

**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 attached hereto, the goods and 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

Webinar Services

Solicitation No. – No de l'invitation

1000354260

Date

2021-01-26

Solicitation closes – L'invitation prend fin

**on – le 2021-03-08
at – à 11:59 P.M. / 23 h59**

Time zone – Fuseau horaire

EST /HNE Eastern
Standard Time/ Heure
Normale de l'Est

Contracting Authority – Autorité contractante

Name – Nom Steve Gilroy

Address – Adresse 250 Albert St. Ottawa, ON, K1A 0L5

E-mail address – Adresse de courriel – steve.gilroy@cra-arc.gc.ca

Telephone No. – No de téléphone

(613) 218-3991

Fax No. – No de télécopieur

N/A

Destination - Destination

See herein / Voir dans ce document

**Request for Proposal (RFP)**

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

Title: Ergonomics Services

Part 1 General Information**1.1 Introduction**

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

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

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

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

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

Part 5 Certifications and Additional Information; 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

Attachment 1: Synergy Solution

Attachment 2: Examples of Webinar Scenarios

Annex B: BASIS OF PAYMENT



1.2 Summary

The Canada Revenue Agency (CRA) requires professional services for the planning, preparation, production, and delivery of webinars, as well as for the production of video conversions from these same webinars.

The CRA develops, maintains, and updates national information services and products that assist individuals, businesses and charities in voluntarily complying with federal, provincial, and territorial tax legislation, and in receiving credit and benefit entitlements. The CRA delivers the information to taxpayers to assist them in meeting their obligations and obtaining the benefits to which they may be entitled.

ARIBA SUPPLIER NETWORK (ASN) MEMBERSHIP REQUIREMENT

The Canada Revenue Agency's (CRA) 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 become a member of the 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.

1.3 E-Procurement Solution

i) CRA e-Procurement Solution

The CRA's e-procurement solution for ordering, receiving, and reconciling goods and services is an Ariba tool which has been branded internally as "Synergy". Synergy will be used to place orders under any resulting contract. The highest-ranked responsive Bidder must be a member of the Ariba Supplier Network (ASN) prior to contract award, and maintain membership in the ASN throughout the period of any resulting contract. All costs associated with this membership shall be borne by the Bidder.

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

Canada is currently developing an online government-wide EPS for ordering of goods and services. In support of the anticipated transition to this solution and how it may impact any resulting contract that is issued under this solicitation, refer to article 6.4.1 **Synergy Modifications or Transition to a Government of Canada e-Procurement Solution (EPS)** of the Model Contract.

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

1.4 Glossary of Terms

TERM	DEFINITION
CRA	Canada Revenue Agency
Day/Month/Year	For purposes of technical evaluation, one (1) month shall equal a minimum of 16.67 billable days (a day equals 7.5 hours) and one (1) year equals a minimum of 200 billable days. Any additional billable days within the same year will not increase the experience gained for the purposes of evaluation.



TERM	DEFINITION
Project	A set of activities required to produce certain defined outputs, or to accomplish specific goals or objectives, within a defined schedule and resource budget. A project exists only for the duration of time required to complete its stated objectives.
Proposal	A solicited submission by one party to supply certain goods or services. The word “proposal” is used interchangeably with “bid”
Solicitation	An act or instance of requesting proposals/bids on specific products and services.
Tendering Authority	Canada Revenue Agency

1.5 Debriefings

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

1.6 Office of the Procurement Ombudsman (OPO)

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000 for goods and under \$100,000 for services. If you have issues or concerns regarding the solicitation, you have the option of raising them with the CRA, or, you may have the option of raising them with the OPO depending upon the nature of the complaint. You may contact the OPO by telephone at 1-866-734-5169 or by e-mail at ombudsman@opo-boa.gc.ca. You can also obtain more information on the OPO services available to you at their website at www.opo-boa.gc.ca.

1.7 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 613-990-2452.

Also consult Bid Challenge and Recourse Mechanisms (<https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/bid-follow-up/bid-challenge-and-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 any certifications 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
A3005T	Status and Availability of Resources	2010-08-16
A3010T	Education and Experience	2010-08-16
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 (2019-03-04) 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 subwebinar service provider s, 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 subwebinar service providers 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 subwebinar service providers 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 subwebinar service providers; and
 - f. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.
5. Where a Bidder is unable to provide any of the certifications required by subsection 4, it must submit with its bid a completed Integrity Declaration Form, which can be found at [Declaration form for procurement](#).
6. Canada will declare non-responsive any bid in respect of which the information requested is incomplete or inaccurate, or in respect of which the information contained in a certification or declaration is found by Canada to be false or misleading in any respect. If Canada establishes after award of the Contract that the Bidder provided a false or misleading certification or declaration, Canada may terminate the Contract for default. Pursuant to the SID, Canada may also determine the Bidder to be ineligible for award of a contract for providing a false or misleading certification or declaration.

Section 02 titled "Procurement Business Number", is hereby deleted in its entirety and replaced with:

Suppliers should obtain a Business Number (BN) before contract award. Suppliers may register for a BN online at <https://www.canada.ca/en/services/taxes/business-number.html>.



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

Section 05 titled "Submission of Bids", paragraph 2 (d) is deleted in its entirety and replaced with the following:

(d) send its bid by fax or using an electronic/online-fax service only to the telephone number specified in the solicitation in Section 2.3.

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

Section 06, titled "Late Bids", clause 6 is deleted in its entirety and replaced with the following:

"CRA will return or delete bids delivered after the stipulated solicitation closing date and time, unless they qualify as a delayed bid as described in section 07.

For late bids submitted either by fax, or by an electronic/online fax service, the physical bid will not be returned. Rather, late bids submitted in this manner will be deleted. Records will be kept documenting the transaction history of all late bids submitted.

Section 07 titled "Delayed Bids", all references to "PWGSC" are hereby deleted and replaced with "CRA". . In addition paragraph 1(b) is deleted in its entirety and replaced with the following:

- b. The only piece of evidence relating to a delay in the electronic/online fax service that is acceptable to CRA is the official time stamp of when the file was received by CRA on the electronic/online fax server and that clearly indicates that the bid was received before the solicitation closing date and time.

Section 08 titled Transmission by facsimile or by epost Connect is deleted in its entirety and replaced with the following:

Section 08 titled Transmission by facsimile or using an electronic/online fax service

1. Facsimile

- a. Unless otherwise specified in the bid solicitation, bids may be submitted by facsimile.
 - i. The only acceptable facsimile number for responses to bid solicitations issued by the CRA is **1-418-556-1811**., or, if applicable, the facsimile number identified in the bid solicitation.
- b. For bids transmitted by facsimile , the CRA will not be responsible for any failure attributable to the transmission or receipt of the faxed bid including, but not limited to, the following:
 - i. receipt of garbled, corrupted or incomplete bid;
 - ii. availability or condition of the receiving facsimile equipment;
 - iii. incompatibility between the sending and receiving equipment;
 - iv. delay in transmission or receipt of the bid;
 - v. failure of the Bidder to properly identify the bid;



- vi. illegibility of the bid; or
 - vii. security of bid data.
- c. A bid transmitted by facsimile constitutes the formal bid of the Bidder and must be submitted in accordance with section 05.
 - d. The bid solicitation number should be identified in the cover page of all faxed transmissions
 - e. Bidders must ensure that that they are using the correct facsimile number
 - f. Bidders are discouraged from using colours and shades in their bid documents as transmittal process may render the information non readable

2. Electronic/Online Fax Service

- a. Unless otherwise specified in the bid solicitation, bids may be submitted by using an electronic/online fax service (for example eFax, Metrofax, Myfax, Hellofax, Ring Central Fax etc.).
 - i. The only acceptable facsimile number for responses to bid solicitations issued by the CRA is **1-418-556-1811.**, or, if applicable, the facsimile number identified in the bid solicitation.
- b. To submit a bid using an electronic/online fax service, the Bidder must send its bid directly only to the specified facsimile number provided using its own software or licensing agreement for electronic/online fax services.
- c. The bid solicitation number should be identified in the cover page of all electronic/online fax service transmissions.
- d. For bids transmitted by electronic/online fax service, Canada will not be responsible for any failure attributable to the transmission or receipt of the bid including, but not limited to, the following:
 - i. receipt of a garbled, corrupted or incomplete bid;
 - ii. availability or condition of the electronic/online fax service;
 - iii. incompatibility between the sending and receiving equipment;
 - iv. delay in transmission or receipt of the bid;
 - v. failure of the Bidder to properly identify the bid;
 - vi. illegibility of the bid;
 - vii. security of bid data; or,
 - viii. inability to transmit through the electronic/online fax service.



- e. The Bid Receiving Unit for the CRA will send an acknowledgement of the receipt of bid document(s). When the transmission using the electronic/online fax service is complete a time stamp will be applied and the file saved. An acknowledgement of receipt will be provided to the sender.

Note that the acknowledgement sent is time zone specific to the sender's machine, and may not accurately indicate when the bid was received. This acknowledgement of receipt will confirm only the receipt of bid document(s) and will not confirm if the content is readable.

- f. Bidders must ensure that they are using the correct facsimile number for the Bid Receiving Unit when submitting bid using an electronic/online fax service.
- g. A bid transmitted using an electronic/online fax service constitutes the formal bid of the Bidder and must be submitted in accordance with section 05.

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 **MUST** be sent by fax or using an electronic/online -fax service to **1-418-556-1811**.

Bidders should keep a copy of their fax transmission report for record keeping purposes.

ONLY ELECTRONIC BIDS WILL BE ACCEPTED. Due to the COVID-19 situation, the delivery of a physical (paper) proposal is not considered to be practical and therefore physical proposals will not be accepted.

Canada reserves the right to request a copy of the bid documentation in native format (i.e. MS Word, MS Excel, etc.) after bid closing for use in the bid evaluation phase. Bidders may be asked by the Contracting Authority to provide this documentation via email with a specified timeframe. If there is a discrepancy between the wording of the electronic copy submitted in response to the Contracting Authority's request and the original faxed copy submitted by fax or using an electronic/online fax service, the wording of the original faxed copy will have priority over the wording of the electronic copy. Bid documentation provided by the Bidder in native format must be dated prior to the bid closing date and time.

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

All enquiries must be submitted to the Contracting Authority no later than 5 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

By submitting a bid, 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)

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

Section I: Technical Bid

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 and describe their approach 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.

The technical bid consists of the following:

i. Substantiation of Technical Compliance:

The technical bid must substantiate the compliance of the Bidder and its products and services with the specific requirements of Appendix 1 and 2, which is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be considered non-responsive and will not receive any further consideration. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of Appendix 1 and 2, where Bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

ii. For Previous Similar Projects: Where the bid must include a description of previous similar projects: (i) a project must have been completed by the Bidder itself (and cannot include the experience of any proposed subwebinar service provider or any affiliate of the Bidder); (ii) a project must have been commenced by the bid closing date; (iii) each project description must include, at minimum, the name and e-mail address of a customer reference;. A project will be considered "similar" if the project identified was for the performance of work that closely matches the Statement of Work.

iii. Certifications: Bidders must submit the certifications required under Part 5

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the format outlined in Appendix 3: Financial Proposal.

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

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

Canada requests that bidders use a numbering system corresponding to that of the bid solicitation.



Part 4 Evaluation and Selection

4.1 General

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

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

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

4.2 Steps in the Evaluation Process

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

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

Bids will be ranked in accordance with the Selection Methodology.

Step 1 – Evaluation against Mandatory Criteria

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

Step 2 – Evaluation against Point-Rated Criteria

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



Step 3 – Evaluation of Financial Proposals

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

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

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

Failure or refusal to provide a price or rate for any item in Appendix 3, shall be considered as failing to meet a mandatory requirement of the RFP and therefore, the Bidder’s proposal shall be given no further consideration.

Step 4 – Basis of Selection

BASIS OF SELECTION - HIGHEST COMBINED RATING OF TECHNICAL MERIT AND PRICE

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum of 36 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 60 points.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.
8. In situations where two or more bidders achieve the same total combined rating of technical merit and price score, the bidder recommended for award of the contract will be the compliant bidder with the lowest priced bid.

The table below illustrates an example where all three bids are responsive and the selection of the webinar service provider is determined by a 70/30 ratio of technical merit and price, respectively. The total available points equals 1000 and the lowest evaluated price is \$500,000.



Bidder	Technical Points out of 1000	Technical Merit Score (X) (70%)	Bid Price	Price Score (Y) (30%)	Total Combined Rating (X+Y)
1	620	$620/1000 \times 70 = 43.4$	\$500,000*	$500,000/500,000 \times 30 = 30$	73.4
2	650	$650/1000 \times 70 = 45.5$	\$520,000	$500,000/520,000 \times 30 = 28.85$	74.35
3	720	$720/1000 \times 70 = 50.4$	\$580,000	$500,000/580,000 \times 30 = 25.86$	76.26
4	790	$790/1000 \times 70 = 55.3$	\$700,000	$500,000/700,000 \times 30 = 21.43$	76.73***
5	960**	$960/1000 \times 70 = 67.2$	\$2,000,000	$500,000/2,000,000 \times 30 = 7.50$	74.7

* Lowest priced *technically compliant proposal (Bidder 1)

**Highest scoring technically compliant proposal (Bidder 5)

***Winning proposal (Bidder 4)

Step 5 - Basis of Selection – Proof of Synergy Compliance (PoSC)

The highest ranked responsive Bidder will be subject to Proof of Synergy Compliance testing (PoSC) as described in Part 7 “Model Contract” under Attachment 1 to Annex A: 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 Attachment 1 to Annex A.

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

Step 6 – Selection

The Bidder with the highest ranked responsive bid and having passed all of the Step 5 requirements as described above will be considered the successful Bidder for this requirement and will be recommended for award of a contract.

Step 7 – Conditions Precedent to Contract Award

The Bidder recommended for award of a Contract must meet the requirements provided in Part 5 “Certifications and Additional Information” and Part 6 “Security, Financial and Other Requirements” of this RFP.

Step 8 – 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 associated information to be awarded a contract.

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

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

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

5.1 Certifications Required To Be Submitted At Time of Bid Closing

5.1.1 Joint Venture Certification

Only complete this certification if a joint venture is being proposed

The Bidder represents and warrants the following:

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

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

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

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

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

(f) Each member of the joint venture has appointed and granted full authority to _____ (the "Lead Member") to act on behalf of all members as its representative for the purposes of executing documentation relating to the solicitation and any resulting contract.



(g) The joint venture is in effect as of the date of bid submission.

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

The Joint Venture Certification shall be effective throughout the entire period of the Contract, including any exercised option period, if exercised.

The CRA has the right to request documentation from the Bidder evidencing the existence of the contractual joint venture.

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

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

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

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

5.2 Certifications Precedent to Contract Award and Associated Information

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

5.2.1 Integrity Provisions – Associated Information

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

5.2.2 Employment Equity

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Webinar service provider s Program (FCP) for employment equity "[FCP Limited Eligibility to Bid List](#)" list available from [Employment and Social Development Canada \(ESDC\)-Labour's website](#)

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

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

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

Definitions:

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

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

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

"pension" means, a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c.S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c.C-17, the [Defence Services Pension Continuation Act](#), 1970, c.D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c.R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c.R-11, the [Members of Parliament Retiring Allowances Act](#), R.S., 1985, c.M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c.C-8.

Former Public Servant in Receipt of a Pension

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

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

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

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

Work Force Adjustment Directive

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

YES () NO ()

If so, the Bidder must provide the following information:

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

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

5.2.4 Vendor Reporting Information

The following information should be provided to enable CRA compliance with paragraph 221(1)(d) of the Income Tax Act, R.S.C. 1985, c.1 (5th Supp.) and report payments made to webinar service providers under applicable

services contracts (including contracts involving a mix of goods and services) on a T1204 Government Service Contract Payments slip.

For the purpose of this clause:

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

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

The Bidder is requested to provide the following:

Legal Name: _____

Operating Name: _____

Address: _____

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

City: _____

Province: _____

Postal Code: _____

Telephone: _____

Fax: _____

Type of Business (Select only one)

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

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

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

Goods and Services Tax (GST) Number: _____



Business Number (BN): _____

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

Social Insurance Number (SIN): _____

N/A Reason: _____

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

Date: _____

Name: _____

Signature: _____

(Signature of duly authorized representative of business)

Title: _____

(Title of duly authorized representative of business)



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.

The CRA, at its sole discretion, reserves the right to contact in writing (by email) the reference contact who has knowledge of the project for verification purposes only. Should discrepancies exist between the information submitted by the Bidder and the information provided by the reference contact, the information provided by the reference contact will take precedence.

Bidders are advised to address each criterion in sufficient depth to permit a complete requisite analysis and that only listing experience without providing any supporting data to describe relevance to the criteria will not be considered demonstrated for the purpose of this evaluation.

Appendix 1: Mandatory Criteria

Criteria	Mandatory Technical Criteria	Met/ Not Met	Bidder Reference
M1	<p>The Bidder’s proposal MUST clearly demonstrate compliance with each of the following minimum technical requirements which will be evaluated based on the webinar samples submitted, as outlined in M4.:</p> <ol style="list-style-type: none"> 1. Be available in multiple web-ready versions including, but not limited to the following formats: <ol style="list-style-type: none"> a. MPEG 4 (H264 Codec + AAC) b. WEBM (VP8 Codec) 2. A minimum of 2 sizes are required in each format: <ol style="list-style-type: none"> a. 700 pixels wide with an average bitrate of no more than 350kbps; b. 480 pixels wide with an average bitrate of no more than 150kbps; 3. Aspect Ratio: 16 x 9 widescreen 4. Provide two closed captioning files. One in Timed Text Markup (TTML) 1.0 format and one in SubRip (.SRT) format; 5. Make available to CRA copies or originals of the source files before and after editing, in digital format on USB, CD, DVD or by download from the bidders website, capable of working with a PC or Mac; 6. Provide a .JPG image to be used as a title slide for the video. (JPG, large image, 360x203 pixels); and 7. The videos must be configured to allow the videos to progressively download. 		

M2	The Bidder MUST clearly demonstrate a minimum of five years experience in delivering webinar services similar to those described in Annex A Statement of Work, to the public within the last ten years.		
M3	<p>The Bidder MUST submit a summary five (5) webinar services performed within the last five (5) years as of bid closing. Each webinar services summary must include the following information:</p> <ol style="list-style-type: none"> 1. Date and title of broadcast; 2. Name of Client and contact information (telephone and email address) which may be used to validate information submitted); 3. Language requirements; 4. Technical requirements (e.g., use of a teleprompter); 5. Number of registered vs. actual participants; and 6. Post production requirements (e.g., editing, voiceover correction). 		
M4	<p>The Bidders proposal MUST include a video clip of a recent* webinar. The video clip should be no more than ten minutes in length and must be made available for download in MP4 format at bid closing.</p> <p>*recent is defined as within one year of the closing date of this RFP</p>		

Appendix 2: Point Rated Criteria

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

Bidders who meet all of the required mandatory criteria will then be point rated by the Evaluation Team based on the following rated requirements. The Evaluation Team will evaluate the Bidder’s proposal by allocating a score to the maximum indicated. Point-rated criteria not addressed in the Bidder’s proposal will result in a score of zero (0) being assigned against that particular criterion. The Bidder’s proposal must attain a minimum overall score of 60% to be considered compliant.

Criteria		Rating Scale	Max. Available Points
R1	The Bidder should demonstrate its additional experience possessed over and above the minimum experience identified at mandatory criterion M2.	<p>4 points – > 5 years ≤ 6 years</p> <p>8 points – > 6 years ≤ 8 years</p> <p>10 points – > 8 years</p>	10 points
R2	The Bidder will be awarded points if the descriptions of the webinar services submitted for M3 contain additional details with regards to the following elements:	<p>5 points – Demonstrate an ability to handle up to 5,000 viewers per webinar.</p> <p>5 points –at least one instance of using a teleprompter</p> <p>5 points –at least one instance of delivering closed captioning</p> <p>5 points – at least one instance of editing of video after webinar for chaptering</p> <p>5 points – at least one instance of post-production clean-up</p>	25 points
R3	The Bidder will be awarded points based on the quality of the video clip submitted to meet mandatory criterion M4	<p>The submitted video clip will be assessed on the quality of the following elements:</p> <ol style="list-style-type: none"> 1. Video (HD quality, 16*9) 2. Audio (Clear, Crisp) 3. Staging (suitable location, enclosed quiet space with no distracting visual elements) 4. Lighting (Bright and not over exposed) 5. Closed Captioning (present and accurate) <p>The Bidders proposal will be awarded five (5) points for each element met. Partial points will not be awarded</p>	25 points
Maximum Available Points			60
Minimum Score Required to be deemed compliant (60%):			36/60



Appendix 3: Financial Proposal

1.1 FINANCIAL PROPOSAL

Bidders must propose firm all-inclusive rates for each Scenario, in Canadian funds, applicable taxes excluded for Work as described in Annex A. The following two scenarios describe the typical Webinar requirements used by the Canada Revenue Agency (CRA). Bidders must submit cost proposals using **Table 2: Financial Proposal** for each scenario listed below.

Each cost proposal must :

- Contain a breakdown of all applicable cost elements as detailed in each Scenario. **This breakdown will be utilized for the Basis of Payment in the resulting contract.**

Table 1: Cost Breakdown. The bidder is to add lines if required. The bidder may also add elements that are not addressed in each Scenario in the cost breakdown.

Webinar Item/Element	Webinar Item/Element Details	Firm All-Inclusive Rate	Unit of Measure
		\$	
		\$	

- Provide sufficient detail for each cost element assessment; and
- Quote firm all inclusive rates in Canadian funds for each webinar item/element, applicable taxes extra.

Table 2: Financial Proposal:

Scenario	Firm All-Inclusive Cost
Scenario 1	\$
Scenario 2	\$
Total of Scenario 1 and Scenario 2	\$

The bid evaluation price will be derived by adding the cost for Scenario 1 and Scenario 2.



Scenario 1: In Studio Production (Audio and video)

The CRA delivers webinar services in both official languages to support the outreach activities of various branches of the Agency.

The CRA requires a webinar service provider that will supply the equipment, technology, personnel and appropriate space for the planning, delivery, production, and recording of webinars. Closed captioning during a webinar and a verbatim transcription of the webinar will also be required.

The CRA will also require bilingual (English and French) registration capabilities and bilingual technical support prior to registration and during the webinar.

The space provided by the webinar service provider must be within 20 km of the Ottawa downtown core and include:

- Two separate rooms, that would permit those delivering the session to walk within 50 feet between the two rooms, preferably side by side;
- The first room, for the taping of the webinars, must be a minimum of 100 square feet with a teleprompter for the presenter;
- the second room must be a minimum of 200 square feet and have three computers with internet access for viewing and researching the responses to participants questions and one printer with paper;

The rooms must be:

- Clean, comfortable and offer sufficient seating for all involved with furniture that is clean and in good condition;
- Free of disruption - an enclosed quiet space;
- Close to amenities – within 10 minutes walking distance from restaurants or cafeteria.
- Available for at least one hour after the live webinar.

The webinar service provider must adequately prepare the presenters to deliver live webinar presentations in such a manner that the presenters will be prepared to:

- Make effective use of the webinar service provider 's technology and equipment as it pertains to their role as presenter (e.g. reading the teleprompter, using the microphone, understanding different camera angles, etc.);
- Deliver the presentation that follows the webinar service provider 's instructions (e.g. pace of delivery, tone, etc.) to ensure a professional recording; and
- Promote meaningful interaction with the audience including how to deal with technical issues that may occur during the delivery of live webinars.

The webinar service provider will be responsible for the registration of the online participants for the live webinars and will design and provide a bilingual registration website where participants can register and test their systems. The registration website will be designed in consultation with CRA. The webinar service provider will provide a bilingual website within 20 business days of receipt of CRA's branding style and content requirements. The Webinar service provider will also:



- Provide a link to participants upon log-in to download MP4 at no additional cost via Vimeo or other file sharing platform.
- Provide participants with an electronic confirmation that they are registered, reminders or other notices, and other related documents (bilingual content to be provided by the CRA Project Authority). Provide a Q&A opportunity in advance of the webcast, so that participants can submit questions. The webinar service provider must notify the participants of this opportunity.
- Ensure the presentation material is accessible to session participants and ensure seamless distribution of the webinars to the participants.
- Compile a list of all topic-related questions submitted by session participants and provide them to the CRA Project Authority in a Microsoft Word compatible document within five business days once the live webinar is recorded.

The Webinar service provider will provide webcasts (one English and one French) of up to 75 minutes each in duration for up to 5,000 online participants per session. The technology must:

- be available at no additional charge for both high speed and dial-up users;
- allow for the presenter to be seen, if the presenter is planned to be on-screen, and heard by the participants;
- make the PowerPoint presentations (provided by the CRA Project Authority) available to participants so that it will be easily readable during the live webinar;
- allow for viewing of the presentation slides (by both the presenter and participants);
- allow for the slides to change automatically, for all participants;
- allow the option for participants to change the slides manually, should they wish;
- provide the functionality of a question management system that enables a CRA screener to assign questions to up to at least three subject matter experts;
- allow an area that permits written questions, via text chat, from participants before and during the webinars allowing:
 - the speaker or presenter to respond in person via their remote location; and;
 - Subject Matter Experts from remote locations to respond via text chat.
- provide capability for all questions to be viewed by all participants;
- allow for on-demand polling with results displayed in real time;
- allow for speaker bios and photos, and webinar description;
- allow for CRA branding customization on all screens accessible to webinar participants;
- allow for slide and screen panning and zooming;
- provide closed captioning during the live webinars (and once they are converted into videos) in Timed Text Markup Format ([TTML 1.0 format](#)); and

The webinar service provider will administer a standard bilingual evaluation form (provided by CRA Project Authority) in an electronic format for participants to complete before leaving each live webinar in order to gather participant's feedback and comments and present a compilation of the results to the CRA Project Authority in a Microsoft Word or Microsoft Excel document as specified by CRA within five business days of recording the live webinar.



The bilingual evaluation form will be provided by the CRA Project Authority and the online reporting tool containing post event data must include:

- login duration for each participant;
- poll responses;
- a record of live questions and answers; and
- the geographical location of participants.

The Webinar service provider must perform the following tasks:

- Provide rehearsal sessions.
- Provide access to space, technology, and equipment.
- Provide all technical support, including:
 - Bilingual instructions for participants on how to log into the session and how to proceed during the live webinars. The CRA Project Authority will approve the final wording.
 - Bilingual on-line (via email, live chat or both) and/or telephone assistance for participants who encounter any problems with the software and technology when registering, testing their system, and/or during the webinar sessions.
- Provide a bilingual registration website, where participants can register and test their systems to ensure it will work properly. A link should also be provided to participants to enable them to print the presentation and other related documents.
- Provide a bilingual webpage where the PowerPoint presentations, and other material, will be available for participants to print. The web page must be available at least until the webinar is conducted.
- Provide electronic reminders to registrants.
- Provide a Q&A session prior to any pre-recorded webcast or in real time during a live webinar.
- Produce and record live webinars in French and in English, including an introduction and conclusion to be added post-production, as needed.
- Record and convert the live webinars into videos (in English and in French) with closed captioning into MP4 format, 16 x 9 widescreen, in a format that will be accessible to both high speed internet and dial-up users.
- Transcribe the live webinars in Microsoft Word compatible format of participants' written interaction, either technical or sessions related enquiries, prior and during the live webinar.
- Edit the video as required by the CRA Project Authority within five business days of receipt of the editing instructions. Provide copies or originals of the source files before and after editing, in digital format.
- Compile a list of all topic related questions submitted by session participants.
- Provide the CRA's standard bilingual evaluation form for participants to complete before leaving the webinar in order to gather participant's feedback and comments:
- Compile the evaluations, aggregate polling results, and participants' data where applicable, after each live webinar. Provide the results to the CRA Project Authority in a Microsoft Word compatible document within five business days of recording the live webinar.
- Transcribe all the questions received for both the technical issues or enquiries and the webinar topic questions.



- Communicate with the CRA Project Authority to exchange comments and feedback on what went well and what could be improved and provide a final evaluation of the project.

Timelines per Deliverable (Scenario 1): In Studio Production (Audio and video)

Deliverable	Timing
1. Rehearsal sessions (minimum 1 to 2 hours) to prepare the presenter(s) and test the technology and equipment	At least one business day before each scheduled webinar.
2. Access to space, technology, and equipment for production of the webinar.	On the day of the webinar.
3. Technical Support	On-going
4. Bilingual Registration Website	Fifteen business days prior to the scheduled air date of the webinar, as confirmed by the Project Authority. The website must be available 24 hours a day, 7 days a week.
5. Bilingual Web Page	Fifteen business days prior to the scheduled air date of the webinar, as confirmed by the Project Authority. The webpage must be available 24 hours a day, 7 days a week.
6. Electronic Reminders to registrants	Three business days before the webinars; and a final reminder on the day of the webinar.
7. Q&A session prior to the webinar	Five business days before the recording day
8. Production/recordings of live or recorded webinars in French and in English	On the day of the session for live webinars, and two business days before for recorded webinars.
9. The live or recorded webinars converted into MP4 files including the closed captioning, for posting on the CRA Web site, in a format that will be accessible to both high speed internet and dial-up users.	Within five business days following each recording.
10. Closed Captioning for each webinar	On the day of and for the duration of each webinar
11. A transcript of the live webinars.	Within five business days following each recording.
12. Edited video; copies and originals	Within five business days of receipt of the editing instructions from CRA Project Authority



13. A list of all topic related questions submitted by session participants	Within five business days of each live recordings.
14. The evaluations, aggregate polling results, and participants' data where applicable, after each live webinar. The results will be provided to the CRA project authority in a Microsoft Word compatible document.	Within five business days following each recording.
15. Compilation of participant feedback	Within five business days of the live webinar.
16. Transcripts of all the questions received for both the technical issues/enquiries and the webinar topic questions	Within five business days after the completion of each webinar
17. Feedback and Comments on the project.	Meeting held within five business days of each live webinar
18. A final evaluation of the project	Within ten business days following the date of the webinar.

Scenario 2: Remote Recording Production (Audio and video)

The CRA delivers webinar services in both official languages to support the outreach activities of various branches of the Agency.

The CRA requires a webinar service provider that will supply the equipment, technology and personnel necessary for the planning, delivery, production, and recording of webinars with remote presenters. Closed captioning during a webinar and a verbatim transcription of the webinar will also be required. In the case of webinar production with remote presenters, the webinar service provider is not responsible for providing equipment necessary for the remote presenters to perform their duties. Either the CRA or the presenter will be responsible for provision of equipment for use at the remote site where the presenter will be delivering the presentation.

The CRA will also require bilingual (English and French) registration capabilities and bilingual technical support prior to registration and during the webinar.

The webinar service provider must adequately prepare the presenters to deliver live webinar presentations in such a manner that the presenters will be prepared to:

- Make effective use of the webinar service provider's technology and equipment as it pertains to their role as presenter (e.g. reading the teleprompter, using the microphone, understanding proper camera angles, etc.);
- Deliver the presentation that follows the webinar service provider's instructions (e.g. pace of delivery, tone, etc.) to ensure a professional recording; and
- Promote meaningful interaction with the audience including how to deal with technical issues that may occur during the delivery of live webinars.



The webinar service provider will be responsible for the registration of the online participants for the live webinars and will design and provide a bilingual registration website where participants can register and test their systems. The registration web site will be designed in consultation with CRA. The webinar service provider will provide a bilingual website within twenty calendar days of receipt of CRA's branding style and content requirements. The webinar service provider will also:

- Provide a link to participants upon log-in to download MP4 at no additional cost via Vimeo or other file sharing platform.
- Provide participants with an electronic confirmation that they are registered, reminders or other notices, and other related documents (bilingual content to be provided by the CRA Project Authority).
- Provide a Q&A opportunity in advance of the webcast, so that participants can submit questions. The webinar service provider must notify the participants of this opportunity.
- Ensure the presentation material is accessible to session participants and ensure seamless distribution of the webinars to the participants.
- Compile a list of all topic-related questions submitted by session participants and provide them to the CRA Project Authority in a Microsoft Word compatible document within five business days once the live webinar is recorded.

The Webinar service provider will provide webcasts (one English and one French) of up to 75 minutes each in duration for up to 5,000 online participants per session. The technology must:

- be available at no additional charge for both high speed and dial-up users;
- allow for the presenter to be seen, if the presenter is planned to be on-screen, and heard by the participants;
- make the PowerPoint presentations (provided by the CRA Project Authority) available to participants so that it will be easily readable during the live webinar;
- allow for viewing of the presentation slides (by both the presenter and participants);
- allow for the slides to change automatically, for all participants;
- allow the option for participants to change the slides manually, should they wish;
- provide the functionality of a question management system that enables a CRA screener to assign questions to at least three subject matter experts and allow an area that permits written questions, via text chat, from participants before and during the webinars allowing:
 - the speaker or presenter to respond in person via their remote location; and;
 - Subject Matter Experts from remote locations to respond via text chat.
- provide capability for all questions to be viewed by all participants;
- allow for on-demand polling with results displayed in real time;
- allow for speaker bios and photos, and webinar description;
- allow for CRA branding customization on all screens accessible to webinar participants;
- allow for slide and screen panning and zooming;
- provide closed captioning during the live webinars (and once they are converted into videos) in Timed Text Markup Format ([TTML 1.0 format](#)); and

The webinar service provider will administer a standard bilingual evaluation form (provided by CRA Project Authority) in an electronic format for participants to complete before leaving each live webinar in order to gather participant's feedback



and comments and present a compilation of the results to the CRA Project Authority in a Microsoft Word or Microsoft Excel document as specified by CRA within five business days of recording the live webinar.

The bilingual evaluation form will be provided by the CRA Project Authority and the online reporting tool containing post event data must include:

- login duration for each participant;
- poll responses;
- a record of live questions and answers; and
- the geographical location of participants.

The webinar service provider must perform the following tasks:

- Provide rehearsal sessions.
- Provide access to technology.
- Provide all technical support, including:
 - Bilingual instructions for participants on how to log into the session and how to proceed during the live webinars. The CRA Project Authority will approve the final wording.
 - Bilingual on-line (via email, live chat or both) and/or toll-free telephone assistance for participants who encounter any problems with the software and technology when registering, testing their system, and/or during the webinar sessions.
- Provide a bilingual registration website, where participants can register and test their systems to ensure it will work properly. A link should also be provided to participants to enable them to print the presentation and other related documents.
- Provide a bilingual webpage where the PowerPoint presentations, and other material, will be available for participants to print. The web page must be available at least until the webinar is conducted.
- Provide electronic reminders to registrants.
- Provide a Q&A session prior to any pre-recorded webcast or in real time during a live webinar.
- Produce and record live webinars in French and in English, including an introduction and conclusion to be added post-production, as needed.
- Record and convert the live webinars into videos (in English and in French) with closed captioning into MP4 format, 16 x 9 widescreen, in a format that will be accessible to both high speed internet and dial-up users.
- Transcribe the live webinars in Microsoft Word compatible format of participants' written interaction, either technical or sessions related enquiries, prior and during the live webinar.
- Edit the video as required by the CRA Project Authority within five business days of receipt of the editing instructions. Provide copies or originals of the source files before and after editing, in digital format.
- Compile a list of all topic related questions submitted by session participants.
- Provide the CRA's standard bilingual evaluation form for participants to complete before leaving the webinar in order to gather participant's feedback and comments.



- Compile the evaluations, aggregate polling results, and participants' data where applicable, after each live webinar. Provide the results to the CRA Project Authority in a Microsoft Word compatible document within five business days of recording the live webinar.
- Transcribe all the questions received for both the technical issues or enquiries and the webinar topic questions.
- Communicate with the CRA Project Authority to exchange comments and feedback on what went well and what could be improved and provide a final evaluation of the project.

Timelines per Deliverable (Scenario 2): Remote Recording Production

Deliverable	Timing
1. Virtual rehearsal sessions (minimum 1 to 2 hours) to prepare the presenter(s) and test the technology and equipment	At least one business day before each scheduled webinar.
2. Access to technology for production of the webinar.	On the day of the recording session.
3. Technical Support	On-going
4. Bilingual Registration Website	Fifteen business days prior to the scheduled air date of the webinar, as confirmed by the Project Authority The website must be available 24 hours a day, 7 days a week.
5. Bilingual Web Page	Fifteen business days prior to the scheduled air date of the webinar, as confirmed by the Project Authority The webpage must be available 24 hours a day, 7 days a week.
6. Electronic Reminders to registrants	Three business days before the webinars; and a final reminder on the day of the webinar.
7. Q&A session prior to the webinar	Five days before the recording day
8. Production and recordings of live or recorded webinars in French and in English	On the day of the session for live webinars, and two days before for recorded webinars.
9. The live or recorded webinars converted MP4 files including the closed captioning, for posting on the CRA Web site, in a format that will be accessible to both high speed internet and dial-up users.	Within five business days following each recording.



10. Closed Captioning for each webinar	On the day of and for the duration of each webinar
11. A transcript of the live webinars.	Within five business days following each recording.
12. Edited video; copies and originals	Within five business days of receipt of the editing instructions from CRA Project Authority
13. A list of all topic related questions submitted by session participants	Within five business days of each live recordings.
14. The evaluations, aggregate polling results, and participants' data where applicable, after each live webinar. The results will be provided to the CRA project authority in a Microsoft Word compatible document.	Within five business days following each recording.
15. Compilation of participant feedback	Within five business days of the live webinar.
16. Transcripts of all the questions received for both the technical issues/enquiries and the webinar topic questions	Within five days after the completion of each webinar
17. Feedback and Comments on the project.	Meeting held within five business days of each live webinar
18. A final evaluation of the project	Within ten business days following the date of the webinar.



Part 6 Model Contract

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

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

6.1 Revision of Departmental Name

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

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

6.2 Agency Restructuring

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

6.3 Requirement

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

6.4 CRA E-Procurement Solution

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

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

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

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

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

The CRA agrees to provide the Webinar service provider with at least a three-month notice to allow for any measures necessary for the integration of the Contract into a modified Synergy solution and the EPS (as



applicable). The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.

6.5 Period of Contract

The period of the Contract is from date of contract award to _____, inclusive.

6.5.1 Option to Extend the Contract

The Webinar service provider grants to Canada the irrevocable option to extend the term of the Contract by up to 5 additional 1-year periods under the same conditions. The Webinar service provider 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 Webinar service provider .

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

The Webinar service provider grants to Canada the irrevocable option to acquire the additional quantities of the goods, services or both described at Statement of Work (SOW) at Annex A of the Contract under the same terms and conditions and at the prices and rates stated in the Contract.

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

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

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

The following Clauses are incorporated by reference:

SACC Reference	Clause Title	Date
A2000C Or A2001C	Foreign Nationals (Canadian Webinar service provider) Foreign Nationals (Foreign Webinar service provider)	2006-06-16 2006-06-16
A3015C	Certifications	2014-06-26
A9065C	Identification Badge	2006-06-16
A9068C	Site Regulations	2010-01-11
A9113C	Handling of Personal Information	2014-11-27
A9117C	T1204 – Direct Request by Customer Department	2007-11-30
B9028C	Access to Facilities and Equipment	2007-05-25
C0711C	Time Verification	2008-05-12



C2000C	Taxes-Foreign-based Webinar service provider	2007-11-30
C2605C	Canadian Customs Duties & Sales Tax –Foreign-based Webinar service provider	2008-05-12
G1005C	Insurance	2008-05-12
H1008C	Monthly Payments	2008-05-12

6.7 General Conditions

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

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

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

Section 16 titled “Payment Period” will not apply to payment made by credit cards.

Section 17 titled “Interest on Overdue Accounts” will not apply to payment made by credit cards.

Section 22 titled “Confidentiality”,

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

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

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

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

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



6.8 Security Requirements

Webinar service provider personnel must be escorted at all times while on CRA premises.

6.9 Authorities

6.9.1 Contracting Authority A1024C (2007-05-25)

The Contracting Authority for the Contract is:

Name: Steve Gilroy

Telephone Number: 613-218-3991

E-mail address: steve.gilroy@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 Webinar service provider must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

6.9.2 Project Authority A1022C (2007-05-25)

To be completed at the time of Contract award.

Name: _____

Address: _____

Telephone Number: _____

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.

6.9.3 Webinar service provider 's Representative

To be completed at the time of Contract award.

Name: _____

Address: _____



Telephone Number: _____

Fax Number: _____

E-mail Address: _____

6.10 Webinar service provider Identification Protocol

The Webinar service provider must be responsible for ensuring that each of its employees, officers, directors, agents, and subwebinar service provider s (hereinafter referred to as “Webinar service provider Representative”) complies with the following self-identification requirements:

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

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

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

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

6.11 Travel and Living Expenses

The CRA will not cover any travel and living expenses.

6.12 Delivery

Deliverables must be received by the Project Authority at the place and time specified herein.

6.13 Work Location

All work will be performed at the Webinar service provider s location.



6.14 Minimum Work Guarantee - All the Work - Task Authorizations

In this clause,

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

"Minimum Contract Value" means \$45,000.00 (applicable taxes included).

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 Webinar service provider at the end of the Contract in accordance with paragraph 3. In consideration of such obligation, the Webinar service provider 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.

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 Webinar service provider the difference between the Minimum Contract Value and the total cost of the Work requested.

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

6.15 Ordering Process

This requirement will be ordered via the following method and to be determined at the CRA's discretion at the time of order:

6.15.1 Task Authorization

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

The CRA will authorize the Work with the Webinar service provider, at the CRA's discretion, by submitting a Task Authorization (referred to as a "Service Request" herein) either by:

- Submitting a Purchase Card Order (PCO) to the Webinar service provider using the Synergy ordering system, as described at Attachment 5 to Annex A: Synergy Solution; or
- Submitting a Task Authorization form, signed by the Contracting Authority and sent to the Webinar service provider via facsimile or email.

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



6.15.2 Synergy Ordering Process

When the CRA has determined it will order the required goods or services via Synergy, orders, receipts and reconciliation of goods and services will be completed in accordance with Attachment 1 to Annex A.

6.16 Invoicing Instructions

6.16.1 For orders submitted via a Task Authorization:

1. The Webinar service provider 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 Technical Authority for certification and payment.

6.16.2 For orders submitted via Synergy:

A packing slip and invoice must be submitted on the Webinar service provider 's own form and must be included with the shipment and provide the following information:

1. Webinar service provider '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 services,
7. Item or reference number;
8. cost (before tax),
9. amount charged to the acquisition card (exclusive of the Goods and Services Tax (GST) or Harmonized Sales Tax (HST), if applicable) and
10. amount of GST or HST, if applicable, shown separately
11. total amount to be charged to the CRA

6.17 Inspection and Acceptance

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

6.18 Basis of payment

See Annex B.



6.19 Limitation of Expenditure

7.19.2 Limitation of Expenditure - Cumulative Total of all Task Authorizations

1. Canada's total liability to the Webinar service provider under the Contract for all authorized Task Authorizations, inclusive of any revisions, must not exceed the sum of \$ *(to be completed at the time of Contract award)*. Customs duties are excluded and Applicable Taxes are extra.
2. No increase in the total liability of Canada will be authorized or paid to the Webinar service provider unless an increase has been approved, in writing, by the Contracting Authority.
3. The Webinar service provider 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 Webinar service provider considers that the sum is inadequate for the completion of the
Work required in all authorized TA's, inclusive of any revisions,
whichever comes first.

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

6.20 Payment Process

At Canada's discretion the Webinar service provider 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 Webinar service provider to ensure that their organization is entitled to receive payment from the Government of Canada.

6.20.1 Payment by Direct Deposit

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

To complete or amend a direct deposit registration, the Webinar service provider 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 Webinar service provider to ensure that the information and account number submitted to Canada via their Vendor Electronic Payment Registration form is up to date. Should the Webinar



service provider 's information within the Vendor Electronic Payment Registration form not be accurate or up to date, the provisions identified herein under Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2016-04-04) forming part of the Contract will not apply, until the Webinar service provider corrects the matter.

6.20.2 Payment by Credit Card

The Webinar service provider shall accept Government of Canada Acquisition Cards (credit cards) for payment of the goods and services described herein. Payments by credit card will not be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2016-04-04) forming part of the Contract.

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

6.20.3 Payment by Cheque

The Webinar service provider shall accept Government of Canada cheques for the payment of goods and services described herein.

6.21 Synergy Non-Compliance

Failure to respect the delivery timelines as per the Contract or the problem resolution timelines set out under Attachment 1 to Annex A paragraph 3.5 Support, Table 1: Technical Support Response Definitions will result in an escalation by the CRA Contracting Authority with the Webinar service provider . In that event, the Webinar service provider 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 Webinar service provider 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 Webinar service provider 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 Webinar service provider , any liquidated damages owing and unpaid under this section.

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



6.22 Certifications

The continuous compliance with the certifications provided by the Webinar service provider 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 Webinar service provider does not comply with any certification, fails to provide the associated information, or it is determined that any certification made by the Webinar service provider in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

6.23 Federal Webinar service provider s Program for Employment Equity - Default by the Webinar service provider

The Webinar service provider understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Webinar service provider 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 Webinar service provider will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC will constitute the Webinar service provider in default as per the terms of the Contract.

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

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

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



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

6.25 Proactive Disclosure of Contracts with Former Public Servants CRA Mod A3025C 2013-03-21

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

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

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

6.27 Priority of Documents SACC A9140C (2007-05-25)

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

1. the Articles of Agreement;
2. the general conditions 2035 (2016-04-04) General Conditions – Higher Complexity – Services;
3. Annex A: Statement of Work;
4. Annex B: Basis of Payment;
5. The approved Task Authorization, (including all attachments, if any);
6. The Webinar service provider's proposal dated (insert date of bid), as amended on (insert date(s) of amendment(s), if applicable).

6.28 Training and Familiarization of Webinar service provider Personnel

6.28.1 Training of Webinar service provider Personnel

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

6.28.2 Familiarization Period

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



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

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

6.30 Office of the Procurement Ombudsman (OPO)

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1 (l) of the Department of Public Works and Government Services Act will, 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.

6.31 Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1 (l) of the Department of Public Works and Government Services Act will review a complaint filed by [the supplier or the webinar service provider 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.ca.



Annex A - Statement of Work

1.0 INTRODUCTION

The Canada Revenue Agency (CRA) requires the professional services of a Webinar service provider for the planning, preparation, production, and delivery of webinars, and for the production of video conversions from these same webinars.

2.0 BACKGROUND

The CRA develops, maintains, and updates national information services and products that assist individuals, businesses and charities in voluntarily complying with federal, provincial, and territorial tax legislation, and in receiving credit and benefit entitlements. The CRA delivers the information to taxpayers to assist them in meeting their obligations and obtaining the benefits to which they may be entitled.

The CRA delivers information in person and electronically. In 2009, the CRA introduced the use of webinars as another communication medium to deliver tax information to taxpayers. Due to the success of these sessions, the CRA expanded the use of webinars and developed an Agency-wide standing offer to enable it to contract for the production of webinars and video conversions of these webinars.

3.0 SCOPE OF WORK AND SERVICES REQUIRED

To support the CRA in planning, preparation, production, and delivery of webinars, the Webinar service provider must deliver the following products and services as-and-when-required in both official languages. For contextual purposes, note that the expiring CRA webinar contract was called on for webinar production services 79 times from 2014 to 2020.

- in studio and remote webcasting
- provide rehearsal session for presenters and other CRA staff required for webinars (e.g. use of teleprompter, delivery of presentation)
- event pre-registration and notifications (usually on-line)
- create “lobby page” (event-specific home page)
- speaker support materials (e.g., PowerPoint slides), as and if required
- industry standard staging, lighting, and all other A/V support requirements for in studio recordings
- make the presentation available for download via webinar service provider 's site
- record and edit webinars into webcasts for posting online
- closed captioning
- compile audience questions, polling and voting systems
- draft electronic evaluation form template for the CRA review and approval
- distribute electronic evaluation form to participants and compile results
- self-serve administrative portal for CRA reporting on demand
- consultation services (e.g., communication about a webinar specifically, or webinar production logistics in general, such as make-up and attire for hosts, or approach to performance and scenic background).



Tasks

The tasks involved for webinar/video services include, but are not limited to:

i. Training

- Provide space and equipment for the rehearsal sessions as and when required.
- Provide technical requirements and training (e.g. dry run) for remote presenters.

ii. Technology/Production for Webinar and Videos

- Streaming and recording of webinars
- Bilingual technical support prior to registration and during the webinar
- Make the PowerPoint presentations (provided by the CRA) available to participants in electronic format (in English and French)
- Provide all technical support, including:
 - Bilingual instructions for participants to log into the session and to proceed during the webinars.
 - Bilingual on-line (via email and live chat) and toll-free telephone assistance for participants who encounter any problems with the software and technology when registering, testing their system, and during the webinars.
- Stream the webinar content/video live, allowing simultaneous transmission.
- Convert the webinars into videos (in English and in French) with closed captioning files saved in SubRip (.SRT) format.
- Apply edits to the video as required by the CRA Project Authority.

iii. Venue

Provide a venue for the recording of the webinars in the National Capital Region (NCR) when recording in-person webinars with onsite presenters.

iv. Registration

- Provide a bilingual registration website for participants to register and test their systems. The registration website should be customized to include CRA visual identity and content requirements.
- Provide bilingual instructions (approved by the CRA) to participants when session is full.
- Provide a link upon log-in to download MP4 at no additional cost via Vimeo or other file sharing platform.
- Provide participants with an electronic confirmation of registration, reminders, other notices, and other related documents as required (bilingual content to be provided by the CRA).
- Provide a bilingual Web page where presentations, or other material, will be available for participants to print.

v. Follow-up

- Provide verbatim transcripts to the CRA Project Authority in Microsoft Word compatible format including participants' written interaction, technical or session-related enquiries and responses, prior and during the webinar.
- Provide a list of topic-related questions submitted by participants during the webinar.



- Provide copies or originals of the source files before and after editing, electronically.
- Provide an electronic evaluation form (tailored to each webinar) for participants to complete before leaving the webinar.
- Compile the evaluations in a template pre-approved by the CRA and provide the results electronically, in a Microsoft Word compatible document.
- Allow for online reporting tool on post-event data for CRA use such as:
 - Self-serve administrative portal to include, but not limited to:
 - Number of registrants;
 - Number of participants and login duration;
 - Archive viewers;
 - No-show list;
 - Geographical location of participants;
 - Poll responses;
 - Record of live questions and answers;
 - Filter of registration data to run custom reports;
 - Reports to determine average view time for live and archive events and individual attendee view time; and
 - Measurement of promotional tools used to drive traffic to webinars and videos.

4.0 TECHNICAL REQUIREMENTS

The Webinar service provider must support the below technical requirements:

- be compatible with WCAG 2.0 (Web Content Accessibility Guidelines) as set out in the Government of Canada (GoC) new standard on Accessibility;
- be available free of charge for both high speed and dial-up users;
- have database located in Canada;
- allow for visual and audio of the presenter(s);
- allow for multiple cameras, up to two teleprompters and a switcher;
- allow for viewing presentation slides (by both the presenter and participants);
- allow for slides to change automatically, for all participants;
- allow the option for participants to change the slides manually, should they wish;
- allow an area that permits written questions via text chat to be received from participants before and during the webinars, and for the CRA to respond in writing (on-line in the Chat window) prior to recording, in real time and up to 24 hours post-recording;
- provide capability for questions to be viewed by all participants;
- allow for on-demand polling with results displayed in real time;
- allow for annotation and white-boarding tools to mark up presentation slides or screen captures;
- allow for speaker bios and photos, and webinar description;
- allow for CRA visual identity customization on all screens accessible to webinar participants;
- allow for a question management system that enables a CRA screener to assign questions to at least three subject matter experts;
- allow for slide and screen panning and zooming;
- allow for the recording of items such as an introduction and conclusion to be added post production, as needed".;
- adhere to the following CRA requirements and specifications:
 - Be available in multiple web-ready versions including, but not limited to the following formats:



- MPEG 4 (H264 Codec + AAC)
- WEBM (VP8 Codec)
- A minimum of 2 sizes are required in each format:
 - 700 pixels wide with an average bitrate of no more than 350kbps;
 - 480 pixels wide with an average bitrate of no more than 150kbps;
- Aspect Ratio: 16 x 9 widescreen
- Provide two closed captioning files. One in Timed Text Markup ([TTML](#)) 1.0 format and one in SubRip (.SRT) format;
- Provide copies or originals of the source files before and after editing, in digital format on an external hard drive capable of working with a MAC or PC;
- Provide a .JPG image to be used as a title slide for the video. (JPG, large image, 360x203 pixels)
- The videos must be configured to allow the videos to progressively download.

5.0 SUPPORT PROVIDED BY THE CANADA REVENUE AGENCY

The Canada Revenue Agency will be responsible for the following:

- Manage the project and the work provided by the Webinar service provider ;
- Make available a coordinator, presenters and screeners for each webinar;
- Provide all the content of the presentations in French and English in Power Point format, the invitation to register to the webinar service provider 's Web site, the reminders, the content to be posted on the webinar service provider 's Web site, the content for evaluation and any other relevant information to be provided to participants;
- Provide visual identity rules and regulations, content of various kinds, direction on conversion from webinars to videos, etc.

Note: Although the CRA will provide support to the Webinar service provider , at no time during this project will the Webinar service provider have access to Protected information.

Attachments to Annex A

Attachment 1: Synergy Solution

Attachment 2: Examples of Webinar Scenarios



Attachment 1: Synergy Solution

Overview

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

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

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

Purchase card orders, change orders, and cancelled orders from the CRA to the Webinar service provider ; and
Order confirmation and shipping notices from the Webinar service provider to the CRA.

Glossary of Terms

Advance ship notice	An advance ship notice is a document that the Webinar service provider transmits using the Ariba Supplier Network to Synergy, stating that the Webinar service provider 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 Webinar service providers.
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.

Operational Requirements

○ Ariba Supplier Network account

The Webinar service provider 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 webinar service providers across different systems and processes. The CRA and the Webinar service provider will use the ASN to communicate order related information:

Communication of new orders, changed orders and cancelled orders from the CRA to the Webinar service provider .
Communication of additional order information and comments.

Communication of order confirmation and shipping notices from the Webinar service provider to the CRA.
The Webinar service provider must establish a minimum of 1 production and 1 test account.

○ Synergy catalogue

The Webinar service provider 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 Webinar service provider 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.

○ 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 Webinar service provider's responsibility to have a mechanism in place (usually through a third party provider) to transmit charges to the Bank of Montreal.

○ Processing requirements

The Webinar service provider 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 Webinar service provider , the Webinar service provider shall notify the CRA within thirty (30) minutes of occurrence and resolve the issue as per the timelines for Severity 3 in section 3.5 below.

Send an order confirmation within 30 minutes of receiving a purchase card order, a change or cancellation from the CRA and a shipping notice with the invoice attached when goods are shipped or services are rendered.

Charge the CRA virtual card issued for the Contract; partial orders may be charged, only for the goods that have been shipped and the services that have been rendered.

Obtain written authorization from the CRA before substituting items or rejecting an order.

Virus-scan attachments sent over the ASN, if any.

For goods: Include a packing slip with each shipment.

For services: Provide an invoice with the details of the services provided.

Both the packing slip and invoice must specify the Webinar service provider 's name, address, and GST registration number, as well as the Synergy PCO number, CRA Purchaser, date the goods were shipped or services delivered, description of the goods and services, cost (before tax), applicable taxes, and total amount to be charged to the CRA.

o Support

The Webinar service provider must provide CRA with support:

Through a single point of contact to report issues regarding maintenance and support of the catalogue and ordering problems as well as problem resolution updates.

Coverage from 8:00AM to 5:00PM Eastern Time, Monday to Friday, excluding statutory holidays.

For all incidents identified by either the Webinar service provider or the CRA, the Webinar service provider must adhere to the response time requirements detailed below. Incidents are assigned a tracking number, which will be communicated via email to the Webinar service provider . Upon resolution, the Webinar service provider 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 Webinar service provider can neither accept nor process orders.	The Webinar service provider must immediately notify the CRA Contracting Authority. The Webinar service provider must also issue progress reports and maintain communication (verbal and email) with the CRA every two (2) hours until problem resolution, within business hours (8AM to 5PM Eastern Time, Monday to Friday, excluding statutory holidays). The Webinar service provider 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 Webinar service provider cannot process acquisition card charges.	The Webinar service provider must notify the CRA Contracting Authority within thirty (30) minutes of occurrence. The Webinar service provider must also issue a verbal and email progress report and maintain communication with the CRA every business day until problem resolution. The Webinar service provider must make every attempt to resolve the issue within 48 hours.

**Table 1: Response time requirements**

Severity level	Description	Response and resolution times
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 Webinar service provider must notify the CRA Contracting Authority within thirty (30) minutes of occurrence. The Webinar service provider must also issue an email progress report and maintain communication when requested by the CRA. The Webinar service provider must make every attempt to resolve the issue within 5 business days.

- Webinar service provider 's automated interface

The Webinar service provider may automate their interface to the ASN. If they do, the Webinar service provider must: Notify the CRA Contracting Authority of any changes to their interface system(s) a minimum of forty (40) business days in advance to allow the CRA to assess their impact on Synergy.
Retest the ordering process and transmission credit card payments against the requirements set out in the Contract and successfully complete a new PoSC test before implementing the system changes.



Technical Requirements

○ Catalogue format

The catalogue must be created in a CSV format.

- The CRA requires that all catalogues be bilingual. The Webinar service provider 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 Webinar service provider must provide an image file for each unique good (if applicable). The image file must be in jpeg format with a maximum size of 1MB – 250X250 pixels. The image file must be named with the exact name and case as stated in the Image field of the catalogue format file described in section 4.2.
- The Webinar service provider must provide the catalogue and the image files to the CRA Contracting Authority by email or on USB.

○ Catalogue content

The following table details the fields required from the Webinar service provider 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
Webinar service provider ID	CRA			Leave this field blank.
Webinar service provider Part ID	Webinar service provider	128	Characters, case-sensitive	The Webinar service provider's part number. Special characters such as but not limited to , * ? and } are not supported.
Manufacturer Part ID	Webinar service provider	128	Characters	The manufacturer's part number.
Item Description	Webinar service provider	2,000	Characters	The product's long description in English or French; the language used must correspond to the language indicated in the Language field.
UNSPSC Code	Webinar service provider	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	Webinar service provider	10	Number with 2 decimal points	The CRA price for the product as per the contract.

**Table 2 – Catalogue technical requirements**

Field name	To be filled by	Maximum field size	Field type	Description
Units of Measure	Webinar service provider	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	Webinar service provider	3	Integer number	The number of business days between receipt of the order and delivery to purchaser.
Manufacturer Name	Webinar service provider	50	Characters	Webinar service provider's name or name of manufacturer.
Webinar service provider URL	Webinar service provider	100	Characters	Webinar service provider's website address, in the format http://...
Manufacturer URL	Webinar service provider	100	Characters	Webinar service provider's manufacturer's website address, in the format http://...
Market Price	Webinar service provider	10	Number with 2 decimal points	The list price or suggested retail price.
Short Name	Webinar service provider	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	Webinar service provider	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.
Webinar service provider Part Auxiliary ID	Webinar service provider	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	Webinar service provider	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	Webinar service provider	3	Characters, case-sensitive	Identify hazardous materials. Use exactly: - Yes or No for English product descriptions or - Oui or Non for French product descriptions.

**Table 2 – Catalogue technical requirements**

Field name	To be filled by	Maximum field size	Field type	Description
Green procurement	Webinar service provider	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	CRA			Leave this field blank.

- Acquisition card format

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

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

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

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



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 Attachment 1 to Annex A 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 by exercising its irrevocable option to implement Synergy, as applicable.

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

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

The CRA will appoint a coordinator as the Webinar service provider'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 Webinar service provider at the onset of the PoSC test.

○ Preparation for PoSC test

The Webinar service provider 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.

○ 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	Webinar service provider Coordinator
Step 1: Register on the Ariba Supplier Network (ASN)			
ASN relationship	The CRA establishes a relationship with the Webinar service provider in ASN.	Coordinator	Webinar service provider
ASN test account	The Webinar service provider creates a test account on ASN.	Webinar service provider	Ariba technical support
Step 2: Prepare the catalogue			
Catalogue build	The Webinar service provider provides a catalogue and pictures if applicable in the required format.	Webinar service provider	Contracting Authority
Catalogue finalization	The CRA reviews catalogue to ensure it respects contracting terms and technical requirements and adds custom CRA data elements.	Contracting Authority	Coordinator



Table 3: Step-by-step process			
Event	Description	Owner	Participants
Step 3: Process a test order			
Acquisition card number	The CRA assigns a virtual card number to use during testing.	Coordinator	Webinar service provider
Order testing	The CRA places a test order. Participants confirms receipt of notifications with the required information.	Coordinator	Webinar service provider
Step 4: Test charging purchases			
Charge testing	The Webinar service provider charges for test order using Level 2 data.	Webinar service provider	Coordinator
Step 5: Test crediting purchases			
Credit testing	The Webinar service provider credits the charge once confirmation of charging is sent.	Webinar service provider	Coordinator
Step 6: Confirm completion of the test			
PoS Testing Confirmation	Confirmation of success or failure of the proof of the compliance test with the Webinar service provider .	Contracting Authority	Webinar service provider 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://Webinar service provider .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 Webinar service provider 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 Webinar service provider must provide the catalogue and the image files to the CRA Contracting Authority by email or on USB.

The CRA will confirm:

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

- **Step 3 – Process a test order**

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



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

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

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

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

The Webinar service provider must charge for the test order completed in the above test. For this test:

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

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

Once the debit charge above has been received, the CRA Coordinator will inform the Webinar service provider 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 Webinar service provider of the PoSC test results



Attachment 2: Examples of Webinar Scenarios

Scenario 1: In Studio Production (Audio and video)

The CRA delivers webinar services in both official languages to support the outreach activities of various branches of the Agency.

The CRA requires a webinar service provider that will supply the equipment, technology, personnel and appropriate space for the planning, delivery, production, and recording of webinars. Closed captioning during a webinar and a verbatim transcription of the webinar will also be required.

The CRA will also require bilingual (English and French) registration capabilities and bilingual technical support prior to registration and during the webinar.

The space provided by the webinar service provider must be within 20 km of the Ottawa downtown core and include:

- Two separate rooms, that would permit those delivering the session to walk within 50 feet between the two rooms, preferably side by side;
- The first room, for the taping of the webinars, must be a minimum of 100 square feet with a teleprompter for the presenter;
- the second room must be a minimum of 200 square feet and have three computers with internet access for viewing and researching the responses to participants questions and one printer with paper;

The rooms must be:

- Clean, comfortable and offer sufficient seating for all involved with furniture that is clean and in good condition;
- Free of disruption - an enclosed quiet space;
- Close to amenities – within 10 minutes walking distance from restaurants or cafeteria.
- Available for at least one hour after the live webinar.

The webinar service provider must adequately prepare the presenters to deliver live webinar presentations in such a manner that the presenters will be prepared to:

- Make effective use of the webinar service provider 's technology and equipment as it pertains to their role as presenter (e.g. reading the teleprompter, using the microphone, understanding different camera angles, etc.);
- Deliver the presentation that follows the webinar service provider 's instructions (e.g. pace of delivery, tone, etc.) to ensure a professional recording; and
- Promote meaningful interaction with the audience including how to deal with technical issues that may occur during the delivery of live webinars.

The webinar service provider will be responsible for the registration of the online participants for the live webinars and will design and provide a bilingual registration website where participants can register and test their systems. The registration website will be designed in consultation with CRA. The webinar service provider will provide a bilingual website within 20 business days of receipt of CRA's branding style and content requirements. The Webinar service provider will also:



- Provide a link to participants upon log-in to download MP4 at no additional cost via Vimeo or other file sharing platform.
- Provide participants with an electronic confirmation that they are registered, reminders or other notices, and other related documents (bilingual content to be provided by the CRA Project Authority). Provide a Q&A opportunity in advance of the webcast, so that participants can submit questions. The webinar service provider must notify the participants of this opportunity.
- Ensure the presentation material is accessible to session participants and ensure seamless distribution of the webinars to the participants.
- Compile a list of all topic-related questions submitted by session participants and provide them to the CRA Project Authority in a Microsoft Word compatible document within five business days once the live webinar is recorded.

The Webinar service provider will provide webcasts (one English and one French) of up to 75 minutes each in duration for up to 5,000 online participants per session. The technology must:

- be available at no additional charge for both high speed and dial-up users;
- allow for the presenter to be seen, if the presenter is planned to be on-screen, and heard by the participants;
- make the PowerPoint presentations (provided by the CRA Project Authority) available to participants so that it will be easily readable during the live webinar;
- allow for viewing of the presentation slides (by both the presenter and participants);
- allow for the slides to change automatically, for all participants;
- allow the option for participants to change the slides manually, should they wish;
- provide the functionality of a question management system that enables a CRA screener to assign questions to up to at least three subject matter experts;
- allow an area that permits written questions, via text chat, from participants before and during the webinars allowing:
 - the speaker or presenter to respond in person via their remote location; and;
 - Subject Matter Experts from remote locations to respond via text chat.
- provide capability for all questions to be viewed by all participants;
- allow for on-demand polling with results displayed in real time;
- allow for speaker bios and photos, and webinar description;
- allow for CRA branding customization on all screens accessible to webinar participants;
- allow for slide and screen panning and zooming;
- provide closed captioning during the live webinars (and once they are converted into videos) in Timed Text Markup Format ([TTML 1.0 format](#)); and

The webinar service provider will administer a standard bilingual evaluation form (provided by CRA Project Authority) in an electronic format for participants to complete before leaving each live webinar in order to gather participant's feedback and comments and present a compilation of the results to the CRA Project Authority in a Microsoft Word or Microsoft Excel document as specified by CRA within five business days of recording the live webinar.



The bilingual evaluation form will be provided by the CRA Project Authority and the online reporting tool containing post event data must include:

- login duration for each participant;
- poll responses;
- a record of live questions and answers; and
- the geographical location of participants.

The Webinar service provider must perform the following tasks:

- Provide rehearsal sessions.
- Provide access to space, technology, and equipment.
- Provide all technical support, including:
 - Bilingual instructions for participants on how to log into the session and how to proceed during the live webinars. The CRA Project Authority will approve the final wording.
 - Bilingual on-line (via email, live chat or both) and/or telephone assistance for participants who encounter any problems with the software and technology when registering, testing their system, and/or during the webinar sessions.
- Provide a bilingual registration website, where participants can register and test their systems to ensure it will work properly. A link should also be provided to participants to enable them to print the presentation and other related documents.
- Provide a bilingual webpage where the PowerPoint presentations, and other material, will be available for participants to print. The web page must be available at least until the webinar is conducted.
- Provide electronic reminders to registrants.
- Provide a Q&A session prior to any pre-recorded webcast or in real time during a live webinar.
- Produce and record live webinars in French and in English, including an introduction and conclusion to be added post-production, as needed.
- Record and convert the live webinars into videos (in English and in French) with closed captioning into MP4 format, 16 x 9 widescreen, in a format that will be accessible to both high speed internet and dial-up users.
- Transcribe the live webinars in Microsoft Word compatible format of participants' written interaction, either technical or sessions related enquiries, prior and during the live webinar.
- Edit the video as required by the CRA Project Authority within five business days of receipt of the editing instructions. Provide copies or originals of the source files before and after editing, in digital format.
- Compile a list of all topic related questions submitted by session participants.
- Provide the CRA's standard bilingual evaluation form for participants to complete before leaving the webinar in order to gather participant's feedback and comments:
- Compile the evaluations, aggregate polling results, and participants' data where applicable, after each live webinar. Provide the results to the CRA Project Authority in a Microsoft Word compatible document within five business days of recording the live webinar.
- Transcribe all the questions received for both the technical issues or enquiries and the webinar topic questions.



- Communicate with the CRA Project Authority to exchange comments and feedback on what went well and what could be improved and provide a final evaluation of the project.

Timelines per Deliverable (Scenario 1): In Studio Production (Audio and video)

Deliverable	Timing
1. Rehearsal sessions (minimum 1 to 2 hours) to prepare the presenter(s) and test the technology and equipment	At least one business day before each scheduled webinar.
2. Access to space, technology, and equipment for production of the webinar.	On the day of the webinar.
3. Technical Support	On-going
4. Bilingual Registration Website	Fifteen business days prior to the scheduled air date of the webinar, as confirmed by the Project Authority. The website must be available 24 hours a day, 7 days a week.
5. Bilingual Web Page	Fifteen business days prior to the scheduled air date of the webinar, as confirmed by the Project Authority. The webpage must be available 24 hours a day, 7 days a week.
6. Electronic Reminders to registrants	Three business days before the webinars; and a final reminder on the day of the webinar.
7. Q&A session prior to the webinar	Five business days before the recording day
8. Production/recordings of live or recorded webinars in French and in English	On the day of the session for live webinars, and two business days before for recorded webinars.
9. The live or recorded webinars converted into MP4 files including the closed captioning, for posting on the CRA Web site, in a format that will be accessible to both high speed internet and dial-up users.	Within five business days following each recording.
10. Closed Captioning for each webinar	On the day of and for the duration of each webinar
11. A transcript of the live webinars.	Within five business days following each recording.
12. Edited video; copies and originals	Within five business days of receipt of the editing instructions from CRA Project Authority



13. A list of all topic related questions submitted by session participants	Within five business days of each live recordings.
14. The evaluations, aggregate polling results, and participants' data where applicable, after each live webinar. The results will be provided to the CRA project authority in a Microsoft Word compatible document.	Within five business days following each recording.
15. Compilation of participant feedback	Within five business days of the live webinar.
16. Transcripts of all the questions received for both the technical issues/enquiries and the webinar topic questions	Within five business days after the completion of each webinar
17. Feedback and Comments on the project.	Meeting held within five business days of each live webinar
18. A final evaluation of the project	Within ten business days following the date of the webinar.

Scenario 2: Remote Recording Production (Audio and video)

The CRA delivers webinar services in both official languages to support the outreach activities of various branches of the Agency.

The CRA requires a webinar service provider that will supply the equipment, technology and personnel necessary for the planning, delivery, production, and recording of webinars with remote presenters. Closed captioning during a webinar and a verbatim transcription of the webinar will also be required. In the case of webinar production with remote presenters, the webinar service provider is not responsible for providing equipment necessary for the remote presenters to perform their duties. Either the CRA or the presenter will be responsible for provision of equipment for use at the remote site where the presenter will be delivering the presentation.

The CRA will also require bilingual (English and French) registration capabilities and bilingual technical support prior to registration and during the webinar.

The webinar service provider must adequately prepare the presenters to deliver live webinar presentations in such a manner that the presenters will be prepared to:

- Make effective use of the webinar service provider's technology and equipment as it pertains to their role as presenter (e.g. reading the teleprompter, using the microphone, understanding proper camera angles, etc.);
- Deliver the presentation that follows the webinar service provider's instructions (e.g. pace of delivery, tone, etc.) to ensure a professional recording; and
- Promote meaningful interaction with the audience including how to deal with technical issues that may occur during the delivery of live webinars.



The webinar service provider will be responsible for the registration of the online participants for the live webinars and will design and provide a bilingual registration website where participants can register and test their systems. The registration web site will be designed in consultation with CRA. The webinar service provider will provide a bilingual website within twenty calendar days of receipt of CRA's branding style and content requirements. The webinar service provider will also:

- Provide a link to participants upon log-in to download MP4 at no additional cost via Vimeo or other file sharing platform.
- Provide participants with an electronic confirmation that they are registered, reminders or other notices, and other related documents (bilingual content to be provided by the CRA Project Authority).
- Provide a Q&A opportunity in advance of the webcast, so that participants can submit questions. The webinar service provider must notify the participants of this opportunity.
- Ensure the presentation material is accessible to session participants and ensure seamless distribution of the webinars to the participants.
- Compile a list of all topic-related questions submitted by session participants and provide them to the CRA Project Authority in a Microsoft Word compatible document within five business days once the live webinar is recorded.

The Webinar service provider will provide webcasts (one English and one French) of up to 75 minutes each in duration for up to 5,000 online participants per session. The technology must:

- be available at no additional charge for both high speed and dial-up users;
- allow for the presenter to be seen, if the presenter is planned to be on-screen, and heard by the participants;
- make the PowerPoint presentations (provided by the CRA Project Authority) available to participants so that it will be easily readable during the live webinar;
- allow for viewing of the presentation slides (by both the presenter and participants);
- allow for the slides to change automatically, for all participants;
- allow the option for participants to change the slides manually, should they wish;
- provide the functionality of a question management system that enables a CRA screener to assign questions to at least three subject matter experts and allow an area that permits written questions, via text chat, from participants before and during the webinars allowing:
 - the speaker or presenter to respond in person via their remote location; and;
 - Subject Matter Experts from remote locations to respond via text chat.
- provide capability for all questions to be viewed by all participants;
- allow for on-demand polling with results displayed in real time;
- allow for speaker bios and photos, and webinar description;
- allow for CRA branding customization on all screens accessible to webinar participants;
- allow for slide and screen panning and zooming;
- provide closed captioning during the live webinars (and once they are converted into videos) in Timed Text Markup Format ([TTML 1.0 format](#)); and

The webinar service provider will administer a standard bilingual evaluation form (provided by CRA Project Authority) in an electronic format for participants to complete before leaving each live webinar in order to gather participant's feedback



and comments and present a compilation of the results to the CRA Project Authority in a Microsoft Word or Microsoft Excel document as specified by CRA within five business days of recording the live webinar.

The bilingual evaluation form will be provided by the CRA Project Authority and the online reporting tool containing post event data must include:

- login duration for each participant;
- poll responses;
- a record of live questions and answers; and
- the geographical location of participants.

The webinar service provider must perform the following tasks:

- Provide rehearsal sessions.
- Provide access to technology.
- Provide all technical support, including:
 - Bilingual instructions for participants on how to log into the session and how to proceed during the live webinars. The CRA Project Authority will approve the final wording.
 - Bilingual on-line (via email, live chat or both) and/or toll-free telephone assistance for participants who encounter any problems with the software and technology when registering, testing their system, and/or during the webinar sessions.
- Provide a bilingual registration website, where participants can register and test their systems to ensure it will work properly. A link should also be provided to participants to enable them to print the presentation and other related documents.
- Provide a bilingual webpage where the PowerPoint presentations, and other material, will be available for participants to print. The web page must be available at least until the webinar is conducted.
- Provide electronic reminders to registrants.
- Provide a Q&A session prior to any pre-recorded webcast or in real time during a live webinar.
- Produce and record live webinars in French and in English, including an introduction and conclusion to be added post-production, as needed.
- Record and convert the live webinars into videos (in English and in French) with closed captioning into MP4 format, 16 x 9 widescreen, in a format that will be accessible to both high speed internet and dial-up users.
- Transcribe the live webinars in Microsoft Word compatible format of participants' written interaction, either technical or sessions related enquiries, prior and during the live webinar.
- Edit the video as required by the CRA Project Authority within five business days of receipt of the editing instructions. Provide copies or originals of the source files before and after editing, in digital format.
- Compile a list of all topic related questions submitted by session participants.
- Provide the CRA's standard bilingual evaluation form for participants to complete before leaving the webinar in order to gather participant's feedback and comments.



- Compile the evaluations, aggregate polling results, and participants' data where applicable, after each live webinar. Provide the results to the CRA Project Authority in a Microsoft Word compatible document within five business days of recording the live webinar.
- Transcribe all the questions received for both the technical issues or enquiries and the webinar topic questions.
- Communicate with the CRA Project Authority to exchange comments and feedback on what went well and what could be improved and provide a final evaluation of the project.

Timelines per Deliverable (Scenario 2): Remote Recording Production

Deliverable	Timing
1. Virtual rehearsal sessions (minimum 1 to 2 hours) to prepare the presenter(s) and test the technology and equipment	At least one business day before each scheduled webinar.
2. Access to technology for production of the webinar.	On the day of the recording session.
3. Technical Support	On-going
4. Bilingual Registration Website	Fifteen business days prior to the scheduled air date of the webinar, as confirmed by the Project Authority The website must be available 24 hours a day, 7 days a week.
5. Bilingual Web Page	Fifteen business days prior to the scheduled air date of the webinar, as confirmed by the Project Authority The webpage must be available 24 hours a day, 7 days a week.
6. Electronic Reminders to registrants	Three business days before the webinars; and a final reminder on the day of the webinar.
7. Q&A session prior to the webinar	Five days before the recording day
8. Production and recordings of live or recorded webinars in French and in English	On the day of the session for live webinars, and two days before for recorded webinars.
9. The live or recorded webinars converted MP4 files including the closed captioning, for posting on the CRA Web site, in a format that will be accessible to both high speed internet and dial-up users.	Within five business days following each recording.



10. Closed Captioning for each webinar	On the day of and for the duration of each webinar
11. A transcript of the live webinars.	Within five business days following each recording.
12. Edited video; copies and originals	Within five business days of receipt of the editing instructions from CRA Project Authority
13. A list of all topic related questions submitted by session participants	Within five business days of each live recordings.
14. The evaluations, aggregate polling results, and participants' data where applicable, after each live webinar. The results will be provided to the CRA project authority in a Microsoft Word compatible document.	Within five business days following each recording.
15. Compilation of participant feedback	Within five business days of the live webinar.
16. Transcripts of all the questions received for both the technical issues/enquiries and the webinar topic questions	Within five days after the completion of each webinar
17. Feedback and Comments on the project.	Meeting held within five business days of each live webinar
18. A final evaluation of the project	Within ten business days following the date of the webinar.



Annex B - Basis of Payment (To Be completed At Contract Award)

For fulfilling all of its obligations as specified under the Contract, the Webinar service provider will be paid all-inclusive firm rate prices for the webinar services as detailed in each Purchase Card Order (PCO) or Task Authorization (TA). Applicable Tax are extra, in accordance with the rates below (to be inserted at Contract Award).

Canada will not pay the Webinar service provider for any design changes, modifications or interpretations of the Work, unless they have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

Contract Period (Dates to be inserted at Contract Award)

Webinar Item/Element	Webinar Item/Element Details	Firm All-Inclusive Rate	Unit of Measure
		\$	
		\$	

Option Years

The Canadian Price Index (CPI) will be utilized to calculate a rate increase for each option period. The CPI rate utilized will be the one which is available at <http://www.statcan.gc.ca/start-debut-eng.html> two months before the expiration of the contract. For example: if the contract is set to expire in the month of March, the Contract Authority will use the CPI rate available at Statistics Canada in January.

ALL PAYMENTS ARE SUBJECT TO GOVERNMENT