

**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)**

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**Bidder MUST identify below the name and title of the individual authorized to sign on behalf of the Bidder – Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire****Name /Nom****Title/Titre****Signature****Date (yyyy-mm-dd)/(aaaa-mm-jj)**

(\_\_\_\_)\_\_\_\_\_

(\_\_\_\_)\_\_\_\_\_

**Telephone No. – No de téléphone****Fax No. – No de télécopieur****E-mail address – Adresse de courriel****REQUEST FOR PROPOSAL /  
DEMANDE DE PROPOSITION**

<b>Title – Sujet</b> Online Stakeholder Engagement Platform	
<b>Solicitation No. – No de l'invitation</b> 1000348877/A	<b>Date</b> (yyyy-mm-dd) (aaaa-mm-jj) 2022-10-17
<b>Solicitation closes – L'invitation prend fin on – le</b> <b>2022-11-28</b> <b>at – à 2:00 P.M. /</b> <b>14 h</b>	<b>Time zone – Fuseau horaire</b> EST/HNE Eastern Standard Time/ Heure Normale de l'Est
<b>Contracting Authority – Autorité contractante</b> Name – Nom Lisa MacDonald Lisa.macdonald@cra-arc.gc.ca E-mail address – Adresse de courriel	
<b>Telephone No. – No de téléphone</b> (613) 608-8746	
<b>Destination - Destination</b> See herein / Voir dans ce document	



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## **Request for Proposal (RFP)**

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

**Title:** Online Stakeholder Engagement Platform

### **Part 1 General Information**

#### **1.1 Introduction**

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

- Part 1            General Information: provides a general description of the requirement;
- Part 2            Bidder Instructions: provides the instructions, clauses and conditions applicable to the solicitation;
- Part 3            Proposal Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4            Evaluation and Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5            Certifications and Additional Information;
- Part 6            Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and
- Appendix 1:    Mandatory Criteria
- Appendix 2:    Point Rated Criteria
- Appendix 3:    Financial Proposal
- Part 7            Model Contract: includes the clauses and conditions and any annexes that will apply to any resulting contract.
- Annex A:        STATEMENT OF REQUIREMENT (SOR)
- Annex B:        BASIS OF PAYMENT
- Annex C:        SECURITY REQUIREMENTS CHECKLIST (SRCL)
- Annex D:        TASK AUTHORIZATION FORM
- Annex E:        CONFIDENTIALITY CERTIFICATION
- Annex F:        SECURITY REQUIREMENTS



## 1.2 Summary

- (a) Solicitation 1000348877 that was issued on March 9, 2021 and closed on April 26, 2021 is hereby cancelled and replaced with this solicitation 1000348877A.
- (b) This bid solicitation is being issued to satisfy the requirement of Canada Revenue Agency (CRA) for access to an externally hosted web-based stakeholder engagement platform for twenty-five (25) CRA Users to manage, conduct, and generate basic analytics for stakeholder and citizen engagement activities. It is intended to result in the award of a contract for two years, plus 4 one-year irrevocable options allowing Canada to extend the term of the contract.
- (c) There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses.
- (d) The requirement is subject to the provisions of the World Trade Organization – Agreement on Government Procurement (WTO – AGP), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Colombia Free Trade Agreement (CCoFTA), the Canada-Panama Free Trade Agreement (CPaFTA), the Canada-Honduras Free Trade Agreement (CHFTA), the Canada-Korea Free Trade Agreement (CKFTA), the Canadian Free Trade Agreement (CFTA), the Canada-Ukraine Free Trade Agreement (CUFTA), the Comprehensive Economic Trade Agreement (CETA), the Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP), and the Canada-United Kingdom Trade Continuity Agreement (Canada-UKTCA).

## 1.3 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.



## 1.4 Glossary of Terms

TERM	DEFINITION
CRA	Canada Revenue Agency
Day/Month/Year	For purposes of technical evaluation, one (1) month shall equal a minimum of 16.67 billable days (a day equals 7.5 hours) and one (1) year equals a minimum of 200 billable days. Any additional billable days within the same year will not increase the experience gained for the purposes of evaluation.
Project	A set of activities required to produce certain defined outputs, or to accomplish specific goals or objectives, within a defined schedule and resource budget. A project exists only for the duration of time required to complete its stated objectives.
Proposal	A solicited submission by one party to supply certain goods or services. The word “proposal” is used interchangeably with “bid”
Solicitation	An act or instance of requesting proposals/bids on specific products and/or services.
Tendering Authority	Canada Revenue Agency

## 1.5 Debriefings

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

## 1.6 Office of the Procurement Ombudsman (OPO)

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an 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](mailto:boa.opo@boa-opo.gc.ca), by telephone at 1-866-734-5169, or by web at [www.opo-boa.gc.ca](http://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](#).



## 1.7 Canadian International Trade Tribunal

As a general rule, a complaint regarding this procurement process must be filed with the Canadian International Trade Tribunal (the Tribunal) within 10 working days from the date on which a bidder becomes aware, or reasonably should have become aware, of a ground of complaint. Alternatively, within that time frame, a bidder may first choose to raise its ground of complaint by way of an objection to the CRA; if the CRA denies the relief being sought, a bidder may then file a complaint with the Tribunal within 10 working days of that denial. 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](http://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

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
A3005T	Status and Availability of Resources	2010-08-16
A3010T	Education and Experience	2010-08-16
A3015T	Certifications	2014-06-26
C3011T	Exchange Rate Fluctuation	2013-11-06

#### 2.2.1 Revisions to Standard Instructions 2003

Standard Instructions - Goods or Services – Competitive Requirements 2003 (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 "60 days" and replace with "120 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](mailto: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 5 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

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

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

The Bidder may, at its discretion, substitute the applicable laws of a Canadian province or territory of its choice without affecting the validity of its bid, by deleting the name of the Canadian province or



territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder.

## **2.6 Terms and Conditions**

By submitting a bid, the Bidder hereby certifies compliance with and acceptance of all of the articles, clauses, terms and conditions contained or referenced in this Request for Proposal (RFP) and Statement of Requirement (SOR). 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 SOR will render the bid non-responsive and the bid will receive no further consideration.



### **Part 3 Proposal Preparation Instructions**

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

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

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

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.

Section IV: Additional Information

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

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



## **Part 4 Evaluation and Selection**

### **4.1 General**

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

Proposals will be evaluated in accordance with the evaluation criteria identified in Appendices 1 and 2 and in conjunction with the Statement of Requirement (SOR). 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

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

#### Step 3 – Evaluation of Financial Proposals

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

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

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

#### Step 4 – Basis of Selection

Basis of Selection – Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation; and
  - b. meet all mandatory criteria; and
  - c. obtain the required minimum points specified for the PLATFORM ACCESSIBILITY AND SECURITY and PLATFORM FUNCTIONALITY criteria for the technical evaluation, and
  - d. obtain the required minimum of 80 points overall for the technical evaluation criteria which are subject to point rating.  
The rating is performed on a scale of 160 points.
2. Bids not meeting (a) or (b) or (c) and (d) will be declared non-responsive.



3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60 % for the technical merit and 40 % for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40 %.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an *example* where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

#### Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)

		Bidder 1	Bidder 2	Bidder 3
<b>Overall Technical Score</b>		115/135	89/135	92/135
<b>Bid Evaluated Price</b>		\$55,000.00	\$50,000.00	\$45,000.00
<b>Calculations</b>	<b>Technical Merit Score</b>	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	<b>Pricing Score</b>	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
<b>Combined Rating</b>		83.84	75.56	80.89
<b>Overall Rating</b>		1st	3rd	2nd

#### Step 5 - Proof of Proposal Testing for Highest Ranked Bid



The Bidder with the highest ranked responsive bid as defined in Step 4 will proceed to the Proof of Proposal Testing phase of the evaluation; The Contracting Authority may request the Bidder to provide their proposed solution for demonstration and Proof of Proposal (POP) testing at a CRA designated site, with the participation and assistance of the Bidder.

The Contracting Authority will provide the Bidder with a listing of the mandatory and rated requirements that will be subjected to validation by the Contracting Authority a minimum of ten (10) calendar days before the Bidder's scheduled Proof of Proposal Testing date. We reserve the right to test any or all mandatory or point rated criteria in the RFP.

The purpose of the Proof of Proposal will be to validate the Bidder's proposal and proposed solution related to the mandatory and point-rated requirements. If there is an obvious discrepancy between the product or the performance of the products provided for Proof of Proposal Testing and the solution proposed in the Bidder's proposal, CRA reserves the right to conduct whatever further tests are required to validate the Bidder's proposal.

Within ten (10) calendar days of a request from the Contracting Authority, the Bidder with the highest ranked responsive bid must deliver their solution ready for test at a CRA designated site in the Canada National Capital Region (to be determined prior to Bidder notification). CRA will assume all costs related to the facilities provided, the required infrastructure (i.e. the CRA network) and CRA employees. All Bidder costs, including delivery of the solution and support during the POP will be the responsibility of the Bidder. CRA will conduct all tests utilizing CRA developed test procedures.

The Proof of Proposal testing timeline shall not exceed ten (10) working days, unless extended in writing by the Contracting Authority at CRA's sole discretion. If a deficiency is detected during the Proof of Proposal, the Bidder will have the opportunity to correct any deficiencies (including the provision of replacement equipment) during the Proof of Proposal testing, provided that all deficiencies are corrected within the 10 working days testing timeline.

If the proposed solution fails to meet one of the tested mandatory requirements of the SOR at the end of the ten (10) working day test period, the bid will be declared non-responsive. The Bidder will remove their solution from the test site and CRA will invite the Bidder with the next highest ranked responsive bid to participate in the Proof of Proposal testing phase of the evaluation.

If the proposed solution fails to meet one of the tested point-rated requirements of the SOR at the end of the ten (10) working day test period, the Bidder's proposal will be re-evaluated to adjust the point-rated scoring assessed for each applicable criterion. Steps Two, Three and Four will be repeated to reassess the bids and should the Bidder no longer be the highest-ranked responsive bid, the Bidder will remove their solution from the test site and CRA will invite the



bidder with the next highest ranked responsive bid to participate in the Proof of Proposal testing phase of the evaluation.

CRA reserves the right to conduct POP testing after Contract Award at its sole discretion.

#### Step 6 – Selection

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

#### Step 7– Conditions Precedent to Contract Award

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

#### Step 8 – Contract Entry

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



**Part 5 Certifications and Additional Information**

Bidders must provide the required certifications and associated information to be awarded a contract.

The Certifications 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 List](#)" list available from [Employment and Social Development Canada \(ESDC\)-Labour's](#) website.

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

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

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

Definitions:

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

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or



- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

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

Former Public Servant in Receipt of a Pension:

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

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

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

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

Work Force Adjustment Directive:

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

**YES ( ) NO ( )**

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;



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

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

**5.2.4 Vendor Reporting Information**

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

For the purpose of this clause:

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

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

The Bidder is requested to provide the following:

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

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

Address: \_\_\_\_\_  
 \_\_\_\_\_

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

City: \_\_\_\_\_

Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_



Telephone: \_\_\_\_\_  
Fax: \_\_\_\_\_

Type of Business (Select only one)

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

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

Goods and Services Tax (GST) Number: \_\_\_\_\_

Business Number (BN): \_\_\_\_\_

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

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

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

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

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

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

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

(Signature of duly authorized representative of business)

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

(Title of duly authorized representative of business)

**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:

\_\_\_\_\_  
(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.

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

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**(Position Title)**

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**(Date)**



## Part 6 Security, Financial and Other Requirements

### 6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
  - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Model Contract;
  - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Model Contract;
  - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
  - (d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Model Contract;
  - (e) the Bidder must provide the address(es) of proposed site(s) or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.



Appendices

Appendix 1: Mandatory Criteria

Evaluation Procedures

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

Criteria	Description	Supporting Documentation (Please specify page number in the bid for supporting documentation)
M1	<p>The Bidder must provide a completed Accessibility Conformance Report (ACR) based on a <a href="#">Voluntary Product Accessibility Template</a> (VPAT®) (preferably VPAT® 2.4 Rev EU or Rev INT) of the proposed stakeholder engagement platform. The ACR must demonstrate that the accessibility testing and evaluation of the proposed stakeholder engagement platform was performed in accordance with the “Essential Requirements and Best Practices for Information &amp; Communications Technology (ICT) Vendors” section of the VPAT® used (refer to <a href="https://www.itic.org/policy/accessibility/">https://www.itic.org/policy/accessibility/</a>) by:</p> <ul style="list-style-type: none"> <li>- clearly demonstrating that the date of report publication was completed within 12 months of the bid closing date;</li> <li>- documenting the stakeholder engagement platform name and version evaluated;</li> <li>- including a brief description of the stakeholder engagement platform;</li> <li>- describing the evaluation methods and tools used to produce the ACR including adaptive technology, manual, and automated testing processes;</li> <li>- documenting features that help achieve accessibility and usability for persons with disabilities;</li> <li>- documenting each success criteria of the stakeholder engagement platform that: <ul style="list-style-type: none"> <li>o which features are not supported and its impact on persons with disabilities;</li> <li>o which features are partially supported and its impact on persons with disabilities; and</li> <li>o which features are fully supported.</li> </ul> </li> </ul> <p>With respect to Evaluation Methods Used and if <b>the product evaluation</b> is based on general product knowledge or is similar to another evaluated product, then the Bidder</p>	



	<p>must include a description of evaluation methods used to complete the VPAT for the product under testing.</p> <p>For the Evaluation Methods and Tools Used, the Bidder must provide the following information:</p> <ul style="list-style-type: none"> <li>• <b>Product Type:</b> <ul style="list-style-type: none"> <li>○ <b>Web products:</b> [enter browser name and versions used for testing (mobile and desktop)]</li> <li>○ <b>Desktop products:</b> [enter the assistive technology used for testing (name and version)] (if applicable)</li> </ul> </li> <li>• <b>Automated/semi-automated testing tools ( if any used):</b> <ul style="list-style-type: none"> <li>▪ [enter testing tool name and version]</li> <li>▪ [enter browser name if the automated/semi-automated tool is a browser extension/add-on]</li> </ul> </li> <li>• <b>Manual testing methodology used:</b> <ul style="list-style-type: none"> <li>○ [If “Keyboard access only” was used, outline the specific SC applicable for “keyboard access” testing]</li> <li>○ [identify any specific manual testing methodology] (if applicable) (example: mouse-access only, etc.)</li> </ul> </li> <li>• <b>Assistive technology (AT) used:</b> [enter AT name and version] (if any used)</li> <li>• <b>Additional testing methods used:</b> [enter any additional testing methods used]</li> </ul> <p>The Evaluation Methods and Tools Used information provided must be clear and specific. For example:</p> <p><b>Evaluation Methods Used:</b></p> <ul style="list-style-type: none"> <li>• Automated testing used axe-core rule engine 3.2</li> <li>• Manual assessment based on Windows 10 – Firefox 63.0 – NVDA 2018.3.2</li> </ul>	
<b>M2</b>	The platform must be hosted in computing facilities physically located within the geographical boundaries of Canada	
<b>M3</b>	<p>The platform must support Transport Layer Security (TLS) versions 1.2 and later for remote and web connections;</p> <ul style="list-style-type: none"> <li>• must be configured to use X.509 version 3 TLS certificates for mutual authentication between server and the client, as per Guidance on Securely Configuring Network Protocols (ITSP.40.062) - Canadian Centre for Cyber Security;</li> </ul>	
<b>M4</b>	The platform must support encryption of all CRA content data when at rest in storage using only FIPS 140-2 compliant AES encryption algorithm.	
<b>M5</b>	The platform must send automated notification alerts to CRA Users in the event of unauthorized access or attempts to access stored CRA data content.	
<b>M6</b>	The platform must support common internet browsers, for example: Safari, Firefox, Google Chrome and all subsequent releases, and Microsoft Edge.	
<b>M7</b>	<p>The platform must include the following survey functionality:</p> <ul style="list-style-type: none"> <li>▪ Skip logic</li> <li>▪ Open-end questions with character limit option</li> <li>▪ Dropdown questions</li> <li>▪ Radio button questions</li> <li>▪ Checkbox questions</li> <li>▪ Number questions</li> <li>▪ Ranking questions</li> </ul>	<p><b>Bidders are requested to specify the page number in their bid for screen captures that demonstrate all</b></p>



		the functionalities listed
<b>M8</b>	The platform must include two-way discussion pages that allow: <ul style="list-style-type: none"><li>• Users and moderators to post questions in text, video and audio formats and reply directly to questions and answers,</li><li>• Unlimited threaded discussion forums</li><li>• Like/dislike, voting functionality with the option to disable</li><li>• Question and answer pages, etc.</li></ul>	<b>Bidders are requested to specify the page number in their bid for screen captures that demonstrate all the functionalities listed</b>
<b>M9</b>	The platform must allow CRA users to create URL links in both French and English to individual engagement activities.	<b>Bidders are requested to specify the page number in their bid for screen captures that demonstrate the functionality</b>
<b>M10</b>	The Platform must provide automated moderation services to moderate undesired content such as Offensive Language and Spam.	<b>Bidders are requested to specify the page number in their bid for screen captures that demonstrate the functionality</b>
<b>M11</b>	The Platform must provide a publicly available and customizable Terms of Use and Privacy Policy page;	<b>Bidders are requested to specify the page number in their bid for screen captures that demonstrate the functionality</b>
<b>M12</b>	The Bidder must provide CRA Users with accessible training aids and self-learning resources such as searchable help guides, in-platform tutorials in either French or English;	<b>Bidders are requested to specify the page number in their bid for a Table of Contents for two training resources</b>

**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 Summary**

<b>Criteria</b>	<b>Total Maximum Points</b>	<b>Minimum Pass Points</b>	<b>Bidder Points</b>
PLATFORM ACCESSIBILITY AND SECURITY	40	20	
PLATFORM FUNCTIONALITY	120	60	
<b>Total Points</b>	160	80	

Criteria	Description	Rating Scale	Supporting Documentation Details (Please specify page number in the bid for supporting documentation)
<b>PLATFORM ACCESSIBILITY AND SECURITY</b>			
R01	<p>The platform hosted in a cloud environment should demonstrate having had third-party assessments or self assessment completed to obtain the following industry certifications.:</p> <p>One of the following:</p> <p>ISO/IEC 27001:2013 Information technology – Security techniques – Information security management systems – Requirements;</p> <p>or</p> <p>AICPA Service Organization Control (SOC) 2 Type II report</p> <p>or</p> <p>Self-assessment of its services against the Cloud Security Alliance (CSA) Cloud Controls Matrix (CCM) version 3.01 or subsequent version.</p>	<p>5 points for Demonstrating compliance with one of the assessments – 5 points</p> <p>Demonstrating compliance with two of the assessments – 10 points</p> <p>Demonstrating compliance with all assessments – 15 points</p> <p>Maximum points: 15</p>	
R02	<p>The Bidder should demonstrate they have a cybersecurity incident response process/program in place that can develop, document and be able to execute incident handling processes for cybersecurity incidents (ex: bot attacks) that includes preparation, detection and analysis, containment, eradication, recovery and future mitigation actions.</p> <p>The platform should send alert notifications of suspicious user login account activity;</p> <p>The platform should offer types of Multi-Factor Authentication (MFA) implementations for user logins</p>	<p>Alert notifications of suspicious user login account activity – 5 points</p> <p>Multi-Factor Authentication (MFA) implementations for user logins – 5 points</p> <p>Demonstration of an existing cybersecurity incident response program/process as described in the criterion– 10 points</p> <p>Maximum points: 20</p>	
R03	<p>The platform should notify all CRA Users at login the date and time of last successful and unsuccessful logons;</p>	<p>No – 0 points</p> <p>Yes – 5 points</p> <p>Maximum points: 5 points</p>	
<b>TOTAL AVAILABLE POINTS FOR THIS SECTION</b>			40
<b>Minimum Pass Points</b>			20
<b>Points achieved</b>			
<b>PLATFORM FUNCTIONALITY</b>			



R04	When completing an engagement activity, Engagement Participants should be able to switch languages during completion without the loss of response data;	No – 0 points Yes – 10 points	<b>Bidders are requested to specify the page number in their bid for screen captures that demonstrate the functionality</b>
R05	The platform should allow Engagement Participants and CRA users to export and print questionnaires in Word, Excel or PDF format.	No – 0 points Yes – 10 points	<b>Bidders are requested to specify the page number in their bid for screen captures that demonstrate the functionality</b>
R06	The platform should categorize, and allow CRA Users to filter Engagement Participants by self-identified professional sector or demographic group;	No – 0 points Yes – 10 points	<b>Bidders are requested to specify the page number in their bid for screen captures that demonstrate the functionality</b>
R07	The platform should allow participants to make location-based comments (e.g. using a map to provide feedback for specific points in a client's journey and/or specific geographical location)	No – 0 points Yes – 10 points	<b>Bidders are requested to specify the page number in their bid for screen captures that demonstrate the functionality</b>
R08	The platform should have interoperability with Social Media Platforms, (e.g. ability to share pages, link directly from social media post) and / or integrate social media widgets;	No – 0 points Yes – 10 points	<b>Bidders are requested to specify the page number in their bid for screen captures that demonstrate the functionality</b>
R09	The platform should allow CRA Users and Engagement Participants to search for engagement activities by keyword or title;	No – 0 points Yes – 10 points	<b>Bidders are requested to specify the page number in their bid for screen captures that demonstrate the functionality</b>
R10	The platform should allow CRA Users to set public availability timeframes in advance of consultation activities (i.e. opening and closure dates for consultation activities);	No – 0 points Yes – 10 points	<b>Bidders are requested to specify the page number in their bid for screen captures that demonstrate the functionality</b>
R11	The platform should have a case management system and allow for Level 4 CRA Users to delegate Engagement Participant issues to specific CRA Users;	No – 0 points Yes – 10 points	<b>Bidders are requested to specify the page number in their bid for screen captures that demonstrate the functionality</b>
R12	The platform should redirect Engagement Participants to a specific URL upon completion of an engagement activity;	No – 0 points Yes – 10 points	<b>Bidders are requested to specify the page number in their bid for screen captures that demonstrate the functionality</b>
R13	The platform should allow CRA Users to configure user labels to identify the roles of CRA Users in discussion forums (e.g. user name: John Smith, user label: CRA matter expert in forum A, user label: CRA moderator in forum B);	No – 0 points Yes – 5 points	<b>Bidders are requested to specify the page number in their bid for screen captures that demonstrate the functionality</b>
R14	The platform should allow CRA Users to delete unlimited number of Engagement Participant responses at a time;	No – 0 points Yes – 5 points	<b>Bidders are requested to specify the page number in their bid for screen captures that demonstrate the functionality</b>



R15	The platform should allow Engagement Participants to upload a minimum of 8 files (images or videos) per user and per submission of at least 8MB per file.	<p>The Platform allows for uploading of a minimum of 8 files per user and per submission of at least 8MB per file = 5 points</p> <p>The Platform has no restrictions on the number of files uploaded per user, and has no maximum file size limit on uploaded files per submission= 10 points</p> <p>Maximum Points: 10</p>	<p><b>In order to demonstrate compliance, the Bidder must provide:</b></p> <p>a) details on the types of files that can be uploaded;</p> <p>b) details on if there are any limits to the number of file uploads; and</p> <p>c) details on if there are any limits to the size of the file uploads.</p>
R16	The Platform should allow CRA Users to set Email Trigger notifications for specified keywords.	<p>The Platform sends email notifications when any specific keywords are mentioned = 5 points</p> <p>The Platform allows CRA Users to set conditions for keywords (e.g. user identity, engagement activity, discussion topic) for the email notifications = 10 points</p> <p>Maximum Points: 10</p>	<p><b>Bidders are requested to specify the page number in their bid for screen captures that demonstrate the functionality</b></p>
<b>TOTAL AVAILABLE POINTS FOR THIS SECTION</b>			<b>120</b>
<b>Minimum Pass Points</b>			<b>60</b>
<b>Points achieved</b>			
<b>TOTAL MAXIMUM SCORE</b>			<b>160</b>
<b>Minimum Pass Mark:</b>			<b>80</b>



### **Appendix 3: Financial Proposal**

The Bidder must submit their financial bid in accordance with the Basis of Payment in Annex B.

Bidders must submit firm rates in Canadian funds, Applicable taxes excluded, for the provision of goods and services outlined in Annex A: Statement of Requirement.

Proposal of an annual subscription for unlimited users is acceptable as the quantity 25 user licenses for the firm and the optional requirements requested will be deemed to be included in the unlimited quantity.



**Bidder should indicate the name of the proposed product below:**

Online Engagement Platform	
Name of proposed product	Version #

**Initial Contract Period (2 Years)**

Table 1 – Subscription During Initial Contract Period					
A	B	C	D	E	F
Item No.	Description	Quantity	Unit of Measure	Firm Lot Price (applicable taxes excluded)	Total Cost C X E
1	Year 1: Annual subscription for externally hosted web-based stakeholder engagement platform for 25 users, including Client Support Services as defined in Annex A: SOR.	1	Lot	\$_____	\$_____
2	Year 2: Annual subscription for externally hosted web-based stakeholder engagement platform for 25 users, including Client Support Services as defined in Annex A: SOR.	1	Lot	\$_____	\$_____
Subtotal for Table 1:					\$_____



**Table 2 – As and When Requested Services During Initial Contract Period**

A	B	C	D	E	F
Item No.	Description	Quantity for evaluation purposes only	Unit of Measure	Firm hourly rate (applicable taxes excluded)	Total Cost C X E
	Year 1: As and When Requested services for externally hosted web-based stakeholder engagement platform, as defined in Annex A: SOR.	30	Hours Per year	\$_____	\$_____
	Year 2: As and When Requested services for externally hosted web-based stakeholder engagement platform, as defined in Annex A: SOR.	30	Hours Per year	\$_____	\$_____
Subtotal for Table 2:					\$_____

**Option Periods:****Table 3– Subscription During Option Periods**

A	B	C	D	E	F
Item No.	Description	Quantity	Unit of Measure	Firm lot Price (applicable taxes excluded)	Total Cost C X E
1	Option Year 1: Annual subscription for externally hosted web-based stakeholder engagement platform for 25 users, including Client Support Services as defined in Annex A: SOR	1	lot	\$_____	\$_____
2	Option Year 2: Annual subscription for externally hosted web-based stakeholder engagement platform for 25 users, including Client Support Services as defined in Annex A: SOR	1	lot	\$_____	\$_____
3	Option Year 3: Annual subscription for externally hosted web-based stakeholder engagement platform for 25 users, including Client Support Services as defined in Annex A: SOR	1	lot	\$_____	\$_____
4	Option Year 4: Annual subscription for externally hosted web-based stakeholder engagement platform for 25 users, including Client Support Services as defined in Annex A: SOR	1	lot	\$_____	\$_____
Subtotal for Table 3:					\$_____

**Table 4 –As and When Requested Services During Option Periods**

A	B	C	D	E	F
Item No.	Description	Quantity for evaluation purposes only	Unit of Measure	Firm hourly rate (applicable taxes excluded)	Total Cost C X E
1	Option Year 1: for as and when requested services for externally hosted web-based stakeholder engagement platform, as defined in Annex A: SOR.	30	Hours Per year	\$ _____	\$ _____
2	Option Year 2: for as and when requested services for externally hosted web-based stakeholder engagement platform, as defined in Annex A: SOR.	30	Hours Per year	\$ _____	\$ _____
3	Option Year 3: for as and when requested services for externally hosted web-based stakeholder engagement platform, as defined in Annex A: SOR.	30	Hours Per year	\$ _____	\$ _____
4	Option Year 4: for as and when requested services for externally hosted web-based stakeholder engagement platform, as defined in Annex A: SOR.	30	Hours Per year	\$ _____	\$ _____
Subtotal for Table 4:					\$ _____

**TOTAL BID EVALUATION PRICE (Total of Tables 1, 2, 3 and 4):** \$ \_\_\_\_\_



## **Part 7 Model Contract**

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

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

### **7.1 Revision of Departmental Name**

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

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

### **7.2 Agency Restructuring**

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

### **7.3 Requirement**

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

#### **7.3.1 Period of Contract**

The period of the Contract is from \_\_\_\_\_ to \_\_\_\_\_ inclusive.

#### **7.3.2 Option to Extend the Contract**

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to four (4) additional one(1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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



### **7.3.3 Option to Purchase Additional Quantities of the Goods, Services or Both**

The Contractor grants to Canada the irrevocable option to acquire the additional quantities of the goods, services or both described at Annex A: Statement of Requirement of the Contract under the same terms and conditions and at the prices and/or rates stated in the Contract.

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

### **7.4 Task Authorization**

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

#### **7.4.1 Task Authorization Process**

1. The Project Authority will provide the Contractor with a description of the task using the Task Authorization Form specified in Annex D.
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis (bases) and methods of payment as specified in the Contract.
3. The Contractor must provide the Project Authority within 2 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the Project Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

#### **7.4.2 Canada's Obligation - Portion of the Work**

Canada's obligation with respect to the portion of the Work under the Contract that is performed through task authorizations is limited to the total amount of the actual tasks performed by the Contractor.

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

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



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

The following Clauses are incorporated by reference:

SACC Reference	Clause Title	Date
A2000C Or A2001C	Foreign Nationals (Canadian Contractor) Foreign Nationals (Foreign Contractor)	2006-06-16 2006-06-16
A9065C	Identification Badge	2006-06-16
A9068C	Site Regulations	2010-01-11
A9113C	Handling of Personal Information	2014-11-27
A9117C	T1204 – Direct Request by Customer Department	2007-11-30
B9028C	Access to Facilities and Equipment	2007-05-25
C6000C	Limitation of Price	2011-05-16
C0711C	Time Verification	2008-05-12
C2000C	Taxes-Foreign-based Contractor	2007-11-30
C2605C	Canadian Customs Duties & Sales Tax –Foreign-based Contractor	2008-05-12
G1005C	Insurance	2008-05-12
H3028C H1001C	Advance Payment Multiple Payments	2010-01-11 2008-05-12

## 7.6 General Conditions

2035 (2022-05-12) General Conditions – Higher Complexity - Services, apply to and form part of the Contract.

Section 01 titled “Interpretation” the definition of "Canada", "Crown", "Her Majesty" or "the Government" is hereby amended to read: "Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the 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 16 titled “Payment period” does not apply to payment made by credit cards.

Section 17 titled “Interest on overdue accounts” does not apply to payment made by credit cards.

Section 22 titled “Confidentiality”,



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

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

The remainder of Section 22 remains unchanged.

Section 30 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 41 titled “Integrity provisions - contract” is hereby deleted in its entirety and replaced with:

The Supplier Integrity Directive (SID) incorporated by reference into the bid solicitation is incorporated into, and forms a binding part of the Contract. The 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.

## **7.7 Security Requirements**

The following security requirement (SRCL and related clauses) applies and forms part of the Contract.

### **Canadian Contractors - Document Safeguarding and/or Production Capabilities – with Computer Systems**

1. The Contractor personnel requiring access to Protected information, assets or sensitive work site(s) must each hold a valid Reliability screening, granted by the Security and Internal Affairs Directorate (SIAD) of the Canada Revenue Agency (CRA) or the Canadian and International Industrial Security Directorate (CIISD) of Public Works and Government Services Canada (PWGSC).
2. The Contractor must not remove any Protected information or assets from the identified and approved work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
3. Processing of material only at the Protected B level is permitted under the Contract. The work must be done either on a separate stand-alone computer system at the Contractor’s site or on a



restricted directory that is only accessible to Contractor personnel who have the need-to-know for the performance of the Contract.

4. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.

5. The Contractor must comply with the provisions of the:

- Security Requirement Check List (SRCL), attached as Annex C of the contract; and
- Security Requirements for Protection of Sensitive Information issued by CRA, Security and Internal Affairs Directorate.

These may be viewed at: [Security Requirements](#)

### **Non-Canadian Contractors - Document Safeguarding and / or Production Capabilities – with Computer Systems**

1. The Contractor personnel requiring access to Protected information, assets or sensitive work site (s) must each hold a valid Reliability screening, granted by the Security Branch of the Canada Revenue Agency (CRA) or granted/approved by the Canadian and International Industrial Security Directorate (CIISD) of Public Works and Government Services Canada (PWGSC).
2. The Contractor shall, at all times during the performance of the Contract, hold an approved facility clearance for Document Safeguarding at the Protected B level issued or granted by CIISD or a letter issued by the Security Branch confirming that the facility is approved and meets the CRA security requirements.
3. Subcontracts during the performance of the Contract shall include the security requirements for an approved Document Safeguarding at the level of Protected B as issued or granted by CIISD or be a facility approved by the Security Branch of the CRA. Before performing any work, the Contractor shall ensure that the sub-contractor holds an approved Facility for Document Safeguarding at the Protected B level issued or granted by the CIISD or a letter issued by the Security Branch confirming that the facility is approved and meets the CRA security requirements.
4. The Contractor must not remove any protected information or assets from the identified and approved work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.



5. Processing of material only at the Protected B level is permitted under the Contract. The work must be done either on a separate stand-alone computer system at the Contractor's site or on a restricted directory that is only accessible to Contractor personnel who have the need-to-know for the performance of the Contract.
6. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.
7. The Contractor must comply with the provisions of the:
  - Security Requirement Check List (SRCL), attached as Annex C of the contract; and
  - Security Requirements for Protection of Sensitive Information issued by CRA, Security Branch. These may be viewed at: [Security Requirements](#)

## 7.8 Authorities

### 7.8.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Lisa MacDonald

Telephone Number: 613-608-8746

E-mail address: [lisa.macdonald@cra-arc.gc.ca](mailto:lisa.macdonald@cra-arc.gc.ca)

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

### 7.8.2 Project Authority

**To be completed at the time of Contract award.**

Name:

Address:

Telephone Number:

Fax Number:

E-mail Address:

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the



Work under the Contract. Technical matters may be discussed with the Project Authority, however the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

### **7.8.3 Contractor's Representative**

To be completed at the time of Contract award.

Name:

Address:

Telephone Number:

Fax Number:

E-mail Address:

### **7.9 Contractor Identification Protocol**

The Contractor must be responsible for ensuring that each of its employees, officers, directors, agents, and subcontractors (hereinafter referred to as "Contractor Representative") complies with the following self-identification requirements:

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

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

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

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

### **7.10 Travel and Living Expenses**

The CRA will not cover any travel and living expenses.

### **7.11 Delivery**

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



### 7.12 Inspection and Acceptance

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

### 7.13 Basis of Payment

**Subscription:** For the subscription of the externally hosted web-based stakeholder engagement platform, including Client Support Services as defined in Annex A – Statement of Requirement, Canada will pay the Contractor the firm prices set out in Annex B - Basis of Payment annually in advance. Customs duties are excluded and Applicable Taxes are extra.

**Professional Services provided under a Task Authorization:** For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor, in arrears, the firm price set out in the Task Authorization, in accordance with the firm all-inclusive hourly rate set out in Annex B – Basis of Payment. Customs duties are excluded and Applicable Taxes are extra.

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

### 7.14 Invoicing Instructions

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.

Each invoice must be supported by:

- a) a copy of time sheets to support the time claimed;
  - b) a copy of the release document and any other documents as specified in the Contract;
  - c) a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
- and
- d) a copy of the monthly progress report.

Invoices must be distributed as follows:

- a) The original and one (1) copy must be forwarded to the Project Authority of the Contract, identified under the section entitled "Authorities", for certification and payment.
- b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

### 7.15 Payment Process

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



At its sole discretion Canada may change the method of payment at any time during the period of the Contract, including any extension thereto, to one of the other payment methods stated above. All communications regarding the specific method of payment, including changes thereto, will be in writing via email as it's not Canada's desire to formally amend the Contract if the payment method is changed.

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

#### **7.15.1 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 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 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 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2022-05-12) forming part of the Contract will not apply, until the Contractor corrects the matter.

#### **7.15.2 Payment by Credit Card**

The Contractor shall accept Government of Canada Acquisition Cards (credit cards) for payment of the goods and/or services described herein. Payments by credit card will not be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2022-05-12) forming part of the Contract.

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

#### **7.15.3 Payment by Cheque**

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



## 7.16 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.

### 7.16.1 Federal Contractors Program for Employment Equity - Default by the Contractor

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

## 7.17 Confidentiality Document

The Contractor, as a person engaged by or on behalf of Her Majesty the Queen in right of Canada must sign the certification appearing in Annex E stating that the Contractor has read Sections 239 and 241 of the Income Tax Act and Sections 295 and 328 of the Excise Tax Act and understands that the Contractor is subject to and agrees to comply with those provisions. The above referenced Sections of the Acts are available (<http://laws-lois.justice.gc.ca/eng/acts/l-3.3/> and <http://laws-lois.justice.gc.ca/eng/acts/e-15/>).

The Contractor will use the services of any persons it requires in order to carry out its responsibilities under the Contract. If the Contractor employs such persons or contracts for their services, the Contractor will also pay their remuneration and all related expenses. The Contractor will also engage such persons whose services are to be utilized, on behalf of Her Majesty the Queen in right of Canada, for the purposes of Sections 239 and 241 of the Income Tax Act and Sections 295 and 328 of the Excise Tax Act. Each person so engaged will be required by the Contractor, as a pre-condition to assisting the Contractor in carrying out its responsibilities under the Contract, to sign the certification appearing in Annex E attached hereto, stating that they have read the provisions of Sections 239 and 241 of the Income Tax Act and Sections 295 and 328 of the Excise Tax Act and understands that they are subject to such provisions.

The Contractor must provide copies of all executed acknowledgement documents to the Contracting Authority designated herein prior to any work commencing under the Contract.



## 7.18 Joint Venture

### **(NOTE to bidders: to be deleted at contract award if not applicable)**

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

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

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

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

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

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

## 7.19 Proactive Disclosure of Contracts with Former Public Servants

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.

## 7.20 Applicable Laws SACC A9070C (2014-06-26)

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



### **7.21 Priority of Documents SACC A9140C (2007-05-25)**

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

1. the Articles of Agreement;
2. the general conditions 2035 (2022-05-12) General Conditions - Higher Complexity – Services;
3. Annex A: Statement of Requirement;
4. Annex B: Basis of Payment;
5. Annex C: Security Requirements Check List;
6. Annex D: Task Authorization Form;
7. Annex E: Confidentiality: Canada Revenue Agency Acts
8. Annex F: Security Requirements;
9. The Contractor's proposal dated *(insert date of bid)*, as amended on *(insert date(s) of amendment(s), if applicable)*.

### **7.22 Training and Familiarization of Contractor Personnel**

#### **7.22.1 Training of Contractor Personnel**

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

#### **7.22.2 Familiarization Period**

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

### **7.23 Alternative Dispute Resolution**

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



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

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

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

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

#### **7.23.1 Office of the Procurement Ombudsman (OPO)**

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](mailto:boa.opo@boa-opo.gc.ca), by telephone at 1-866-734-5169, or by web at [www.opo-boa.gc.ca](http://www.opo-boa.gc.ca). For more information on OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit the [OPO website](#).

#### **7.23.2 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](mailto:boa.opo@boa-opo.gc.ca), by telephone at 1-866-734-5169, or by web at [www.opo-boa.gc.ca](http://www.opo-boa.gc.ca). For more information on OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit the [OPO website](#).

#### **7.24 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.

### **7.25 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](mailto:cyberincident@cra-arc.gc.ca); and
  - (c) the Canadian Centre for Cyber Security (CCCS) at [cyberIncident@cyber.gc.ca](mailto: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".



## **Annexes**

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

Annex A: Statement of Requirement

Annex B: Basis of Payment

Annex C: Security Requirements Check List (SRCL)

Annex D: Task Authorization Form

Annex E: Confidentiality: Canada Revenue Agency Acts

Annex F: Security Requirements

**Annex A: Statement of Requirement****1.0 TITLE**

Online Stakeholder Engagement Platform

**2.0 SCOPE AND OBJECTIVE**

The Canada Revenue Agency (CRA) has a requirement for access to an externally hosted web-based stakeholder engagement platform for twenty-five (25) CRA Users to manage, conduct, and generate basic analytics for stakeholder and citizen engagement activities.

**3.0 GLOSSARY**

<b>Term</b>	<b>Definition</b>
<b>Access Permissions</b>	The provision or withholding of access for Engagement Participants to a given engagement initiative, based on the particular role or group assigned to that Engagement Participant. By default, all engagement initiatives must be open to all Engagement Participants.
<b>Business Day</b>	Monday to Friday, excluding any Canadian federal statutory holidays.
<b>Business Hours</b>	6:00 AM to 8:00 PM, Eastern Time, Monday to Friday
<b>Case Management System</b>	A system which permits engagement managers to create tickets particular to individual Engagement Participants, and elevate issues to other program areas of responsible staff members within CRA.
<b>Content</b>	Content refers to engagement participant responses and submissions and any data or information that is generated, used, or uploaded into the Platform by CRA Users (e.g. questionnaires, contact lists, images, videos)
<b>CRA User(s)</b>	Individual(s) accessing the engagement platform on behalf of the Canada Revenue Agency, usually a member of the Agency's staff. CRA Users must have different levels of access as defined in Section 5.0.
<b>Engagement Activity</b>	An intentional effort by the Agency to engage in dialogue with a given internal or external audience on an individual or range of topics related to CRA programs and services over a specified period of time and through certain media.
<b>Engagement Participant</b>	An individual external to the CRA, either a registered user or anonymous individual who participates in an Engagement Activity.
<b>Mobile Device Friendly</b>	The ease of use, navigability, and overall performance of an electronic platform on mobile devices and smart phones. The engagement platform's interface must be functional across devices, and must not have any formatting or display issues when accessed on a mobile device and smart phone.
<b>Offensive Language</b>	Words or phrases in either English or French commonly associated with a suggestive, vulgar, inflammatory, or discriminatory connotation.
<b>Private (invite-only) Discussion Forum</b>	A web page which allows only a specified pool of invited users to submit comments and reply to other users on a given topic.
<b>Public Discussion Forum</b>	A web page which allows all registered or unregistered users to submit comments visible to other users on a given topic, and reply to comments published by other users.
<b>Question and Answer Page</b>	A web page which allows users to anonymously or personally submit topical questions to CRA Users, through which they also receive responses directly from CRA Users.
<b>Reliability</b>	Host servers with no less than 0.5% downtime (99.5% uptime) outside of regularly scheduled or urgent maintenance activities.



<b>Survey Questionnaire</b>	A web page, or series thereof, containing a controlled group of topical questions for users to respond individually.
<b>Spam</b>	Irrelevant or inappropriate responses.
<b>Technical documentation</b>	A wide range of documents that ultimately provide end-users with information about a product and help users learn how to use it. A few common examples include: user guides, tutorials, installation manuals, troubleshooting manuals, FAQs, knowledge bases, wikis & other learning resources.

## 4.0 REQUIREMENTS

### 4.1 Platform Specifications

- 4.1.1 The stakeholder engagement platform must be [EN 301 549 V3.2.1 \(2021-03\) Accessibility Standard](#) compliant no later than two years after contract award.
- 4.1.2 The Contractor must resolve any instances of non-conformance with the [EN 301 549 V3.2.1 \(2021-03\) Accessibility Standard](#) within 12 months of written request by the Contracting Authority.
- 4.1.3 The stakeholder engagement platform must adhere to the following Canadian Privacy legislation:
- Privacy Act <http://laws-lois.justice.gc.ca/eng/acts/P-21/>; and
  - Personal Information Protection and Electronic Documents Act (PIPEDA) <https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-personal-information-protection-and-electronic-documents-act-pipeda/>.
- 4.1.4 be a secure reliable hosted service: the current version of this service, as well as any future updates, versions, and patches, must protect against;
- 4.1.4.1 upload file exploits, including but not restricted to Word, PDF, image, audio, and video file types
  - 4.1.4.2 unauthorized third-party access, which would also include access from the Contractor
  - 4.1.4.3 various classifications of malicious code. For example: viruses, worms, trojan horses, and other malware
  - 4.1.4.4 injection attacks including structured query language (SQL) and cross-site scripting
  - 4.1.4.5 Domain Name System (DNS) vulnerabilities;
  - 4.1.4.6 Denial of Service (DoS) attacks, Distributed Denial of Service (DDoS) attacks and
  - 4.1.4.7 spamming activities and comply with Canada's Anti-Spam Legislation (CASL) <https://fightspam.gc.ca/eic/site/030.nsf/eng/home>;
- 4.1.5 have at least 99.5% uptime and the platform must be accessible twenty-four hours per day and seven days per week outside of regularly scheduled or urgent maintenance;



- 4.1.6** allow for the use of customized or vanity Unified Resource Locators (URL) to host all engagement web pages on a domain name of CRA's choosing.
  - 4.1.6.1** allow CRA Users to create URL links in both French and English to individual engagement activities;
- 4.1.7** provide CRA Users with the ability to design, create and manage unlimited engagement activities capable of accommodating an unlimited number of Engagement Participants and unlimited participant responses on all engagement and consultation tools available on the platform;
- 4.1.8** include the following survey functionality
  - Skip logic
  - Single line and essay style questions
  - Dropdown questions
  - Radio button questions
  - Checkbox questions
  - Number questions
  - Ranking questions
- 4.1.9** include two-way discussion pages that allow:
  - users and moderators to post questions in text, video and audio formats and reply directly to questions and answers,
  - unlimited threaded discussion forums,
  - Like/dislike, voting functionality with the option to disable and
  - Question and Answer Pages, etc.;
- 4.1.10** provide English and French interfaces;
- 4.1.11** publish, host and maintain digital Content in support of all engagement activities delivered through the platform;
- 4.1.12** collect and store all Content for the duration of the contract, including backup of all Content, consultation design and consultation responses and data;
- 4.1.13** ensure no unauthorized access can be granted to CRA generated Content stored in the platform without the pre-approval by CRA Project Authority ;
- 4.1.14** support both TLS versions 1.2 and later for remote and web connections;
- 4.1.15** must be configured to use X.509 version 3 TLS certificates for mutual authentication between server and the client;
- 4.1.16** support encryption of all CRA content data when at rest in storage;
- 4.1.17** support common internet browsers, for example: Safari, Firefox, Google Chrome and all subsequent releases, and Microsoft Edge;
- 4.1.18** provide a publicly available and customizable Terms of Use and Privacy Policy page;
- 4.1.19** not interfere with the operation of any anti-virus, anti-malware, data loss prevention, or host intrusion detection systems operating on a host computer;
- 4.1.20** employ (centrally managed) malicious code and spam protection mechanisms at information system entry and exit points to detect, block and eradicate against various classifications of malicious code. For example; viruses, worms, Trojan horses, etc. The mechanisms must be patched and updated whenever new releases are available, and offer continuous protection against malicious code;
- 4.1.21** employ mechanisms to quarantine malicious code; send notification alert to the system administrator of the event to ensure the security of the CRA Content;



- 4.1.22 have capabilities to perform weekly periodic scans and real-time scans of files created, uploaded and stored on the platform as per security best practices maintaining standards and directives in Appendix A and Appendix B to Annex A below;
- 4.1.23 send automated notification alerts to CRA Users in the event of unauthorized access or attempts to stored CRA Content;
  - 4.1.23.1 limit CRA data content access to authorized users only;
- 4.1.24 enforce a minimum password complexity and change of characters. Passwords at a minimum must include:
  - 4.1.24.1 8 alphanumeric characters in length;
  - 4.1.24.2 must not use exclusive alphabet or numeric sequences (ex: abcd or 1234);
  - 4.1.24.3 Passwords must not be the same as, or similar to, the previous 15 passwords;
  - 4.1.24.4 must not contain username or real name;
  - 4.1.24.5 at least 1 upper case;
  - 4.1.24.6 at least 1 lowercase;
  - 4.1.24.7 at least 1 numerical;
  - 4.1.24.8 at least 1 special character.
- 4.1.25 store and transmit only encrypted representation of passwords;
- 4.1.26 obscure feedback of authentication information;
- 4.1.27 limit the number of unsuccessful logon attempts to a defined number between 5 and 10 (inclusive) ;
- 4.1.28 be configured to lock and/or terminate (automatically) authorized CRA user sessions after 15 minutes of inactivity, or by an abrupt exit without user logoff;
  - 4.1.28.1 without losing edits/changes to form data in development progress at the platform service
- 4.1.29 provide the ability to generate, protect, and retain information system audit records to the extent needed to enable the monitoring, analysis, investigation, and reporting of unlawful, unauthorized, or inappropriate information system activity and accesses, including the audit of data processing failures:
  - 4.1.29.1 Sort and Search;
  - 4.1.29.2 Date and time;
  - 4.1.29.3 Identification of the: user and user type, machine, or process; and
  - 4.1.29.4 Description of activity event, including accesses, data export and downloads, and failed processes;
  - 4.1.29.5 use internal system clocks to generate time stamps for audit records and synchronize the internal system clocks to the authoritative time source;
  - 4.1.29.6 protect audit information and audit tools from unauthorized access, modification, and deletion;
- 4.1.30 allow separation of duties using user roles and access privileges.

**5.0 Platform Account**  
**5.1 CRA Users**

The Contractor must provide twenty-five (25) unique user name and password-protected accounts with tiered levels of access that allow CRA Users to design, create and manage all engagement activities. The online stakeholder engagement platform must provide a user management system and administration control panel that allows the administration accounts (Level 4) to manage the following CRA User Account Levels within the platform:



CRA User Account Level	Description	Quantity
1	ability to view unpublished consultation initiatives or other pages for the purposes of conducting a review.	5
2	ability to view and approve Engagement Participant responses in discussion forums, and reply to direct messages from Engagement Participants.	5
3	ability to create, revise, and publish Content and consultation initiatives through the platform.	5
4	full administrative rights which includes levels 1 – 3; the ability to manage additional functionalities in the platform, such as user registration and management, Access Permissions, tracking and reporting access and creation	10

## 5.2 Engagement Participants

The online stakeholder engagement platform must:

- 5.2.1 allow for unlimited number of user name and password-protected accounts for Engagement Participants to be able to participate in engagement activities;
- 5.2.2 allow for unlimited number of anonymous participants.

## 5.3 Platform Functionality

The online stakeholder engagement platform must:

- 5.3.1 be hosted in computing facilities physically located within the geographical boundaries of Canada;
- 5.3.2 allow CRA Users and Engagement Participants to upload documents, images, and videos directly to engagement-related pages;
- 5.3.3 allow CRA Users to create Public Discussion Forums;
- 5.3.4 allow CRA Users to create Private Discussion Forums;
- 5.3.5 allow CRA Users to create Question and Answer Pages;
- 5.3.6 allow CRA Users to create Survey Questionnaires, including skip logic, conditional questions, and open response functionalities;
- 5.3.7 provide CRA Users with response validation options where required for questionnaires (e.g. validate responses with CAPTCHA, mutually-exclusive options, limit open response length);
- 5.3.8 allow CRA Users to create static information pages and document hosting;
- 5.3.9 allow Engagement Participants to report offensive comments;
- 5.3.10 allow Engagement Participants to view other Engagement Participants' comments;
- 5.3.11 allow Engagement Participants to rank and promote comments;
- 5.3.12 support anonymous and onymous response options;



- 5.3.13 be Mobile Device Friendly for Engagement Participants and accessible on both Android and IOS;
- 5.3.14 provides automated moderation services to moderate undesired content such as Offensive Language and Spam;
- 5.3.15 provide CRA Users with a drag and drop interface when editing the order of sections, modules, or questions on a given page;
- 5.3.16 allow CRA Users to live preview when editing pages;
- 5.3.17 provide CRA Users with customizable end pages for engagement activities;
- 5.3.18 allow CRA Users to determine and set engagement activity access permissions and restrictions (e.g. 'limited to certain users', 'accessible by invitation only');
- 5.3.19 allow CRA Users to approve and remove comments prior to and after publication;
- 5.3.20 allow CRA Users to remove offensive or otherwise irrelevant comments;
- 5.3.21 allow CRA Users to respond publicly or privately using a question and answer feature;
- 5.3.22 allow CRA Users to mass distribute email notifications to a defined list of users and external contacts;
- 5.3.23 limit information system access privileges to authorized users only.

#### 5.4 Analytics, Export and Reporting

The online stakeholder engagement platform must:

- 5.4.1 allow for all data (i.e. account information, registration lists) to be exported into at least one of the following: Microsoft Excel, CSV;
- 5.4.2 allow responses and comments to be exported to at least one of the following: Microsoft Excel, CSV;
- 5.4.3 allow CRA Users to view results and responses in real-time;
- 5.4.4 allow CRA Users to view summary statistics which must include:
  - Number of submissions;
  - Number of participants total;
  - Number of participants per engagement activity;
  - Number of registrants.
- 5.4.5 allow CRA Users to view individual responses;
- 5.4.6 provide CRA Users with access to website analytics such as google or adobe analytics (e.g. traffic, total number of visits, channel, source, medium, click-through rates, # of new sessions, bounce rate, landing pages, device type);
- 5.4.7 allow CRA Users to generate qualitative summary reports;
- 5.4.8 allow CRA Users to generate quantitative summary reports;
- 5.4.9 allow CRA Users (Level 4) to pull basic reporting and analytics, such as data tables, customized reports, and simple visualizations. For example showing the number of users, their responses, # of responses on certain questions or engagement activities;
- 5.4.10 allow CRA Users to generate customized reports and filter at minimum with the following variables by date, by engagement initiative and by user.

#### 5.5 Content Ownership



CRA will have full ownership of all Content stored in the platform.

## 6.0 TASKS

The Contractor must:

- 6.1 provide an Account Manager (AM) to act as a primary contact for the Project Authority (PA) and CRA Users.
- 6.2 notify the PA if the CRA data content is to be transferred and stored in another hosted environment, which must remain in Canada.
- 6.3 provide a minimum of 48-hour notification to the PA for any scheduled downtime. Planned maintenance activities must occur outside of regular Business Days and Business Hours.
- 6.4 provide a minimum of one hour notification to the PA of any unplanned outages occurring;
- 6.5 provide a minimum of one hour advanced notification to the PA for any urgent maintenance;
- 6.6 remove and securely delete all Content from the platform at the conclusion of the contract and/or at the request of the CRA. The secure destruction of the data must be conducted to prevent recovery. The Contractor must provide the PA with a certificate of destruction each time any data is destroyed (at the end of the Contract or upon request by the CRA).
- 6.7 Within 15 days of a written request made by the Project Authority, the Contractor must provide and implement a documented exit strategy for end of service, which would support the complete transfer and destruction of all CRA data content processed and stored on the Contractor's platform;
- 6.8 transfer all CRA content to the CRA at the conclusion of the Contract, as required by the Project Authority;
- 6.9 immediately inform the Project Authority by email in event of any cybersecurity incidents involving a breach and compromise of CRA Content data stored on the platform, especially in an event of unauthorized access;
- 6.10 follow at the Project Authority's instruction a process for data shredding and destruction of all CRA Content, and provide the CRA a certificate of destruction;

## 7.0 CLIENT SUPPORT SERVICES

### 7.1 Monitoring Support

The Contractor must:

- 7.1.1 conduct periodic technical, security and user acceptance testing and monitoring to ensure uninterrupted functionality;
- 7.1.2 monitor user-generated content during consultation activities for inappropriate content (such as abusive and Offensive Language, explicit content/images/files) or any attempts to disrupt the consultation or the website. If any issues arise the Contractor must notify the Project Authority;
- 7.1.3 provide troubleshooting and technical support services to Engagement Participants in consultation activities by telephone or email;

### 7.2 User Support

The Contractor must:

- 7.2.1 attend meetings with the PA and CRA Users. Meetings can take place by teleconference or videoconference if attendance in-person would result in travel costs to Ottawa;
- 7.2.2 meet with the PA and CRA Users as follows:

Meeting 1: Initial Setup



The Contractor must define requirements for personalized branding, user account creation and user management of entire system, as well as establish clear timelines for training and the date the platform will be ready for full use.

Meeting 2: Technical Issue Review

The Contractor and the CRA Users will discuss any outstanding issues, including timelines for resolution, and answer any questions related to the platform.

Meeting 3: Final review of the Platform

The Contractor must provide a final overview of the Platform and demonstrate that all outstanding issues have been resolved and the platform is ready for deployment.

### **7.3 Technical Support**

The Contractor must provide ongoing technical support services to CRA Users during regular Business Hours to resolve technical issues and ensure continued Reliability of the platform as follows:

**7.3.1** Help Desk:

CRA Users must be able to either call a toll-free direct dial telephone number or email for support if encountering any difficulties with the platform. If contacting the help desk via email, the user shall receive a notification or acknowledgement within 24 hours that the request has been received. At least 80% of issues must be resolved within 48 hrs of acknowledgement.

**7.3.2** Urgent Issue Reporting:

CRA Users must have a separate mechanism (e.g. Account Manager, direct telephone number or email) to report urgent issues (e.g. problems arising the day of the launch or problems arising during an Engagement Activity) and they must be addressed within 24 hours.

### **7.4 Training**

The Contractor must:

**7.4.1** Provide two days of live training (web-based or in-person), equivalent to 15 hours of instruction during the first year of the contract;

**7.4.1.1** The Contractor must also provide training as and when required throughout the remainder of the contract;

**7.4.1.2** Training must be provided in English at no additional cost to CRA.

**7.4.2** Provide CRA Users with accessible training aids and self-learning resources (e.g. manuals, tutorials, help guides) in either English or French. Materials should follow best practices as outlined in this accessibility toolkit: [Create Accessible Documents in Office 2016 \(https://a11y.canada.ca/en/guides/office2016/\)](https://a11y.canada.ca/en/guides/office2016/). To comply with official language requirements, the Contractor agrees to grant CRA irrevocable permission to translate and internally redistribute all training materials identified earlier.

### **7.5 Template Requirements and Updates**



- 7.5.1 The Contractor must create a customized template with the GC/CRA brand using the Web Experience Toolkit (WET) template (to be provided by CRA) to be applied in CRA User's engagement activity design and configuration;
- 7.5.2 The template will be subject to annual review and must be updated if necessary to meet CRA/GC Standards.

## 8.0 'AS AND WHEN REQUESTED' SUPPORT SERVICES

### 8.1 Strategic Advice and Operational Support

The following services are to be provided on an as and when requested basis through Task Authorizations.

The Contractor must:

- 8.1.1 provide CRA Users with advice during the planning, implementation and closure stages of online engagement activities;
- 8.1.2 design and build engagement activities on the platform using pre-existing content provided by the PA;
- 8.1.3 provide advice concerning the organization and public display of both open and closed online engagement activities on the platform to align with CRA web strategies and Government of Canada reporting requirements;
- 8.1.4 provide support in manually creating, transferring and documenting information related to previous online engagement activities conducted by the CRA on the new platform;
- 8.1.5 compile and analyze raw data for online engagement activities as requested;
- 8.1.6 create and write reports using results and data from online engagement activities as requested;
- 8.1.7 provide CRA Users with status updates concerning participant uptake and details for online engagement activities.

**Annex B: Basis of Payment****Initial Contract Period (2 Years)****Table 1 – Subscription During Initial Contract Period**

A	B	C	D	E
Item No.	Description	Quantity	Unit of Measure	Firm Lot Price (applicable taxes excluded)
1	Year 1: Annual subscription for externally hosted web-based stakeholder engagement platform for 25 users, including Client Support Services as defined in Annex A: SOR.	1	Lot	\$TBD
2	Year 2: Annual subscription for externally hosted web-based stakeholder engagement platform for 25 users, including Client Support Services as defined in Annex A: SOR.	1	Lot	\$TBD

**Table 2 – As and When Requested Services During Initial Contract Period**

A	B	C	D
Item No.	Description	Unit of Measure	Firm hourly rate (applicable taxes excluded)
1	Year 1: As and When Requested services for externally hosted web-based stakeholder engagement platform, as defined in Annex A: SOR.	Hours Per year	\$TBD
2	Year 2: As and When Requested services for externally hosted web-based stakeholder engagement platform, as defined in Annex A: SOR.	Hours Per year	\$TBD

**Table 3 – Subscription During Option Periods**

A	B	C	D	E
Item No.	Description	Quantity	Unit of Measure	Firm lot Price (applicable taxes excluded)
1	Option Year 1: Annual subscription for externally hosted web-based stakeholder engagement platform for 25 users, including Client Support Services as defined in Annex A: SOR.	1	lot	\$TBD
2	Option Year 2: Annual subscription for externally hosted web-based stakeholder engagement platform for 25 users, including Client Support Services as defined in Annex A: SOR.	1	lot	\$TBD
3	Option Year 3: Annual subscription for externally hosted web-based stakeholder engagement platform for 25 users, including Client Support Services as defined in Annex A: SOR.	1	lot	\$TBD
4	Option Year 4: Annual subscription for externally hosted web-based stakeholder engagement platform for 25 users, including Client Support Services as defined in Annex A: SOR.	1	lot	\$TBD



<b>Table 4 – As and When Requested Services During Option Periods</b>			
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
Item No.	Description	Unit of Measure	Firm hourly rate (applicable taxes excluded)
1	Option Year 1: for as and when requested services for externally hosted web-based stakeholder engagement platform, as defined in Annex A: SOR.	Hours Per year	\$ TBD
2	Option Year 2: for as and when requested services for externally hosted web-based stakeholder engagement platform, as defined in Annex A: SOR.	Hours Per year	\$ TBD
3	Option Year 3: for as and when requested services for externally hosted web-based stakeholder engagement platform, as defined in Annex A: SOR.	Hours Per year	\$ TBD
4	Option Year 4: for as and when requested services for externally hosted web-based stakeholder engagement platform, as defined in Annex A: SOR.	Hours Per year	\$ TBD



Annex C: Security Requirements Check List (SRCL)



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat 1000348877
Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL) / LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

<b>PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE</b>		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Canada Revenue Agency	2. Branch or Directorate / Direction générale ou Direction Public Affairs Branch	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail The consultations and stakeholder engagement (CSE) centre or expertise is responsible for acquiring and managing the use of external facing online platform to interact with and gather non-opinion based data for the public and agency stakeholders used to guide program, policy and service related decisions across the agency		
5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) / (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input checked="" type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>



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**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  No  Yes  
 Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  Non  Oui  
 If Yes, indicate the level of sensitivity:  
 Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  No  Yes  
 Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  Non  Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :  
 Document Number / Numéro du document :

**PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)**

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:  
 Commentaires spéciaux : \_\_\_\_\_

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.  
 REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  No  Yes  
 Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  Non  Oui  
 If Yes, will unscreened personnel be escorted?  
 Dans l'affirmative, le personnel en question sera-t-il escorté?  No  Yes  
 Non  Oui

**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)**

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  No  Yes  
 Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?  Non  Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  No  Yes  
 Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?  Non  Oui

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  No  Yes  
 Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?  Non  Oui

**INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)**

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  No  Yes  
 Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?  Non  Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  No  Yes  
 Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?  Non  Oui

Security Classification / Classification de sécurité
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Contract Number / Numéro du contrat 1000348877
Security Classification / Classification de sécurité

PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.  
 Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.  
 Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
											A	B	C			
Information / Assets / Renseignements / Biens / Production		X														
IT Media / Support TI		X														
IT Link / Lien électronique		X														

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".  
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).  
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Annex D: Task Authorization Form

TASK AUTHORIZATION FORM

AUTHORIZATION OF SERVICES TO BE PERFORMED ON AN AS-AND-WHEN-REQUESTED BASIS

Edit this form as applicable to the requirement.

<b>Contractor:</b>	<b>Contract No.:</b>
<b>Task Authorization No.:</b>	<b>Date:</b>
<b>Language Required:</b>	

1.0 DESCRIPTION OF THE TASK / WORK TO BE PERFORMED

2.0 FEES

Ex All-inclusive firm price per diem

Total

3.0 VALIDITY PERIOD

Start Date:	End Date:
-------------	-----------

4.0 PROJECT AUTHORITY SIGNATURE

**Project Authority** (print name): \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

5.0 CONTRACTING AUTHORITY SIGNATURE

**Contracting Authority** (print name): \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

You are requested to sell to the Canada Revenue Agency (CRA), in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods and/or services listed herein and on any attached sheets at the price(s) set out therefor.

6.0 CONTRACTOR SIGNATURE

The Contractor hereby accepts the Task Authorization identified above.

<b>Name of Contractor authorized to sign:</b> (print name)	<b>Title of Contractor authorized to sign:</b> (print title)	<b>Date:</b>
--	--	--------------

**Signature:**



**Annex E: Confidentiality: Canada Revenue Agency Acts**

PRIOR TO SIGNING THIS DOCUMENT, THE CONTRACTOR IS REQUIRED TO READ SECTIONS 239 AND 241 OF THE INCOME TAX ACT <http://laws-lois.justice.gc.ca/eng/acts/I-3.3/> , AND SECTIONS 295 AND 328 OF THE EXCISE TAX ACT <http://laws-lois.justice.gc.ca/eng/acts/e-15/>

I \_\_\_\_\_, the Contractor, as a person engaged by or on behalf of Her Majesty in right of Canada, certify that I have read Sections 239 and 241 of the Income Tax Act, and Sections 295 and 328 of the Excise Tax Act and that I understand that I am subject to and promise to comply with those provisions.

I will use the services of any person(s) I require in order to carry out my responsibilities under the Contract. If I employ such person(s) or contract for their services, I will also pay their remuneration and all related expenses. I will also engage all such persons whose services are to be utilized, on behalf of Her Majesty in right of Canada, for the purposes of Sections 239 and 241 of the Income Tax Act, and Sections 295 and 328 of the Excise Tax Act. I will require each person so engaged, as a pre-condition to assisting me in carrying out my responsibilities under the Contract, to sign a document (see page two (2) of this Annex) stating that he or she has read the provisions of Sections 239 and 241 of the Income Tax Act, and Sections 295 and 328 of the Excise Tax Act and understands that he or she must comply with such provisions.

I will provide copies of all executed acknowledgement documents to the representative of the Commissioner of Revenue.

**CONTRACTOR**

\_\_\_\_\_  
Name (please type)

\_\_\_\_\_  
Authorized representative's name (please type)

\_\_\_\_\_  
Title (please type)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## ANNEX F: SECURITY REQUIREMENTS

### Information Security Requirements

The Contractor must ensure that:

- access to CRA Protected information and systems containing CRA Protected information is provided to cleared personnel and only on a need-to-know basis only;
- protected CRA information is not stored on cloud-based systems;
- computer systems have up-to-date anti-virus, anti-malware, anti-spyware, and security safeguards;
- computer systems storing CRA Protected information must be set with access control (as a minimum User Identification and password are to be used);
- screen savers pop-up after 15 minutes of session inactivity and require passwords to continue the session;
- all CRA Protected information is to be deleted or destroyed at the end of the Contract. Hard drives must be wiped, Portable Data Storage Devices (PDS) such as USB/CD, must be sent back to CRA, and paper documents are to be shredded using a Cross cut shredder (2mm x 15mm )

Information Security Requirements for ***Standalone workstation***:

Standalone dedicated equipment (such as laptop) can be used to store and perform work on CRA Protected information;

The Contractor must ensure that:

- equipment storing CRA Protected information is fully encrypted to CRA standards (MS BitLocker is the CRA standard to fully encrypt hard drive of the standalone equipment);
- CRA Protected information must be stored on encrypted PDS (Portable Data Storage Device):
  - USB devices must use
    - MS BitLockerToGo (BTG) is the CRA standard to encrypt USB devices;
  - CD devices must use
    - McAfee File and Removable Media Protection is one of the CRA standard to encrypt CD devices or;
    - WinZip is the other CRA standard to encrypt CD devices;
- PDSs may not contain a mix of CRA and non-CRA data;
- Protected information sent via email is contained in encrypted attachments (WinZip is one of CRA standard to encrypt attachments (using the CRA standard) – see below for additional security rules for using WinZip).

Information Security Requirements for ***Network server***:



Use of a network server can be used to store and perform work on CRA Protected information;

The Contactor must ensure that:

- computer systems storing CRA Protected information is fully encrypted to CRA standards;
- network folder structure is created , permissions established, and access is restricted to only employees that has a need-to-know.
- network folder structure does not contain a mix of CRA and non-CRA data

**Additional security rules for sending zipped (WinZip) files via email:**

The Contractor must ensure that:

- email subject lines do not contain any Protected information;
- protected data is not in the body text (description) of the email but within attached Zipped and Encrypted documents (in MS Word, Excel, or PowerPoint);
- the name of the Zipped file does not contain any Protected information;
- the encryption method is set to 256-bit AES;
- the password is not a word of the dictionary or a name;
- the password length is a minimum of 8 characters long;
- the password contains:
  - at least one lower case character (a-z),
  - at least one upper character (A-Z),
  - at least one numeric character (0-9), and
  - at least one symbol character (!, @, #, \$, %, ^, &, ...).
- the one time password is provided either via the telephone or within a second email message but only sent after receiving confirmation of reception of the message containing the Zipped/Encrypted file;
- the email is sent to one destination only (one email address).

**Additional security rules for McAfee File and Removable Media Protection:**

The Contractor must follow the following process to decrypt a CD/DVD:

- insert the encrypted CD/DVD into the optical drive. McAfee File and Removable Media Protection – Removable Media window will come up. If it does not automatically come up, navigate to the CD drive and run **MfeEERM.exe**.

**Physical Security Requirements**

The Contractor must:



- store CRA protected information in a locked container located in a locked room when not in use;
- store CRA protected waste in a locked container until it is returned to CRA to be destroyed;
- immediately report any actual or suspected loss, or unauthorized disclosure of information to CRA security official;
- immediately report any theft of CRA asset (laptop) to the Agency Operations Centre (AOC) of the Security and Internal Affairs Directorate at 1-866-362-0192 and to the functional authority for the contract.

### **IN TRANSIT**

The Contractor must:

- exercise good judgment and ensure that every reasonable effort has been made to minimize the risk to CRA protected information or asset (laptop) at all times;
- secure CRA protected information and asset (laptop) in a locked briefcase when transporting the information. The briefcase must be tagged with a forwarding or return address and/or phone number of the contractors' office. While travelling by vehicle, the briefcase must be placed in a locked trunk, or out of sight in a locked vehicle;
- maintain control of the briefcase containing CRA protected information and are not to expose the material to others, while on public transit systems.