



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

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

Proposal to: Canada Revenue Agency

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

Proposition à : l'Agence du revenu du Canada

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

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

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

Name /Nom

Title/Titre

Signature

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

(____)_____

Telephone No. – No de téléphone

(____)_____

Fax No. – No de télécopieur

E-mail address – Adresse de courriel

**REQUEST FOR PROPOSAL /
DEMANDE DE PROPOSITION**

Title – Sujet Lanyards, Badge Reels, and Identification (ID) Card Holders	
Solicitation No. – No de l'invitation 1000348821	Date 2019-12-30
Solicitation closes – L'invitation prend fin on – le 2020-02-12 at – à 2:00 P.M. / 14 h	Time zone – Fuseau horaire EST /HNE Eastern Standard Time/ Heure Normale de l'Est
Contracting Authority – Autorité contractante Name – Nom Samuel Snow Address – Adresse 250 Albert St Ottawa, ON K1A 0L5 E-mail address – Adresse de courriel samuel.snow@cra.gc.ca	
Telephone No. – No de téléphone (613) 946-7968	
Fax No. – No de télécopieur ()	
Destination - Destination See herein / Voir dans ce document	



Request for Proposal (RFP)

Title: Lanyards, Badge Reels, and Identification (ID) Card Holders

Part 1 General Information

1.1 Introduction

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

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the solicitation;
- Part 3 Proposal Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation and Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications to be submitted with the bid and before contract award
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and

Appendices

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

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

Annexes

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



1.2 Summary

The Canada Revenue Agency (CRA) requires a single Contractor to supply, package, and deliver lanyards, badge reels, and identification (ID) cards holders on an “as and when requested” basis to CRA locations across Canada.

All items must meet the requirements and specifications provided in ANNEX A: Statement of Work.

The CRA intends to enter into a two (2) year contract with five (5) one-year option periods with one (1) Contractor.

The contract will also include the option to CRA to add or remove products or services from the contract.

The CRA will include a minimum spend commitment of \$25,000.00 (all applicable taxes included) Canadian over the entire period of the resulting contract, which includes any exercised option periods, including any extension period thereof.

Historical Spend

The CRA currently spends approximately \$40,000.00 annually on the above goods. This is provided for informational purposes only and should not be construed as a commitment of future business volumes to be experienced in any resulting Contract.

e-Procurement Solution

i) CRA e-Procurement Solution

The CRA's e-commerce solution for ordering, receiving and reconciling goods and services is an Ariba tool which has been branded internally as “Synergy”. Synergy is being used in this requirement in order to expedite the ordering process under any resulting contract.

The highest-ranked Bidder must be or must become 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 EPS for faster and more convenient ordering of goods and services. In support of the anticipated transition to this system and how it may impact any resulting contract that is issued under this solicitation, refer to the Model Contract attached, under section 7.5 Synergy Modifications Transition To Government of Canada e-Procurement Solution (EPS).

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

1.3 Glossary of Terms

TERM	DEFINITION
CRA	Canada Revenue Agency
DDP	Delivered Duty Paid
Proposal	A solicited submission by one party to supply certain goods or services. The word “proposal” is used interchangeably with “bid”



TERM	DEFINITION
Solicitation	An act or instance of requesting proposals/bids on specific products and/or services.
Tendering Authority	Canada Revenue Agency

1.4 Debriefings

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

1.5 Canadian International Trade Tribunal

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

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



Part 2 Bidder Instructions

2.1 Mandatory Requirements

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

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

2.1.1 Signatures

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

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

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

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

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

The following clauses are incorporated by reference:

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

2.2.1 Revisions to Standard Instructions 2003

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

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

1. The *Supplier Integrity Directive* (SID) dated May 24, 2016, is incorporated by reference into, and forms a binding part of the bid solicitation. The Bidder must comply with the SID, which can be found on the Canada Revenue Agency’s website at <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 60 days and replace with 120 days.

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

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

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

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

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



2.3 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 seven (7) 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 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)

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.

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

Section I: Technical Bid (3 hard copies and 1 soft copy on a medium such as CD, DVD, or USB)

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

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

Section II: Financial Bid (1 hard copy)

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

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

Section III: Certifications 1 hard copy

Bidders must submit the certifications required under Part 5.

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

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

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



Part 4 Evaluation and Selection

4.1 General

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

Proposals will be evaluated in accordance with the evaluation criteria identified in Appendix 1 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

Point-rated criteria do not apply to this requirement.

Step 3 – Evaluation of Financial Proposals

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

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



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

Step 4 – Basis of Selection

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive.

The responsive bid with the lowest bid evaluation price will be considered the highest ranked bidder and will be recommended for contract award.

Step 5 – Conditions Precedent to Contract Award

1. The Bidder recommended for award of a Contract must meet the requirements provided in Part 5 “Certifications and Additional Information” of this RFP.

2. Product Certification

The CRA may request that the Bidder provide all required supporting documentation to demonstrate compliance of the proposed products with the requirements outlined in Annex A. Supporting documentation may include but is not limited to brochures, specification sheets, diagrams, product guides, and test reports. In the event that the CRA makes such a request, the Bidder must provide the Contracting Authority with the required documentation within five (5) business days.

Bidders are encouraged to submit their supporting documentation as soon as possible after the request by the Contracting Authority to provide every opportunity to ensure that all required information has been received by the end of the prescribed period. If desired, bidders may submit their supporting documentation with their bid at the time of bid closing.

Failure to provide the necessary product information 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 include their product information within their bid.

3. Proof of Synergy Compliance (PoSC)

The highest ranked responsive Bidder will be subject to Proof of Synergy Compliance testing (PoSC) as described in Annex C: 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 6 – Contract Entry

The Bidder(s) 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 address is same as above



Payment/T1204 Address (if different)

City:

Province:

Postal Code:

Telephone:

Fax:

Type of Business (Select only one)

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

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

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

Business Number (BN):

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

Social Insurance Number (SIN):

N/A Reason:

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



Date: _____

Name: _____

Signature: _____

(Signature of duly authorized representative of business)

Title: _____

(Title of duly authorized representative of business)



Canada Revenue
Agency

Agence du revenu du
Canada

Solicitation No. 1000348821

Part 6 Security, Financial and Other Requirements

Not applicable.



Appendices

Appendix 1: Mandatory Criteria

Evaluation Procedures

Bids will be evaluated in accordance with the process outlined in Part 4 Evaluation and Selection and all the mandatory evaluation criteria detailed below.

The Bidder must provide supporting documentation in its proposal as requested by CRA, in order to demonstrate that each technical mandatory requirement has been met. To assist with the evaluation process, it is preferred that the Bidder complete the table included below, to indicate where in its proposal the information can be located.

Bids that fail to meet all mandatory requirements will be declared non-responsive and the bid will receive no further consideration.

Mandatory Criteria		
	Mandatory Criteria	Page Reference or location within the Proposal where the information is located
M1.	<p>The Bidder must have prior experience supplying, packaging, and delivering lanyards, badge reels, and identification (ID) card holders across Canada through an established national* distribution network.</p> <p>In order to demonstrate this experience, the Bidder must have a minimum of one (1) multi-year national agreement for supplying, packaging, and delivering lanyards, badge reels, and identification (ID) card holders to a client within the last five (5) years.</p> <p>The agreement must have been in place for a minimum of twenty (24) consecutive months during the last five (5) years from the date of bid closing.</p> <p>In order to demonstrate compliance with M1, the Bidder must provide the following information regarding the agreement:</p> <ul style="list-style-type: none"> a) the name of the client organization; b) the name and telephone number of the client organization's contact; c) the start and end dates of the agreement; and d) summary details of the type of agreement in place which would demonstrate that lanyards, badge reels, and identification (ID) card holders were supplied, packaged, and delivered nationally. <p>The CRA reserves the right to contact the client organization's contact to verify the information provided.</p> <p><i>*National: The agreement provided for the delivery of lanyards, badge reels, and identification (ID) card holders to a minimum of five (5) provinces, territories, states, or equivalent.</i></p>	
M2.	Financial Proposal	



	<p>In order to demonstrate compliance with M2, the Bidder must provide a financial proposal in accordance with Part 3, titled "Proposal Preparation Instructions" and in accordance with Appendix 3: "Financial Proposal".</p>	
<p>M3.</p>	<p>The lanyard-Type A must meet, at a minimum, the following specifications:</p> <ul style="list-style-type: none"> a) It must have a metal clip at the end of the badge reel to hold the badge. b) It must have a plastic safety break-away or quick release clasp at the top of the lanyard. c) The metal clip must swivel. d) The snap hooks and clips must not include pre-printed markings. e) Lanyard colour: Black. f) Lanyard material: Nylon or Polyester. g) Lanyard width: minimum 1/2" to maximum 5/8" (minimum 12.7 mm to maximum 15.875 mm) h) Lanyard length when unclipped and extended: minimum 34" to maximum 36" (minimum 863.6mm to maximum 914.4mm) i) Metal clip length: maximum 2" (maximum 50.8mm) <p>In order to demonstrate compliance with M3, the Bidder must provide an image and a detailed description of the proposed lanyard – Type A.</p> <p>If the Bidder utilizes a different naming convention for its products, the Bidder must clearly identify the different naming convention in its bid.</p>	
<p>M4.</p>	<p>The lanyard and retractable badge reel in one – Type B must meet, at a minimum, the following specifications:</p> <ul style="list-style-type: none"> a) It must have a round retractable badge reel attached with a metal clip at the end of the badge reel to hold the badge. b) The metal clip must swivel. c) It must have a safety break-away or quick release clasp at the top of the lanyard. d) The lanyard, retractable badge reel, snap hook, and clips must not include pre-printed markings. e) Lanyard colour: Black. f) Lanyard material: Nylon or Polyester. g) Lanyard width: minimum 1/2" to maximum 5/8" (minimum 12.7mm to maximum 15.875mm). h) Lanyard length when unclipped and extended: minimum 34" to maximum 36" (minimum 863.6mm to maximum 914.4mm) i) Metal clip length: maximum 2" (maximum 50.8mm). j) Badge reel cord when fully extended: minimum 30" to maximum 40" (minimum 762mm to maximum 1016mm). <p>In order to demonstrate compliance with M4, the Bidder must provide an image and a detailed description of the proposed lanyard and retractable badge reel in one – Type B.</p> <p>If the Bidder utilizes a different naming convention for its products, the Bidder must clearly identify the different naming convention in its bid.</p>	
<p>M5.</p>	<p>The retractable badge reel must meet, at a minimum, the following specifications:</p> <ul style="list-style-type: none"> a) It must have a metal clip at the end to hold the badge. b) The metal clip must swivel. c) It must not include pre-printed markings. d) Badge reel cord when fully extended: minimum 30" to maximum 40" (minimum 762mm to maximum 1016mm). e) Metal clip length: maximum 2" (maximum 50.8mm). 	



	<p>In order to demonstrate compliance with M5, the Bidder must provide an image and a detailed description of the proposed retractable badge reel.</p> <p>If the Bidder utilizes a different naming convention for its products, the Bidder must clearly identify the different naming convention in its bid.</p>	
M6.	<p>The CRA prints employee identification information on plastic cards that are 2 1/8" wide and 3 3/8" high (54mm wide and 86mm high).</p> <p>The identification (ID) card holder must meet, at a minimum, the following specifications:</p> <ul style="list-style-type: none"> a) It must be made of clear plastic or clear acrylic. b) It must have an outside maximum dimension of: width of 2.48" and height of 4.33" (width of 63mm and height 110mm). c) It must have a slot at the top where the metal swivel clip can hook. <p>In order to demonstrate compliance with M6, the Bidder must provide an image and a detailed description of the proposed ID (Identification) card holder.</p> <p>If the Bidder utilizes a different naming convention for its products, the Bidder must clearly identify the different naming convention in its bid.</p>	
M7.	<p>The retractable heavy duty badge reel must meet, at a minimum, the following specifications:</p> <ul style="list-style-type: none"> a) It must have a steel spring clip on the back to hold the badge. b) It must have a heavy-duty snap-back cable. c) The plastic clip must swivel. d) It must not include pre-printed markings. e) Heavy duty badge reel cord when fully extended: minimum 30" to maximum 40" (minimum 762mm to maximum 1016mm). f) Metal clip length: maximum 2" (maximum 50.8mm) <p>In order to demonstrate compliance with M7, the Bidder must provide an image and a detailed description of the proposed retractable heavy duty badge reel.</p> <p>If the Bidder utilizes a different naming convention for its products, the Bidder must clearly identify the different naming convention in its bid.</p>	
M8.	<p>The vinyl strap clip must meet, at a minimum, the following specifications:</p> <ul style="list-style-type: none"> a) The strap must be made of vinyl. b) The clip must have a two (2) hole stainless steel bulldog. c) It must have a button snap. d) Vinyl strap clip length: minimum 2.70" to maximum 2.80" (minimum 68.58mm to maximum 71.12mm) <p>In order to demonstrate compliance with M8, the Bidder must provide an image and a detailed description of the proposed vinyl strap clip.</p> <p>If the Bidder utilizes a different naming convention for its products, the Bidder must clearly identify the different naming convention in its bid.</p>	
M9.	<p>The CRA prints employee identification information on plastic cards that are 2 1/8" wide and 3 3/8" high (54mm wide and 86mm high).</p> <p>The vinyl ID card holder must meet, at a minimum, the following specifications:</p> <ul style="list-style-type: none"> a) It must be made of clear vinyl plastic. b) It must have a maximum insert size of 2.24" wide and 3.46" high (57mm wide x 88mm high). 	



	<p>c) It must have a slot at the top where the metal swivel clip can hook.</p> <p>In order to demonstrate compliance with M9, the Bidder must provide an image and a detailed description of the proposed vinyl ID Card Holder.</p> <p>If the Bidder utilizes a different naming convention for its products, the Bidder must clearly identify the different naming convention in its bid.</p>	
<p>M10.</p>	<p>The secure carabiner ID badge reel must meet, at a minimum, the following specifications:</p> <ul style="list-style-type: none"> a) It must have a spring-gate at the top to securely attach the reel to a belt loop or lanyard. b) It must have a snap-back cable. c) The plastic clip must swivel. d) It must not include pre-printed markings. e) Secure carabiner ID Badge reel cord when fully extended: minimum 30" to maximum 40" (minimum 762mm to maximum 1016mm) f) Metal clip length: maximum 2" (maximum 50.8mm) <p>In order to demonstrate compliance with M10, the Bidder must provide an image and a detailed description of the proposed secure carabiner ID badge reel.</p> <p>If the Bidder utilizes a different naming convention for its products, the Bidder must clearly identify the different naming convention in its bid.</p>	
<p>M11.</p>	<p>The CRA prints employee identification information on plastic cards that are 2 1/8" wide and 3 3/8" high (54mm wide and 86mm high).</p> <p>The rigid plastic vertical locking badge holder must meet, at a minimum, the following specifications:</p> <ul style="list-style-type: none"> a) It must be slotted at the top to be used with lanyards or badge reels. b) It must include a holder and a key to unlock the top of the holder. c) It must not include pre-printed markings. d) It must have a minimum outside size of 2.25" wide x 3.85" high (57.15mm wide x 98mm high). e) Layout: Vertical. f) Material: Polycarbonate. g) Thickness: minimum 0.36" to maximum 0.40" (minimum 9.144mm to maximum 10.16mm) h) Design Type: rigid. i) Colour: clear. <p>In order to demonstrate compliance with M11, the Bidder must provide an image and a detailed description of the proposed rigid plastic vertical locking badge holder.</p> <p>If the Bidder utilizes a different naming convention for its products, the Bidder must clearly identify the different naming convention in its bid.</p>	



Appendix 2: Point Rated Criteria

Not applicable



Appendix 3: Financial Proposal

Bidders must submit firm all-inclusive unit prices in Canadian funds, Canadian customs duties and excise taxes included, and Applicable Taxes excluded, Delivered Duty Paid (DDP) (destinations specified in Annex A-1) for the supply, packaging, and delivery of the goods outlined in Annex A: Statement of Work. The prices specified include all of the requirements defined in the "Statement of Work" in Annex A.

Shipments shall be consigned to the destinations specified in Annex A-1 and Delivered Duty Paid (DDP) (locations outlined in Annex A-1 of Annex A) Incoterms 2010 for shipments from a commercial supplier.

The Bidder will be responsible for all delivery charges, administration, costs and risk of transport and customs clearance, including the payment of customs duties and taxes.

Instructions:

Bidders must complete the table entitled *Table 1: Contract Period* provided electronically as *Appendix 3-1 Financial Proposal Table.xls*

Bid Evaluation Price Calculation:

The Weighted Evaluation Price for each item will be established by the CRA through the application of the CRA-determined weight factors to the firm all-inclusive unit prices proposed by the Bidder, as detailed in Table 1 of *Appendix 3-1: Financial Proposal Table.xls*.

The Bid Evaluation Price will be calculated as the sum of the Weighted Evaluation Prices for all items in *Table 1: Contract Period of Appendix 3-1: Financial Proposal Table.xls*.



Appendix 3-1 Financial Proposal T



Part 7 Model Contract

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

7.1 Revision of Departmental Name

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

- a) Standard Clauses and Conditions.

7.2 Agency Restructuring

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

7.3 Requirement

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

7.4 Requirement to implement CRA E-Procurement Solution

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

The Contractor must use the Ariba Supplier Network to communicate and receive order-related information as detailed in Annex C – Synergy Solution.

7.5 Synergy Modifications or Transition To Government of Canada e-Procurement Solution (EPS)

During the period of the Contract, the CRA may modify its Synergy requirements set out at Annex C, or transition to an EPS for more efficient processing and management of individual task authorizations for any or all of the applicable goods and services. The CRA reserves the right, at its sole discretion, to make the use of the new e-procurement solution 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.

7.6 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.



7.7 Period of the Contract

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

7.8 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to five (5) additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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

7.9 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.

7.10 Discontinued Product

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.

7.11 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 OR A2001C	Foreign Nationals (Canadian Contractor) OR Foreign Nationals (Foreign Contractor) <i>(to be determined at contract award)</i>	2006-06-16 2006-06-16
A3015C	Certifications – Contract	2014-06-26
B9028C	Access to Facilities and Equipment	2007-05-25
C2000C	Taxes – Foreign-based Contractor <i>(To be deleted at contract award if not applicable.)</i>	2007-11-30
C2605C	Canadian Customs Duties & Sales Tax –Foreign-based Contractor <i>(To be deleted at contract award if not applicable.)</i>	2008-05-12
G1005C	Insurance	2008-05-12
H1001C	Multiple Payments	2008-05-12



7.12 General Conditions

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

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

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

Section 23 titled “Confidentiality”,

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

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

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

The Supplier Integrity Directive (SID) incorporated by reference into the bid solicitation is incorporated into, and forms a binding part of the Contract. The Contractor must comply with the provisions of the SID, which can be found on the Canada Revenue Agency’s website at <https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.html>.

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

7.13 Security Requirements

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

7.14 Authorities

7.14.1 Contracting Authority A1024C (2007-05-25)

To be completed at the time of Contract award.

The Contracting Authority for the Contract is:

Name:

Telephone Number:

Fax Number:

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

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



7.14.2 Project Authority A1022C (2007-05-25)

To be completed at the time of Contract award.

Name: _____
Address: _____
Telephone Number: _____
Fax Number: _____
E-mail Address: _____

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

7.14.3 CRA Acquisition Service Desk

To be completed at the time of Contract award.

The CRA Acquisition Service Desk provides national support to CRA Purchasers, the CRA Contracting Authority and the Contractor.

Telephone Number: _____
Fax Number: _____
E-mail Address: _____

7.14.4 Contractor's Representative

To be completed at the time of Contract award.

Name: _____
Address: _____
Telephone Number: _____
Fax Number: _____
E-mail Address: _____

7.14.5 Contractor's Synergy Representative

To be completed at the time of Contract award

Contractor's representative for Synergy related questions.

Synergy Contact Name: _____
Toll Free Telephone Number: _____
Fax Number: _____
E-mail Address: _____

7.15 Task Authorization

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

7.15.1 Task Authorization Process

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



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

- Submitting a Purchase Card Order (PCO) to the Contractor using the Synergy ordering system as described at Annex C: Requirements for CRA Synergy Solution; or
- An External Purchase to the Contractor outside the Synergy ordering system, as described below.
 - External purchases are those made by end users by acquisition card.
 - The Contractor must receive, confirm, and process orders by one or more of the following methods: email, online, telephone, and facsimile.
 - The Contractor must provide confirmation of receipt to the respective end user within one (1) business day for orders placed using the external purchase process. External purchases placed by the end user must be confirmed by the Contractor in writing; or
- Submitting a Task Authorization form, signed by the Contracting Authority and sent to the Contractor via facsimile or email.

7.15.2 Minimum Work Guarantee – All the Work – Task Authorizations

1. In this clause,

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

"Minimum Contract Value" means \$25,000.00

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

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

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

7.15.3 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 inserted at 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:

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

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



7.16 Synergy Non-Compliance

Failure to respect the problem resolution timelines set out under Annex C 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.

7.17 Delivery

All the deliverables must be received by the end user within five (5) business days of the Contractor receiving a Task Authorization.

7.18 Liquidated Damages – Delivery

1. In the event that the Contractor fails to meet the standard delivery time(s) as outlined in Article 7.17, the Contractor agrees to pay to CRA liquidated damages in the amount of 1% of the value of the Task Authorization for each calendar day of delay. The total amount of the liquidated damages must not exceed 10% percent of the Task Authorization price.
2. CRA and the Contractor agree that the amount stated above is their best pre-estimate of the loss to 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.
3. 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.
4. Nothing in this section is to be interpreted as limiting the rights and remedies which CRA or the Minister may otherwise be entitled to under the Contract.

7.19 Inspection and Acceptance

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

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

The Basis of Payment will be reflected in the final award document in Annex B.



7.21 Invoicing Instructions

7.21.1 For Task Authorizations submitted via a 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 Project Authority for certification and payment.

7.21.2 For Task Authorizations submitted via Synergy or external purchase

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

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

7.22 Payment Process

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

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

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

7.22.1 Payment by Direct Deposit

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

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

It is the sole responsibility of the Contractor to ensure that the information and account number submitted to Canada via their Vendor Electronic Payment Registration form is up to date. Should the Contractor's information within the Vendor Electronic Payment Registration form not be accurate or up to date, the provisions identified herein under Article 18 – Payment Period and Article 19 - Interest on Overdue Accounts, set out in 2030



General Conditions (2016-04-04) forming part of the Contract will not apply, until the Contractor corrects the matter.

7.22.2 Payment by Credit Card

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

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

7.22.3 Payment by Cheque

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

7.23 Certifications

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing associated information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the contract. If the Contractor does not comply with any certification, fails to provide the associated information, or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

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

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

7.24 Joint Venture **(NOTE to bidders: to be deleted at contract award if not applicable)**

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

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

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



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

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

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

7.25 Applicable Laws SACC A9070C (2014-06-26)

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

7.26 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) – Higher Complexity – Goods;
3. Annex A: Statement of Work;
4. Annex B: Basis of Payment;
5. Annex C: Synergy Solution;
6. The Contractor's proposal dated (*to be inserted at contract award*), as amended on (*to be inserted at contract award if applicable*) and
7. The Task Authorizations (including all annexes, if any) (if applicable).

7.27 Alternative Dispute Resolution

NEGOTIATION FOLLOWED BY MANDATORY MEDIATION, THEN, IF NECESSARY BY ARBITRATION OR LITIGATION

The parties agree to meet, negotiate in good faith, and attempt to resolve, amicably, any dispute arising out of or related to the contract or any breach thereof.

If the parties are unable to resolve the dispute through negotiations within 10 working days, the parties agree to attempt to resolve the dispute through mediation by submitting the dispute to a sole mediator selected jointly by the parties. All costs shall be shared equally between the disputing parties.

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

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



7.27.1 Procurement Ombudsman

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

7.27.2 Contract Administration

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



Annexes

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

ANNEX A: STATEMENT OF WORK

ANNEX B: BASIS OF PAYMENT

ANNEX C: SYNERGY SOLUTION

:



ANNEX A - STATEMENT OF WORK

1.0 TITLE

Lanyards, Badge Reels, and Identification (ID) Card Holders

2.0 OBJECTIVE

To supply, package, and deliver lanyards, badge reels, and identification (ID) card holders to the Canada Revenue Agency (CRA) locations across Canada.

3.0 BACKGROUND

All CRA employees must be issued an identification (ID) card and employees should carry their identification card with them at all times while on CRA premises.

The identification card identifies an individual as an employee and is necessary to determine if the individual has authorized access to a facility, a complex, or a zone. Individuals under contract and visitors to a CRA site are provided with access cards which must be worn at all times.

4.0 SCOPE OF WORK

The Contractor must supply, package, and deliver lanyards, badge reels, and identification (ID) card holders on an "as and when requested" basis, to the Canada Revenue Agency (CRA) locations across Canada.

Refer to ANNEX A-1 for CRA locations.

5.0 PRODUCT SPECIFICATIONS

The Contractor must supply, package, and deliver the following products:

5.1 Lanyard – Type A

The lanyard-Type A must meet, at a minimum, the following specifications:

- a) It must have a metal clip at the end of the badge reel to hold the badge.
- b) It must have a plastic safety break-away or quick release clasp at the top of the lanyard.
- c) The metal clip must swivel.
- d) The snap hooks and clips must not include pre-printed markings.
- e) Lanyard colour: Black.
- f) Lanyard material: Nylon or Polyester.
- g) Lanyard width: minimum 1/2" to maximum 5/8" (minimum 12.7 mm to maximum 15.875 mm)
- h) Lanyard length when unclipped and extended: minimum 34" to maximum 36" (minimum 863.6mm to maximum 914.4mm)
- i) Metal clip length: maximum 2" (maximum 50.8mm)

5.2 Lanyard and retractable badge reel in one – Type B

The Lanyard and retractable badge reel in one – Type B must meet, at a minimum, the following specifications:

- a) It must have a round retractable badge reel attached with a metal clip at the end of the badge reel to hold the badge.
- b) The metal clip must swivel.
- c) It must have a safety break-away or quick release clasp at the top of the lanyard.



- d) The lanyard, retractable badge reel, snap hook, and clips must not include pre-printed markings.
- e) Lanyard colour: Black.
- f) Lanyard material: Nylon or Polyester.
- g) Lanyard width: minimum 1/2" to maximum 5/8" (minimum 12.7mm to maximum 15.875mm).
- h) Lanyard length when unclipped and extended: minimum 34" to maximum 36" (minimum 863.6mm to maximum 914.4mm)
- i) Metal clip length: maximum 2" (maximum 50.8mm).
- j) Badge reel cord when fully extended: minimum 30" to maximum 40" (minimum 762mm to maximum 1016mm).

5.3 Retractable badge reel

The retractable badge reel must meet, at a minimum, the following specifications:

- a) It must have a metal clip at the end to hold the badge.
- b) The metal clip must swivel.
- c) It must not include pre-printed markings.
- d) Badge reel cord when fully extended: minimum 30" to maximum 40" (minimum 762mm to maximum 1016mm).
- e) Metal clip length: maximum 2" (maximum 50.8mm).

5.4 ID (Identification) Card Holder

The CRA prints employee identification information on plastic cards that are 2 1/8" wide and 3 3/8" high (54mm wide and 86mm high).

The ID card holder must meet, at a minimum, the following specifications:

- a) It must be made of clear plastic or clear acrylic.
- b) It must have an outside maximum dimension of: width of 2.48" and height of 4.33" (width of 63mm and height 110mm).
- c) It must have a slot at the top where the metal swivel clip can hook.

5.5 Retractable Heavy Duty Badge Reel

The retractable heavy duty badge reel must meet, at a minimum, the following specifications:

- a) It must have a steel spring clip on the back to hold the badge.
- b) It must have a heavy-duty snap-back cable.
- c) The plastic clip must swivel.
- d) It must not include pre-printed markings.
- e) Heavy duty badge reel cord when fully extended: minimum 30" to maximum 40" (minimum 762mm to maximum 1016mm)
- f) Metal clip length: maximum 2" (maximum 50.8mm)

5.6 Vinyl Strap Clip

The vinyl strap clip must meet, at a minimum, the following specifications:



- a) The strap must be made of vinyl.
- b) The clip must have a two (2) hole stainless steel bulldog.
- c) It must have a button snap.
- d) Vinyl strap clip length: minimum 2.70" to maximum 2.80" (minimum 68.58mm to maximum 71.12mm)

5.7 Vinyl ID Card Holder

The CRA prints employee identification information on plastic cards that are 2 1/8" wide and 3 3/8" high (54mm wide and 86mm high).

The vinyl ID card holder must meet, at a minimum, the following specifications:

- a) It must be made of clear vinyl plastic.
- b) It must have a maximum insert size of 2.24" wide and 3.46" high (57mm wide x 88mm high).
- c) It must have a slot at the top where the metal swivel clip can hook.

5.8 Secure Carabiner ID Badge Reel

The secure carabiner ID badge reel must meet, at a minimum, the following specifications:

- a) It must have a spring-gate at the top to securely attach the reel to a belt loop or lanyard.
- b) It must have a snap-back cable.
- c) The plastic clip must swivel.
- d) It must not include pre-printed markings.
- e) Secure carabiner ID Badge reel cord when fully extended: minimum 30" to maximum 40" (minimum 762mm to maximum 1016mm)
- f) Metal clip length: maximum 2" (maximum 50.8mm)

5.9 Rigid Plastic Vertical Locking Badge Holder

The CRA prints employee identification information on plastic cards that are 2 1/8" wide and 3 3/8" high (54mm wide and 86mm high).

The rigid plastic vertical locking badge holder must meet, at a minimum, the following specifications:

- a) It must be slotted at the top to be used with lanyards or badge reels.
- b) It must include a holder and a key to unlock the top of the holder.
- c) It must not include pre-printed markings.
- d) It must have a minimum outside size of 2.25" wide x 3.85" high (57.15mm wide x 98mm high).
- e) Layout: Vertical.
- f) Material: Polycarbonate.
- g) Thickness: minimum 0.36" to maximum 0.40" (minimum 9.144mm to maximum 10.16mm)
- h) Design Type: rigid.
- i) Colour: clear.



5.10 QUANTITIES

The Contractor must accept orders in the following quantities:

Description of Products	Quantity
Lanyard – Type A	10
	50
	250
Lanyard and retractable badge reel in one – Type B	10
	50
	250
Retractable badge reel	10
	50
	250
ID card holder	50
	250
Retractable heavy duty badge reel	10
	50
	250
Standard vinyl strap clip	10
	50
	100
	250
Vinyl ID card holder	50
	250
Secure Carabiner ID Badge Reel	10
	50
	250
Rigid Plastic Vertical Locking Badge Holder	50
	250

6.0 SUSTAINABLE DEVELOPMENT

The Contractor should supply products made with recycled materials wherever possible.

7.0 TOLL-FREE CUSTOMER SUPPORT

The Contractor must have a toll-free telephone number, direct-dial customer support line, in place with fully trained customer support representatives available between the hours of 07:00 and 20:00 Eastern Time, at a minimum, Monday to Friday (except statutory holidays).

Representatives are expected to answer general questions and provide technical assistance.

8.0 OFFICIAL LANGUAGES OF CANADA

All product information and services must be available in both official languages of Canada. Information and services provided in both official languages must be accurate in content and comparable in quality to those in the other. This must include, at a minimum, catalogues, product packaging, packing slips, and invoices.

9.0 CLIENT MANAGER



The Contractor must provide an individual resource whose function will be to act as a centralized Client Manager for the CRA.

The Contractor must ensure that:

- a) The CRA must communicate directly with the Client Manager in an expedient manner;
- b) The Client Manager is authorized to make timely decisions in response to issues and concerns raised during the administration of the contract.
- c) During any absence of the Client Manager, his or her responsibilities are fully delegated; and
- d) The Client Manager has technical support resources to respond to technical issues and concerns raised by the CRA.

10.0 CONTRACT REVIEW MEETINGS

If requested by the CRA, the Client Manager must attend in-person contract review meetings with the Contracting Authority upon request to address issues that may arise during the administration of the Contract. Such a meeting shall be convened at the location of the Contracting Authority and shall take place at the most expedient mutually agreeable time, not to exceed five (5) business days unless otherwise agreed at the time of request.

11.0 REPORTING

If and when requested by the CRA, the Contractor must, on an ad hoc basis, provide the CRA with reports summarizing activities under the contract.

If and when requested by the CRA, the Contractor must provide reports on the following:

- a) Detailed spend usage against the contract, including the spend during a given period of time;
- b) Synergy PCO number and associated order value;
- c) Delivery locations;
- d) Quantities ordered; and
- e) Backordered data for products that were not delivered in accordance with the established delivery schedule.

All reports must be provided to the CRA at no additional cost within five (5) working days of the request by the CRA Contracting Authority or Project Authority.

Reports must be in Microsoft Excel format or other electronic formats agreed upon by the CRA Contracting Authority or Project Authority.

12.0 DELIVERABLES

The Contractor must package, supply, and deliver the following products on an "as and when requested" basis to all CRA locations across Canada:

- a) Lanyard – Type A;
- b) Lanyard and retractable badge reel in one – Type B;
- c) Retractable badge reel with no lanyard;
- d) ID card holder;
- e) Retractable heavy duty badge reel with no lanyard;
- f) Vinyl strap clip;
- g) Vinyl ID card holder;
- h) Secure Carabiner ID Badge Reel; and
- i) Rigid Plastic Vertical Locking Badge Holder.



ANNEX A-1: LIST OF CRA LOCATIONS ACROSS CANADA*

The following list contains the CRA locations to which the Contractor shall supply, package, and deliver the goods and described herein.

The exact delivery addresses shall be provided to the Contractor at time of order placement.

PROVINCE	CITY	ADDRESS	POSTAL CODE
NB	Bathurst	201 St. George Street	E2A 4L8
NB	Moncton	217-770 Main Street	E1C 1E7
NB	Saint John	555 McAllister Drive	E2J 2S8
NB	Saint John	126 Prince William Street	E2L 2B6
NL	Mount Pearl	132 Glencoe Drive	A1N 4R5
NL	St. John's	290 Empire Avenue	A1B 3Z1
NL	St. John's	165 Duckworth Street	A1C 1G4
NS	Dartmouth	40, Alderney Drive	B2Y 2N5
NS	Halifax	1969 Upper Water Street	B3J 2T5
NS	Halifax	125-145 Hobson's Lake Drive	B3S 0H9
NS	Sydney	47 Dorchester Street	B1P 5Z2
PE	Borden-Carleton	167 Industrial Drive	C0B 1G0
PE	Charlottetown	1-30 Brackley Point Road, PO Box 8500	C1A 8L3
PE	Summerside	275 Pope Road	C1N 6A2
ON	Nepean	25 Fitzgerald Road	K2H 1C3
ON	Nepean	21 Fitzgerald Road	K2H 9J4
ON	Nepean	20 Fitzgerald Road	K2H 8R6
ON	Nepean	35 Fitzgerald Road	K2H 1E6
ON	Ottawa	250 Albert Street	K1P 6M1
ON	Ottawa	750 Heron Road	K1V 1A7
ON	Ottawa	320 Queen Street	K1R 5A3
ON	Ottawa	427 Laurier Avenue West	K1R 7Y2
ON	Ottawa	555 Mackenzie Avenue	K1A 0L5
ON	Ottawa	2465 St. Laurent Boulevard	K1G 6G8
ON	Ottawa	112 Kent Street	K1P 5P2
ON	Ottawa	150 Slater Street	K1P 5M8
ON	Ottawa	2323 Riverside Drive	K1H 8L5
ON	Ottawa	2277 Riverside Drive	K1A 0L5
ON	Ottawa	344 Slater Street	K1R 7Y3
ON	Ottawa	395 Terminal Avenue	K1A 0L5
ON	Ottawa	875 Heron Road	K1V 1A7
ON	Ottawa	100 Metcalfe, 6th floor	K1A 0L5
ON	Barrie	81 Mulcaster Street	L4M 6J5
ON	Belleville	11 Station Street	K8N 2S2
ON	Greater Sudbury	1050 Notre Dame Avenue	P3A 4Z2
ON	Hamilton	55 Bay Street North	L8R 3P7
ON	Hamilton	120 King Street West	L8N 1B2
ON	Kingston	1475 John Counter Boulevard	K7M 0E6
ON	Kitchener	166 Frederick Street	N2H 2M4
ON	Kitchener	50 Queen Street North	N2H 6P4
ON	London	451 Talbot Street	N6A 5C9
ON	Mississauga	5800 Hurontario Street	L5R 3T6
ON	North Bay	180 Sheriff Avenue	P1B 7K9
ON	North York	5001 Yonge Street	M2N 6R9
ON	Oshawa	55 Athol Street East	L1H 1J8



ON	Ottawa	875 Heron Road, Building 1	K1A 1B1
ON	Ottawa	2270, St-Laurent Boulevard	K1G 4K3
ON	Ottawa	2215 Gladwin Crescent	K1B 4X9
ON	Ottawa	333 Laurier Avenue West	K1P 1C1
ON	Ottawa	2204 Walkley Road	K1A 1L8
ON	Peterborough	1161 Crawford Drive	K9J 6X6
ON	Sault Ste. Marie	22 Bay Street	P6A 5S2
ON	Scarborough	55 Town Centre Court	M1P 4X4
ON	Scarborough	200 Town Centre Court	M1P 4Y3
ON	St. Catherines	32 Church Street	L2R 3B0
ON	Thunder Bay	130 South Syndicate Avenue	P7E 1C7
ON	Toronto	1 Front Street West	M5J 2X6
ON	Toronto	25 Sheppard Avenue West	M2N 6S6
ON	Windsor	185 Ouellette Avenue	N9A 4H7
BC	Kelowna	471 Queensway Avenue	V1Y 6S5
BC	Penticton	187 Nanaimo Avenue	V2A 1N4
BC	Penticton	277 Winnipeg Street	V2A 1N6
BC	Prince George	280 Victoria Street	V2L 4X3
BC	Richmond	2365-01, 3211 Grant McConchie Way	V6A 2W5
BC	Surrey	13450-102nd Avenue	V3T 5X3
BC	Surrey	9737 King George Boulevard	V3T 5W6
BC	Surrey	9755 King George Boulevard	V3T 5E1
BC	Surrey	28-176th Street	V3S 9R9
BC	Surrey	220 Highway 99	V3S 9N2
BC	Vancouver	401 Burrard Street	V6C 3R2
BC	Vancouver	1188 West Georgia Street	V6E 4A2
BC	Vancouver	468 Terminal Avenue	V6A 0C1
BC	Vancouver	300 West Georgia Street	V6B 6B4
BC	Vancouver	1611 Main Street	V6A 2W5
BC	Vancouver	757 Hastings Street West	V6C 1A1
BC	Victoria	1260 Government Street	V8W 3M4
BC	Victoria	1415 Vancouver Street	V8W 3M4
AB	Calgary	1601 Airport Road North East	T2E 8W3
AB	Calgary	220- 4th Avenue South East	T2G 4X3
AB	Edmonton	9700 Jasper Avenue	T5J 4C8
AB	Edmonton	EPCOR Tower 10423, 101 Street NW	T5H 2R8
AB	Lethbridge	200 - 419 7th Street South	T1J 0N8
AB	Red Deer	4996 - 49th Avenue	T4N 6X2
MB	Brandon	1039 Princess Avenue	R7A 4J5
MB	Brandon	210-153 11th Street	R7A 7K6
MB	Winnipeg	360 Main Street	R3C 3Z3
MB	Winnipeg	66 Stapon Road	R3C 3M2
MB	Winnipeg	201 Weston Street	R3C 3H4
MB	Winnipeg	325 Broadway Avenue	R3C 4T4
SK	Regina	1955 Smith Street	S4P 2N8
SK	Saskatoon	340-3rd Ave. North	S7K 0A8
QC	Brossard	3250, Lapinière Boulevard	J4Z 3T8
QC	Chicoutimi	100, Lafontaine street	G7M 6X2
QC	Gatineau	85, de la Savane Road	K1A 1L4
QC	Jonquiere	2251, René-Lévesque Boulevard	G7X 6K0
QC	Laval	3400, Jean-Béraud Avenue	H7T 2Z2
QC	Montreal	400, Place d'Youville	H2Y 3N4



QC	Montreal	105, McGill street	H2Y 2C2
QC	Montreal	305, René Lévesque Boulevard West	H2Z 1A6
QC	Montreal	200, René-Lévesque Boulevard West	H2Z 1X4
QC	Quebec	2575, Ste-Anne Boulevard	G1J 1Y5
QC	Rimouski	180, de la Cathédrale Avenue	G5L 5H9
QC	Rouyn-Noranda	44, du Lac Avenue	J9X 4N3
QC	Shawinigan-Sud	4695, Shawinigan-Sud Boulevard	G9N 7V9
QC	Sherbrooke	50, Place de la Cité	J1H 4G9
QC	Trois-Rivieres	2250, St-Olivier street	G9A 4E9

*** THE CRA RESERVES THE RIGHT TO CHANGE, ADD OR REMOVE LOCATIONS AT ITS SOLE DISCRETION THROUGHOUT THE TERM OF THE CONTRACT.**



ANNEX B - BASIS OF PAYMENT

The Contractor shall be paid the following firm all-inclusive unit prices in Canadian funds, Canadian customs duties and excise taxes included, and Applicable Taxes excluded, Delivered Duty Paid (DDP) (destinations specified in Annex A-1) for the supply and delivery of the goods outlined in Annex A-Statement of Work. The prices specified include all of the requirements defined in the "Statement of Work" in Annex A.

Shipments shall be consigned to the destination specified in Annex A and Delivered Duty Paid (DDP) (locations outlined in Annex A-1 of Annex A) 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.

Note to Bidders: Pricing (Firm All-Inclusive unit prices) will be populated at contract award based on the prices bid by the Contractor at Appendix 3: Financial Proposal.

Years 1 and 2 of the Contract

Item #	Description of Item	Quantity	Firm All-Inclusive Unit Prices
1	Lanyard – Type A	10	\$
		50	\$
		250	\$
2	Lanyard and retractable badge reel in one – Type B	10	\$
		50	\$
		250	\$
3	Retractable badge reel	10	\$
		50	\$
		250	\$
4	ID card holder	50	\$
		250	\$
5	Retractable heavy duty badge reel	10	\$
		50	\$
		250	\$
6	Standard vinyl strap clip	10	\$
		50	\$
		250	\$
7	Vinyl ID card holder	50	\$
		250	\$
8	Secure Carabiner ID Badge Reel	10	\$
		50	\$
		250	\$
9	Rigid Plastic Vertical Locking Badge Holder	10	\$
		50	\$
		250	\$



Option Years 3, 4, 5, 6 and 7 (if exercised by CRA)

The Contractor has the option to update its pricing for each option year. Prices can be updated only once for each option year and new prices must be submitted to the Contracting Authority for review at least two months before the contract period end date.

Should the Contractor decide to update its prices, CRA will not accept any prices increases in excess of the Statistics Canada Consumer Price Index (CPI) percentage change for “All-items Consumer Price Index (CPI)” for the previous twelve (12) month period available at the time of the requested update.

The CPI link can be found here: <http://www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/cpis01a-eng.htm>



ANNEX C – SYNERGY SOLUTION

1 Overview

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

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

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

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

2 Glossary of Terms

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

3 Operational Requirements

3.1 Ariba Supplier Network account

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

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



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

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

3.2 Synergy catalogue

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

The catalogue must include:

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

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

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

3.3 Acquisition card

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

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

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

3.4 Processing requirements

The Contractor must:

- Validate the contents of each order to ensure accuracy.
- Error/discrepancy handling capability - In the case of a discrepancy between the CRA order information and the Contractor, the Contractor shall notify the CRA within thirty (30) minutes of occurrence and resolve the issue as per the timelines for Severity 3 in section 7 below.
- Send an order confirmation within 30 minutes of receiving a purchase card order, a change or cancellation from the CRA and a shipping notice with the invoice attached when goods are shipped or services are rendered.
- Charge the CRA virtual card issued for the Contract; partial orders may be charged, only for the goods that have been shipped and/or the services that have been rendered.
- Obtain written authorization from the CRA before substituting items or rejecting an order.
- Virus-scan attachments sent over the ASN, if any.
- For goods: Include a packing slip with each shipment.
- For services: Provide an invoice with the details of the services provided.
- Include a packing slip with each shipment as per article 7.20.2 of the Contract

3.5 Support

The Contractor must provide CRA with support:



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

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

3.6 Contractor’s automated interface

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

- Notify the CRA Contracting Authority of any changes to their interface system(s) a minimum of forty (40) business days in advance to allow the CRA to assess their impact on Synergy.
- Retest the ordering process and transmission of Level 2 credit card transaction data against the requirements set out in the Contract and successfully complete a new PoSC test before implementing the system changes.

4 Technical Requirements

4.1 Catalogue format

The catalogue must be created in a CSV format.

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



- The Contractor must email the catalogue to the CA in CSV format along with the jpeg files for the pictures (if applicable).

4.2 Catalogue content

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

Please note:

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

Table 2 – Catalogue technical requirements				
Field name	To be filled by	Maximum field size	Field type	Description
Contractor ID	CRA			Leave this field blank.
Contractor Part ID	Contractor	128	Characters, case-sensitive	The Contractor's part number. Special characters such as but not limited to , * ? and } are not supported.
Manufacturer Part ID	Contractor	128	Characters	The manufacturer's part number.
Item Description	Contractor	2,000	Characters	The product's long description in English or French; the language used must correspond to the language indicated in the Language field.
SPSC Code	Contractor	8	Integer number	The product commodity code in an eight digit UNSPSC format. For more information on UNSPSC codes and to search for UNSPSC code that best suits the product, refer to http://www.unspsc.org/ .
Unit Price	Contractor	10	Number with 2 decimal points	The CRA price for the product as per the contract.
Units of Measure	Contractor	2	Characters, case-sensitive	UN or ANSI X.12 standard unit of measure; the product's UOM (for example, BX for box and EA for each).
Lead Time	Contractor	3	Integer number	The number of business days between receipt of the order and delivery to purchaser.
Manufacturer Name	Contractor	50	Characters	Contractor's name or name of manufacturer.
Contractor URL	Contractor	100	Characters	Contractor's website address, in the format http://...
Manufacturer URL	Contractor	100	Characters	Contractor's manufacturer's website address, in the format http://...
Market Price	Contractor	10	Number with 2 decimal points	The list price or suggested retail price.
Short Name	Contractor	50	Characters	The product's short name in English or French; the language used must correspond to the language indicated in the Language field.
Expiration Date	CRA			Leave this field blank.
Effective Date	CRA			Leave this field blank.
Language	Contractor	5	Characters, case-sensitive	Use exactly: - en_CA if the line is for an English product description or - fr_CA for lines for a French product description.



Table 2 – Catalogue technical requirements				
Field name	To be filled by	Maximum field size	Field type	Description
Contractor Part Auxiliary ID	Contractor	5	Characters, case-sensitive	Use exactly: - en_CA if the line is for an English product description or - fr_CA for lines for a French product description.
Image	Contractor	50	Characters, case-sensitive	Name of the image file with jpeg extension. It may not contain special characters such as but not limited to , * ? and }. <i>Note: The image file sent to the CRA with the catalogue file must be named with the exact name stated in this column.</i>
Delete	CRA			Leave this field blank.
WHMIS	Contractor	3	Characters, case-sensitive	Identify hazardous materials. Use exactly: - Yes or No for English product descriptions or - Oui or Non for French product descriptions.
Green procurement	Contractor	3	Characters, case-sensitive	Identify product is certified Ecologo, is green or is an environmentally preferred product identified with a label. Use exactly: - Yes or No for English product descriptions or - Oui or Non for French product descriptions.
Strategically sourced				Leave this field blank.

4.3 Acquisition card format

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

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

- PCO Number, which is passed by the CRA to the Contractor through the ASN, maximum of 25 characters.
- GST/HST amount. Note: The Contractor must not charge PST in applicable provinces, as the federal government is PST exempt.
- The value charge must use “Actual” rather than “Estimated” tax.

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

5 Proof of Synergy compliance test (PoSC)

A Proof of Synergy Compliance test (PoSC) must be completed following written notification by the Contracting Authority to validate that the Synergy requirements outlined in this 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 CRAs discretion, as applicable.

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

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

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

5.1 Preparation for PoSC test

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

- Be a member of the ASN and have an ASN account.



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

5.2 Testing of Synergy solution

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

Table 3: Step-by-step process			
Event	Description	Owner	Participants
Kick-off meeting	Meeting to discuss PoSC requirements and timelines.	Contracting Authority	Contractor Coordinator
Step 1: Register on the Ariba Supplier Network (ASN)			
ASN relationship	The CRA establishes a relationship with the Contractor in ASN.	Coordinator	Contractor
ASN test account	The Contractor creates a test account on ASN.	Contractor	Ariba technical support
Step 2: Prepare the catalogue			
Catalogue build	The Contractor provides a catalogue and pictures if applicable in the required format.	Contractor	Contracting Authority
Catalogue finalization	The CRA reviews catalogue to ensure it respects contracting terms and adds custom CRA data elements.	Contracting Authority	Coordinator
Step 3: Process a test order			
Acquisition card number	The CRA assigns a virtual card number to use during testing.	Coordinator	Contractor
Order testing	The CRA places a test order. Participants confirm notifications received.	Coordinator	Contractor
Step 4: Test charging purchases			
Charge testing	The Contractor charges for test order using Level 2 data	Contractor	Coordinator
Step 5: Test crediting purchases			
Credit testing	The Contractor credits the charge once confirmation of charging is sent.	Contractor	Coordinator
Step 6: Confirm completion of the test			
PoSC Testing Confirmation	Confirmation of success or failure of Contractor enablement.	Contracting Authority	Contractor Coordinator

Step 1 - Register on ASN

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

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

Step 2 – Prepare catalogue

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

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

The CRA will confirm:

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



Step 3 – Process a test order

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

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

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

- d) Contractor is able to view request for proposal.
- e) Contractor is able 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: Test charging purchases

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

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

Step 5: Test crediting purchases

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

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

Step 6: Confirm completion of the test

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