



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC

11 Laurier St./11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

**SOLICITATION AMENDMENT  
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise  
indicated, all other terms and conditions of the Solicitation  
remain the same.

Ce document est par la présente révisé; sauf indication contraire,  
les modalités de l'invitation demeurent les mêmes.

**Comments - Commentaires**

**Vendor/Firm Name and Address**

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**

Communication Procurement Directorate/Direction de  
l'approvisionnement en communication

360 Albert St./ 360, rue Albert

12th Floor / 12ième étage

Ottawa

Ontario

K1A 0S5

<b>Title - Sujet</b> CPP & OAS T4 PRINTING IMPRESSION T4 RPC & SV	
<b>Solicitation No. - N° de l'invitation</b> G9292-227925/A	<b>Amendment No. - N° modif.</b> 015
<b>Client Reference No. - N° de référence du client</b> G9292-22-7925	<b>Date</b> 2021-10-21
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$CW-035-80419	
<b>File No. - N° de dossier</b> cw035.G9292-227925	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Eastern Daylight Saving Time EDT <b>on - le 2021-10-29</b> Heure Avancée de l'Est HAE	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Keyserlingk (cw035), Andrea	<b>Buyer Id - Id de l'acheteur</b> cw035
<b>Telephone No. - N° de téléphone</b> (343) 551-1720 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

Contract No. - N° du contrat  
G9292-227925  
Client Ref. No. - N° de réf. du client  
G9292-227925

Amd. No. - N° de la modif.  
015  
File No. - N° du dossier  
CW035. G9292-227925

Buyer ID - Id de l'acheteur  
cw035  
CCC No./N° CCC - FMS No./N° VME

## AMENDMENT 015

This amendment is issued in order to provide the corrected Print file chart.

Currently Releve 1 and T4 3175 indicates that they are 1 side print. Due to updated information recently received, this is incorrect, Releve 1 and T4 3175 are 2 sides print.

Please see the revised chart below.

PRINT FILE	TAX SLIP VERSION	FRONT/BACK	UNIQUE IDENTIFIER	ESTIMATED VOLUMES	INSERT
<b>CPP T4A(P) + T4A(OAS) MERGED</b>	ISP-0136nat	1 side	BCPOAT-X	4,621,000	T4/NR4 INSERT
	ISP-0137nat	2 sides		4,621,000	T4/NR4 INSERT
	T4 3175	2 sides		2,318,000	
<b>T4A(OAS) SINGLES</b>	ISP-0137nat	2 sides	OATO-S-X	342,000	T4/NR4 INSERT
	ISP-0137nat	2 sides	OATO-S-Q	1,752,000	T4/NR4 INSERT
	T4 3175	2 sides		1,082,000	
	Releve 1	2 sides		900,000	
<b>CPP T4A(P) Non matched SINGLES</b>	ISP-0136nat	1 side	CPTP-S	335,000	T4/NR4 INSERT
	ISP-0136que	2 sides	CPTP-S-Q	30,000	T4/NR4 INSERT
<b>CPP T4A(P) OTHERS</b>	ISP-0136nat	1 side	CPTP-O	963,000	T4/NR4 INSERT
	ISP-0136que	2 sides	CPTP-O-Q	7,000	T4/NR4 INSERT
<b>CPP T4A(P) OTHERS - DTH</b>	ISP-0136nat	1 side	CPTP-O-DN	173,700	no insert
	ISP-0136que	2 sides	CPTP-O-DQ	1,300	no insert
<b>CPP NR4</b>	ISP-0139que	2 sides	CPNR-CA	5,000	T4/NR4 INSERT
	ISP-0139nat	1 side	CPNR-	212,500	T4/NR4 INSERT
<b>OAS NR4(OAS)</b>	ISP-0138nat	2 sides	OANR-	74,000	T4/NR4 INSERT
<b>T4A(OAS) SELS</b>	ISP-0137nat	2 sides	OASEL-	20,000	T4/NR4 INSERT
<b>CPP T4A(P) DISABILITY</b>	ISP-0136nat	1 side	CPTP-DN	352,000	DSB INSERT
	ISP-0136que	2 sides	CPTP-DQ	2,000	DSB INSERT
<b>CPP NR4 DISABILITY</b>	ISP-0139que	2 sides	CPNR-D	1,200	DSB INSERT
<b>CPP CREDIT SLIP</b>	ISP-1611	1 side	CPCS-	9,450	T4/NR4 INSERT
<b>IA NR4(OAS)</b>	ISP-0138nat	2 sides	IANRO	94,300	T4/NR4 INSERT
<b>IA CPP NR4</b>	ISP-0139nat	1 side	IANRC	11,300	T4/NR4 INSERT
<b>IA CPP T4A(P)</b>	ISP-0136nat	1 side	IATP	5,000	T4/NR4 INSERT
<b>IA T4A(OAS) QUE</b>	ISP-0137nat	2 sides	IATOQ	2,100	T4/NR4 INSERT
<b>IA T4A(OAS) NON-QUE</b>	ISP-0137nat	2 sides	IATON	12,500	T4/NR4 INSERT
				17,947,350	

**ALL OTHER TERMS AND CONDITIONS FOR THE REQUEST FOR PROPOSAL REMAIN UNCHANGED.**

## ANNEX "A"

### STATEMENT OF WORK

#### CANADA PENSION PLAN AND OLD AGE SECURITY TAX FORMS AND OTHER PRINT SERVICES

##### 1. PROJECT OVERVIEW

Service Canada programs, the Canada Pension Plan (CPP) and Old Age Security (OAS), provide program and payment information to its clients on a policy and legislated basis. The Programs are legislated to provide tax forms to clients for payments received during the previous year ending December 31. The forms are legislated to be delivered to all clients no later than February 28 of the following calendar year. Service Canada requires variable printing, supply of printed envelopes, supply of printed information inserts and distribution of these forms. It is estimated that 17,947,350 forms will be mailed in January-February 2022 to more than 9,000,000 program beneficiaries for the 2021 tax year.

The tax forms include the CPP and OAS versions of the Canada Revenue Agency (CRA) T4A and NR4 tax forms and a Service Canada Credit Slip. These forms declare client income as received under the CPP and OAS benefits, or under an International Agreement (IA), for the taxation year ending December 31 of the previous year. The Contractor must print the forms (listed below) and will insert one (1) or two (2) of the forms, as necessary, along with a tax information insert, into an envelope for mailing.

Multiple print files will be sent to the Contractor via secure FTP (File Transfer Protocol). File format will be AFP (Advanced Function Presentation). The Contractor will be required to print simplex and duplex output (depending on form type), insert 1 or 2 tax slip forms and 1 or more information inserts in each envelope. (Print files can also be provided in PostScript, PCL or PDF format.)

The forms required and the estimated quantities of each form for the tax year 2021 are as follows:

T4A (P):	Statement of Canada Pension Plan Benefits (ISP-0136)	6,490,000
T4A (OAS):	Statement of Old Age Security (ISP-0137)	6,749,600
NR4-CPP:	Statement of amounts Paid or Credited to Non-Residents Of Canada (ISP-0139)	230,000
NR4-OAS:	Statement of Old Age Security Pension Paid or Credited to Non-Residents of Canada (ISP-0138)	168,300
Credit Slip:	Reimbursement of Benefits Paid During a Previous Year (ISP-1611) – CPP only	9,450
T4A (OAS75)	Statement of One Time Payments for Seniors NB: detailed requirements relating to the printing of these products and related files will be available at a later date. An information insert will not be required. Print requirements and formats will mirror those outlined for the above.	3,400,000
Releve 1	Quebec provincial tax form to be included with T4A(OA75) for Quebec residents only.	900,000

##### 2. CPP AND OAS TAXATION FORMS

All tax forms print on 8.5" x 14" paper.

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### 3. DELIVERY REQUIREMENTS

All live (production) print files will be transferred to the Contractor between **mid-January and the first week of February** in the year following the tax year, with the tax forms being produced for **delivery to Canada Post mail streams starting the third week of January of the same year.**

The legal deadline for delivery to the recipients is February 28. All work must be completed and delivered to Canada Post no later than February 21. The Contractor must work with Service Canada to establish a schedule of deliveries to Canada Post to deliver the material in a phased manner between the start of production and February 21. If February 21 falls on a Saturday or Sunday, all work must be delivered to Canada Post no later than the Friday prior to February 21.

The Contractor must provide the necessary service to ensure that the material delivered to Canada Post is prepared in such a way as to meet Canada Post's requirements for incentive [lettermail](#) postage rates wherever possible. The Contractor, prior to delivery, must also meet any other stipulations as set out by Canada Post to ensure that Service Canada will pay the lowest possible postage rate per piece of mail.

#### 3.1 Electronic Statement of Mailing (ESOM)

The Contractor must provide the Project Authority with an Electronic Statement of Mailing (ESOM) for each print file delivered to Canada Post. In cases where a large print file is delivered to Canada Post over a period of two (2) or more days, a separate ESOM can be prepared for each portion of that print file.

Each ESOM is to contain the Unique Identifier (Annex 1) of the applicable print file and is to be placed in the customer reference section of the ESOM for reference purposes. Postage for mail from different print files cannot be contained in the same ESOM.

### 4. FORM PAPER

The Contractor will be required to purchase paper to the specification set out below.

13.6 million - No 2 Offset, 120M or 48M bond

Paper samples must be approved by Service Canada prior to final order.

### 5. FORM PERFORATIONS AND FOLDING

Three (3) perforations on 14" dimensions at 3.5", 7.0" and 10.5" from top of sheet. Fold each sheet to fit #10 envelopes – Three (3) parallel folds. Panel One, address information, must appear on face after folding.

### 6. PRINTING COLOUR

The text prints black on the back of the form where required. The body, prints black on the front of each form, flag symbol top left, and the Canada Wordmark bottom right. The printing must be at 600 DPI.

### 7. FILES DESCRIPTION

The following is the list of the print files that will be sent to the Contractor for printing:

CPP & OAS MERGED T4s  
CPP T4A (P) [+65] Singles OAS T4 (OAS) Singles

Contract No. - N° du contrat  
G9292-227925  
Client Ref. No. - N° de réf. du client  
G9292-227925

Amd. No. - N° de la modif.  
015  
File No. - N° du dossier  
CW035. G9292-227925

Buyer ID - Id de l'acheteur  
cw035  
CCC No./N° CCC - FMS No./N° VME

CPP T4A (P) [Disability]	OAS NR4 (OAS)
CPP T4A (P) [Death]	OAS T4 SELS
CPP T4A (P) [Others]	IA T4A (P)
CPP NR4 [Disability]	IA T4A (OAS) [Quebec]
CPP NR4 [Balance of file]	IA T4A (OAS) [Balance of file]
CPP Credit Slip – Regular	IA NR4 (OAS)
CPP Credit Slip – Death	IA NR4

All but the first of the above-noted files will require insertion of one (1) tax slip and one (1) or more information insert(s) (with the exception of the CPP T4A(P) [Death] which will not require an information insert) in each envelope.

The CPP & OAS MERGED T4 print file will consist of a T4A(P) [CPP] and a T4A(OAS) [OAS] tax form belonging to the same individual, and will appear consecutively in the file. Both matching tax slips (where SIN and postal code match) are to be folded and inserted together in the same envelope with the appropriate information insert.

For these merged slips, the T4A(P) [CPP] tax form is to be the facing (top) document when they are folded together, so that the name and address printed on the T4A(P) form appears in the envelope window when inserted.

## **8. DATA FILE TRANSFER**

All print files will be sent to the Contractor via SFTP (Secure File Transfer Protocol). The two (2) options available for SFTP transfers are:

Public Service and Procurement Canada (PSPC)'s MSFT (Managed Secure File Transfer) Service, which provides a secure file transfer solution between systems and applications, using Entrust's Public Key Infrastructure (PKI) security product. MSFT is part of the Network Security Service (NSS) suite of services.

or

ESDC's FTP Server using ESDC's Secure Extranet Solution, which is also referred as AppGate, using either an Entrust key (PKI) or an IDG Token.

### **TAX SLIP MATRIX (Annex 2):**

Below is a matrix that provides the following information for each print file:

File name  
Tax slip version  
Simplex or duplex  
Estimated volume  
Type of insert

Contract No. - N° du contrat  
G9292-227925  
Client Ref. No. - N° de réf. du client  
G9292-227925

Amd. No. - N° de la modif.  
015  
File No. - N° du dossier  
CW035. G9292-227925

Buyer ID - Id de l'acheteur  
cw035  
CCC No./N° CCC - FMS No./N° VME

PRINT FILE	TAX SLIP VERSION	FRONT/BACK	UNIQUE IDENTIFIER	ESTIMATED VOLUMES	INSERT
<b>CPP T4A(P) + T4A(OAS) MERGED</b>	ISP-0136nat	1 side	BCPOAT-X	4,621,000	T4/NR4 INSERT
	ISP-0137nat	2 sides		4,621,000	T4/NR4 INSERT
	T4 3175	1 side		2,318,000	
<b>T4A(OAS) SINGLES</b>	ISP-0137nat	2 sides	OATO-S-X	342,000	T4/NR4 INSERT
	ISP-0137nat	2 sides	OATO-S-Q	1,752,000	T4/NR4 INSERT
	T4 3175	1 side		1,082,000	
	Releve 1	1 side		900,000	
<b>CPP T4A(P) Non matched SINGLES</b>	ISP-0136nat	1 side	CPTP-S	335,000	T4/NR4 INSERT
	ISP-0136que	2 sides	CPTP-S-Q	30,000	T4/NR4 INSERT
<b>CPP T4A(P) OTHERS</b>	ISP-0136nat	1 side	CPTP-O	963,000	T4/NR4 INSERT
	ISP-0136que	2 sides	CPTP-O-Q	7,000	T4/NR4 INSERT
<b>CPP T4A(P) OTHERS - DTH</b>	ISP-0136nat	1 side	CPTP-O-DN	173,700	no insert
	ISP-0136que	2 sides	CPTP-O-DQ	1,300	no insert
<b>CPP NR4</b>	ISP-0139que	2 sides	CPNR-CA	5,000	T4/NR4 INSERT
	ISP-0139nat	1 side	CPNR-	212,500	T4/NR4 INSERT
<b>OAS NR4(OAS)</b>	ISP-0138nat	2 sides	OANR-	74,000	T4/NR4 INSERT
<b>T4A(OAS) SELS</b>	ISP-0137nat	2 sides	OASEL-	20,000	T4/NR4 INSERT
<b>CPP T4A(P) DISABILITY</b>	ISP-0136nat	1 side	CPTP-DN	352,000	DSB INSERT
	ISP-0136que	2 sides	CPTP-DQ	2,000	DSB INSERT
<b>CPP NR4 DISABILITY</b>	ISP-0139que	2 sides	CPNR-D	1,200	DSB INSERT
<b>CPP CREDIT SLIP</b>	ISP-1611	1 side	CPCS-	9,450	T4/NR4 INSERT
<b>IA NR4(OAS)</b>	ISP-0138nat	2 sides	IANRO	94,300	T4/NR4 INSERT
<b>IA CPP NR4</b>	ISP-0139nat	1 side	IANRC	11,300	T4/NR4 INSERT
<b>IA CPP T4A(P)</b>	ISP-0136nat	1 side	IATP	5,000	T4/NR4 INSERT
<b>IA T4A(OAS) QUE</b>	ISP-0137nat	2 sides	IATOQ	2,100	T4/NR4 INSERT
<b>IA T4A(OAS) NON-QUE</b>	ISP-0137nat	2 sides	IATON	12,500	T4/NR4 INSERT
				17,947,350	

## BACK PRINTING ON SOME SLIPS

Some tax slips include static back printing (as indicated in the matrix above). Where back printing is required, the Contractor will have the option of either:

Back printing, where the information will be included as part of each print record (duplex).

Or,

Back printing, where the information will not be included as part of each print record. On tax slips where back printing is required, the Contractor will be required to order paper with back printing pre-printed on the paper stock. If this option is chosen, Service Canada will provide finalized PDF versions of applicable tax slips and volumes estimates so that back printed paper stock can be ordered in sufficient time and quantities.

## FILE FORMATS

### **T4A(P) and T4A(OAS) Merged** (Annexes 3 & 4 )

T4A(P) and T4A(OAS) tax slips that belong to the same individual  
1 version of each form (ISP-0136nat and ISP-0137nat)

### **T4A(OAS) Singles** (Annex 5 )

T4A(OAS) tax slips that did not merge with a CPP T4.  
1 version of form (ISP-0137nat)

### **NR4(OAS)** (Annex 6 )

1 version of form (ISP-0138nat)

### **CPP T4A(P) (+65 non-matched) Singles** (Annex 7)

T4A(P) tax slips that did not merge with a T4A(OAS).  
1 version of form (ISP-0136nat)

### **CPP T4A(P) Other** (Annexes 8 & 9 )

T4A(P) tax slips  
2 versions of form (ISP-0136nat and ISP-0136que)  
Version will be determined by postal code prefix. (PC prefix G, H or J will be on **que** version form)

### **CPP T4A(P) Others – Death** (Annexes 10 & 11)

T4A(P) tax slips  
2 versions of form (ISP-0136nat and ISP-0136que)

Specifications are the same as for CPP T4A(P) Others (above) but are for benefit recipients who have died in the applicable tax year.

### **CPP T4A(P) Disability** (Annexes 12 & 13 )

T4A(P) tax slips  
2 versions of form (isp-136nat and isp-0136que)  
Versions will be determined by postal code prefix. (PC Prefix G, H or J will be on **que** version form)

### **CPP NR4 Regular** (Annexes 14 & 15)

NR4 tax slips  
2 versions of form (ISP-0139nat and ISP-0139que)

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G9292-227925

Amd. No. - N° de la modif.  
015  
File No. - N° du dossier  
CW035. G9292-227925

Buyer ID - Id de l'acheteur  
cw035  
CCC No./N° CCC - FMS No./N° VME

Versions will be determined by mailing address. Domestic mailing address will be on **que** version of form. US and foreign addresses will be on **nat** version of form).

**CPP NR4 Disability (Annex 16)**

NR4 tax slip  
1 version of form (ISP-0139que)

**CPP Credit Slip (Annex 17)**

CPP NR4 tax slip  
1 version of form (ISP-1611)

**IA NR4(OAS) (Annex 18)**

1 version of form (ISP-0138nat)

**IA CPP NR4 (Annex 19)**

1 version of form (ISP-0139nat)

**IA CCP T4A(P) (Annex 20 )**

1 version of form (ISP-0136nat)

**IA T4A(OAS) QUEBEC (Annex 21)**

1 version of form (ISP-0137nat)

**IA T4A(OAS) NON-QUEBEC (Annex 22)**

1 version of form (ISP-0137nat)

**T4A(OAS) SELS (Annex 23)**

T4A(OAS) tax slips that are neither part of the merged or T4A(OAS) singles.

1 version of form (ISP-0137nat)

**9. SPECIAL REQUIREMENTS**

**9.1 Matching of forms for insertion (Document merge for mailing in common envelope)**

With the exception of the merged print file, all print files will require insertion of one (1) tax slip and one (1) or more information insert(s) per envelope. For the merged print file, the requirement will be for one (1) CPP T4A(P) tax slip, one (1) T4A(OAS) tax slip addressed to the same recipient and one (1) or more information insert(s) are to be inserted into the same envelope. The CPP T4A(P) is to be the facing (top) document when folded together with the T4A(OAS) tax slip.



## 9.2 INSERTS

The Contractor will be required to print one (1) or more information inserts in any given production year. During the course of the contract, Service Canada may require the Contractor to insert other information insert(s) in addition to the ones described below. This/these additional insert(s) may be required to be included with some or all tax slips (based on print file type) as designated by Service Canada. The format or size of the insert can change from year to year. They will conform to the available room within the envelope.

Currently, each mail piece (with the exception of the CPP T4 Death slips) includes one (1) of the two (2) information inserts. The type of print file determines which of the two (2) types of inserts required is.

Estimated volumes required for each type of insert and specifications are as follows:

Projected volumes:

<u>Insert Type</u>	<u>English</u>	<u>French</u>
T4/NR4 insert	6,880,000	1,620,000
Disability insert	345,000	5,300

**Language(s):** unilingual inserts (English and French)  
**Dimensions:** trim to 8.5" x 3.5"  
**Pages:** 1 English + 1 French  
**Paper Stock:** Rolland Opaque 50, 60lb text, Bright White smooth  
**Ink Colours:** FIP Red and Black, no bleed, 2/0

### 9.2.1 Disability Insert

This insert is to be included with each T4A(P) disability and NR4 disability tax slip. This will be a unilingual insert (separate English and French versions). Each tax form will include either an OMR mark or a bar code setting out the language preference (E or F). The Contractor will be required to insert the appropriate language insert based on an OMR mark or a bar code that appears on each tax form (Annex 24.)

### 9.2.2 T4/NR4 Insert

This insert is included with all other tax slips (excluding the Death slips). This will be a unilingual insert (separate English and French versions). Each tax form includes either an OMR mark or a bar code setting out the language preference (E or F). The Contractor will be required to insert the appropriate language insert based on an OMR mark or a bar code that appears on each tax form (Annex 25.)

The format or size of the insert can change from year to year. They will conform to the available room within the envelope.

## 10. MAIL PREPARATION

### 10.1 INSERTION

Forms must be inserted into the envelopes with the recipient address visible in the window. The inserts must be inserted behind the form(s) as per the requirements stated above.

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## 10.2 ADDRESS ACCURACY AND INCENTIVE POSTAGE RATES

Statements of Address Accuracy for Canada Post incentive rates will be provided with all files passed to the Contractor.

The Contractor must provide the necessary service to ensure that material meets the Canada Post requirements for Machinable postage rates wherever possible. Any amendments or changes to these requirements set out by Canada Post during the term of the contract and option period must also be followed by the Contractor prior to delivery of the material to Canada Post, so that Service Canada always pays the lowest possible postage rate per piece of mail.

The Contractor must contact Canada Post and Service Canada before the mailings to confirm that, at the time of mailing, the Contractor is meeting all Canada Post requirements for mail preparation for Incentive postage rates to pay the lowest possible postage rate per piece of mail.

Before the mailing has started, the Contractor must provide the Service Canada Project officer written confirmation that the Contractor has obtained from Canada Post what the requirements are for Service Canada to pay the lowest possible postage rate per piece of mail. Before the mailings are sent to Canada Post, the Contractor must send a copy of the Incentive Lettermail Mailing Summary to the Service Canada Project Officer.

Should Service Canada be charged more than the lowest possible rate for postage, the Contractor is responsible for the repayment to Service Canada of the amount in excess of the lowest possible rate unless the Contractor can demonstrate that the overcharge is not due to the non-compliance of the Contractor with regards to the Canada Post requirements for Incentive postage rates.

Postage costs are the responsibility of Service Canada.

Each morning, the Contractor must provide the Service Canada Project officer with a summary of all material that has been picked up by Canada Post on the previous day.

## 11. ENVELOPES

The Contractor will be responsible for the production of one (1) type of envelope to be used for the entire mailing for domestic, US and foreign mail pieces (ISP-0608) (Annex 26.)

A double-window envelope with Service Canada logo (front and flap) and a 2D indicia on front (the form version date is to be printed on the flap). Two (2) side seams glued on the outside, open side (the side-glued flaps must be outside the back panel)

Dimensions: 9 ½" wide x 4" high.

Back panel 3 ¾" high.

Paper: 24 lb. Natural Kraft

Flap: 1 ¼" full glue wallet flap (straight) - not V shaped - with double score.  
Second score on flap must be 1/8" from top.

### Envelope Window

Window Material: Avpexine, only one (1) patch for both windows.

Glue must be evenly distributed (no dots).

The window material must be glued around the edges of the windows in a manner that will not interfere with automated insertion of inserts into the envelopes.

**Window size**

Top window: 3 ¾" wide x ¾" high

Bottom window: 4 11/16" x 1 ¼"

**Window location:**

Top window: ¾" from left edge and 2 5/16" from bottom edge

Bottom window: ¾" from left edge and ¾" from bottom edge.

**Estimated Envelope quantities**

Lettermail 8,595,000

Letter-post 405,000

## **12. DELIVERY SCHEDULE**

Due to the large volume of tax forms to be mailed, and to lessen the impact these mailings have on Service Canada Call Centres, delivery of these tax forms are to be made over a period of approximately one (1) month commencing approximately the 3<sup>rd</sup> week of January and ending no later than February 21 (ref. Sec. 3 for further details regarding latest delivery date).

The T4A(OAS) singles (ref. Sec. 10.1) for Quebec and the IA and NR4 tax forms should be printed and inducted into the mail stream first. The volume of mailings toward the end of January should be reduced so that Service Canada Call Centres are not overburdened.

The schedule (Annex 27) must be constructed in collaboration with Service Canada to ensure no particular geographic area will be overwhelmed with calls from clients that have received their tax form(s).

Distance from printing site to mailing address should also be taken into consideration because, as mailing distance increases, so does the amount of time for it to be received by the addressee.

## **13. PROOFS AND QUALITY ASSURANCE**

### **13.1 TESTING PHASE**

Each year, for the duration of the contract, Service Canada will provide several test files to the Contractor for the purpose of the Contractor performing print and insertion testing.

The Contractor will be required to print and insert a portion of each test file provided by Service Canada. Service Canada will provide a contact name and address for the samples to be shipped to for review and approval.

During the period of October 1 to November 30 for the first year of the contract (and November 1 to December 23 for any subsequent years of the Contract) the Contractor will provide samples to Service Canada for verification purposes. Test files will be provided by Service Canada via the agreed upon secured file transfer method.

## **13.2 PRODUCTION PHASE**

### **13.2.1 SAMPLES**

When Production print files are received by the Contractor from Service Canada in January and February, the Contractor must perform further print and insertion testing. The Contractor must submit production sample forms for each print file to Service Canada. Initial samples can be sent electronically via agreed upon secured file transfer method in PDF format. Hard copy samples will need to be sent and final approval by Service Canada will be given.

Based on review of the hardcopy samples, should alteration(s) be necessary, Service Canada must receive new hardcopy proofs for review and approval as quickly as possible. Revision and the subsequent hardcopy samples may be requested as many times as necessary prior to final approval.

### **13.2.2 PROOFS**

The Contractor must provide one (1) complete set of proofs to the Service Canada Project Authority before printing. Proofs must be accounted for in the schedule.

### **13.3 Envelopes**

The Contractor must provide one (1) complete set of blueprints or digital (paper copy) proofs. Proofs must be backed-up, trimmed and folded to specification.

### **13.4 Forms**

The Contractor must provide a laminated colour proof and blueprint or, if a direct-to-plate system is used, a high-resolution digital colour proof, folded and trimmed to size for the insert.

Contact information will be provided in due course.

## **14. QUALITY CONTROL**

There is no acceptable tolerance for mistakes in the printing and insertion of the forms. The Contractor must employ a method of continuous monitoring of the matching and inserting processes that includes identifying errors in matching and inserting to ensure that the correct forms are being inserted into each individual mailing envelope. The Contractor must provide a daily report containing the daily production of inserted envelopes. The report should also include the number of inserted envelopes successfully processed, any problems that occurred during processing and the corrective action(s) taken. Random checks of the inserted envelopes, either during the insertion operation or after inserting is completed, is not acceptable as the only method used by the Contractor for controlling the matching of the forms.

The Contractor must have an automated reader system in place that is capable of reading unique sequence numbers on each mail piece to eliminate the risk of double insertions.

Service Canada staff will be conducting on-site quality control inspections on random samples of the final products at the production site during the production phase.

At the beginning of production, the front-end live data product of each application must be submitted to Service Canada for review and validation.

The Contractor must permit Service Canada to access the print facility at all stages of production and post-production (printing, folding, and insertion) and to allow random batches to be taken, on-site, by Service Canada staff and compared with hard copy reports to verify the totals being printed.

## **15. PROBLEM RESOLUTION**

Any call from the Service Canada Annual Tax Slip Project Team must be responded to within one hour. The Contractor will be required to have an identify problem escalation procedures. The Contractor must provide a report within 24 hours of being notified of a problem.

## **16. SECURITY**

The Contractor must comply with all security and information management provisions during all testing and production phases for the period of the contract.

The Contractor must securely and permanently destroy from all storage devices and any paper copies, all personal information received from Service Canada thirty (30) days after the mailing activity is completed. Upon destruction, the Contractor will notify Service Canada, by providing a certificate of destruction by email (Annex 28), that all personal information related to the mailing was destroyed in accordance with the ESDC Security Policy and Procedures Manual and the IT Security Requirements Technical Document.

The Certificate of Destruction must contain the following information:

- Must indicate Contract Number
- Which files were destroyed
- What day and time the destruction was occurred
- Total number of files deleted.

The Contractor must alert and promptly notify Service Canada (via phone and email) of any compromise, breach or of any evidence such as (i) a security incident, (ii) a security malfunction in any asset, (iii) irregular or unauthorized access to any Asset, (iv) large scale copying of an Information Asset, or (v) another irregular activity identified by the Contractor, that leads the Contractor to reasonably believe that risk of compromise, or a security or privacy breach, is or may be imminent, or if existing safeguards have ceased to function, over the following period (7 days x 24 hours x 365 days), and will be made without undue delay, in any event, within 72 hours, and within the Contractor's service level commitments.

If the Contractor becomes aware of and determines a compromise or breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Customer Data or Personal Data while processed by the Contractor (each a "Security Incident"), the Contractor must promptly and without undue delay (i) notify Service Canada of the Security Incident; (ii) investigate the Security Incident and provide Service Canada with detailed information about the Security Incident; and (iii) take reasonable steps to mitigate the cause and to minimize any damage resulting from the Security Incident.

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## 17. STORAGE CAPABILITIES

The Contractor must have sufficient warehouse space to store all required paper, inserts and envelopes.

## 18. OUTSOURCING

If the Contractor outsources any work that falls under this contract, Service Canada must be notified and give approval to the use of any subcontractor(s) in advance. Subcontracts which contain security requirements are **not** to be awarded without the prior written permission of the CSP/ISS/PSPC.

## 19. COMPONENTS

All components or materials required to complete the Contract, whether produced or purchased by the Contractor, or provided to the Contractor, are the property of the Government of Canada.

The Contractor must return all components to the Service Canada Project Authority within five working days of receiving the request to do so and at no additional cost to Service Canada.

Components must be packaged appropriately and shipped in a manner to ensure safe delivery at the specified destination.

## 20. SERVICE EXTENSION

From time to time, Service Canada may have additional requirements to communicate on a priority basis with its beneficiaries. Service Canada requires the ability to request temporary additional print and mail production by the Contractor in agreed timeframe and costs for both Service Canada and the Contractor. Best efforts will be made by the Contractor to accommodate such requests.

## 21. PRIVACY CLAUSES

- 21.1** For the purpose of allowing the Contractor to perform the work under the contract, Service Canada must make available to the Contractor, in accordance with the *Privacy Act*, the *Department of Employment and Social Development Act* (DESDA) and other applicable laws governing the protection of personal information under its control, all components outlined in Sections 1 and 20.
- 21.2** Unless otherwise required by law or authorised in writing by the individuals to whom that information relates, the Contractor must not use or disclose the information referred to in Sections 1 and 20 above except for the purpose of performing the work under the contract.
- 21.3** The Contractor must maintain all information referred to in Sections 1 and 20 above, and make sure it is only accessible in Canada.
- 21.4** The Contractor must ensure that all aspects of the processing of information referred to in Sections 1 and 20 above are conducted in, and only accessible in Canada.
- 21.5** The Contractor must take all necessary measures to ensure that every person hired, or the services of whom it retains to fulfill obligations under this contract, knows and complies with all the terms and conditions of this contract with respect to the protection of information referred to in Sections 1 and 20 above.

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- 21.6** The information referred to in Sections 1 and 20 above remains at all times under the control of Service Canada.
- 21.7** The information referred to in Sections 1 and 20 above is protected by the *Privacy Act*, DESDA and any other applicable federal laws governing the protection of personal information held by federal institutions. That information must be treated as such by the Contractor in accordance with the ESDC Security Policy and Procedures Manual, the Government of Canada Security Policy or other instructions that ESDC may issue.
- 21.8** Unless otherwise required by law or authorised in writing by the individuals to whom that information relates, the Contractor must not make any copies of the information referred to in Sections 1 and 20 above except with the written consent of Service Canada.
- 21.9** Unless otherwise required by law or authorised in writing by the individuals to whom that information relates, upon expiry or termination of the contract, whichever is earlier, the Contractor must destroy the information referred to in Sections 1 and 20 above and any material that contains the information referred to in Sections 1 and 20 above, including the contractor's work product or tests, if any.
- 21.10** All information must be destroyed in accordance with the ESDC's *Security Policy and Procedures Manual* or other instructions that Service Canada may issue.
- 21.11** The Contractor must notify the Service Canada Project Authority immediately after he becomes aware that a breach of any provision of this contract governing the protection of personal information has occurred.
- 21.12** Any intentional breach by the Contractor of any provision of this contract governing the protection of personal information constitutes a fundamental breach of contract such that the contract may be terminated by Service Canada.

## **22. Security Obligations for Printing Services**

### **1. General**

#### **1.1 Purpose**

The purpose of this Appendix is to set out the Contractor's obligations with respect to the sound management of Canada's data, including protection against unauthorized modification, access or exfiltration in accordance with the Agreement, this Appendix and the Contractor's security measures (collectively referred to as the "Security Obligations").

#### **1.2 Flow down of Security Obligations**

As far as possible, the Contractor's obligations contained in these Security Obligations must flow down from the Contractor to the Subcontractors.

#### **1.3 Change management**

The Contractor must, throughout the Contract, take all the steps required to update and maintain the Security Obligations as needed to comply with security best practices and industry standards. The Contractor must inform Canada of any changes that may cause material degradation or adversely affect

the Printing Services provided under this Contract, including technological, administrative or other changes or improvements. The Contractor agrees to offer all the improvements it proposes to all of its clients as part of its standard service offering at no additional cost to Canada.

## 2. Certification

The parties acknowledge that:

- (a) Canada's Data are subject to these Security Obligations.
- (b) Notwithstanding any other provision of this Appendix, the parties have shared responsibility for developing and maintaining policies, procedures and security controls relating to Canada's Data.
- (c) The Contractor must not have obtained or attempted to obtain custody of Canada's Data, or allow any personnel to access Canada's data, prior to the implementation of the security requirements, as required by this Appendix, at or prior to the time of the awarding of the contract.
- (d) Security Obligations apply to Level 2 (up to Protected B level / medium integrity, medium availability or medium prejudice), unless otherwise specified.

## 3. Protection of Canada's Data

- (1) The Contractor must protect Canada's Data from unauthorized access, modification or exfiltration. This includes implementing and maintaining appropriate technical and organizational security measures, including information security policies and procedures and security controls, to preserve the confidentiality, integrity and availability of Canada's Data
- (2) The Contractor will ensure that Canada's Data, the Contractor's infrastructure and service locations are protected by appropriate security measures that comply with the requirements set out in the Contractor's security practices and policies.

## 4. Compliance verification

- (1) The Contractor must conduct confidentiality and security audits of the computers, computing environment and physical data centres, which it uses to process and protect Canada's Data, as follows:
  - (a) Where a standard or framework provides for audits, an audit of that standard or control framework will be undertaken at least annually;
  - (b) Each audit must be conducted in accordance with the standards and rules of the regulatory or accreditation body for each applicable standard or control framework.
- (2) Each audit will result in the preparation of an audit report which must be made available to Canada. The audit report must clearly disclose any significant findings made by the third-party auditor. The Contractor will, at its own expense, promptly remedy any problems and correct any deficiencies raised in any audit report to the auditor's satisfaction.
- (3) Upon request from Canada, the Contractor, or a Subcontractor, may provide additional evidence, including system security plans, designs or architecture documents that provide a comprehensive



system description in order to supplement the certification and audit reports and to demonstrate that the Contractor is in compliance with the required industry certifications.

## 5. Data protection

### (1) The Contractor must:

(a) Implement inactive data (data in storage) encryption for Printing Services hosting Canada's Data, where inactive data encryption remains in effect, uninterrupted and active at all times, even in the event of equipment failure or technical problems, in accordance with Section 10 – Cryptographic Protection.

(b) Transmit Canada's data securely, using the secure gateway service offered by Canada.

(c) Implement security controls that limit administrative access to Canada's Data and systems by the Contractor.

(d) Take reasonable steps to ensure that Contractor personnel do not have permanent or continuing access rights to Canada's Data, and that access is limited to Contractor personnel with a need to know and Reliability Check, including resources who provide technical or client support, upon approval by Canada.

(2) The Contractor must not make any copies of the databases or any part thereof containing Canada's Data outside the resiliency capabilities of the Regular Service and within the approved regional areas or spaces in Canada.

(3) The Contractor must not move or transmit approved copies outside the agreed service areas unless approval is obtained from Canada.

(4) Upon request from Canada, the Contractor must provide Canada with a document that describes any additional metadata created from Canada's Data.

## 6. Data segregation

(1) The printing and storage services for Canada's Data must be set up in a separate environment from the Contractor's corporate network. This environment must also be segregated from all other networks, including the Internet.

(2) This segregated environment for printing services must not contain wireless services such as Bluetooth, Wi-Fi or any other radio transmissions.

(3) The Contractor must implement controls to ensure appropriate segregation of resources such that Canada's Data are not co-mingled with other tenant data while in use, storage or transit and throughout all aspects of the Contractor's infrastructure's functionality, printing services and system administration. This includes implementing access controls and enforcing appropriate logical or physical segregation to support:

(a) The segregation between the Contractor's internal administration and the resources used by its clients.

(4) Upon request from Canada, the Contractor must provide a document describing the approach to ensuring appropriate segregation of resources such that Canada's Data are not intertwined with other tenant data while in use, storage or transit.

#### 7. Data location

(1) The Contractor must have the ability to store and protect Canada's inactive Data, including data in backups or maintained for redundancy purposes.

(2) The Contractor must, upon request from Canada:

(a) Provide the Government of Canada with an up-to-date list of the physical locations, including the city, which may contain Canada's Data for each data centre that will be used to provide printing services.

(3) It is the continuous obligation of the Contractor of the proposed printing services to notify Canada when the list of physical locations that may contain Canada's Data is updated.

(4) All Contractor resources, IT equipment and personnel assigned to this contract shall be located within the geographical boundary of Canada.

#### 8. Data disposition and returning records to Canada

(1) The Contractor must securely dispose of or reuse resources (e.g., equipment, data storage, files and memory) that contain Canada's Data and ensure that previously stored data cannot be processed by other clients after it is released. This includes all copies of Canada's Data that are made through replication for high availability and disaster recovery. The Contractor's disposal or reuse of resources must be aligned with one of the following documents: (i) *National Industrial Security Program Operating Manual* (DoD 5220.22-M6); (ii) *Guidelines for Media Sanitization* (NIST SP 800-88); or (iii) *Clearing and Declassifying Electronic Data Storage Devices* (CSE ITSG-06). Upon request from Canada, the Contractor must provide a document describing the Contractor's process for disposal or reuse of resources.

(2) The Contractor must provide Canada with confirmation of successful erasing, purging or destruction of all resources, as appropriate, and an ability to prevent re-instantiation of any removed or destroyed system, capability (software or process), data or information once Canada has ceased using printing services.

#### 9. Cryptographic protection

The Contractor must:

(a) Configure any cryptography used to implement confidentiality or integrity safeguards or used as part of an authentication mechanism (e.g., VPN solutions, TLS, software modules, PKI and authentication tokens where applicable), in accordance with Communications Security Establishment (CSE)-approved cryptographic algorithms as well as cryptographic key sizes and crypto periods.

(b) Use cryptographic algorithms and cryptographic key sizes and crypto periods that have been validated by the Cryptographic Algorithm Validation Program (<http://csrc.nist.gov/groups/STM/cavp/>) and specified in ITSP.40.111 *Cryptographic Algorithms for Unclassified, Protected A, and Protected B*

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*Information*, or subsequent versions (<https://cyber.gc.ca/en/guidance/cryptographic-algorithms-unclassified-protected-and-protected-b-information-itsp40111>).

(c) Ensure that FIPS 140-validated cryptography is employed when encryption is required, and is implemented, configured and operated in a cryptographic module validated by the Cryptographic Module Validation Program (<https://cyber.gc.ca/en/cryptographic-module-validation-program-cmvp>), in an either approved or allowed mode to provide a high degree of certainty that the FIPS 140-2-validated cryptographic module is providing the expected security services in the proper manner.

(d) Ensure that any FIPS 140-2-validated modules in use have an active, current and valid certification. FIPS 140-compliant/validated products will have certificate numbers.

#### 10. Privileged access management

(1) The Contractor must:

(a) Manage and monitor privileged access to printing services.

(b) Restrict and minimize access to printing services and Canada's Data to only authorized devices and end users with an explicit need to have access.

(c) Enforce and audit authorizations for access to printing services and Canada's Data.

(d) Limit access to service interfaces that host Canada's Data to uniquely identified, authenticated and authorized end users, devices and processes (or services).

(e) Implement password policies to protect credentials from compromise by either online or offline attacks and to detect these attacks by logging and monitoring events such as (i) successful use of credentials (ii) unusual use of credentials and (iii) access to and exfiltration from the password database.

(f) Define and implement segregation of duties to achieve, at a minimum, separation of service management and administration roles from information system support roles; development roles from operational roles; and access management roles from other operational roles.

(g) Adhere to the principles of least privilege and need-to-know when granting access to printing services and Canada's Data.

(h) Use security-hardened endpoints (such as computers, end-user devices, jump servers) that are configured for minimum functionality (a dedicated endpoint that does not have Internet browsing or open email access) to provide support and administration of printing services and Contractor infrastructure.

(i) Implement an automated process to periodically audit, at a minimum, account creation, modification, enabling, disabling and removal actions.

(j) Upon termination of employment, terminate or revoke authenticators and access credentials associated with any services personnel.

(2) Upon request from Canada, the Contractor must provide a document describing its approach to and process for managing and monitoring privileged access to printing services.

## 11. Remote management

(1) The Contractor must manage and monitor the remote administration of the Contractor's printing services used to host Canada's data, and take reasonable measures to:

(a) implement multi-factor authentication mechanisms to authenticate end users with privileged access, in accordance with the Communications Security Establishment (CSE) ITSP 30 031 v3 (or subsequent versions) ([User Authentication Guidance for Information Technology Systems \(ITSP.30.031 v3\) - Canadian Centre for Cyber Security](#));

(b) use cryptographic mechanisms to protect the confidentiality of remote access sessions, in accordance with section 9 (Cryptographic protection);

(c) route all remote access through controlled, monitored and audited access control points;

(d) quickly disconnect or disable unauthorized remote management or remote access connections;

(e) authorize remote execution of privileged commands and remote access to security-related information.

(2) Upon request from Canada, the Contractor must provide a document describing its approach to and process for managing and monitoring the remote administration of printing services.

## 12. Access and monitoring

(1) The Contractor must implement log generation and management practices and controls for all printing service components that store or process Canada's Data and comply with industry standards and best practices, such as those found in NIST 800-92 (Guide to Computer Security Log Management) or an equivalent standard approved by Canada in writing. Upon request from Canada, the Contractor must provide a document that describes the Contractor's documented practices and controls for generating and managing logs.

## 13. Ongoing monitoring

(1) The Contractor must continually manage, monitor and maintain the security posture of the Contractor's infrastructure and service locations hosting Canada's Data throughout the term of the contract and ensure that the printing services provided to Canada comply with these security obligations. Under these obligations, the Contractor must:

(a) actively and continuously monitor threats and vulnerabilities related to the Contractor's infrastructure, service locations and Canada's Data;

(b) make every reasonable effort to prevent attacks through security measures such as denial-of-service protections;

(c) make every reasonable effort to detect attacks, security incidents and abnormal events;

(d) identify the unauthorized use of and access to all printing services, data and components related to Canada's Data;

(e) manage and apply security-related patches and updates in a timely and systematic manner to mitigate vulnerabilities and remedy any publicly reported issues in printing services or the libraries that printing services use, and provide advance notices of the patches in accordance with agreed-upon service-level commitments;

(f) respond to, contain and recover from threats and attacks against the Contractor's printing services;

(g) if required, take proactive countermeasures, including both pre-emptive and response measures, to mitigate threats.

#### 14. Security incident management

(1) The Contractor's security incident response process for printing services must encompass IT security incident management lifecycle and supporting practices for preparation, detection, analysis, containment and recovery activities. This includes:

(a) A published and documented security incident response process for review by Canada that is aligned with one of the following standards: (i) ISO/IEC 27035:2011, Information technology—Security techniques—Information security incident management; or (ii) NIST SP 800-612, Computer Security Incident Handling Guide; or (iii) Government of Canada Cyber Security Event Management Plan (GC CSEMP) (<https://www.canada.ca/en/government/system/digital-government/online-security-privacy/security-identity-management/government-canada-cyber-security-event-management-plan.html>); or (iv) other best practices of industry standards, if Canada determines, at its discretion, that they meet Canada's security requirements.

(b) Documented processes and procedures on how the Contractor will identify, respond to, remediate, report on security incidents and notify Canada of them, including (i) the scope of the information security incidents that the Contractor will report to Canada; (ii) the level of disclosure of the identification of information security incidents and related responses; (iii) the target timeframe within which notification of information security incidents will occur; (iv) the notification procedure for information security incidents; (v) the contact information for the handling of issues related to information security incidents; and (vi) any remedies that apply if certain information security incidents occur.

(c) The Contractor's ability to support Canada's investigative efforts in the case of any compromise of users or data in the identified service.

(2) Upon request from Canada, the Contractor must provide a document outlining its security incident response process.

(3) The Contractor must:

(a) work with Canada's security operations centres on security incident containment, eradication and recovery, in accordance with the security incident response process;

(b) maintain a record of security breaches that includes a description of the breach, the duration, the consequences of the breach, the name of the person who reported the breach and the name of the person to whom it was reported, and the procedure for recovering data or the service;

(c) monitor the disclosure of Canada's Data, or enable Canada to monitor it, including what data has been disclosed, to whom and when.

(4) Canada may require forensic evidence from the Contractor to assist it in a Government of Canada investigation. The Contractor agrees to make every reasonable effort to provide assistance to the Government of Canada.

#### 15. Security incident response

(1) The Contractor must promptly alert and notify Canada (by telephone or email) of any compromise, breach or of any evidence, such as: (i) a security incident; (ii) a security malfunction in any asset; (iii) irregular or unauthorized access to an asset; (iv) large-scale copying of an information asset; or (v) any other irregular activity the Contractor identifies that leads the Contractor to reasonably believe that a risk of compromise, or a security or privacy breach, is or may be imminent, or if existing safeguards have ceased to function over the following period (7 days x 24 hours x 365 days), and will be made without undue delay, in any event, within 72 hours, in accordance with the Contractor's service-level commitments.

(2) If the Contractor becomes aware of a breach of security leading to the destruction, loss, alteration or unauthorized disclosure of the client's data or personal information while it was being processed by the Contractor (each one a "Security Incident"), or to accidental or unlawful access to this data, the Contractor must promptly and without undue delay: (i) notify Canada of the Security Incident; (ii) investigate the Security Incident and provide Canada with detailed information about the Security Incident; and (iii) take reasonable steps to mitigate the cause and minimize any damage resulting from the Security Incident.

#### 16. Information spillage

(1) The Contractor must have a document outlining the process it follows in the event of information spillage. The process must be aligned with: (i) ITSG-33 Security Control for IR-9 Information Spillage Response; or (ii) another industry standard approved by Canada in writing. Notwithstanding the foregoing, the Contractor's information spillage process must include, at minimum:

(a) A process for identifying the specific data components involved in a system's contamination;

(b) A process to isolate and eradicate a contaminated system; and

(c) A process for identifying systems that may have been subsequently contaminated and any other actions performed to prevent further contamination.

(2) Upon request from Canada, the Contractor must provide a written document describing its process for responding to information spillage.

#### 17. Personnel security screening

(1) The Contractor must implement security measures that grant and maintain the required level of security screening of the Contractor's personnel responsible for the provision of printing services and subcontractors' personnel in accordance with their access privileges to the information system assets in which Canada's Data are stored and processed.

(2) The Contractor screening measures must be applied in accordance with the definition and practices in the Treasury Board Standard on Security Screening (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=28115>), or use an acceptable equivalent agreed to by Canada.

(3) Upon request from Canada, the Contractor must provide a document outlining the Contractor's personnel security screening process. The process must include, at a minimum:

(a) A description of employee and subcontractor positions that require access to client data or that have the ability to affect the confidentiality, integrity or availability of printing services;

(b) A description of security screening activities and practices, including notification procedures to be followed if screening has not been completed or if the results give cause for doubt or concern;

(c) A description of security awareness and training carried out when employees are onboarded, when the roles of employees and subcontractors change, and on an ongoing basis, to ensure that personnel and subcontractors understand, are aware of, and are fulfilling their information security responsibilities;

(d) A description of the process that applies when an employee or subcontractor changes roles or their employment is terminated; and

(e) A description of the approach for detecting potential insider threats and the controls implemented to mitigate the risk of access to Canada's Data and/or impacting the reliability of the printing services that host Canada's Data.

#### 18. Physical security (data centres/facilities)

(1) The Contractor must implement physical security measures that protect the IT facilities and information system assets on which Canada's Data are stored and processed from all forms of tampering, loss, damage, and seizure. Physical protection measures for all facilities that host Canada's Data must be applied in compliance with a prevent-detect-respond-recover physical security framework that is aligned with the physical security controls and practices set out in the Treasury Board Operational Security Standard on Physical Security (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12329>). The security measures required under this include, at minimum:

(a) Ensuring proper management of IT media;

(b) Providing controlled maintenance of all information systems and their components to protect their integrity and ensure their continuous availability;

(c) Controlling access to information system output devices to prevent unauthorized access to Canada's Data;

(d) Limiting physical access to Canada's Data and service points to authorized services personnel based on position or role and the need-to-access principle, and validated by two forms of identification;

(e) Escorting visitors and monitoring visitor activity;

(f) Applying protection measures for Canada's Data to other work sites (e.g. telework sites); and

(g) Recording and monitoring all physical access to service points and all logical access to systems hosting Canada's Data using a combination of intrusion detection mechanisms and access logs and video surveillance in all sensitive areas.

(2) Upon request from Canada, the Contractor must provide a document that describes the Contractor's physical security measures.

(3) If any physical security measures must be modified in a way that significantly affects physical security, the Contractor must notify Canada.

#### 19. Industrial Security Program – security requirements for Canadian suppliers

(1) The Contractor must, at all times during the Contract, Standing Offer or Supply Arrangement, maintain a valid Designated Organization Screening with approved document safeguarding at the level of PROTECTED B issued by the Industrial Organization Security Services Directorate (IOSSD) of Public Services and Procurement Canada (PSPC).

(2) The Contractor's personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the IOSSD/PSPC.

(3) The Contractor MUST NOT use its Information Technology systems to electronically process, produce or store PROTECTED information until written approval has been issued by the client department security authority. After approval has been granted, these tasks may be performed at the level of PROTECTED B.

(4) The Contractor or Offeror must comply with the provisions of the:

(a) Security Requirements Check List and security guide (if applicable), attached in Appendix A and Appendix B;

(b) Industrial Security Manual (Latest Edition);

(c) IOSSD website: Security requirements for contracting with the Government of Canada, located at [www.tpsgc-pwgsc.gc.ca/esc-src](http://www.tpsgc-pwgsc.gc.ca/esc-src).

NOTE: There may be multiple levels of personnel security screening associated with this file. In this instance, a security guide must be added to the SRCL to clarifying these screenings. The security guide is usually created by the organization's project authority and/or security authority.