3 Delivery Points (from Table R1.1b) CRA USE ONLY
	<input type="checkbox"/> 1 to 2	
	<input type="checkbox"/> 3 to 10	
	<input type="checkbox"/> 11 to 25	
	<input type="checkbox"/> 26 to 50	
	<input type="checkbox"/> 51 to 100	

**Table R1.1b. Delivery Points Allocation Chart**

Proposed Delivery Time	Quantity				
	1 to 2	3 to 10	11 to 25	26 to 50	51 to 100
42	0.0	0.0	0.0	0.0	0.0
41	0.2	0.3	0.4	0.5	1.0
40	0.4	0.6	0.9	1.0	2.0
39	0.9	1.1	1.3	1.5	3.0
38	1.0	1.6	1.8	2.0	4.0
37	1.5	2.4	2.7	3.0	5.0
36	2.0	3.2	3.6	4.0	6.0
35	2.5	4.0	4.5	5.0	7.0
34	3.0	4.8	5.4	6.0	8.0
33	3.5	5.6	6.3	7.0	9.0
32	4.0	6.4	7.2	8.0	10.0
31	4.5	7.2	8.1	9.0	11.0
30	5.0	8.0	9.0	10.0	12.0
29	5.5	8.8	9.9	11.0	13.0
28	6.0	9.6	10.8	12.0	14.0
27	6.5	10.4	11.7	13.0	15.0
26	7.0	11.2	12.6	14.0	16.0
25	7.5	12.0	13.5	15.0	17.0
24	8.0	12.8	14.4	16.0	18.0
23	8.5	13.6	15.3	17.0	19.0
22	9.0	14.4	16.2	18.0	20.0
21	9.5	15.2	17.1	19.0	21.0
20	10.0	16.0	18.0	20.0	22.0
19	10.5	16.8	18.9	21.0	23.0
18	11.0	17.6	19.8	22.0	24.0
17	11.5	18.4	20.7	23.0	25.0



16	12.0	19.2	21.6	24.0	26.0
15	12.5	20.0	22.5	25.0	27.0
14	13.0	20.8	23.4	26.0	28.0
13	13.5	21.6	24.3	27.0	29.0
12	14.0	22.6	25.4	28.0	30.0

**Table R1.2 Delivery Score (CRA use only)**

1		2		3		4
Delivery Points (from Table R1.1.a)	<i>divided by</i>	Highest Delivery Points (from all Bidders)	<i>multiplied by</i>	Available Score	<i>equals</i>	Final Delivery Score
	/		x	120	=	

Example:

Bidder A offers delivery of 30 days on all quantities (1 to 100). From the chart, Bidder A receives **44 points** by adding up all points for 30 delivery days.

Bidder B offers delivery of 20 days on quantities of 1-25 cabinets, and 35 days for quantities of 26 up to 100. From the chart Bidder B receives 44 points for 1-25 cabinets and 12 points for 26-100 cabinets for a total of **56 points**.

In this scenario, Bidder B has the highest number of points and receives a full score of **120** (56/56 x 120). Bidder A receives a pro-rated score of **94** (44/56 x 120).

**R2. ENVIRONMENTAL CERTIFICATIONS (20 points)**

The cabinets should be supplied and manufactured through programs certified by independent third parties for environmental performance. Proposals will be awarded points for each of the following criterion, as indicated below:

- **15 points** = the Bidder must provide a dated certificate demonstrating a current environmental management system (EMS) for the facility where the proposed cabinets will be produced. An example of an EMS certification would be the ISO 14001 certification program.
- **5 points** = the Bidder must provide a dated certificate demonstrating that the proposed cabinet products are certified for environmental performance. This includes various multi-attribute industry or national product certifications, such as at the BIFMA Level.

All Certificates provided must be valid as of the date of bid closing.



### **R3. CABINET HANDLE DESIGN (10 points)**

The Bidder will be awarded **10 points** if all cabinets proposed include full-length recessed or inset handles on all door and drawer fronts, to avoid protrusions and to minimize breakage. For vertically-hinged doors such as those on cupboards, storage cabinets or wardrobes, the recessed or inset handle need not be the full length of the door.

To demonstrate this requirement, the Bidder must provide images and descriptions from their published product or specification guide(s) for all cabinets offered.



**Appendix 3: Financial Proposal**

**INSTRUCTIONS:**

Bidders must complete the financial tables attached hereto as:

- Table 1: Cabinets;
- Table 2: Accessories and Parts;
- Table 3: Labour (for On-Site Repairs);
- Table 4: Rekeying Service;
- Table 5: After Hours Delivery Service;
- Table 6: Take-Back or Recycling Service; and
- Table 7: Refinishing Service

These tables are provided electronically as Appendix 3-A – Financial Proposal Tables.xls.

Points will be awarded to establish a Price Score for each Item, based on its Bid Evaluation Price, as outlined below.

<b>Tables</b>	<b>Points</b>
<b>TABLE 1 –CABINETS</b>	<b>750</b>
<b>TABLE 2 - ACCESSORIES AND PARTS</b>	<b>50</b>
<b>TABLE 3 –LABOUR (FOR ON-SITE REPAIRS)</b>	<b>30</b>
<b>TABLE 4 –REKEYING SERVICE</b>	<b>30</b>
<b>TABLE 5 –AFTER HOURS DELIVERY SERVICE</b>	<b>100</b>
<b>TABLE 6 –TAKE-BACK OR RECYCLING SERVICE</b>	<b>20</b>
<b>TABLE 7 –REFINISHING SERVICE</b>	<b>20</b>
<b>TOTAL POINTS AVAILABLE FOR PRICE SCORE:</b>	<b>1000</b>

The Price Score for each Table in Appendix 3-A, “Financial Proposal” will be derived by giving full points to the technically compliant Bidder with the lowest bid evaluation price for each Table and prorating all other compliant proposals accordingly as detailed below. The Bid Evaluation Score for each Bidder will be calculated as the sum of the Bidder’s Price Scores for each Table.



### Table 1: All Inclusive Ceiling Unit Prices For Cabinets - Initial Contract Period

---

**1.1** Price Score for cabinets (Table 1 of Appendix 3-A – Financial Proposal Tables.xls):

- Bidder with the Lowest Bid Evaluation Price = 750 Points
- Other Bidders = Lowest Bid Evaluation Price / Bidder's Bid Evaluation Price \* 750 Points

**1.2** The Bidder must complete Table 1 of Appendix 3-A – Financial Proposal Tables.xls in its entirety by providing the Unique Order Code and Manufacturer's Published List Price for each cabinet, as well as the Minimum Percentage Discount Rate offered by the Bidder for each Tier Range of cabinet quantities, to be delivered on an "as and when requested" basis in accordance with Annex A: Statement of Work.

**1.2.1** The tier ranges are broken down as follows:

- (i) 1-2 units;
- (ii) 3-10 units;
- (iii) 11-25 units;
- (iv) 26-50 units;
- (v) 51-100 units;
- (vi) 101+ units.

**1.3** Based on the information provided by the Bidder, the CRA will calculate the All-Inclusive Ceiling Unit Prices for each Tier Range for each item in Table 1, and this will be calculated as follows:

**All-Inclusive Ceiling Unit Price = (1 - Minimum Percentage Discount off of Manufacturer's Published List Price) \* Manufacturer's Published List Price**

**1.4** The CRA will apply the Tiered Weights to the All-Inclusive Ceiling Unit Prices to establish the Total Weighted Tiered Price for each item in Table 1. The CRA will then apply the Overall Weight Factor to establish the Weighted Evaluation Prices for each item.

**1.5** The Bid Evaluation Price for Table 1 will be calculated by CRA as the sum of the Weighted Evaluation Prices for each item.

**1.6** All pricing for Table 1 – Cabinets proposed by the Bidder in Table 1 of Appendix 3-A – Financial Proposal tables.xls must include the following:

- a) Supply, delivery and installation of the cabinets during business Hours of Operation (as defined in section 3.1.2 of Annex A: Statement of Work); and
- b) Packaging, shipping, delivery and unloading of the cabinets, all as specified in sections 6.13 and 6.15 of the Contract.

**Note** - The CRA is requesting the items in Table 1 of Appendix 3-A – Financial Proposal Tables.xls as specified in Annex A: Statement of Work.



---

**Table 2: Minimum Percentage Discount Rate Off Of The Manufacturer's Published List Price For Accessories And Parts – Initial Contract Period**

---

**2.1** Price Score for Accessories and Parts (Table 2 of Appendix 3-A – Financial Proposal Tables.xls)

- Bidder with the Lowest Bid Evaluation Price = 50 Points
- Other Bidders = Lowest Bid Evaluation Price / Bidder's Bid Evaluation Price \* 50 Points

**2.2** The Bidder must complete Table 2 of Appendix 3-A – Financial Proposal Tables.xls in its entirety by providing the Unique Order Code and Manufacturer's Published List Price, as well as the Minimum Percentage Discount Rate offered by the Bidder, for each accessory and part to be delivered on an "as and when requested" basis in accordance with Annex A: Statement of Work.

The Minimum Percentage Discount Rate is applicable to all accessories and parts purchased by the CRA during the Initial Period of the Contract, including all accessories added during the contract period.

**2.3** The CRA will calculate the All-Inclusive Ceiling Unit Prices for each item in Table 2 based on the information provided by the Bidder and will be calculated as follows:

**All-Inclusive Ceiling Unit Price = (1 - Minimum Percentage Discount Rate off of Manufacturer's Published List Price) \* Manufacturer's Published List Price**

**2.4** For evaluation purposes only, the CRA will apply the Overall Weight Factor Percentages to the All-Inclusive Ceiling Unit Prices to establish the Weighted Evaluation Price for each item in Table 2. The Bid Evaluation Price for Table 2 will then be calculated by CRA as the sum of the Weighted Evaluation Prices for each item.

**2.5** All pricing for Table 2 – Accessories and Parts proposed by the Bidder in Table 2 of Appendix 3-A – Financial Proposal tables.xls must include the following:

- a) Supply, delivery and installation of the accessories and parts during business Hours of Operation (as defined in section 3.1.2 of Annex A: Statement of Work); and
- b) Packaging, shipping, delivery and unloading of the accessories and parts, all as specified in sections 6.13 and 6.15 of the Contract.

---

**Table 3: All-Inclusive Ceiling Hourly Rates for Labour (for On-Site Repairs) - Initial Contract Period**

---

**3.1** Price Score for Labour (for On-Site Repairs) (Table 3 of Appendix 3-A – Financial Proposal Tables.xls)

- Bidder with the Lowest Bid Evaluation Price = 30 Points
- Other Bidders = Lowest Bid Evaluation Price / Bidder's Bid Evaluation Price \* 30 Points

**3.2** The Bidder must complete Table 3 of Appendix 3-A – Financial Proposal Tables.xls in its entirety by providing an all-inclusive ceiling hourly rate in Canadian funds for the provision of Labour (for On-Site Repairs) to be delivered on an "as and when requested" basis in accordance with Annex A: Statement of Work.

**3.3** The Bid Evaluation Price for Table 3 will be calculated by the CRA as the All-Inclusive Ceiling Hourly Rate.





**Table 4: All-Inclusive Unit Ceiling Unit Prices for Rekeying Service - Initial Contract Period**

---

**4.1 Price Score Rekeying Service (Table 4 of Appendix 3-A – Financial Proposal Tables.xls)**

- Bidder with the Lowest Bid Evaluation Price = 30 Points
- Other Bidders = Lowest Bid Evaluation Price / Bidder’s Bid Evaluation Price \* 30 Points

**4.2** The Bidder must complete Table 4 of Appendix 3-A – Financial Proposal Tables.xls in its entirety by providing an all-inclusive ceiling unit price in Canadian funds for the provision of Rekeying Service to be delivered on an “as and when requested” basis in accordance with Annex A: Statement of Work.

The all-inclusive ceiling unit price for Rekeying Services covers the provision of a rekeying service on one (1) cabinet, and includes all labour, transportation, materials, and expenses required to perform the Rekeying Service. For details of what is included under the all-inclusive unit prices, refer to Section 3.4, part iii) of Annex A: Statement of Work.

**4.3** The Bid Evaluation Price for Table 4 will be calculated by the CRA as the All-Inclusive Ceiling Unit Price.

**Table 5: All-Inclusive Ceiling Unit Prices for After Hours Delivery Service - Initial Contract Period**

---

**5.1 Price Score for After Hours Delivery Service (Table 5 of Appendix 3-A – Financial Proposal Tables.xls)**

- Bidder with the Lowest Bid Evaluation Price = 100 Points
- Other Bidders = Lowest Bid Evaluation Price / Bidder’s Bid Evaluation Price \* 100 Points

**5.2** The Bidder must complete Table 5 of Appendix 3-A – Financial Proposal Tables.xls in its entirety by providing all-inclusive ceiling unit prices in Canadian funds for the provision of After Hours Delivery Service to be delivered on an “as and when requested” basis, in accordance with Annex A: Statement of Work.

The all-inclusive ceiling unit price for After Hours Delivery Service is a one-time surcharge payable to the Contractor per cabinet for the delivery and installation services provided outside normal Hours of Operation. These surcharges are paid in addition to the all-inclusive unit prices per cabinet.

This surcharge will follow the same tier quantity range as Table 1: Cabinets, allowing pricing flexibility based on the quantity of cabinets ordered under each Task Authorization. The Bidder must provide all-inclusive ceiling unit prices for each tier range listed under Table 5 of Appendix 3-A – Financial Proposal Tables.xls.

**5.3** The CRA will apply the Tiered Weights to the All-Inclusive Ceiling Unit Prices to establish the Total Weighted Tiered Price for Table 5. The Bid Evaluation Price for Table 5 will then be calculated by the CRA as the Total Weighted Tiered Price.

**Table 6: All-Inclusive Ceiling Unit Prices for Take-Back or Recycling Service - Initial Contract Period**

---

**6.1 Price Score for Take-Back or Recycling Service (Table 6 of Appendix 3-A – Financial Proposal Tables.xls)**

- Bidder with the Lowest Bid Evaluation Price = 20 Points
- Other Bidders = Lowest Bid Evaluation Price / Bidder’s Bid Evaluation Price \* 20 Points



- 6.2** The Bidder must complete Table 6 of Appendix 3-A – Financial Proposal Tables.xls in its entirety by providing all-inclusive ceiling unit prices in Canadian funds for the provision of a take-back or recycling service to be delivered on an “as and when requested” basis, in accordance with Annex A: Statement of Work. This will be a one-time surcharge payable for each cabinet that this service is requested for.

This surcharge will follow the same tier quantity range as Table 1: Cabinets, allowing pricing flexibility based on the quantity of cabinets ordered for take-back or recycling under each Task Authorization. The Bidder must provide all-inclusive ceiling unit prices for each tier range listed under Table 6 of Appendix 3-A – Financial Proposal Tables.xls.

- 6.3** The CRA will apply the Tiered Weights to the All-Inclusive Ceiling Unit Prices to establish the Total Weighted Tiered Price for Table 6. The Bid Evaluation Price for Table 6 will then be calculated by the CRA as the Total Weighted Tiered Price.

---

**Table 7: All-Inclusive Ceiling Unit Prices for Refinishing Services - Initial Contract Period**

---

**7.1** Price Score for Refinishing Services (Table 7 of Appendix 3-A – Financial Proposal Tables.xls)

- Bidder with the Lowest Bid Evaluation Price = 20 Points
- Other Bidders = Lowest Bid Evaluation Price / Bidder’s Bid Evaluation Price \* 20 Points

- 7.2** The Bidder must complete Table 7 of Appendix 3-A – Financial Proposal Tables.xls in its entirety by providing an all-inclusive ceiling unit price in Canadian funds for the provision of refinishing services, to be delivered on an “as and when requested” basis in accordance with Annex A: Statement of Work. This will be a one-time surcharge payable for each cabinet that is refinished.

This surcharge will follow the same tier quantity range as Table 1: Cabinets, allowing pricing flexibility based on the quantity of cabinets ordered for refinishing under each Task Authorization. The Bidder must provide all-inclusive ceiling unit prices for each tier range listed under Table 7 of Appendix 3-A – Financial Proposal Tables.xls.

- 7.3** The CRA will apply the Tiered Weights to the All-Inclusive Ceiling Unit Prices to establish the Total Weighted Tiered Price for Table 7. The Bid Evaluation Price for Table 7 will then be calculated by the CRA as the Total Weighted Tiered Price.



## Part 6 Model Contract

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

### 6.1 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

### 6.2 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.

### 6.3 Requirement

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

#### 6.3.1 Period of the Contract

The period of the Contract is **three (3) years** from the date of contract award. (A specific date will be entered at the time of award)

#### 6.3.2 CRA E-Procurement Solution

The Canada Revenue Agency (CRA) will use an e-procurement solution to order, receive and reconcile goods and services. This e-procurement solution is based on the Ariba suite of products and has been branded internally as "Synergy". This e-procurement solution is described at Annex C: Requirements for CRA Synergy Solution.

##### 6.3.2.1 Synergy Modifications or Transition to a Government of Canada e-Procurement Solution (EPS)

At its sole discretion, the CRA reserves the right to amend the Synergy requirements and transition to,

- (i) a modified Synergy solution; and
- (ii) a new e-procurement solution,

The CRA reserves the right, at its sole discretion, to make use of the modified Synergy solution and the new e-procurement solution (if applicable) as mandatory, upon CRA's request.

The CRA agrees to provide the Contractor with at least a three-month notice to allow for any measures necessary for the integration of the Contract into a modified Synergy solution and the EPS (as applicable). The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.



### **6.3.3 Option to Extend the Contract**

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to four (4) 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.

### **6.3.4 Option to Add/Remove/Modify Products**

Where the need may arise due to a shift in legislation, policy or program requirements, CRA reserves the right to add or remove products or services from the contract, as well as modify items, including, but not limited to: cabinets, and the related accessories which meets the requirements set out at Annex A – Statement of Work.

### **6.4 Disclosure of Information**

The Contractor agrees to the disclosure of its contract unit prices by CRA to its employees, agents and servants through its internal e-commerce tool, and further agrees that it shall have no right to claim against CRA, the Minister, the Identified User, their employees, agents or servants, or any of them, in relation to such disclosure.

### **6.5 Discontinued Product**

The Contractor certifies that all product models provided under this contract will be available for the duration of the contract, including any exercised Option Periods.

It is understood that product models change over time; however, the Contractor must provide at least sixty (60) days advance notice to the CRA prior to any change of product model. If a product model is discontinued, the Contractor must provide a similar product model which meets or exceeds the original mandatory specifications, at no additional cost to the CRA. At this time, the CRA reserves the right to evaluate the replacement product model to determine their suitability and approve their use.

### **6.6 Standard Clauses and Conditions SACC A0000C (2012-07-16)**

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

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



**The following Clauses are incorporated by reference:**

SACC Reference	Clause Title	Date
A2000C	Foreign Nationals (Canadian Contractor)	2006-06-16
-or-	-or-	-or-
A2001C	Foreign Nationals (Canadian Contractor)	2006-06-16
A3015C	Certifications	2014-06-26
A9068C	Site Regulations	2010-01-11
B9028C	Access to Facilities and Equipment	2007-05-25
C2000C	Taxes – Foreign-based Contractor	2007-11-30
C6000C	Limitation of Price	2011-05-16
G1005C	Insurance	2008-05-12
H1001C	Multiple Payments	2008-05-12

**6.7 General Conditions**

2030 (2016-04-04) General Conditions – Higher Complexity - Goods, apply to and form part of the Contract.

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

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

Section 22 titled “Warranty”

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

“Despite inspection and acceptance of the Work by or on behalf of Canada and without restricting any other provision of the Contract or any condition, warranty or provision imposed by law, the Contractor warrants that, for **60 months inclusive** (or the length of the manufacturer’s warranty, whichever is longer), the Work will be free from all defects in design, material or workmanship, and will conform to the requirements of the Contract. The warranty period begins on the date of delivery, or if acceptance takes place at a later date, the date of acceptance. With respect to Government Property not supplied by the Contractor, the Contractor's warranty will extend only to its proper incorporation into the Work.”

Subsection 3 is hereby amended to delete, “In such cases, the Contractor will be paid the fair and reasonable Cost (including reasonable travel and living expenses) incurred in so doing, with no allowance for profit, less an amount equal to the Cost of rectifying the defect or non-conformance at the Contractor's plant”.

Subsection 4 is hereby amended to delete “Canada must pay” and insert “Contractor must pay”

Section 23 titled “Confidentiality”,

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

Subsection 6 is hereby amended to delete “PWGSC Industrial Security Manual and its supplements”, and insert “Security Requirements for the Protection of Sensitive Information” issued by the CRA, Security and Internal Affairs Directorate (SIAD). The remainder of Section 23 remains unchanged.

Section 43 titled “Integrity Provisions- Contract” is hereby deleted in its entirety and replaced with:

The Supplier Integrity Directive (SID) incorporated by reference into the bid solicitation is incorporated into, and forms a binding part of the Contract. The Contractor must comply with the provisions of the SID, which can be



found on the Canada Revenue Agency's website at <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.

**6.8 Security Requirements**

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

**6.9 Authorities**

**6.9.1 Contracting Authority A1024C (2007-05-25)**

The Contracting Authority for the Contract is:

Name: Katherine Hutton  
Telephone Number: (613) 286-5340  
Fax Number: (613) 957-6655  
E-mail address: [Katherine.hutton@cra-arc.gc.ca](mailto:Katherine.hutton@cra-arc.gc.ca)

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

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

To be completed at the time of Contract award.

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

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

**6.9.3 Contractor's Representative**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

**6.10 Site Authority**

The Site Authority is the representative of the department or agency for whom the Work is being carried out under each specific Task Authorization, and the Site Authority name will be identified on each Task Authorization. The Site 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.



**6.11 Task Authorizations**

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

**6.11.1 Task Authorization Ordering Process**

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

The CRA will authorize the Work with the Contractor, at the CRA's discretion, by submitting a Task Authorization through either of the following processes:

1. Submitting a Task Authorization form, signed by the Contracting Authority and sent to the Contractor via facsimile or email; or
2. Submitting a Purchase Card Order (PCO) to the Contractor using the Synergy e-procurement solution, as described at Annex C: Requirements for CRA Synergy Solution.

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

**6.11.2 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 **\$250,000.00**.
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 under the Limitation of Expenditure clause. 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.

**6.11.3 Limitation of Expenditure – Cumulative Total of all Task Authorizations**

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

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



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

## 6.12 Delivery

The Contractor must complete delivery and installation no later than 42 calendar days of receiving a Task Authorization, unless otherwise requested by the CRA and agreed to by the Contractor.

## 6.13 Installation Services

Installation services must be provided for the products offered. The minimum level of service required is detailed below:

- a) Receive and unload all product/pieces to the staging and/or installation area.
- b) Unpack all pieces and inspect product for shipping damage. Report any damage immediately to the Site Authority on site.
- c) Install all products in accordance with the manufacturer's specifications.
- d) Ensure all products function properly and make minor adjustment/repairs as necessary at time of installation.
- e) Touch up all nicks and scratches that may have occurred during installation.
- f) Clean product.
- g) Remove all packing material debris and cartons from the site.
- h) Upon completion, and at the request of the CRA, the Contractor must walk through the installation area with the CRA to verify the operating condition of all products in accordance with the deficiency procedures.

## 6.14 Inspection and Acceptance

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

## 6.15 Deficiency Procedures

Within this clause, "the CRA" refers to the Site Authority on site.

The Contractor must adhere to the following deficiency procedures at the discretion of the CRA:

- a) It is the responsibility of the Contractor to notify the CRA when the installation is completed.
- b) It is the responsibility of the CRA to arrange for the initial walk-through inspection with the Contractor.
- c) The walk-through inspection will take place within three (3) working days after installation is completed. If the Work is for a phased installation, the walk-through inspection will take place upon completion of each phase.
- d) The CRA, in consultation with the Contractor, will prepare the deficiency list documenting all problems in every area.
- e) The deficiency list will be forwarded by the CRA to the Contractor.
- f) Within three (3) working days of receipt of this deficiency list, the Contractor will complete all minor deficiencies and make all adjustments not requiring new parts.
- g) For all outstanding issues identified on the deficiency list, that are not considered a minor deficiency the Contractor will submit the plan of action with the delivery dates or completion dates within fourteen (14) calendar days from receipt of the deficiency list from the CRA.

Upon completion of the deficiencies and adjustments the Contractor must notify the CRA that all deficiencies have been completed. The CRA will then submit to the supplier a final sign-off that the Task Authorization is complete.





## 6.16 Credit for Late Delivery (SACC D0024C)

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

## 6.17 Synergy Non-Compliance

Failure to respect the delivery timelines as per the Contract or the problem resolution timelines set out under Annex C: Requirements for CRA Synergy Solution, paragraph 3.5 Support, Table 1: Technical Support Response Definitions, will result in an escalation by the CRA Contracting Authority with the Contractor. In that event, the Contractor agrees to pay to the CRA, liquidated damages for each hour of delay, or any part thereof, for the time spent by the CRA addressing any issues that occur due to the failure of the Contractor to meet the CRA's Synergy requirements, based on the following calculation:

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

The total amount of the liquidated damages must not exceed 10% of the Contract's value. The CRA and the Contractor agree that the amount stated above is their best pre-estimate of the loss to the CRA in the event of such a failure, and that it is not intended to be, nor is it to be interpreted as a penalty.

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

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

## 6.18 Invoice Instructions

### 6.18.1 For Task Authorizations submitted via Synergy:

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

1. Contractor's name and address
2. GST registration number,
3. CRA Site Authority / Consignee's name and address;
4. Synergy PCO number
5. date the goods were shipped or services delivered,
6. description of the goods and/or services,
7. Item or reference number;



8. cost (before tax),
9. amount charged to the acquisition card (exclusive of the Goods and Services Tax (GST) or Harmonized Sales Tax (HST), if applicable) and
10. amount of GST or HST, if applicable, shown separately
11. total amount to be charged to the CRA

#### **6.18.2 For Task Authorizations submitted via a signed Task Authorization form:**

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the General Conditions. Claims cannot be submitted until all work identified in the claim is completed. Each claim must be supported by a copy of the release document and any other documents as specified in the Contract;
2. Claims must be distributed as follows: The original and one (1) copy must be forwarded to the Site Authority for certification and payment.

#### **6.19 Basis of Payment SACC C0207C (2013-04-25)**

The Basis of Payment is as set out in Annex B of this document.

#### **6.20 Method of Payment**

At Canada's discretion the Contractor will be paid using direct deposit, credit card or cheque. 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.

##### **6.20.1 Payment by Direct Deposit**

The Contractor shall accept Direct Deposit for payment of the goods and/or services described herein. Payments by direct deposit will be subject to Article 18 – Payment Period and Article 19 - Interest on Overdue Accounts, set out in 2030 General Conditions (2016-04-04) forming part of the Contract.

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

It is the sole responsibility of the Contractor to ensure that the information and account number submitted to Canada via their Vendor Electronic Payment Registration form is up to date. Should the Contractor's information within the Vendor Electronic Payment Registration form not be accurate or up to date, the provisions identified herein under Article 18 – Payment Period and Article 19 - Interest on Overdue Accounts, set out in 2030 General Conditions (2016-04-04) forming part of the Contract will not apply, until the Contractor corrects the matter.

##### **6.20.2 Payment by Credit Card**

The Contractor shall accept Government of Canada Acquisition Cards (credit cards) for payment of the goods and/or services described herein. Payments by credit card will not be subject to Article 18 – Payment Period and Article 19 - Interest on Overdue Accounts, set out in 2030 General Conditions (2016-04-04) forming part of the Contract.

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



### 6.20.3 Payment by Cheque

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

### 6.21 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.

#### 6.21.1 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.

### 6.22 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.



### 6.23 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.

### 6.24 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 (2030 (2016-04-04) General Conditions – Higher Complexity - Goods);
3. Annex A: Statement of Work and all of its appendices;
4. Annex B: Basis of Payment;
5. Annex C: Requirements for CRA Synergy Solution
6. The Contractor's proposal dated \_\_\_\_\_ (insert date of bid), as amended on \_\_\_\_\_ (insert date(s) of amendment(s), if applicable);
7. The Task Authorizations (including annexes, if any) (if applicable).

### 6.25 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.

#### 6.25.1 Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1 (l) 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).



## ANNEXES

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

ANNEX A: STATEMENT OF WORK

ANNEX B: BASIS OF PAYMENT

ANNEX C: REQUIREMENTS FOR CRA SYNERGY SOLUTION



## ANNEX A - STATEMENT OF WORK

### METAL FILING AND STORAGE CABINETS

#### 1. Objective

The CRA requires a single Contractor to supply, deliver and install metal filing and storage cabinets (herein referred to as “cabinets”), as well as to provide related accessories and services, to all CRA locations on an “as and when requested” basis.

The required cabinets include lateral, vertical, storage and multi-function cabinets (including personal storage towers), and dedicated lockers. Accessories and parts must be provided, along with labour (for on-site repairs), rekeying services, after hours delivery service, take-back or recycling services and refinishing services. All of the required products and services are as described in this Annex A: Statement of Work, and its appendices.

#### 2. Background

The CRA is a large federal agency that requires cabinets to support its ongoing renewal of space and assets as a result of changing business and functional requirements. The ongoing evolution of the CRA workplace standards requires a wide range of cabinets, accessories and related services, to support the diverse types of work spaces existing today. Flexibility is also required to be capable of modifying or adapting products to meet future work space designs.

The CRA continues to explore ways to achieve efficiencies associated with the supply of cabinets to support its best value approach by:

- Optimizing the selection of cabinets based on operational requirements;
- Leveraging e-procurement tools for ordering products and related services;
- Assessing and adapting to changing trends that will have an impact on the acquisition and lifecycle management of cabinets.

#### 3. Deliverables

##### 3.1 Supply, Delivery and Installation of Cabinets

The Contractor must supply, deliver and install all cabinets and accessories listed in Appendix A: List of Cabinets and Accessories to all CRA locations. The current CRA locations to be included are provided under Appendix B: List of CRA Locations. The CRA reserves the right to change, add or remove locations at its sole discretion throughout the term of the Contract.

- 3.1.1 Delivery and Installation:** the Contractor must supply, deliver and install cabinets and accessories within a maximum of **42 calendar days** or better, in accordance with the manufacturer’s lead times, from the time a Purchase Card Order (PCO) has been sent through the ordering system (herein referred to as “Synergy”), or from the time a Task Authorization form is signed and sent by the CRA.

The CRA may request a cabinet delivery to extend beyond this timeframe in accordance with project requirements, which must be identified either at the time the Task Authorization is placed or up to 48 hours after the Task Authorization is placed.



### 3.1.2 Hours of Operation:

- 3.1.2.1: Business Hours Delivery Service: the Contractor must supply, deliver and install cabinets, accessories and related support services to all CRA locations during regular business days, from 7:00 AM to 6:00 PM across all Canadian time zones.
- 3.1.2.2: After Hours Delivery Service: the Contractor must supply, deliver and install cabinets, accessories and related support services outside regular business day hours of operation (as defined in section 3.1.2.1 above), including nights and weekends. This will be requested either at the time that the Task Authorization is placed, or the surcharge for After Hours Delivery Service can be added separately at a later date as needed, with reference to the original Task Authorization number.

### 3.2 Product Standards

All cabinets supplied must meet the requirements in Appendix C –Specifications for Cabinets to this Annex A - Statement of Work.

All elements that are required to meet the testing requirements of Appendix C – Specifications for Cabinets, such as counterweights and standard accessories, must also be included as standard equipment with the supply and delivery of any cabinet.

Copies of all test reports and certifications must be supplied upon request by the Contracting or the Project Authority.

### 3.3 Finish Selection

- 3.3.1 Colours: All cabinets must be available in a minimum of four (4) colours, consisting of white, light brown, grey and dark grey.
- 3.3.2 Samples: the Contractor must supply finished samples of the available colours and finishes within five (5) business days from the date of a request by the Site Authority.

### 3.4 Deficiencies, Repairs and Rekeying Services

#### 3.4.1 Deficiencies:

The Contractor must have an established process for managing product deficiencies. When a possible deficiency is reported by the CRA, the Contractor must assess the deficiency, propose a solution and complete the repair. All services must be delivered in a manner that ensures that the final product appears and performs comparable to a new product. When a deficiency is identified that may be recurring or is otherwise not compliant with Appendix C –Specifications for Cabinets, the manufacturer must:

- Assess the extent of the deficiency in its product line
- Inform the Contracting Authority and Project Authority about all Task Authorizations that include the deficient products
- Develop a project plan to correct the deficiencies in a manner acceptable to the CRA and in accordance with applicable warranty provisions.



### 3.4.2 Repairs:

When products fall into disrepair during normal use, the Contractor must provide product assessment, and repair services on an as and when requested basis. This includes supplying all parts and labour for any cabinets that require it.

A written schedule for assessing and carrying out repairs must be provided within five (5) business days from the time of receipt of the request, and once all required supporting documentation has been received by the Contractor. The written schedule must include the assessment and diagnosis of the problem, and must recommend a minimum of one possible solution, along with the associated costs.

Once the CRA has agreed to the proposed repair solution, repairs must be scheduled to occur within three (3) business days from this point, or from the date that any necessary parts have been received by the Contractor. The time required for the delivery of parts must not exceed the standard delivery time for cabinets. All repairs services must be performed on-site by technicians certified by the manufacturer of the cabinets, unless otherwise approved in writing by the CRA.

### 3.4.3 Re-Keying:

All requests for re-keying of existing locks must be scheduled within three (3) business days of receiving a request and completed within ten (10) business days of the request being received. The re-keying service must include the following:

- a) the service call;
- b) supply and installation of the required replacement locking mechanism parts;
- c) supply of two (2) keys per lock, or when all locks are keyed the same in a single cabinet, two (2) keys per cabinet; and
- d) removal and disposal of keys for the previous lock, as requested at the time the Task Authorization is ordered.

All rekeying services must be performed on-site by technicians certified by the manufacturer of the cabinets, unless otherwise approved in writing by the CRA at the time that the Task Authorization has been ordered.

## **3.5 Keys**

Upon request, the Contractor must supply additional keys for a specified lock. The Contractor must have an established procedure to identify its locks to ensure the correct keys are supplied.

## **3.6 Quarterly Reporting**

3.6.1 The Contractor must provide reports to the CRA that summarize its activities during the previous quarter.

3.6.2 Reports must be provided to the CRA on an as and when requested basis, at no additional cost to the CRA, and must be delivered within ten (10) business days from the date of the request. Reports shall not be requested more than once per quarter.

3.6.3 The Contractor must provide the reports and data in a common electronic reporting format that has been approved by the Project Authority or Contracting Authority in advance. The reports must provide a roll-up of the following:





3.6.3.1 A line-level report of all Task Authorizations submitted by CRA during the previous quarter, including, at a minimum, the following details from the individual lines included in each Task Authorization:

- the date of the Task Authorization;
- the CRA Task Authorization number and corresponding Contractor-generated reference number;
- the part number, description of the product or service, and the bar code or unique identifier of each cabinet
- the quantity;
- no cost options applied to the line, including the colour and finish of products;
- unit price per item and total cost ;
- the CRA delivery location;
- the delivery and installation date;
- any late deliveries, and the extent of the late delivery; and

3.6.3.2 Project requests (reference section 6.0 of this Annex A: Statement of Work). This must identify each Task Authorization that has been identified as a project request. This report must identify projects by address and the associated CRA Task Authorization number(s), and include a brief summary of issues and opportunities for improvement if applicable.

3.6.3.3 An Ordering and System Issues report, including:

- the total number of ordering and system issues reported during the previous quarter, including but not limited to cancelled Task Authorizations, card errors, system breaches, system outages, billing issues, delivery issues, backorders, exchanges, card errors, system breaches, system outages; and
- a short description of each issue and the date it was raised, the length of time required for resolution (if resolved) or progress report or schedule for resolution, and an estimate of the associated Liquidated Damages (if applicable).

### 3.7 Contract Review Meetings

The Contractor must attend an annual contract review meeting if requested by the Contracting Authority. The contract review meeting must be held at a location within the National Capital Region (NCR) as specified by the Contracting Authority at the time of the request, and must take place within five (5) business days of the request unless otherwise agreed upon by both parties. The agenda will focus on opportunities to improve product and service offerings overall. This will include but is not limited to:

- Coordination within projects
- Ordering system
- Strategies to support the achievement of best value
- Product updates, including trends in design and standards
- Discussion and resolution of any other items identified through quarterly reviews or ad-hoc requests that have come to the attention of the functional or contracting authority

### 4.0 Environmental Criteria

**4.1 Environmental Policy:** The Contractor must have a corporate environmental policy in place. All cabinets supplied must be manufactured in a facility that has a corporate environmental policy in place, and programs and processes to minimize the environmental impacts associated with the manufacture, assembly and transportation of its cabinets



**4.2 Recycled Content:** The steel used in cabinets must contain a minimum of 25% recycled content when market conditions allow.

**4.3 Packaging:** The packaging used for the cabinets must be designed to minimize environmental impacts, including the following criteria:

- All products must be packed to minimize the use of packaging materials
- The packaging material must be made of recycled or recyclable content or be reusable, wherever feasible. For example, corrugated cardboard must contain 30% post-consumer recycled-fibre content or be derived from sustainably managed sources when market conditions allow.
- Packaging materials must be reused or recycled by the Contractor and/or manufacturer, where feasible.

**4.4 Lifecycle Management:** The Contractor must incorporate industry best practices that will assist the CRA in maximizing the useful life of the cabinets and minimize the environmental impacts over their lifecycle. Examples include (but are not limited to) offering value-added services to extend the life of the cabinets, providing product information to facilitate recycling and repair, and identifying alternatives to disposal of the cabinets focusing on re-use. At a minimum the Contractor must provide:

- Cabinets that allow for the disassembly of components to accommodate repair or replacement of parts, reuse and/or recycling of materials.
- Instructions for the maintenance, adjustment, touch-up and replacement of its cabinets and cabinet parts. Instructions must be provided to the CRA upon request.
- Instructions to request assessment and repair services as and when required, both under and outside of warranty.
- Refinishing services that will allow cabinets to be restored to “like-new” condition. The finish must be uniformly applied to the refinished surfaces, be uniform in colour and texture, and once set, must perform comparably to the original finish once fully cured (i.e. resistant to scratches, fading, flaking, and peeling, and emit low or no odours or VOCs).
- Take-back or recycling of end-of-life cabinets or that are no longer required by the CRA.

## 5.0 Client Support Services

### 5.1 Customer Support

5.1.1 During the Task Authorization process, and when dealing with client issues, the Contractor must implement and maintain a centralized customer support approach with an identified resource as the lead for Task Authorization and customer support issues. This resource must be responsive and accountable to the Contracting Authority, the Project Authority and the stakeholders identified in Appendix B - Requirements for Requirements for CRA Synergy Solution.

5.1.2 Official Languages of Canada:

All product information and services must be available in both official languages of Canada. The quality of the product information and services provided in one language must be comparable to those in the other. This includes catalogues, product packaging, packing slips, invoicing, care and maintenance instructions, and product labelling.



## 5.2 Client Manager

5.2.1 The Contractor must identify an Account Manager. The Account Manager must ensure a level of client support as follows:

5.2.1.1 CRA must be able to communicate directly with the Account Manager in both official languages.

5.2.1.2 Backup resource(s) must be provided to ensure that the services are maintained during any absences by the Account Manager.

5.2.1.3 The Account Manager is responsible for overseeing all activities across Canada.

5.2.2 Contact Information: The Contractor must provide the contact information for the Account Manager. This must include at a minimum a direct telephone number, and an email address to allow the CRA Contracting Authority or the Functional Authority to contact the Account Manager directly.

5.2.3 Response to enquiries: the Client Manager must respond to enquiries from the Contracting Authority or Functional Authority within one (1) business day, and provide an estimated time for the response to the enquiry.

## 6.0 Project Coordination Request

When requested at the time a Task Authorization is ordered, the Contractor must provide a designated resource as a point of contact for the purposes of communicating with the CRA's designated project leader or project manager to ensure that service delivery is coordinated during projects. Appropriate resources should be identified and assigned based on the scope and complexity of the project, ranging from a simple one-time delivery to complex projects involving multiple staged deliveries over an extended time frame, limited site access, logistical challenges, coordination with other project service providers, or any combination of the above.

The Contractor's project resource will be fully accountable to the CRA project manager/leader for delivery of goods and related services. Should unexpected developments necessitate a change to the delivery of goods and services, the Contractor's project resource must inform the CRA Contracting Authority as soon as possible to ensure that the Task Authorization is amended and properly authorized before proceeding with the work.

## 7.0 Product Information

The Contractor must supply end-user product guides to support the informed selection of all products supplied in its catalogue. This guide must be supplied in a format acceptable to the CRA, such as Adobe PDF. Product guides must include the following:

- Product images
- Descriptions of each Cabinet including dimensions, features, configurations and accessories included
- Show which accessories are available and compatible with each cabinet
- Describe typical applications and considerations when specifying cabinets
- Provide instructions on safe use and placement as applicable



**APPENDIX A: LIST OF CABINETS AND ACCESSORIES**

Tolerances for specified dimensions are +/-1.5mm (1/16 in.).

Item #	Item Description
	<b>SHALLOW VERTICAL FILING CABINETS (V1): LEGAL SIZE – 457 mm (18”) WIDE, 457 mm (18”) DEEP</b>
V1.1	Two (2) drawer vertical filing cabinet
V1.2	Four (4) drawer vertical filing cabinet
	<b>DEEP VERTICAL FILING CABINETS (V2): LEGAL SIZE – 457 mm (18”) WIDE, 711 mm (28”) DEEP</b>
V2.1	Two (2) drawer vertical filing cabinet
V2.2	Four (4) drawer vertical filing cabinet
	<b>LATERAL FILING CABINETS (L1): 305 mm (12”) HEIGHT DRAWERS, WITH FIXED FRONTS, 457 mm (18”) DEEP</b>
L1.1	Two (2) drawer lateral filing cabinet, 760mm (30”) wide
L1.2	Two (2) drawer lateral filing cabinet, 915mm (36”) wide
L1.3	Three (3) drawer lateral filing cabinet, 915mm (36”) wide
L1.4	Four (4) drawer lateral filing cabinet, 915mm (36”) wide
L1.5	Four (4) drawer lateral filing cabinet, 1065mm (42”) wide
	<b>LATERAL FILING CABINETS (L2): 380 mm (15”) HEIGHT DRAWERS, WITH FIXED FRONTS, 457 mm (18”) DEEP</b>
L2.1	Two (2) drawer lateral filing cabinet, 915mm (36”) wide
L2.2	Three (3) drawer lateral filing cabinet, 915mm (36”) wide
L2.3	Four (4) drawer lateral filing cabinet, 915mm (36”) wide
L2.4	Four (4) drawer lateral filing cabinet, 1065mm (42”) wide
	<b>LATERAL FILING CABINETS (L3): 305 mm (12”) HEIGHT DRAWERS, TOP DRAWER RECEDING WITH SLIDING SHELF, OTHER DRAWERS FIXED FRONTS, 457 mm (18”) DEEP</b>
L3.1	Two (2) drawer lateral filing cabinet, 915mm (36”) wide
L3.2	Four (4) drawer lateral filing cabinet, 915mm (36”) wide
L3.3	Five (5) drawer lateral filing cabinet, 915mm (36”) wide
	<b>LATERAL FILING CABINETS (L4): 380 mm (15”) HEIGHT DRAWERS, TOP DRAWER RECEDING WITH SLIDING SHELF, OTHER DRAWERS FIXED FRONTS, 457 mm (18”) DEEP</b>
L4.1	Four (4) drawer lateral filing cabinet, 915mm (36”) wide
L4.2	Four (4) drawer lateral filing cabinet, 1065mm (42”) wide



	<b>LATERAL FILING CABINETS (L5): BOTTOM DRAWER 380 mm (15") HEIGHT WITH FIXED FRONT, OTHER DRAWERS 305 mm (12") HEIGHT WITH RECEDING DOOR AND SLIDING SHELF, 457 mm (18") DEEP</b>
L5.1	Two (2) drawer lateral filing cabinet, 915mm (36") wide
L5.2	Three (3) drawer lateral filing cabinet, 915mm (36") wide
L5.3	Four (4) drawer lateral filing cabinet, 915mm (36") wide
	<b>LATERAL FILING CABINETS (L6): 305 mm (12") HEIGHT DRAWERS, WITH FIXED FRONTS, EACH DRAWER WITH INDIVIDUAL LOCK KEYED SEPARATELY, 457 mm (18") DEEP</b>
L6.1	Four (4) drawer lateral filing cabinet, 915mm (36") wide
	<b>STORAGE CABINET (SC): WITH THREE (3) ADJUSTABLE SHELVES, 457 mm (18") DEEP</b>
SC1	Storage Cabinet 915mm (36") wide, and 1270 to 1320 mm (50" to 54") high
SC2	Storage Cabinet 915mm (36") wide, and 1575 to 1676mm (62" to 66") high
SC3	Storage Cabinet 1065mm (42") wide, and 1575 to 1676mm (62" to 66") high
	<b>MULTI-FUNCTION CABINET (MF1): WITHOUT WARDROBE, WITH FULL-WIDTH FILE DRAWERS ON BOTTOM AND CUPBOARD ON TOP, 610 mm (24") DEEP</b>
MF1.1	Multi-Function Cabinet with 2 drawers, 1270 to 1320 mm (50" to 54") high, 610 mm (24") wide
MF1.2	Multi-Function Cabinet with 3 drawers, 1575 to 1676 mm (62" to 66") high, 610 mm (24") wide
MF1.3	Multi-Function Cabinet with 2 drawers, 1270 to 1320 mm (50" to 54") high, 762 mm (30") wide
	<b>MULTI-FUNCTION CABINET (MF2): WITHOUT WARDROBE, 3 FULL-WIDTH FILE DRAWERS AND CUPBOARD 610 mm (24") DEEP</b>
MF2.1	Multi-Function Cabinet 1575 to 1676mm (62" to 66") high, 610 mm (24") wide
MF2.2	Multi-Function Cabinet 1575 to 1676mm (62" to 66") high, 762 mm (30") wide
	<b>PERSONAL STORAGE TOWER (PS1): WITH WARDROBE ONE SIDE, 2 BOX DRAWERS, 1 FILE DRAWER AND CUPBOARD DOOR, 610 mm (24") DEEP, 610mm (24") WIDE</b>
PS1.1	Multi-Function Cabinet with wardrobe right or left side as specified, 1270 to 1320 mm (50" to 54") high
PS1.2	Multi-Function Cabinet with wardrobe right or left side as specified, 1575 to 1676mm (62" to 66") high
	<b>PERSONAL STORAGE TOWER (PS2): WITH WARDROBE ONE SIDE, 2 BOX DRAWERS, 1 FILE DRAWER AND OPEN SHELVES ON SIDE, 610 mm (24") DEEP, 610mm (24") WIDE</b>
PS2.1	Personal storage tower with wardrobe right or left side as specified, 1270 to 1320 mm (50" to 54") high
PS2.2	Personal storage tower with wardrobe right or left side as specified, 1575 to 1676mm (62" to 66") high
	<b>PERSONAL STORAGE TOWER (PS3): WITH WARDROBE ONE SIDE, 2 FILE DRAWERS AND CUPBOARD DOOR, 610 mm (24") DEEP, 610mm (24") WIDE</b>
PS3.1	Personal storage tower with wardrobe right or left side as specified, 1270 to 1320 mm (50" to 54") high
PS3.2	Personal storage tower with wardrobe right or left side as specified, 1575 to 1676mm (62" to 66") high



	<b>PERSONAL STORAGE TOWER (PS4): WITH WARDROBE ONE SIDE, 2 FILE DRAWERS AND OPEN SHELVES ON SIDE, 610 mm (24") DEEP, 610mm (24") WIDE</b>
PS4.1	Personal storage tower with wardrobe right or left side as specified, 1270 to 1320 mm (50" to 54") high
PS4.2	Personal storage tower with wardrobe right or left side as specified, 1575 to 1676mm (62" to 66") high
	<b>PERSONAL STORAGE TOWER (PS5): WITH WARDROBE ONE SIDE, 4 FILE DRAWERS, 610 mm (24") DEEP, 610mm (24") WIDE</b>
PS5.1	Personal storage tower with wardrobe right or left side as specified, 1270 to 1320 mm (50" to 54") high
	<b>DEDICATED WARDROBE UNIT (WR1): WITH FULL-HEIGHT DOORS, THREE SIDE SHELVES 300 mm (12") WIDE, FULL-WIDTH HANGER ROD AND HAT SHELF, 1575 to 1676mm (62" to 66") HIGH</b>
WR1.1	Unit 508 mm (20") deep and 762 mm (30") wide
WR1.2	Unit 610 mm (24") deep and 914 mm (36") wide
	<b>SMALL LOCKER STORAGE (SL1): MULTI-COMPARTMENT UNIT WITH COMPARTMENTS 381 to 457 mm (15" to 18") DEEP, 381 to 457 mm (15" to 18") WIDE, AND OPEN SHELF ON BOTTOM 300 mm (12") HIGH, WITH INDIVIDUAL LOCKS</b>
SL1.1	Unit two compartments high by two compartments wide, 1067 to 1168 mm (42" to 46") high
SL1.2	Unit three compartments high by two compartments wide, 1448 to 1549 mm (57" to 61") high
	<b>ACCESSORIES (A)</b>
A1.1	Divider Plates, full depth and full height for lateral file drawers
A1.2	Divider Plates, full depth and half height for lateral file drawers
A2	Pencil Tray for 6" high (box) drawers
A3	Extra shelf for storage cabinet
A4	Boot mat for wardrobes
A5	Conversion kits for front to back or side to side filing in lateral file drawers
A6	Conversion kits for front to back or side to side filing in vertical file drawers



## APPENDIX B: LIST OF CRA LOCATIONS

The following list contains the regions and cities to which the Contractor must supply and deliver the goods and services described herein. Delivery addresses will be supplied at the time a Task Authorization has been ordered. The CRA reserves the right to add, change or remove locations as required.

### Atlantic

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

### Quebec

10. Québec City, Quebec
11. Gatineau, Quebec
12. Rimouski, Quebec
13. Sherbrooke, Quebec
14. Montréal, Quebec
15. Rouyn-Noranda, Quebec
16. Laval, Quebec
17. Brossard, Quebec
18. Chicoutimi, Quebec
19. Jonquière, Quebec
20. Trois-Rivières, Quebec
21. Shawinigan, Quebec



Ontario

22. Kingston, Ontario
23. Belleville, Ontario
24. Sudbury, Ontario
25. Thunder Bay, Ontario
26. North Bay, Ontario
27. Peterborough, Ontario
28. Toronto, Ontario
29. Scarborough, Ontario
30. Mississauga, Ontario
31. North York, Ontario
32. Hamilton, Ontario
33. Kitchener, Ontario
34. St. Catharines, Ontario
35. London, Ontario
36. Windsor, Ontario
37. Ottawa, Ontario

Prairies

38. Winnipeg, Manitoba
39. Regina, Saskatchewan
40. Saskatoon, Saskatchewan
41. Calgary, Alberta
42. Edmonton, Alberta
43. Red Deer, Alberta
44. Lethbridge, Alberta





Pacific

- 45. Penticton, British Columbia
- 46. Kelowna, British Columbia
- 47. Vancouver, British Columbia
- 48. Victoria, British Columbia
- 49. Surrey, British Columbia
- 50. Prince George, British Columbia

Headquarters

- 51. Ottawa, Ontario



## APPENDIX C: SPECIFICATIONS FOR CABINETS

The following specifications detail the Agency requirements for metal filing and storage cabinets, herein referred to as "cabinets", used in a variety of office settings.

### 1. Applicable Testing Publications

The following publications apply to this requirement:

American Society for Testing and Materials (ASTM)

- a) ASTM D3359 - Standard Test Method for Measuring Adhesion by Tape Test
- b) ASTM D3363 - Standard Test Method for Film Hardness by Pencil Test

American National Standards Institute (ANSI)

Business and Institutional Furniture Manufacturer's Association (BIFMA)

- a) ANSI/BIFMA X5.9 American National Standard for Office Furnishings –Storage Units
- b) ANSI/BIFMA X5.3 American National Standard for Office Furnishings - Vertical Files

National Electrical Manufacturers Association (NEMA)

- a) ANSI/NEMA LD-3 – Light Resistance

American Association of Textile Chemists and Colorists (AATCC)

- a) EP1 – Grey Scale for Color Change - Instructions

All references to the above publications or test methods therein are to the latest issues.

### 2. Testing

- 2.1. All cabinets must have successfully passed all applicable performance tests for the most recent published version of the following standards:
  - 2.1.1. ANSI/BIFMA X5.3, and
  - 2.1.2. ANSI/BIFMA X5.9.
- 2.2. Testing must be carried out at an Acceptable Test Facility. An Acceptable Test Facility is considered to be an independent testing laboratory or a company owned laboratory, provided that the laboratory has been accredited by a nationally recognized body such as the Standards Council of Canada, A2LA or it is listed on the CGSB Laboratory Acceptance Program.
- 2.3. Age of Tests: Test reports must be no more than five (5) years old. Performance tests are considered valid until one of the following:
  - 2.3.1. The performance test standard is updated. When this occurs, products must be re-tested to the new standard within nine (9) months of the publication of the new standard.
  - 2.3.2. A significant change is made to the product design, construction, assembly or other aspect of production that may impact the performance of the product.



### 3. Types of Cabinets

Each of the following cabinets must be available:

- Lateral Filing Cabinet: A cabinet with pull-out drawers that has a width greater than its depth.
- Vertical Filing Cabinet: A cabinet with pull-out drawers that has a depth greater than or equal to its width.
- Storage Cabinet: A cabinet with doors and adjustable shelves that has a width greater than its depth. This includes dedicated wardrobe cabinets.
- Multi-Function Cabinet: A cabinet that offers more than one type of storage (e.g. shelves, cupboards, drawers etc.). This category includes personal storage towers.
- Locker: A cabinet with one or more compartments, each intended for individual use. Each compartment has a single door that gives access to the entire interior storage area.

### 4. General Product Specifications

- 4.1. Materials: All cabinets must be constructed from steel.
- 4.2. Workmanship: The finished cabinets must be uniform in quality, style, material and workmanship and must be clean and free from any defects that may affect appearance, serviceability or safety. When assembled in any of the manufacturer's recommended configurations, there must be no unfinished edges or surfaces other than stainless steel when viewed in normal-use positions. Metal edges, corners, and parts that may, or will, come in contact with the user must be rounded or covered with protective caps. Lubricated parts must be protected against accidental contact with the user, the user's clothing, or documents.
- 4.3. Edges and corners: all edges and corners with which a user may come into contact must be eased or radius.
- 4.4. Doors and drawers: all doors and drawers must fit squarely and evenly into the openings on all sides. When in the closed position, doors and drawers must be not protrude beyond the face of the cabinet. For receding door or drawer fronts, when the door or drawer front is opened, the exposed edge of the front must be flush with the face of the cabinet.
- 4.5. Welds: All welds must be structurally sound, free from cracks and surface voids. They must be clean, smooth and uniform in appearance and free from scale, flux, trapped foreign matter or any other inclusions that may have a detrimental effect for the application of the primer or final finish.

### 5. Detailed Product Specifications

- 5.1. Levelling Glides: All cabinets, with the exception of vertical filing cabinets, must be equipped with four (4) glides that have a minimum vertical adjustment of 16 mm (5/8"). The glide adjustment must be accessible from the interior of the cabinet.
- 5.2. Suspension: The suspension on all drawers must permit the back of the drawer/filing compartment to extend beyond the face of the cabinet.
- 5.3. Safety System: Lateral filing cabinets with two or more drawers must be equipped with an interlock mechanism that prevents any drawer from being extended by more than 51 mm (2 in.) when any other drawer has been extended beyond its fully closed position. No two drawers will be capable of being opened simultaneously.
- 5.4. Doors: All doors must be capable of opening a minimum of 110°.
- 5.5. Storage Cabinet and Multi-Function Storage Cabinet Shelves: The shelves must be adjustable on increments of no more than 51 mm (2 in.). Shelves within the same cabinet compartment must be interchangeable and must extend the full width and depth of the interior cabinet compartment.



5.6. Lateral File Drawers and Pull-out Shelves: The lateral file drawers and pull-out shelves must accommodate legal size files in both hanging file and divider supported file system configurations and must be capable of conversion to a letter size filing system configuration by means of a conversion bar or similar method.

- The drawer and/or pull-out shelf bottom and back must be slotted on at least 51 mm (2 in.) centres to receive dividers.
- The front edge of the pull-out shelf bottom must be flanged upwards at least 8 mm (0.32 in.).

5.7. Lateral file drawer height: lateral file drawers must be supplied in two heights:

5.7.1. File height drawer: normally 300mm (12 inches) high, which must be able to accommodate both legal and letter file folders with tabs.

5.7.2. Binder height drawer: normally 381mm (15 inches) high, which must be able to accommodate binders. These are normally 381mm (15 inches) high, but shorter heights may be accepted as long as binders can be accommodated.

5.8. Vertical File Drawers: The vertical file drawers must be equipped with a device that is designed to prevent the unexpected shifting of contents when the drawers are opened and closed. The device must be activated without unsupplied tools and must be capable of being operated with one hand, such as a follower block.

5.9. Locks: All filing and storage cabinets must be equipped with a locking device capable of securing all drawers or doors simultaneously. At a minimum, locks must be supplied with a minimum 50 key combinations. No locks will be keyed alike except the following:

5.9.1. For dedicated locker units with multiple compartments, each compartment is considered a different cabinet, and must be keyed individually. This does not apply to multifunction cabinets or any other type of cabinet.

5.9.2. Lateral filing cabinets must be supplied with individually locking drawers when specified.

Note that keyless mechanisms are acceptable as long as they do not require the purchase of unsupplied locking elements. External locks such as padlocks are not acceptable for this application. When a keyless lock is supplied, it must be supplied with:

- Instructions for programming and re-programming locks for different users.
- Any required instructions and tools to re-set codes and open compartments in the event of lost or forgotten codes.
- For powered keyless mechanisms:
  - Fully charged batteries for initial use.
  - Instructions for replacing batteries.
  - Two (2) tools or keys for accessing the battery compartment in the event of battery failure in the locked position.

5.10. Label Holders: All filing cabinet door and drawer fronts must incorporate a label holder.

5.11 Bumpers: Sound-reducing bumpers or equivalent must be provided to reduce noise either when opening or closing the doors and/or drawers.

5.12 Limited Hand Function: All filing and storage cabinets must be operable with limited hand function. The handles, operating mechanisms and controls for the filing and storage cabinets must meet the following:

- Must be operable with one hand;
- Must not require tight grasping, pinching, or twisting of the wrist; and
- Must require a force to activate controls no greater than 5 lbf (22.2 N).



## 6. Finishes

Metal Finishes: The metal components must meet the following performance requirements:

- 6.1. Adhesion: The adhesion rating of the painted metal finish must be at least 4B when tested in accordance with ASTM D 3359, Method B.
- 6.2. Colour Stability: The finishes must not show a change in colour greater than grey scale 4 contrast by reference to AATCCP EP1 after exposure for 40 h in the Fade-Ometer in accordance with ANSI/NEMA LD-3 – Light Resistance section 3.3.2 or 3.3.3.
- 6.3. Scratch Resistance: The finish must meet the requirements of ASTM D3363, hardness H.

## 7. Test Reports

- 7.1. The Contractor must submit all applicable test reports within five (5) business days of a request.
- 7.2. Testing must have been completed to demonstrate that the product proposed has successfully passed all tests.
- 7.3. Test reports must be no more than five (5) years old.
- 7.4. Testing must have been completed by an acceptable test facility. An independent testing laboratory and a company owned laboratory are acceptable provided that the laboratory has been accredited by a nationally recognized body such as Standards Council of Canada, A2LA (American Association for Laboratory Accreditation) or is listed on the Canadian General Standards Board (CGSB) Laboratory Acceptance Program.
- 7.5. Testing must be repeated when any one or more of the following conditions occur:
  - 7.5.1. Test reports are five (5) years old;
  - 7.5.2. When a standard changes;
  - 7.5.3. The design or construction of the product undergoes a significant or material change.
- 7.6. As a minimum, test reports must include the following information:
  - name and address of laboratory;
  - unique identification of the report (such as order or customer test number);
  - client identification, such as the name and address of the manufacturer (where applicable);
  - identification of the type of testing being performed;
  - description and unambiguous identification of the product sample to be used for testing;
  - characterization and condition of the product sample;
  - date(s) of the performance of test;
  - identification of the test methods and specific tests used;
  - confirmation that the product sample has passed each test, with comments as applicable;
  - identification and credentials of the technician who completed the report; and
  - date of the test report



## 8. Manufacturer's Identification

- 8.1. The Contractor must mark each cabinet permanently and legibly with the manufacturer's recognized trademark or name.
- 8.2. The Contractor must apply a product information label to the inside of each cabinet with the following information in legible font and in a visible location. The label must include:
  - Make
  - Model number
  - The CRA Purchase Card Order, External Purchase or Task Authorization Order number
  - Contractor's order number
  - Warranty expiration date
  - Unique identifier, such as bar code or serial number, when available
- 8.3. A red or orange label not smaller than 80 x 60 mm (3.15in. x 2.36 in.) bearing the following safety precautions in both of Canada's official languages must be securely affixed to the inside of each extendible element of the filing cabinet.

CAUTION - Fill Bottom Drawer First

AVERTISSEMENT - Remplir le tiroir du bas en premier.



## ANNEX B - BASIS OF PAYMENT

In consideration of the Contractor satisfactorily completing all of its obligations for each Task Authorization, as per Annex A: Statement of Work, the Contractor will be paid as follows:

1. All-Inclusive Ceiling unit prices will be paid for the supply, installation and delivery of,
  - a. Metal Filing and Storage Cabinets (Appendix A: List of Cabinets and Accessories to Statement of Work)
  - b. Accessories and Parts (Appendix A: List of Cabinets and Accessories to Statement of Work)
  - c. Rekeying Services (section 3.4 iii) of Annex A: Statement of Work)
  - d. After Hours Delivery Services (section 3.1.2.2 of Annex A: Statement of Work)
  - e. Take-back or recycling Services (section 4.4 of Annex A: Statement of Work)
  - f. Refinishing Service (section 4.4 of Annex A Statement of Work)

All on an “as and when requested” basis, in Canadian Dollars, DDP Destination, GST/HST extra where applicable.

- 1.1 Shipments shall be consigned to the destination specified in each Task Authorization (list of locations set out in Annex A), and Delivered Duty Paid (DDP) (CRA locations across Canada) Incoterms 2010 for shipments from a commercial supplier. The Contractor will be responsible for all delivery charges, administration, costs and risk of transport and customs clearance, including the payment of customs duties and taxes.
  - 1.2 The ceiling unit prices are established as follows, and, subject to the option year price update mechanism outlined below, will be subject to downward adjustment only for any given Task Authorization issued by CRA:
    - a. For all items included in Appendix 3: Financial Proposal, the All-Inclusive Ceiling Unit Prices calculated in accordance with Appendix 3: Financial Proposal will apply ;
    - b. For any additional items added to the contract (cabinets or accessories and parts), the ceiling unit prices will be established by applying the Minimum Percentage Discount Rates (for each Tier Range where applicable) as offered by the Contractor within Appendix 3: Financial Proposal, to the Manufacturer`s Published List Price at the time that the new item is being added.
    - c. The Minimum Percentage Discount Rates for the cabinet Tier Ranges will be applied based on the quantities requested for each Task Authorization. These discount rates are also applicable for any given Task Authorization that consists of multiple cabinet types and/or configurations, provided that the overall quantity ordered matches the tier range in question.
    - d. The Minimum Percentage Discount Rates off of the Manufacturer`s Published List Price shall be valid for the entire contract period, including any option periods exercised, and are subject to upward adjustment only (ie. to offer a larger discount to the CRA).
  - 1.3 The CRA will not accept changes to the all-inclusive ceiling unit prices and the Manufacturer`s Published List Prices during the Initial Contract Period. The Contractor will only be permitted to update its all-inclusive ceiling unit prices and Manufacturer`s Published List Prices once per year on any exercise of an Option Period by the CRA, and this update will be subject to the Option Year Price Update Mechanism outlined below.
2. Ceiling hourly rates will be paid for the provision of labor for onsite repairs, to be delivered on an “as and when requested” basis, in Canadian Dollars, DDP Destination, GST/HST extra where applicable.
    - 2.1 The ceiling hourly rate is established as the All-Inclusive Ceiling Hourly Rate provided by the Contractor under Appendix 3: Financial Proposal and will be subject to downward adjustment only for any given Task Authorization issued by CRA.



2.2 The CRA will not accept changes to the ceiling hourly rate during the Initial Contract Period. The Contractor will only be permitted to update its ceiling hourly rate once per year on any exercise of an Option Period by the CRA, and this update will be subject to the Option Year Price Update Mechanism outlined below.

3. Option Year Price Update Mechanism

The Contractor shall be permitted to update its ceiling unit prices, its ceiling hourly rate, and its Manufacturer`s Published List Prices once per year, following the completion of the initial contract period. Updates, if requested by the Contractor, must be made no later than the anniversary date of the Contract award, unless otherwise agreed to by both parties.

The CRA will not accept any price increases in excess of the Statistics Canada Consumer Price Index (CPI) percentage change, referencing the category "All-items Consumer Price Index (CPI)". The CPI will cover the previous twelve (12) month period from the time of the requested update.

Below are the details to the specific CPI table and the website link:

Consumer Price Index, Monthly, Seasonally Adjusted - Table: 18-10-0006-01 (formerly CANSIM 326-0022).

**This table can be located through the website link included below.**

<https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=1810000601>

**THE BASIS OF PAYMENT TABLES WILL BE PROVIDED AT THE TIME OF CONTRACT AWARD.**





## ANNEX C – REQUIREMENTS FOR CRA SYNERGY SOLUTION

### 1 Overview

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

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

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

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

### 2 Glossary of Terms

Advance ship notice	An advance ship notice is a document that the Contractor transmits using the Ariba Supplier Network to Synergy, stating that the Contractor is shipping one or more items from a Synergy purchase order.
Ariba	Ariba is the name of a suite of spend management software. The term “Ariba” is often used to refer to the software or the system running their software.
Ariba Supplier Network	Ariba Supplier Network (ASN) is the network used to communicate between users of the Ariba software and the Contractors.
ASN	See Ariba Supplier Network.
Comma Separated Value	A comma separated value (CSV) format for exchanging data files between spreadsheet software.
Contracting Authority	The Contracting Authority (CA) is identified under the “Authorities” article of the Contract (see sub-article titled “ <b>Contracting Authority</b> ”).
CA	See Contracting Authority
CSV	See Comma Separated Value
JPEG	A format for compressing electronic image files.
Purchase Card Order	A purchase card order (PCO) is the transaction generated by Synergy against any given catalogue.
PCO	See Purchase Card Order
Synergy	Synergy is the Canada Revenue Agency’s branded implementation of the Ariba software suite. (See “Ariba” above).
UNSPSC	United Nations Standard Product and Services Classification.
Virtual acquisition card	Virtual credit card number with no associated physical copy that cannot be used for in-person point of sale (POS) transactions. It can only be used with a single merchant.



### 3 Operational Requirements

#### 3.1 Ariba Supplier Network account

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

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

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

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

#### 3.2 Synergy catalogue

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

The catalogue must include:

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

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

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

#### 3.3 Acquisition card

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

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

The CRA acquisition card is currently a MasterCard provided by Bank of Montreal. The CRA reserves the right to change its acquisition card type or provider at any time during the period of the Contract, including any exercised option period(s). It is the Contractor's responsibility to have a mechanism in place (usually through a third party provider) to transmit charges to the Bank of Montreal.

#### 3.4 Processing requirements

The Contractor must:

- Validate the contents of each order to ensure accuracy.
- Error/discrepancy handling capability - In the case of a discrepancy between the CRA order information and the Contractor, the Contractor shall notify the CRA within thirty (30) minutes of occurrence and resolve the issue as per the timelines for Severity 3 in [section 3.5](#) below.
- Send an order confirmation within 30 minutes of receiving a purchase card order, a change or cancellation from the CRA and a shipping notice with the invoice attached when goods are shipped or services are rendered.
- Charge the CRA virtual card issued for the Contract; partial orders may be charged, only for the goods that have been shipped and/or the services that have been rendered.



- Obtain written authorization from the CRA before substituting items or rejecting an order.
- Virus-scan attachments sent over the ASN, if any.
- For goods: Include a packing slip with each shipment.
- For services: Provide an invoice with the details of the services provided.
- Both the packing slip and invoice must specify the Contractor’s name, address, and GST registration number, as well as the Synergy PCO number, CRA Purchaser, date the goods were shipped or services delivered, description of the goods and/or services, cost (before tax), applicable taxes, and total amount to be charged to the CRA.

### 3.5 Support

The Contractor must provide CRA with support:

- Through a single point of contact to report issues regarding maintenance and support of the catalogue and ordering problems as well as problem resolution updates.
- Coverage from 8:00AM to 5:00PM Eastern Time, Monday to Friday, excluding statutory holidays.
- For all incidents identified by either the Contractor or the CRA, the Contractor must adhere to the response time requirements detailed below. Incidents are assigned a tracking number, which will be communicated via email to the Contractor. Upon resolution, the Contractor must reply to the initial email with problem resolution details.

Table 1: Response time requirements		
Severity level	Description	Response and resolution times
Severity 1	System outage - The Contractor can neither accept nor process orders.	The Contractor must immediately notify the CRA Contracting Authority. The Contractor must also issue progress reports and maintain communication (verbal and email) with the CRA every two (2) hours until problem resolution, within business hours (8AM to 5PM Eastern Time, Monday to Friday, excluding statutory holidays). The Contractor must make every attempt to resolve the issue within 24 hours.
Severity 2	The system is operational, but with severely restricted functionality or degradation. For example, the Contractor cannot process acquisition card charges.	The Contractor must notify the CRA Contracting Authority within thirty (30) minutes of occurrence. The Contractor must also issue a verbal and email progress report and maintain communication with the CRA every business day until problem resolution. The Contractor must make every attempt to resolve the issue within 48 hours.
Severity 3	The system is operational, but with functional limitations or restriction not critical to the overall operations. Examples include billing errors or spelling mistakes in item descriptions.	The Contractor must notify the CRA Contracting Authority within thirty (30) minutes of occurrence. The Contractor must also issue an email progress report and maintain communication when requested by the CRA. The Contractor must make every attempt to resolve the issue within 5 business days.

### 3.6 Contractor’s automated interface

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

- Notify the CRA Contracting Authority of any changes to their interface system(s) a minimum of forty (40) business days in advance to allow the CRA to assess their impact on Synergy.



- Retest the ordering process and transmission credit card payments against the requirements set out in the Contract and successfully complete a new PoSC test before implementing the system changes.

#### 4 Technical Requirements

##### 4.1 Catalogue format

The catalogue must be created in a CSV format.

- The CRA requires that all catalogues be bilingual. The Contractor is required to enter two lines in their catalogue for each unique product: the first line will contain descriptions in English; the second line will contain descriptions in French.
- The Contractor must provide an image file for each unique good (if applicable). The image file must be in jpeg format with a maximum size of 1MB – 250X250 pixels. The image file must be named with the exact name and case as stated in the Image field of the catalogue format file described in [section 4.2](#).
- The Contractor must provide the catalogue and the image files to the CRA Contracting Authority by email or on USB.

##### 4.2 Catalogue content

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

Please note:

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

Table 2 – Catalogue technical requirements				
Field name	To be filled by	Maximum field size	Field type	Description
Contractor ID	CRA			<b>Leave this field blank.</b>
Contractor Part ID	Contractor	128	Characters, case-sensitive	The Contractor's part number. Special characters such as but not limited to , * ? and } are not supported.
Manufacturer Part ID	Contractor	128	Characters	The manufacturer's part number.
Item Description	Contractor	2,000	Characters	The product's long description in English or French; the language used must correspond to the language indicated in the Language field.
UNSPSC Code	Contractor	8	Integer number	The product commodity code in an eight digit UNSPSC format. For more information on UNSPSC codes and to search for UNSPSC code that best suits the product, refer to <a href="http://www.unspsc.org/">http://www.unspsc.org/</a> .
Unit Price	Contractor	10	Number with 2 decimal points	The CRA price for the product as per the contract.
Units of Measure	Contractor	2	Characters, case-sensitive	UN or ANSI X.12 standard unit of measure; the product's UOM (for example, BX for box and EA for each).
Lead Time	Contractor	3	Integer number	The number of business days between receipt of the order and delivery to purchaser.
Manufacturer Name	Contractor	50	Characters	Contractor's name or name of manufacturer.



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

### 4.3 Acquisition card format

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

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

- PCO Number, which is passed by the CRA to the Contractor through the ASN, maximum of 25 characters.



- GST/HST amount. Note: The Contractor must not charge PST in applicable provinces, as the federal government is PST exempt.
- The value charge must use “Actual” rather than “Estimated” tax.

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

## 5 Proof of Synergy compliance test (PoSC)

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

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

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

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

### 5.1 Preparation for PoSC test

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

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

### 5.2 Testing of Synergy solution

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

<b>Table 3: Step-by-step process</b>			
Event	Description	Owner	Participants
Kick-off meeting	Meeting to discuss PoSC requirements and timelines.	Contracting Authority	Contractor Coordinator
<b>Step 1: Register on the Ariba Supplier Network (ASN)</b>			
ASN relationship	The CRA establishes a relationship with the Contractor in ASN.	Coordinator	Contractor
ASN test account	The Contractor creates a test account on ASN.	Contractor	Ariba technical support
<b>Step 2: Prepare the catalogue</b>			
Catalogue build	The Contractor provides a catalogue and pictures if applicable in the required format.	Contractor	Contracting Authority
Catalogue finalization	The CRA reviews catalogue to ensure it respects contracting terms and technical requirements and adds custom CRA data elements.	Contracting Authority	Coordinator
<b>Step 3: Process a test order</b>			
Acquisition card number	The CRA assigns a virtual card number to use during testing.	Coordinator	Contractor



<b>Table 3: Step-by-step process</b>			
Event	Description	Owner	Participants
Order testing	The CRA places a test order. Participants confirms receipt of notifications with the required information.	Coordinator	Contractor
<b>Step 4: Test charging purchases</b>			
Charge testing	The Contractor charges for test order using Level 2 data.	Contractor	Coordinator
<b>Step 5: Test crediting purchases</b>			
Credit testing	The Contractor credits the charge once confirmation of charging is sent.	Contractor	Coordinator
<b>Step 6: Confirm completion of the test</b>			
PoSC Testing Confirmation	Confirmation of success or failure of the proof of the compliance test with the Contractor.	Contracting Authority	Contractor Coordinator

**Step 1 - Register on ASN**

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

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

**Step 2 – Prepare catalogue**

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

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

The CRA will confirm:

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

**Step 3 – Process a test order**

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

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

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

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



**Step 4: Process a charge for the purchase**

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

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

**Step 5: Process a credit for the purchase**

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

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

**Step 6: Confirm completion of the test**

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