

**RETURN BIDS TO :
RETOURNER LES SOUMISSION À:****Canada Revenue Agency
Agence du revenu du Canada****Proposal to: Canada Revenue Agency**

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

Proposition à : l'Agence du revenu du Canada

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

Bidder's Legal Name and Address (ensure the Bidder's complete legal name is properly set out)

Raison sociale et adresse du Soumissionnaire (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)

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

Name /Nom

Title/Titre

Signature
mm-jj)

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

(____)_____
Telephone No. – No de téléphone(____)_____
Fax No. – No de télécopieur

E-mail address – Adresse de courriel

**REQUEST FOR PROPOSAL /
DEMANDE DE PROPOSITION**

Title – Sujet Computer and Telephone Headsets and Accessories	
Solicitation No. – No de l'invitation 1000413693	Date (yyyy-mm-dd) (aaaa-mm-jj) September 2, 2022
Solicitation closes – L'invitation prend fin on – le October 12, 2022 (yyyy-mm-dd) (aaaa-mm-jj) at – à 2:00 P.M. / 14 h	Time zone – Fuseau horaire EDT/HAE Eastern Daylight Time/ Heure Avancée de l'Est
Contracting Authority – Autorité contractante Name – Nom Chelsea Fournier, Senior Supply Business Analyst E-mail address – Adresse de courriel Chelsea.fournier2@cra-arc.gc.ca	
Telephone No. – No de téléphone (343) 552-1398	
Fax No. – No de télécopieur NA	
Destination - Destination See herein / Voir dans ce document	



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Request for Proposal (RFP)

Title: Computer and Telephone Headsets and Accessories

Part 1 General Information

1.1 Introduction

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

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

- Appendix 1: Mandatory Criteria
- Appendix 2: Point Rated Criteria
- Appendix 3: Financial Proposal, including Attachment “3.1 *FinancialProposal.xlsx*”

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

- Annex A: Statement of Work
- Annex A-1: CRA Locations
- Annex B: Basis of Payment
- Annex C: Synergy Solution



1.2 Summary

The Canada Revenue Agency (CRA) has an ongoing requirement for computer and telephone headsets and accessories to be supplied and delivered to employees of the CRA located in CRA offices across Canada as well as CRA employee's homes across Canada on an "as and when requested" basis.

It is the CRA's intention to award up to four (4) regional contracts to fulfill the requirement. The period of each contract will be for two (2) years with three (3) options to extend the period by one (1) year each.

Each region will be evaluated separately, where the highest rated compliant bidder in each region will be awarded a contract.

In the event that a single Bidder is deemed the highest ranked responsive bid for two (2) or more regions, the CRA will award one (1) contract to this single Bidder for the regions in which they are the highest ranked responsive bidder.

e-Procurement Solution

i) CRA e-Procurement Solution

The CRA's e-procurement solution for ordering, receiving and reconciling goods and services is an SAP Ariba tool which has been branded internally as Synergy 2.0. Synergy 2.0 will be used to place orders under any resulting contract.

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

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

Canada is currently developing a 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 Part 6, article 6.3.7 of the Model Contract, Transition to Government of Canada e-Procurement Solution (EPS).

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

Conditional Set-aside under the Federal Government Procurement Strategy for Indigenous Business (PSIB)

This is an open tender. However, it will be conditionally set-aside under the Government of Canada's Procurement Strategy for Indigenous Business (PSIB) if two or more bids have been received by Indigenous businesses who are certified under the Procurement Strategy for Indigenous Business (PSIB) criteria and who may be listed in the Government of Canada's Indigenous Business Directory (<https://www.sac-isc.gc.ca/eng/1100100033057/1610797769658>).

If your Indigenous business is not yet registered in the Indigenous Business Directory, please do so at the link provided above. If bids from two or more Indigenous businesses are compliant with the terms of the Request for Proposal, the contracting authority will limit the competition to those Indigenous businesses and will not consider bids from any non-Indigenous businesses that may have been submitted.



If the bids from the Indigenous businesses are found to be non-compliant or non-responsive or are withdrawn, such that fewer than two compliant bids from Indigenous businesses remain, bids from all of the non-Indigenous businesses that had submitted bids will then be considered by the contracting authority.

1.3 Glossary of Terms

TERM	DEFINITION
CRA	Canada Revenue Agency
DDP	Delivered Duty Paid
MSRP	Manufacturer's suggested retail price, in Canadian funds, which is the Manufacturer's published or displayed price on which quantity, seasonal, or other discounts are computed.
Proposal	A solicited submission by one party to supply certain goods or services. The word "proposal" is used interchangeably with "bid"
Solicitation	An act or instance of requesting proposals/bids on specific products and/or services.
Tendering Authority	Canada Revenue Agency

1.4 Debriefings

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

1.5 Office of the Procurement Ombudsman (OPO)

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the award of certain federal contracts under \$30,300 for goods and \$121,200 for services. If you have concerns regarding the award of a federal contract below these dollar amounts, you may contact OPO by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca. For more information on OPO's services or to determine if your concerns are within the Ombudsman's mandate, please see the [Procurement Ombudsman Regulations](#) or visit the [OPO website](#).

1.6 Canadian International Trade Tribunal

As a general rule, a complaint regarding this procurement process must be filed with the Canadian International Trade Tribunal (the Tribunal) within 10 working days from the date on which a bidder becomes aware, or reasonably should have become aware, of a ground of complaint. Alternatively, within that time frame, a bidder may first choose to raise its ground of complaint by way of an objection to the CRA; if the CRA denies the relief being sought, a bidder may then file a complaint with the Tribunal within 10 working days of that denial. In certain exceptional circumstances, a 30-day time frame may be applicable for filing a complaint with the Tribunal. 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. Reference: section 6 of the Canadian International Trade Tribunal Procurement Inquiry Regulations (S.O.R./93-602).

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) (<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.

2.2 Standard Instructions, Clauses and Conditions A000T (2012-07-16)

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

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

The standard instructions and conditions 2003 (2022-03-29) are incorporated by reference into and form part of the bid solicitation.

The following clauses are incorporated by reference:

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

2.2.1 Revisions to Standard Instructions 2003

Standard Instructions - Goods or Services – Competitive Requirements 2003 (2022-03-29) are revised as follows.

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

Section 01 Integrity provisions– bid

1. The *Supplier Integrity Directive* (SID) dated November 3, 2021, 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-2.html>.
2. Under the SID, charges and convictions of certain offences against a Supplier, its affiliates or first tier subcontractors, and other circumstances, will or may result in a determination by Public Works and Government Services Canada (PWGSC) that the Supplier is ineligible to enter, or is suspended from entering into a contract with Canada. The list of ineligible and suspended Suppliers is contained in PWGSC’s Integrity Database. The SID describes how enquiries can be made regarding the ineligibility or suspension of Suppliers.
3. In addition to all other information required in the bid solicitation, the Bidder must provide the following:



- a. by the time stated in the SID, all information required by the SID described under the heading “Mandatory Provision of Information”; and
 - b. with its bid, a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the SID. The list of foreign criminal charges and convictions must be submitted using an Integrity Declaration Form, which can be found at [Forms for the Integrity Regime](#).
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-2.html>)
 - b. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the SID, will or may result in a determination of ineligibility or suspension under the SID;
 - c. it is aware that Canada may request additional information, certifications, and validations from the Bidder or a third party for purposes of making a determination of ineligibility or suspension;
 - d. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the SID;
 - e. none of the domestic criminal offences, and other circumstances, described in the SID that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and its proposed first tier subcontractors; and
 - f. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.
5. Where a Bidder is unable to provide any of the certifications required by subsection 4, it must submit with its bid a completed Integrity Declaration Form, which can be found at [Declaration form for procurement](#).
6. Canada will declare non-responsive any bid in respect of which the information requested is incomplete or inaccurate, or in respect of which the information contained in a certification or declaration is found by Canada to be false or misleading in any respect. If Canada establishes after award of the Contract that the Bidder provided a false or misleading certification or declaration, Canada may terminate the Contract for default. Pursuant to the SID, Canada may also determine the Bidder to be ineligible for award of a contract for providing a false or misleading certification or declaration.

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

Section 02 Procurement Business Number

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

Section 03 titled “Standard instructions, clauses and conditions”, “Pursuant to the [Department of Public Works and Government Services Act](#) (S.C. 1996, c.16),” is hereby deleted.



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

(d) send its bid only to the Canada Revenue Agency Bid Receiving Unit or to the address specified in the solicitation in Section 2.3.

Section 05 titled "Submission of bids" paragraph 4, delete sixty "60 days" and replace with "90 days".

Section 06, titled "Late bids", the reference to "PWGSC" is hereby deleted and replaced with "The CRA".

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

Section 08 titled "Transmission by facsimile or by Canada Post Corporation's (CPC) Connect service" is deleted in its entirety and replaced with the following:

Section 08 Transmission by Connect

- a) Bids must be submitted by using the Connect service (<https://www.canadapost-postescanada.ca/cpc/en/business/postal-services/digital-mail/connect.page>) provided by the Canada Post Corporation.
- b) To submit a bid using the Connect service, the Bidder must send as early as possible, at least six business days prior to the solicitation closing date and time, (in order to ensure a response), an email that includes the bid solicitation number to the Bid Receiving Unit requesting to open a Connect conversation. Requests to open a Connect conversation received after that time may not be answered. In the email, the Bidder must include the name and email address of all individuals who need to participate in the Connect conversation.
- c) If the Bidder sends an email requesting a Connect conversation to the specified Bid Receiving Unit in the bid solicitation, an officer of the Bid Receiving Unit will then initiate a Connect conversation. The Connect conversation will create an email notification from the Canada Post Corporation prompting the Bidder to access and action the message within the conversation. The Bidder will then be able to transmit its bid afterward at any time prior to the solicitation closing date and time.
- d) The bid solicitation number should be identified in the Connect message field of all electronic transfers.
- e) It should be noted that the use of Connect service requires a Canadian mailing address. Should a bidder not have a Canadian mailing address, they may use 250 Albert St, Ottawa, ON K1A 1A2 in order to register for the Connect service.
- f) For bids transmitted by the Connect 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 Connect 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 create an electronic conversation through the Connect service.



- g) The Bid Receiving Unit will send an acknowledgement of the receipt of bid document(s) via the Connect conversation. This acknowledgement will confirm only the receipt of bid document(s) and will not confirm if the attachments may be opened nor if the content is readable.
- h) Bidders must ensure that they are using the correct email address for the Bid Receiving Unit when requesting a conversation in Connect or communicating with the Bid Receiving Unit and should not rely on the accuracy of copying and pasting the email address into the Connect system.
- i) A bid transmitted by the Connect 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 delivered to the Bid Receiving Unit address indicated below by the time and date indicated on Page 1.

BIDDERS ARE TO SUBMIT PROPOSALS TO:

Canada Revenue Agency
Bid Receiving Unit
BRUg@cra-arc.gc.ca

Bids will not be accepted if emailed directly to this email address. This email address must be used to request that CRA open a Connect conversation, as detailed in Standard Instructions 2003. Bidders must not use their own licensing agreement for Connect to initiate a Connect conversation with CRA.

Bidders are hereby advised that the Bid Receiving Unit of CRA is available Monday to Friday inclusive, between the hours of 0830 and 1500 EDT, excluding those days that the federal government observes as a holiday.

Due to the nature of this solicitation, electronic transmissions of a proposal by facsimile is not considered to be practical and therefore will not be accepted.

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

All enquiries must be submitted to the Contracting Authority no later than seven (7) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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



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

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

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

2.6 Terms and Conditions

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

2.7 Equivalent Products SACC 4.30.45.1 (2019-05-07)

Products that are equivalent in form, fit, function and quality to the item(s) specified in the bid solicitation will be considered where the Bidder:

- a) designates the brand name, model and/or part number of the substitute product;
- b) states that the substitute product is fully interchangeable with the item specified;
- c) provides complete specifications and descriptive literature for each substitute product;
- d) provides compliance statements that include technical specifics showing the substitute product meets all mandatory performance criteria that are specified in the bid solicitation; and
- e) clearly identifies those areas in the specifications and descriptive literature that support the substitute product's compliance with any mandatory performance criteria.

Products offered as equivalent in form, fit, function and quality will not be considered if:

- a) the bid fails to provide all the information requested to allow the Contracting Authority to fully evaluate the equivalency of each substitute product; or
- b) the substitute product fails to meet or exceed the mandatory performance criteria specified in the bid solicitation for that item.

In conducting its evaluation of the bids, Canada may, but will have no obligation to, request bidders offering a substitute product to demonstrate, at the sole cost of bidders, that the substitute product is equivalent to the item specified in the bid solicitation.



Part 3 Proposal Preparation Instructions

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

Canada requests that bidders provide their bid in separate 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 in a thorough, concise and clear manner for carrying out the Work.

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

Section II: Financial

The bid's financial section should be submitted as a separate electronic document from the other bid sections. 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.

Section III: Certifications

Bidders must submit the certifications required under Part 5.

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

Canada requests that bidders 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.

Bidders may submit a proposal for one (1) or multiple regions listed below. However, bidders must submit prices for all items listed for any Region that the Bidder chooses to submit a bid for.

The regions are as follows:

- (a) Ontario Region



- (b) Quebec Region
- (c) Atlantic Region (Nova Scotia, Prince Edward Island, New Brunswick, and Newfoundland and Labrador)
- (d) Western Region (Manitoba, Alberta, Saskatchewan, and British Columbia)

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

The evaluation team will determine first if there are two or more bids with a valid PSIB certification. In that event, the evaluation process will be limited to the bids with the certification; otherwise, all bids will be evaluated. If some of the bids with a valid certification are declared non-responsive, or are withdrawn, and less than two responsive bids with a valid certification remain, then all bids received will be evaluated.

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

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.

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 score for each region as defined in Appendix 3: Financial Proposal. Once the bid evaluation scores for each region are determined under Step 3, the proposals will proceed to Step 4.

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

Step 4 – Basis of Selection

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

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

Each Region will be evaluated separately.

SACC Manual Clause [A0027T](#) (2012-07-16), 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.Bids not meeting (a) or (b) will be declared non-responsive.
2. The bids will be ranked by CRA based on the highest responsive combined rating of technical merit and price. The ratio will be 20% for the technical merit and 80% for the price.
3. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 20%.
4. To establish the pricing score, each responsive bid will be prorated against the lowest Final Bid Evaluation Score and multiplied by the ratio of 80%.
5. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating (Final Bid Evaluation Score).
6. Neither the responsive bid obtaining the highest technical score nor the one with the highest Bid Evaluation Score will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be considered the highest ranked responsive bid. The other bids will be ranked accordingly.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 20/80 ratio of technical merit and price, respectively. The total available points equals 135 and the highest Bid Evaluation Score is 45.

Basis of Selection - Highest Combined Rating Technical Merit (20%) and Price (80%)



		Bidder 1	Bidder 2	Bidder 3
Final Bid Evaluation Score		36.82	40.5	45
Overall Technical Score		115/135	89/135	92/135
Calculations	Technical Merit Score	$115/135 \times 20 = 17.04$	$89/135 \times 20 = 13.18$	$92/135 \times 20 = 13.63$
	Pricing Score	$36.82/36.82 \times 80 = 80$	$36.82/40.5 \times 80 = 72.73$	$36.82/45 \times 80 = 65.46$
Total Combined Rating (Final Bid Evaluation Score)		97.04	85.91	79.09
Overall Rating		1 st	2 nd	3 rd

The Bidder with the highest total combined rating in each Region will be considered to be the highest ranked responsive bid for that Region and, subject to meeting the conditions precedent to Contract award outlined in Step 5, will be recommended for award of the Contract.

Step 5 - Proof of Synergy 2.0 Compliance (PoSC)

The highest-ranked responsive Bidder in each Region will undergo Proof of Synergy 2.0 Compliance testing (PoSC) prior to contract award, as described in section 5 of Appendix 1 to Annex C: Synergy Solution. 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 Appendix 1 to Annex C: Synergy Solution.

Claims of future compliance with CRA's Synergy 2.0 requirements in software or hardware releases will not be considered.

Step 6 – Conditions Precedent to Contract Award

The Bidder(s) recommended for award of a Contract must meet the requirements provided in Part 5 "Certifications and Additional Information" of this RFP.

Product Certification

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

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

Failure to provide the necessary product information within the specified timeline shall render the bid non-



compliant, and the CRA will invite the Bidder with the next highest ranked responsive bid to participate in the Product Certification phase of the evaluation.

Bidders are invited to include their product information within their bid.

Step 7 – Contract Entry

The Bidder(s) with the highest ranked responsive bid in each region and meeting all the requirements listed above will be recommended for award of a contract for that region.

In the event that a single Bidder is deemed the highest ranked responsive bid for two (2) or more regions, the CRA will award one (1) contract to this single Bidder for the regions in which they are the highest ranked responsive bidder.



Part 5 Certifications and Additional Information

Bidders must provide the required certifications and additional information to be awarded a 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

5.1.2 Certification of requirements for the Conditional Set-aside for Indigenous Business

This procurement may be conditionally set aside under the federal government Procurement Strategy for Indigenous Business (PSIB). If the certification below is not provided by the Bidder, the bid will be evaluated as being from a non-Indigenous business. For more information on Indigenous business requirements of the Set-aside Program for Indigenous Business, see Eligibility for Indigenous procurement set aside and Procurement information for Indigenous business owners.

A bidder who submits, under this program, a bid or proposal in response to a solicitation must complete and submit this certification.

1.

i) I, _____ (Name of duly authorized representative of business) hereby certify that _____ (Name of business) meets, and shall continue to meet throughout the duration of the contract, the requirements for this program as set out in "Requirements for bidders in the Set-Aside Program for Indigenous Business", which document I have read and understand.

ii) The aforementioned business agrees to ensure that any subcontractor it engages with respect to the contract shall, if required, satisfy the requirements set out in "Requirements for bidders in the Set-Aside Program for Indigenous Business."

iii) The aforementioned business agrees to provide to ISC, immediately upon request, information to substantiate a subcontractor's compliance with this program.

2. Please check the applicable box:

i) The aforementioned business is an Indigenous business which is a sole proprietorship, band, limited company, co-operative, partnership or not-for-profit organization, []

OR

ii) The aforementioned business is a joint venture between 2 or more Indigenous businesses or an Indigenous business and a non-Indigenous business. []

3. The aforementioned business agrees to immediately furnish to ISC, such evidence as may be requested by ISC from time to time, corroborating this certification. Such evidence shall be open to audit during normal business hours by a representative of ISC, who may make copies and take extracts from the evidence. The aforementioned business agrees to provide all facilities for audits and to furnish information requested by ISC with respect to the certification.



4. It is understood that the civil consequences of making an untrue statement in the bid documents, or of not complying with the requirements of the program or failing to produce satisfactory evidence to ISC regarding the requirements of the program, may include:

- forfeiture of the bid deposit
- retention of the holdback
- disqualification of the business from participating in future contracts under the program
- termination of the contract

In the event that the contract is terminated because of an untrue statement or non-compliance with the requirements of the program, ISC may engage another contractor to complete the performance of the contract and any additional costs incurred by ISC shall, upon the request of ISC, be borne by the aforementioned business.

5. Date _____

Signature _____

Title (duly authorized representative of business) _____

For (name of business) _____

5.2 Certifications Precedent to Contract Award and Associated Information

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

5.2.1 Integrity Provisions – Associated Information

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

5.2.2 Employment Equity

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

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

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. Bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the



information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions:

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

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

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

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

Former Public Servant in Receipt of a Pension:

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

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

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

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

Work Force Adjustment Directive:

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

YES () NO ()



If so, the Bidder must provide the following information:

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

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

5.2.4 Vendor Reporting Information

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

For the purpose of this clause:

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

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

The Bidder is requested to provide the following:

Legal Name: _____

Operating Name: _____

Address: _____

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



City: _____

Province: _____

Postal Code: _____

Telephone: _____

Fax: _____

Type of Business (Select only one)

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

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

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

Goods and Services Tax (GST) Number: _____

Business Number (BN): _____

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

Social Insurance Number (SIN): _____

N/A Reason: _____

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

Date: _____

Name: _____

Signature: _____



(Signature of duly authorized representative of business)

Title: _____

(Title of duly authorized representative of business)

5.2.5 Certificate of Independent Bid Determination

I, the undersigned, in submitting the accompanying bid or tender (hereinafter "bid") to:

Canada Revenue Agency

(Corporate Name of Recipient of this Submission)

for: **Computer and Telephone Headsets and Accessories 1000413693**

(Name of Project and Solicitation Number)

in response to the call or request (hereinafter "call") for bids made by:

Canada Revenue Agency

(Name of Tendering Authority)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____

(Corporate Legal Name of Bidder or Tenderer [hereinafter "Bidder"])

that:

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the Bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the Bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the Bidder to determine the terms of, and to sign, the bid, on behalf of the Bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the Bidder, whether or not affiliated with the Bidder, who:
 - (a) has been requested to submit a bid in response to this call for bids;
 - (b) could potentially submit a bid in response to this call for bids, based on their qualifications, abilities or experience;
6. The Bidder discloses that **(check one of the following, as applicable):**
 - (a) the Bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with, any competitor;
 - (b) the Bidder has entered into consultations, communications, agreements or arrangements with one or more competitors regarding this call for bids, and the Bidder discloses, in the attached



document(s), complete details thereof, including the names of the competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements;

7. In particular, without limiting the generality of paragraphs (6)(a) or (6)(b) above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) methods, factors or formulas used to calculate prices;
 - (c) the intention or decision to submit, or not to submit, a bid; or
 - (d) the submission of a bid which does not meet the specifications of the call for bids; except as specifically disclosed pursuant to paragraph (6)(b) above;
8. In addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the products or services to which this call for bids relates, except as specifically authorized by the Tendering Authority or as specifically disclosed pursuant to paragraph (6)(b) above;
9. The terms of the accompanying bid have not been, and will not be, knowingly disclosed by the Bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening, or of the awarding of the contract, whichever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph (6)(b) above.

(Printed Name and Signature of Duly Authorized Agent of Bidder)

(Position Title)

(Date)



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. Bids failing to demonstrate compliance to ALL mandatory requirements will be considered non-responsive and the bid will receive no further consideration.

Criteria #	Mandatory Requirement	Bid Page Reference or details (where applicable)
E1	<p>For each region being bid on, the Bidder must demonstrate they have experience supplying and delivering a minimum number of orders of telephone and computer headset orders in a given one-month period. The minimum number of orders for each region are as follows:</p> <ul style="list-style-type: none"> a) 25 orders for the Ontario region; b) 10 orders for the Quebec region; c) 15 orders for the Atlantic region (Nova Scotia, Prince Edward Island, New Brunswick, and Newfoundland and Labrador); and / or d) 20 orders for the Western region (Manitoba, Alberta, Saskatchewan, and British Columbia) <p>In order to demonstrate this experience, the Bidder must provide an activity report that demonstrates this volume, covering a three-month period within the last twelve (12) months as of the date of bid closing.</p> <p>This activity report must include:</p> <ul style="list-style-type: none"> a) the quantity of orders supplied and delivered within the bid region; b) the order dates; and c) province of delivery. <p>This report can include multiple clients serviced during this time period.</p> <p>A separate activity report demonstrating this experience must be provided for each region the Bidder is bidding on.</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.

Point Rated Criteria	Bidder page reference (where applicable) or information
<p>Sustainable Development</p> <p>The Bidder's proposal should describe its environmental strategy and demonstrate the ways in which its products, services, and operations reduce negative impacts on the environment.</p> <p>20 points are available for demonstrating the use of sustainable practices in each of the following areas:</p> <p>5 points – The Bidder describes its organization's environmental strategy.</p> <p>5 points – The Bidder identifies ways in which its products and services reduce negative impacts on the environment.</p> <p>4 points – The Bidder describes its organization's operational best practices or operational initiatives that reduce the negative impacts on the environment.</p> <p>3 points – The Bidder clearly demonstrates that it has an environmental management system in place to reduce environmental impacts AND that the organization systematically measures and reports on its organization's environmental performance.</p> <p>3 points – The Bidder has an environmental management system in place that has third party certification (e.g., ISO 14001).</p>	



Appendix 3: Financial Proposal

1. General Instructions

Bidders must complete *Attachment 3.1 FinancialProposal.xlsx* provided as an electronic attachment to this requirement, in accordance with the instructions below.

Where a product is not available on the bidder's product offering list, the Bidder must propose a price for an alternate brand item that meets or exceeds the same specifications. The Bidder must provide any alternative items in accordance with Section 2.7 of the RFP.

2. Electronic Processing of Financial Offer Template

Attachment 3.1 FinancialProposal.xlsx will be processed for evaluation by CRA using electronic automation. As such, Bidders must not change the format or rename the attachment in any way. At the time of evaluation, if the completed attachment submitted by the Bidder has been reformatted or renamed in a way that prevents automated processing, the bidder may be found non-responsive.

3. Field Color

All pink coloured fields (Table A: Cells B7:11, Table B: Cells D18:G29, Table C: Cells D37:E57, and Table D: Cells) must be populated by the Bidder in compliance with the instructions below.

4. Prices

The prices specified, when quoted by the Bidder, include all of the requirements defined in the "Statement of Work" in Annex A.

Shipments shall be consigned to the destinations specified in Annex A and Delivered Duty Paid (DDP) (all CRA locations listed at Annex A-1 of the Statement of Work and employee home addresses) Incoterms 2010 for shipments from a commercial supplier.

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



Part 6 Model Contract

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

6.1 Revision of Departmental Name

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

- a) Standard Clauses and Conditions.

6.2 Agency Restructuring

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

6.3 Requirement

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

6.3.1 Period of the Contract

The period of the Contract is two (2) years from Contract Award (*Dates to be inserted at Contract award*).

6.3.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one (1) year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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

6.3.3 Option To Add Or Remove Products and Locations

Where the need may arise due to a shift in legislation, policy or program requirements, CRA reserves the right to add or remove products, categories of products, and locations from the Contract.

Computer and Telephone Headset products may be added or removed from the Synergy e-catalogue at the discretion of the Contracting Authority.

The option to add or remove products or CRA delivery locations may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment or through a request from the Contracting Authority to the Contractor to modify the Synergy catalogue.



The Contracting Authority may exercise this option at any time before the expiry of the Contract by sending a written notice to the Contractor.

6.3.4 Prices – Price changes as a result of changing technology

During the term of the Contract, the Contractor may offer changes to the telephone and computer headset(s) that are the result of changing technology and/or innovative designs. The Contractor shall ensure that the performance of any proposed change is equal to or better than that of the chair as bid under the original Contract. Proposed changes shall be offered at no extra cost, or lower cost based on the published price list.

Any price increase or decrease due to technological or design changes proposed by the Contractor will be negotiated by CRA and the contract will be amended accordingly.

At all times the CRA Project Authority reserves the right to accept or refuse any proposed change. If the CRA Project Authority refuses the proposed change, the Contractor shall continue to supply the standard telephone and computer headset(s) as specified in the contract.

6.3.5 CRA e-Procurement Solution

The Canada Revenue Agency (CRA) will use an e-procurement solution to order, receive and reconcile goods and services, and the Contractor will accept orders through this solution. This e-procurement system is based on the Ariba suite of products and has been branded internally.

6.3.6 Synergy 2.0 Modifications or Transition To Government of Canada e-Procurement Solution (EPS)

At its sole discretion, the CRA reserves the right to amend the Synergy 2.0 requirements and transition to:

- (i) a modified Synergy 2.0 solution; and
- (ii) a new Government of Canada e-procurement solution.

The CRA reserves the right, at its sole discretion, to make the use of either solution mandatory.

The CRA will provide the Contractor with at least a three-month notice to allow for any measures necessary for the integration of the Contract into a modified Synergy 2.0 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.

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

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

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

The following Clauses are incorporated by reference:

SACC Reference	Clause Title	Date
A2000C	Foreign Nationals (Canadian Contractor) OR	2006-06-16
A2001C	Foreign Nationals (Foreign Contractor)	2006-06-16



	<i>(to be determined at contract award)</i>	
C2000C	Taxes – Foreign-based Contractor <i>(To be deleted at contract award if not applicable.)</i>	2007-11-30
C6000C	Limitation of Price	2011-05-16
C2605C	Canadian Customs Duties & Sales Tax –Foreign-based Contractor <i>(To be deleted at contract award if not applicable.)</i>	2008-05-12
G1005C	Insurance	2008-05-12
H1001C	Multiple Payments	2008-05-12

6.5 General Conditions

2030 (2022-05-12) General Conditions – Higher Complexity - Goods, apply to and form part of the Contract.

Section 01 titled “Interpretation” the definition of "Canada", "Crown", "Her Majesty" or "the Government" is hereby amended to read: "Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the Commissioner of the Canada Revenue Agency (CRA) and any other person duly authorized to act on behalf of the Commissioner.

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

Section 22 titled “Warranty” is hereby deleted and replaced with:

1. Despite inspection and acceptance of the Work by or on behalf of Canada and without restricting any other provision of the Contract or any condition, warranty or provision imposed by law, the Contractor warrants that, for 12 months (or any other period stated in the Contract), the Work will be free from all defects in design, material or workmanship, and will conform to the requirements of the Contract. The warranty period begins on the date of delivery, or if acceptance takes place at a later date, the date of acceptance. With respect to Government Property not supplied by the Contractor, the Contractor's warranty will extend only to its proper incorporation into the Work.
2. In the event of a defect or non-conformance in any part of the Work during the warranty period, the Contractor, at the request of Canada to do so, must as soon as possible replace at its own expense the part of the Work found to be defective or not in conformance with the requirements of the Contract.
3. The Work or any part of the Work found to be defective or non-conforming will be returned to the Contractor's plant for replacement.
4. The Contractor is responsible for all costs associated with returning the Work or any part of the Work to the Contractor's plant pursuant to subsection 3. The Contractor must pay the transportation cost associated with forwarding the replacement to the delivery point specified in the Contract or to another location directed by Canada.
5. The Contractor must remedy all data and reports pertaining to any replacement under this section, including revisions and updating of all affected data, manuals, publications, software and drawings called for under the Contract, at no cost to Canada.



6. If the Contractor fails to fulfill any obligation described in this section within a reasonable time of receiving a notice, Canada will have the right to remedy or to have remedied the defective or non-conforming work at the Contractor's expense. If Canada does not wish to replace the defective or non-conforming work, an equitable reduction will be made in the Contract Price.
7. The warranty period is automatically extended by the duration of any period or periods where the Work is unavailable for use or cannot be used because of a defect or non-conformance during the original warranty period. The warranty applies to any part of the Work replaced pursuant to subsection 2, for the greater of:
 - a. the warranty period remaining, including the extension, or
 - b. 90 days or such other period as may be specified for that purpose by agreement between the Parties.

Section 23 titled "Confidentiality",

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

Subsection 6 is hereby amended to delete "PWGSC Industrial Security Manual and its supplements", and insert "Security Requirements for the Protection of Sensitive Information" issued by the CRA, Security Branch.

The remainder of Section 23 remains unchanged.

Section 32 titled "Termination for convenience" subsection 2.b is hereby amended to delete "in accordance with the profit provisions found in PWGSC Supply Manual section 10.65 Calculation of profit on negotiated contracts,".

Section 43 titled "Integrity provisions - contract" is hereby deleted in its entirety and replaced with:

The Supplier Integrity Directive (SID) incorporated by reference into the bid solicitation is incorporated into, and forms a binding part of the Contract. The Contractor must comply with the provisions of the SID, which can be found on the Canada Revenue Agency's website at <https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive-2.html>.

Section 45 titled "Code of Conduct for Procurement - Contract" is hereby deleted in its entirety.

6.6 Authorities

6.6.1 Contracting Authority A1024C (2007-05-25)

The Contracting Authority for the Contract is:

Name: Chelsea Fournier

Telephone Number: 343-552-1398

E-mail address: chelsea.fournier2@cra-arc.gc.ca

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



6.6.2 Project Authority A1022C (2007-05-25)

To be completed at the time of Contract award.

Name:

Telephone Number:

E-mail Address:

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

6.6.3 Site Authorities

The Site Authorities are responsible for providing access to their respective CRA facilities and equipment and are the authorities for whom the Work is being carried out under each Task Authorization. All work carried out under this Contract is to be performed to the satisfaction of the Site Authority. Should the work or any portions thereof not be satisfactory, the Site Authority reserves the right to reject it, in part or in its entirety, and to require its correction before recommending payment.

The Site Authorities are responsible for:

- reviewing and inspecting all invoices submitted;
- inspecting and accepting all work performed as detailed in this contract.

6.6.4 Contractor's Representative

To be completed at the time of Contract award.

Name:

Address:

Telephone Number:

E-mail Address:

6.7 Delivery

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

6.8 Liquidated Damages – Delivery

1. In the event that the Contractor fails to meet the standard delivery time(s) as outlined in Annex A, the Contractor agrees to pay to CRA liquidated damages in the amount of 1% of the value of the Task Authorization for each calendar day of delay. The total amount of the liquidated damages must not exceed 10% percent of the Task Authorization price.
2. CRA and the Contractor agree that the amount stated above is their best pre-estimate of the loss to CRA in the event of such a failure, and that it is not intended to be, nor is it to be interpreted as, a penalty.



3. CRA will have the right to hold back, drawback, deduct or set off from and against the amounts of any monies owing at any time by CRA to the Contractor, any liquidated damages owing and unpaid under this section.
4. Nothing in this section is to be interpreted as limiting the rights and remedies which CRA or the Minister may otherwise be entitled to under the Contract.

6.9 Task Authorization

The Work or a portion of the Work performed under the Contract will be performed on an as-and-when-requested basis and initiated using a Task Authorization (TA). The Work must be completed in accordance with the description of the Work defined in Annex A: Statement of Work and the TA.

6.9.1 Task Authorization Process SACC CRA Mod B9054C 2014-06-26

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

The CRA will authorize the Work with the Contractor by submitting a TA, which may take the form of a Synergy 2.0 Purchase Order (PO) sent to the Contractor using the Synergy 2.0 e-procurement solution as described at Appendix 1 to Annex A: Synergy 2.0 Solution.

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

1. In this clause, "Maximum Contract Value" means the amount specified in the "Limitation of Expenditure" clause set out in the Contract; and "Minimum Contract Value" means :
 - \$22,000.00 Canadian for the Ontario region;
 - \$15,000.00 Canadian for the Quebec region;
 - \$13,000.00 Canadian for the Atlantic region;
 - \$18,000.00 Canadian for the Western region.
2. Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph 3. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
3. In the event that Canada does not request work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
4. Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.



6.9.3 Limitation of Expenditure - Cumulative Total of all Task Authorizations SACC CRA Mod C9010C 2013-04-25

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

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

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

6.10 Inspection and Acceptance

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

6.11 Synergy Non-Compliance

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

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

The total amount of the liquidated damages must not exceed 10% of the Contract's value.

The CRA and the Contractor agree that the amount stated above is their best pre-estimate of the loss to the CRA in the event of such a failure, and that it is not intended to be, nor is it to be interpreted as a penalty.

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

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

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

Refer to Annex B.



6.13 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the General Conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Invoices must be submitted to the CRA over the AN, as required in Appendix 1 to Annex C: Synergy Solution.

6.14 Payment Process

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

6.14.1 Payment by Direct Deposit

The Contractor shall accept Direct Deposit for payment of the goods and/or services described herein. Payments by direct deposit will be subject to Article 18 – Payment Period and Article 19 - Interest on Overdue Accounts, set out in 2030 General Conditions (2022-05-12) forming part of the Contract.

To complete or amend a direct deposit registration, the Contractor must complete the Vendor Electronic Payment Registration form accessible at: <https://www.canada.ca/en/revenue-agency/services/forms-publications/forms/rc231.html>

It is the sole responsibility of the Contractor to ensure that the information and account number submitted to Canada via their Vendor Electronic Payment Registration form is up to date. Should the Contractor's information within the Vendor Electronic Payment Registration form not be accurate or up to date, the provisions identified herein under Article 18 – Payment Period and Article 19 - Interest on Overdue Accounts, set out in 2030 General Conditions (2022-05-12) forming part of the Contract will not apply, until the Contractor corrects the matter.

6.14.2 Payment by Cheque *(For foreign based Contractors. TO be deleted if not applicable).*

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

6.15 Certifications

The continuous compliance with the certifications provided by the Contractor and the ongoing cooperation in providing associated information are conditions of the Contract and are subject to verification by Canada during the entire period of the contract. If the Contractor does not comply with any certification, fails to provide the associated information, or it is determined that any certification made by the Contractor 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.

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

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

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

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

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

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

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

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

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

6.17 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 Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports.

6.18 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.

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

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

1. The Articles of Agreement;
2. The General Conditions (2030 (2022-05-12) General Conditions - Higher Complexity – Goods);
3. Annex A: Statement of Work;
4. Annex B: Basis of Payment;
5. Annex C: Synergy Solution;



6. The Contractor's proposal dated _____ *(to be inserted at contract award)*, as amended on _____ *(to be inserted at contract award if applicable)*;
7. Task Authorizations.

6.20 Alternative Dispute Resolution

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

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

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

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

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

6.20.1 Procurement Ombudsman

The Parties agree to make every reasonable effort, in good faith, to settle amicably all disputes or claims relating to the Contract, through negotiations between the Parties' representatives authorized to settle. If the Parties do not reach a settlement within 25 working days after the dispute was initially raised to the other party in writing, either Party may contact the Office of the Procurement Ombudsman (OPO) to request dispute resolution/mediation services. OPO may be contacted by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca. For more information on OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit the [OPO website](#).

6.20.2 Contract Administration

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the administration of certain federal contracts, regardless of dollar value. If you have concerns regarding the administration of a federal contract, you may contact OPO by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca. For more information on OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit the [OPO website](#).

6.21 Indigenous Business Certification

1. The Contractor warrants that its certification of compliance is accurate and complete and in accordance with the [Eligibility for Indigenous procurement set aside](#) requirements.
2. The Contractor must keep proper records and documentation relating to the accuracy of the certification provided to Canada. The Contractor must obtain the written consent of the Contracting Authority before disposing of any such records or documentation before the expiration of six years after final payment under the Contract, or until settlement of all outstanding claims and disputes, under the Contract, whichever is later. All such records and documentation must at all times during the retention period be open to audit by the



representatives of Canada, who may make copies and take extracts. The Contractor must provide all reasonably required facilities for any audits.

3. Nothing in this clause must be interpreted as limiting the rights and remedies which Canada may otherwise have pursuant to the Contract.

6.22 Notification of Cyber Security Events

1. The Contractor shall provide written notice immediately upon discovery of a cyber security incident, breach, compromise, attack or cyber threat including without limitation: any activities that result in an adverse effect such as damage, disruption, unauthorized access to the Contractor's information technology system (the "IT System"), network, infrastructure, or data; malicious disruption or denial of service, (the "Cyber Incident").

The written notice shall be provided to the following:

- (a) the Contracting Authority;
 - (b) the CRA Cyber Security Operations Centre (CSOC) at cyberincident@cra-arc.gc.ca; and
 - (c) the Canadian Centre for Cyber Security (CCCS) at cyberIncident@cyber.gc.ca.
2. The written notice shall include the following information about the Cyber Incident as soon as the information becomes available to the Contractor:
 - (a) the date and time of the Cyber Incident;
 - (b) the nature of the Cyber Incident;
 - (c) identification of the compromised elements of IT Systems, network, data and infrastructure;
 - (d) a statement as to the success of the Cyber Incident;
 - (e) the extent of known or probable compromise to CRA information involved in the Cyber Incident;
 - (f) the actions the Contractor is taking or will take to contain the Cyber Incident and limit further impact caused by the Cyber Incident including timeframes for implementing such actions;
 - (g) a description of any information which was or may have been accessed or compromised as such information may impact or will impact the CRA; and
 - (h) any further or other information as may be reasonably requested by the CRA to assist the CRA in ensuring the security of its IT Systems, network, infrastructure, and data.
 3. The Contractor must provide the CRA with ongoing updates on the status of the Cyber Incident as such may impact CRA including without limitation its IT Systems, network, infrastructure or data until such time as the vulnerabilities have been remedied and must provide such further and other information regarding the Cyber Incident(s) as may be reasonably requested by the CRA.
 4. The information provided by the Contractor to the CRA under this section must be treated as confidential information by the CRA and will be disclosed only to those CRA employees and contractors as may be reasonably necessary to ensure the protection of the CRA's IT Systems, network, infrastructure, or data, and to the Canadian Centre for Cyber Security.
 5. Failure to provide notice to the CRA under this section may, in the CRA's sole discretion, result in termination of this Agreement in accordance with General Conditions "Default by the Contractor".

6.23 Disclosure of Information

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



6.24 Green Procurement Initiatives

It is desirable that the Contractor, in provisioning the Service, procure electronic equipment, such as computer equipment, peripherals and telephony equipment, that meet the most current ENERGY STAR technical specifications for energy efficiency and other environmental specifications such as ISO 14000, WEEE, RoSH, EPEAT and IEEE 1680 standards, without reducing the service quality and effectiveness, whether this equipment is owned by the Contractor or procured by the Contractor for GC customers.

It is desirable that the Contractor, in provisioning the Service, procure equipment and implement solutions that minimize the overall energy use without reducing the service quality and effectiveness, whether this equipment is owned by the Contractor or procured by the Contractor for GC customers.

It is desirable that the Contractor abide by the guidelines set by the Electronics Product Stewardship Canada's organization for the disposal and recycling of electronic products owned by the Contractor and used to deliver the Service whether this equipment is located on the Contractor's premises or on GC customer premises.



Part 7 Annexes

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

ANNEX A: Statement of Work

ANNEX B: Basis of Payment

ANNEX C: Synergy Solution



ANNEX A - Statement of Work

1.0 TITLE

Telephone and Computer Headsets and Accessories

2.0 BACKGROUND

Canada Revenue Agency (CRA) employees use headsets daily to assist in performing their job functions. Headsets enable an employee to freely use both hands while talking on the telephone; they also help reduce pain and fatigue caused by holding or cradling the telephone handset. Headsets are used in both quiet and noisy environments.

3.0 NEW TELEPHONE AND COMPUTER HEADSETS AND ACCESSORIES

The CRA has a requirement for the supply, package and delivery of telephone headsets and accessories to CRA locations across Canada on an “as and when requested” basis in accordance with the specifications outlined herein.

The telephone and computer headsets and accessories provided by the contractor must be compatible with the existing CRA Call Centre and general office equipment: Centrex, Nortel Meridian TDM and IP-based PBX, Norstar, Mitel SX200, Mitel SX2000, Mitel SX3300, Mitel IP PBX, Bell Cisco and TELUS Avaya Voice over Internet Protocol platforms.

The telephone and computer headsets and accessories provided by the Contractor must be compatible with Windows computers/laptops and Android/Apple iOS systems.

3.1 General Specifications

- All headsets for telephone and computers must be compatible with Microsoft Teams and have an available quick disconnect feature with mute buttons and volume controls.

3.2 TELEPHONE AND COMPUTER HEADSETS

3.2.1 MONAURAL TELEPHONE AND COMPUTER HEADSET

The monaural telephone and computer headset must include the following features and functionality:

- Compatible with Microsoft Windows 10 64-bit v1909 and above without the installation of additional software, drivers or firmware upgrades (computers).
- Drivers, software and firmware must be provided at no additional cost, be available from the manufacturer's public website also preference will be given to units that leverage drivers built into Windows 10 64-bit v1909 and above (computers).
- Wired headset should connect to a computer by USB and must work with USB 2.0 and above with USB Type A.
- Noise-cancelling microphone.
- Removable foam ear cushion.
- Flexible microphone boom arm.
- Adjustable click-stop headband.



- Connects directly to telephone and computer (with adaptor), and also allows the use of an amplifier.
- Comes with foam padding that covers the headset ear pieces.
- For use with a single ear.

3.2.2 BINAURAL TELEPHONE AND COMPUTER HEADSET

The binaural telephone headset must include the following features and functionality:

- Compatible with Microsoft Windows 10 64-bit v1909 and above without the installation of additional software, drivers or firmware upgrades (computers).
- Drivers, software and firmware must be provided at no additional cost, be available from the manufacturer's public website also preference will be given to units that leverage drivers built into Windows 10 64-bit v1909 and above (computers).
- Wired headset should connect to a computer by USB and must work with USB 2.0 and above with USB Type A.
- Noise-cancelling microphone.
- Option for active noise cancelling capability, which must include the option to go passive
- Removable foam ear cushions with full foam padding.
- Flexible microphone boom arm.
- A stand for the headsets.
- Connects directly to telephone and computer (adaptor), and also allows the use of an amplifier.
- Adjustable click-stop headband.
- Comes with foam padding that covers the headset ear pieces.
- For use with both ears.

3.2.3 EAR HOOK TELEPHONE AND COMPUTER HEADSET

The ear hook headset must include the following features and functionality:

- Compatible with Microsoft Windows 10 64-bit v1909 and above without the installation of additional software, drivers or firmware upgrades (computers).
- Drivers, software and firmware must be provided at no additional cost, be available from the manufacturer's public website also preference will be given to units that leverage drivers built into Windows 10 64-bit v1909 and above (computers).
- Wired headset should connect to a computer by USB and must work with USB 2.0 and above with USB Type A.
- Ear hooks wearing option.
- Noise-cancelling microphone.
- Removable ear cushions.
- Flexible microphone boom arm.
- Wired with USB capability (adaptor to convert to USB-C).
- Connects directly to telephone and computer (with an adaptor), and also allows the use of an amplifier.

3.2.4 SINGLE EAR TELEPHONE AND COMPUTER HEADSET (Includes ear hook and headband options)



Single ear telephone/computer headset must include the following features and functionality:

- Compatible with Microsoft Windows 10 64-bit v1909 and above without the installation of additional software, drivers or firmware upgrades (computers).
- Drivers, software and firmware must be provided at no additional cost, be available from the manufacturer's public website also preference will be given to units that leverage drivers built into Windows 10 64-bit v1909 and above (computers).
- Wired headset should connect to a computer by USB and must work with USB 2.0 and above with USB Type A.
- Ear hook and headband wearing options.
- Noise-cancelling microphone.
- Removable ear cushions.
- Flexible microphone boom arm.
- Wired with USB capability (adaptor).
- Connects directly to telephone and computer, and also allows the use of an amplifier.
- Comes with foam padding that covers the headset ear pieces.
- For use with a single ear.

3.3 ACCESSORIES

3.3.1 TRAINING/SUPERVISORY “Y” ADAPTORS

The contractor must offer a training/supervisory “Y” adaptor for each wired headset proposed.

The training/supervisory “Y” adaptors must allow two telephone headsets to be connected to a single headset adaptor, allowing trainers and/or supervisors to monitor agents calls.

3.3.2 AMPLIFIERS

The contractor must offer an amplifier for each wired headset proposed.

The Amplifiers must:

- Be compatible with carbon, electric and dynamic handset microphones.
- Have battery-assisted operation.
- Allow AC power.
- Not use battery power when in carbon mode.
- Have a visual LED low battery indicator or an audible low battery indicator to beep softly at the start of each call.
- Have a volume level adjustment.
- Have compression to offer operators a safe level receive and ensures loud sounds of 99 dB compressed between 83 dB to 85 dB.
- Offer reception at lower volume setting.
- Have a side tone to control the ambient room noise through the microphone to the receiver and also controls the user's voice level through the microphone to the receiver (control speaking levels to avoid echoing).
- Have a handset switch to allow user to change from a headset to handsets by simply pushing switch.
- Have a modular jack.



- **Have a volume control which** allows adjustment of volume in the headset receiver of up to 25 dB.
- **Have a mute switch which** disconnects the microphone circuit to allow the user to speak without having the speech transmitted. The microphone is muted without any audible clicks.
- **Have a phone type switch that** switches between 3 different designs of telephone circuitry should be shown on the base of the unit.
 1. The setting for carbon compatible telephones with high transmitter sensitivity.
 2. The setting for carbon compatible telephones with low transmitter sensitivity.
 3. The setting for electronic telephones.
- **Have a transmission level slide which** allows adjustment of the transmitted signal from the headset microphone from 0.05 mV to 10 mV in 50 Ohm.
- **Have a max output slide** that allows a limitation of the maximum volume of sound produced by the earphone. The variation range is 0 to 14 dBPa.
- **Have a side tone that** controls the user’s own voice level through the microphone to the receiver (controls speaking levels to avoid the echoing). Allows adjustment of the receiver impedance from 100 - 1000 Ohm and consequently changes the side tone level.

3.3.2.1 AC Power Adapters (for Amplifiers)

The AC power adaptors must be compatible with Canadian standard sockets (Type B socket 120 V 60 Hz).

3.3.3 General Accessories

The contractor must offer the following general accessories and consumables for each headset, as available:

- Ear cushions (ear buds); all headsets must have full foam padding
- Cords and accessories required to connect the headsets to the CRA Call Centre and general office equipment outlined in Section 3.1
- Ear Hooks
- Cord clips
- Noise suppression
- Voice tubes
- Replacement batteries
- Any other ‘consumable’ that may need replacing for all models being offered by the contractor.

4.0 ACCESSORIES FOR EXISTING CRA-OWNED HEADSETS

The CRA has a requirement for the supply, package and delivery of telephone headset accessories, for the CRA’s existing inventory of headsets, to CRA locations across Canada on an “as and when requested” basis in accordance with the specifications outlined herein.

Accessories Required:

Part Number	Line Item Description
27019-03	Poly "Y" cord training or Supervisory cord allows 2 people on a call



813-43937-01	Headset H141 ear foam, Poly, package of 2
45671-01	Poly Power Supply for M22 Vista Amplifier
65116-02	Poly 65116-01 On Line Indicator
66735-01	Poly Uniband - replacement head band for CS55 wireless headset
813-26716-01	Poly coil cord to QD modular plug, for H-series headsets with quick-disconnect
40709-02	Poly ear cushions for H251N and H261N Supra Plus headsets (SET of 2)
86180-01	Poly Replacement Battery for CS540
86179-01	Poly Replacement Convertible Headset for CS540
86540-01	Poly Fit Kit: 2 Earbuds & 3 Earloops for CS540
71782-01	Poly Replacement Ear Cushion, Leatherette CS510/CS520
29961-01	Poly cord clip - keeps headset attached to shirt
64394-11	Poly ear hooks for CS55 wireless headset system
24316-01C	Poly foam windscreens - covers noise cancelling booms
84606-01	Poly Spare Headband (behind the head) for CS540 headset
60961-34	Poly HL10 Remote Handset Lifter compatible with CS540, CS510, CS530
15729-05	Poly Ear Cushion for Supra
43596	Poly M22 Vista Universal amplifier - requires H headset
64399-03	Poly Replacement Battery for CS55/CS510/CS520
66268-02	Poly A10 Direct Connect cord for H top headsets
14101-66	Mic Windfilter, 10PCS Biz 2300 & 2400 II

5.0 HEADSETS AND ACCESSORIES COMPATIBLE WITH CELLULAR PHONES

The CRA has a requirement for the supply, package and delivery of telephone headset compatible with cellular phones to CRA locations across Canada on an “as and when requested” basis in accordance with the specifications outlined herein.

Part Number	Line Item Description
207577-01	Poly Blackwire 5210 3.5mm monaural headset for cell phones (USB-A)
207587-01	Poly Blackwire 5210 3.5mm monaural headset for cell phones (USB-C)
207576-01	Poly Blackwire 5220 3.5mm binaural headset for cell phones (USB-A)
207586-01	Poly Blackwire 5220 3.5mm binaural headset for cell phones (USB-C)



USB-C to A adapter	USB-C to A adapter
40845-01	Poly 3.5mm adapter cable

**ANNEX A-1: CRA Locations**

The following list contains the regions and cities to which the Contractor must supply and deliver the goods described at Annex A. The list of cities below consists of CRA locations and may not include all CRA employee home addresses. Delivery addresses will be supplied at the time a purchase order is placed. The CRA reserves the right to add, change or remove locations as required.

Atlantic

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

Québec

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

Ontario

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



- 38. Oshawa, Ontario
- 39. Barrie, Ontario

Western

- 40. Winnipeg, Manitoba
- 41. Regina, Saskatchewan
- 42. Saskatoon, Saskatchewan
- 43. Calgary, Alberta
- 44. Edmonton, Alberta
- 45. Red Deer, Alberta
- 46. Lethbridge, Alberta
- 47. Whitehorse, Yukon
- 48. Penticton, British Columbia
- 49. Kelowna, British Columbia
- 50. Vancouver, British Columbia
- 51. Victoria, British Columbia
- 52. Surrey, British Columbia
- 53. Prince George, British Columbia

Headquarters

- 54. Ottawa, Ontario

**Annex B - Basis of Payment**

The Contractor will be paid unit prices, in Canadian Dollars, DDP Destination (address listed on individual task authorizations), Customs Duties and Excise Taxes included, where applicable, GST/HST extra, as applicable, including transportation, for the supply and delivery of telephone headsets and accessories on an “as and when requested” basis.

Shipments shall be consigned to the destinations specified in Annex A-1 and Delivered Duty Paid (DDP) (all CRA locations listed at Annex A-1 of the Statement of Work and employee home addresses) Incoterms 2010 for shipments from a commercial supplier. The Contractor will be responsible for all delivery charges, administration, costs and risk of transport and customs clearance, including the payment of customs duties and taxes.

The minimum percentage discount to MSPR prices of _____% or better (*% to be inserted at contract award*) shall be valid for the entire contract period including any option periods exercised. The minimum percentage discount will be used to determined pricing for any new products added to the Contract throughout the contract period, including any option periods exercised.

Item Description	Contract Price
MONAURAL TELEPHONE HEADSET	
Replacement Ear Cushions for Monaural Telephone Headset	
Adaptor for USB	
BINAURAL TELEPHONE HEADSET	
Replacement Ear Cushions for Binaural Telephone Headset	
Adaptor for USB	
EAR HOOK TELEPHONE HEADSET	
Replacement Ear Cushions for Ear Hook Telephone Set	
Adaptor for USB	
SINGLE EAR TELEPHONE and COMPUTER HEADSET (Includes ear hook and headband options)	
Replacement Ear Cushions for Single Ear Telephone Set	
Adaptor for USB	
Plantronics "Y" cord training or Supervisory cord allows 2 people on a call	
Headset H141 ear foam, Plantronics, package of 2	
Plantronics Power Supply for M22 Vista Amplifier	
Plantronics 65116-01 On Line Indicator	
Plantronics Uniband - replacement head band for CS55 wireless headset	
Plantronics coil cord to Quick Disconnect modular plug, for H-series headsets with quick-disconnet	
Plantronics ear cushions for H251N and H261N Supra Plus headsets (SET of 2)	
Plantronics Replacement Battery for CS540	
Plantronics Replacement Convertible Headset for CS540	
Plantronics Fit Kit: 2 Earbuds & 3 Earloops for CS540	
Plantronics Replacement Ear Cushion, Leatherette CS510/CS520	
Plantronics cord clip - keeps headset attached to shirt	
Plantronics ear hooks for CS55 wireless headset system	



Plantronics foam windscreens - covers noise cancelling booms	
Plantronics Spare Headband (behind the head) for CS540 headset	
Plantronics HL10 Remote Handset Lifter compatible with CS540, CS510, CS530	
Plantronics Ear Cushion for Supra	
Plantronics M22 Vista Universal amplifier - requires H headset	
Plantronics Replacement Battery for CS55/CS510/CS520	
Plantronics A10 Direct Connect cord for H top headsets	
Mic Windfilter, 10PCS Biz 2300 & 2400 II	
Poly Blackwire 5210 3.5mm monaural headset for cell phones (USB-A)	
Poly Blackwire 5210 3.5mm monaural headset for cell phones (USB-C)	
Poly Blackwire 5220 3.5mm binaural headset for cell phones (USB-A)	
Poly Blackwire 5220 3.5mm binaural headset for cell phones (USB-C)	
USB-C to A adapter	
Poly 3.5mm adapter cable	

Annual Catalogue Updates - Year 2 of the Contract and Option Years 1, 2, and 3

The Contractor shall be permitted to update its Synergy catalogue prices only once per year on the anniversary of the contract, unless otherwise stated by CRA. CRA will not accept any price increases for any individual item in excess of the Statistics Canada Consumer Price Index (CPI) percentage change for “All-items Consumer Price Index (CPI)”. The annual percent change from October-October CPI will be used annually to determine the percent change. For example, to determine the CPI for 2024 prices, the CPI from October 2022 to October 2023 will be used. The CPI percentage change will be applied to the already discounted prices in the Contract.



ANNEX C – Synergy Solution

Part 1 Overview

The Canada Revenue Agency’s (CRA’s) e-procurement solution for ordering, receiving and reconciling goods and services is an end-to-end e-procurement system based on the SAP Ariba platform and has been branded internally as “Synergy 2.0”.

The Ariba Network (AN) is a hosted service that enables suppliers and buyers to form relationships and conduct transactions over the internet. The CRA and the Contractor will use the AN to communicate order-related information, including, and without limitation:

- Purchase Orders (POs), change orders, and cancelled orders from the CRA to the Contractor; and
- Order confirmations and ship notices from the Contractor to the CRA.

Part 2 Glossary of Terms

Advance ship notice	An advance ship notice is a document that the Contractor transmits using the Ariba Network to Synergy 2.0, stating that the Contractor is shipping one or more items from a Synergy 2.0 PO.
SAP Ariba	SAP Ariba is a cloud-based solution that allows suppliers and buyers to connect and do business on a single platform.
Ariba Network	Ariba Network (AN) is the network used to communicate between users of the Ariba software and the Contractor.
Comma Separated Values	A comma-separated values (CSV) file is a delimited text file that uses a comma to separate values.
Consignee Code	Location identifier where goods should be shipped to.
CSV	See Comma Separated Values
JPEG	A format for compressing electronic image files.
Order	Includes Purchase Orders, change orders and cancelled orders.
Purchase Order	A purchase order is the transaction generated by Synergy 2.0 against any given catalogue.
PO	See Purchase Order
Synergy 2.0	Synergy 2.0 is the Canada Revenue Agency’s branded implementation of the SAP Ariba. (See “SAP Ariba” above).
UNSPSC	United Nations Standard Product and Services Classification.

Part 3 Operational Requirements

3.1 Ariba Network account

The Contractor must become a member of the AN and maintain its membership for the period of the Contract, including any option period if exercised.

The AN is an e-business solution that allows buyers and suppliers to transact using cloud technology. The CRA and the Contractor will use the AN to communicate PO related information:

- Communication of new POs, change orders and cancelled orders from the CRA to the Contractor.
- Communication of additional PO information and comments.
- Communication of order confirmation and ship notices from the Contractor to the CRA.
- Communication of PO returns.

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



3.2 Synergy 2.0 catalogue

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

The catalogue must include the information outlined in section 4.2, titled Catalogue Content for each good or services to be provided under the Contract. Product names and descriptions must be provided in both official languages (English and French).

The Contractor must provide an image file for each good (or service, if applicable) to be provided under the Contract.

The Contracting Authority must approve the catalogue before it will be made available in Synergy 2.0. All catalogue updates, scheduled or otherwise, will only go into effect after the CRA approves, tests and loads the revised catalogue.

3.3 PO Processing requirements

The Contractor must:

- Validate the contents of each PO to ensure accuracy.
- Send the following notices to the CRA via the AN:
 - Order confirmation within 30 minutes of receiving a PO, a change order or cancellation order from the CRA
 - An advance shipping notice when goods are shipped or services are rendered.
 - Invoice(s) for the goods delivered or services rendered.
- For returns for credit, send the CRA a credit memo within 5 days of receiving the returned item(s).
- Obtain written authorization from the CRA before rejecting an order.
- Virus-scan attachments sent over the AN by the Contractor, if any.

3.3.1 Delivery Destinations:

CRA Locations:

- The CRA will identify the delivery address by selecting the applicable consignee code for the delivery address to be included on the order.

Work from Home (WFH) Locations:

- The CRA will identify WFH orders by using a special WFH consignee (there is a unique WFH consignee code for each province).
- The CRA will provide the actual employee home address in the comments section (free text) of the Purchase Order in a mutually agreed upon format, such as: JaneDoe; 123 Sesame Street; Ottawa; ON; A1A0A0; 555-555-5555; Jane.Doe@cra-arc.gc.ca

3.4 Support

The Contractor must provide CRA with support:

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



via email to the Contractor. Upon resolution, the Contractor must reply to the initial email with problem resolution details.

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

3.5 Contractor's automated interface

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

- Notify the CRA Contracting Authority of any changes to their interface system(s) a minimum of forty (40) business days in advance to allow the CRA to assess their impact on Synergy 2.0.
- Retest the ordering process against the requirements set out in the Contract and successfully complete a new Proof of Synergy 2.0 Compliance (PoSC) test before implementing the system changes.

Part 4 Technical Requirements

4.1 Catalogue format

The catalogue must be created in a CSV format.

- All catalogues must be bilingual. The Contractor must enter two lines in their catalogue for each unique product: the first line will contain descriptions in English; the second line will contain descriptions in French.
- The Contractor must provide an image file for each unique good (or service, if applicable). The image file must be in jpeg format with a maximum size of 1MB – 250X250 pixels. The image file must be named with the exact name and case as stated in the Image field of the catalogue format file described in [section 4.2](#).



- The Contractor must provide the catalogue and the image files to the CRA Contracting Authority by email, on USB or other electronic manner requested.

4.2 Catalogue content

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

Please note:

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

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



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

Part 5 Proof of Synergy 2.0 compliance test (PoSC)

A Proof of Synergy 2.0 Compliance test (PoSC) must be completed following written notification by the Contracting Authority to validate that the Synergy 2.0 requirements outlined in this Appendix 1 to Annex A are met.

- The PoSC test will be performed prior to contract award or during the contract period, at CRAs discretion, by exercising its irrevocable option to implement Synergy 2.0, as applicable.
- The PoSC test must commence within five business days of the written notification and must be successfully finalized 20 business days thereafter. The testing period may be extended at the CRA's sole discretion.



- The PoSC test will validate the mandatory AN relationship set-up, catalogue creation, PO processing and communication of order confirmations, order cancellations, ship notices, and invoices.
- The CRA will appoint a CRA-coordinator as the Contractor's point of contact for the duration of the test. Detailed procedures, timelines and a description of roles and responsibilities will be provided to the Contractor at the onset of the PoSC test.

5.1 Preparation for PoSC test

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

- Be a member of the AN and have an AN account.
- Identify a single point of contact for the duration of the test.
- Complete and provide CRA with a sample catalogue to use during testing.

5.2 Testing of Synergy 2.0 solution

5.2.1 Step 1 - Register on AN

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

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

5.2.2 Step 2 – Prepare catalogue

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

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

The CRA will confirm:

- The catalogue can be loaded in Synergy 2.0.
- Descriptions and images comply with the format requested.

5.2.3 Step 3 – Process a test PO

The CRA will create and send a test PO using the provided catalogue, through the AN to the Contractor. The Contractor must successfully:

- a) Receive the PO from the CRA;
- b) Receive a change order to the PO from the CRA;
- c) Receive a cancellation of the PO from the CRA;
- d) Send order confirmations to the CRA upon receipt of the order or change orders;
- e) Send a ship notice to the CRA; and
- f) Send an invoice to the CRA, all through the AN.

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

- g) Contractor is able to view the request for collaboration;
- h) Contractor is able to ask questions regarding the collaboration request using the Send Message functionality; and
- i) Contractor is able to submit/re-submit a proposal to the CRA, all through the AN.



5.2.4 Step 4 - Return and Credit Memo

Using the PO created and sent in Step 3, the Contractor must successfully:

- a) Acknowledge return and exchange requests to the CRA;
- b) Send new invoice with corrected amount to the CRA;
- c) Send credit memo to the CRA; all through the AN.

5.2.5 Step 5 - Confirm completion of the test

The CRA will inform the Contractor of the PoSC test results in writing.

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

Table 3: Step-by-step process			
Event	Description	Owner	Participants
Kick-off meeting	Meeting to discuss PoSC requirements and timelines.	Contracting Authority	Contractor, CRA-coordinator
Step 1: Register on the Ariba Network (AN)			
AN test account	The Contractor creates a test account on AN.	Contractor	Ariba technical support
AN relationship	The CRA establishes a relationship with the Contractor in AN.	Ariba technical support	Contractor
Step 2: Prepare the catalogue			
Catalogue build	The Contractor provides a sample catalogue and images if applicable in the required format.	Contractor	Contracting Authority
Catalogue finalization	The CRA will review the sample catalogue to ensure it respects contracting terms and technical requirements and adds custom CRA data elements.	Contracting Authority	CRA-coordinator
Step 3: Process a test PO			
Order testing	The CRA places a test PO. The Contractor submits a: <ul style="list-style-type: none"> - Order Confirmation - Ship Notice - Change Order - Invoice 	CRA-coordinator	Contractor
Step 4: Test returns and credit memos			
Credit memo testing	The Contractor issues a credit memo to the CRA via the AN.	Contractor	CRA-coordinator
Step 5: Confirm completion of the test			
PoSC Testing Confirmation	Confirmation of success or failure of the proof of the compliance test with the Contractor.	Contracting Authority	Contractor, CRA-coordinator