



## **Attachment A – Sample RFP**

### **Introduction**

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

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

### **Appendices**

- Appendix 1: Mandatory Criteria
- Appendix 2: Point Rated Criteria
- Appendix 3: Financial Proposal
- Appendix 4: Proof of Synergy Compliance Testing

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

### **Annexes**

- Annex A:        STATEMENT OF WORK
- Annex A-1:     STATEMENT OF WORK – MANDATORY TECHNICAL REQUIREMENTS
- Annex B:        BASIS OF PAYMENT
- Annex C:        REQUIREMENTS FOR CRA SYNERGY SOLUTION



## Part 1 General Information

### 1.1 Summary

The Canada Revenue Agency (CRA) has an ongoing requirement for office chairs to be supplied and delivered to employees of the Agency located in offices across Canada on an “as and when requested” basis in accordance with the Statement of Work attached herein as Annex A (including Annex A-1) and Annex C: Requirements for a CRA Synergy Solution.

It is the CRA’s intention to award one contract to fulfill the requirement.

### CHAIR TYPES

The following types of chairs must be supplied in accordance with Annex A-1: STATEMENT OF WORK – MANDATORY TECHNICAL REQUIREMENTS.

#### ADJUSTABLE OFFICE CHAIRS:

##### Task Chairs (8 hour workday use)

1. Office Task Chair – Medium: at least one (1) fully adjustable model upholstered in woven fabric. Up to two (2) additional models may be offered to ensure that the diverse needs of CRA users will be satisfied.
2. Office Task Chair – Small: one (1) model of Small chair. A Small chair must be supplied if the Medium chair(s) do not offer an appropriate range of adjustment for smaller users.
3. Office Task Chair – Plus: one (1) model must be offered.

##### Boardroom Chairs (intermittent short-term use)

4. Boardroom Chair A – Adjustable with high back: one (1) model must be offered.
5. Boardroom Chair B – Basic with mid back: one (1) model must be offered.

#### NON-ADJUSTABLE OFFICE CHAIRS:

##### Guest Chairs (occasional guest seating for offices)

6. Guest chair with armrests and casters: one (1) model must be offered.

The period of the contract will be for three (3) years with four (4) options to extend the period by one year each. The contract will include the following requirements:

- Provision of the three categories of fully assembled office chairs including delivery, installation and removal of packaging
- Repairs (under warranty)
- User training and information
- Demonstration Chair Program

The Agency will include a minimum spend commitment of \$1,000,000.00 (all applicable taxes included) Canadian over the entire period of the resulting contract, which includes any exercised option periods, including any extension period thereof.

### Ariba supplier network (ASN) membership requirement

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

The highest-ranked Bidder must become a member of the ASN prior to contract award, and maintain membership in the ASN throughout the period of any resulting contract. All costs associated with this membership shall be borne by the Bidder.



## HISTORICAL DATA

Purchasing activity tends to peak in the fourth quarter of the fiscal year (January to March), which historically has seen approximately 60% of the total yearly spend. Overall, CRA tends to make a large number of small orders, though these comprise only a small part of the total quantity of chairs ordered.

Table 1: Summary of ordering data

Order Quantity	% of Total Orders	% of Total Chairs Ordered
1-2	71.6%	12.0%
3-10	15.8%	14.3%
11-50	10.1%	30.3%
51-100	1.6%	17.5%
101+	0.8%	25.9%

The CRA offers three (3) general types of chairs on its current contract, including task, boardroom and guest chairs. Past purchases are broken down as follows:

Table 2: Summary of chair types ordered

Type	Percentage Ordered
Task	86.8 %
Boardroom	8.7 %
Guest	4.5 %

Furthermore, the current CRA catalogue offers three sizes of task chairs (Small, Medium and Plus). Description and consumption data is as follows:

Size	Description	Consumption (% of total task chairs)
Medium	Chair having a standard set of features that met the dimensional requirements of the largest number of employees possible	88.2%
Small	Chair with smaller seat than the Medium chair	8.5%
Plus	Chair designed for heavier occupants than the Medium chairs	3.3%



## 1.2 Glossary of Terms

TERM	DEFINITION
CRA	Canada Revenue Agency
DDP	Delivered Duty Paid
Proposal	A solicited submission by one party to supply certain goods or services. The word "proposal" is used interchangeably with "bid"
Solicitation	An act or instance of requesting proposals/bids on specific products and/or services.

## 1.3 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.



**Part 2 Bidder Instructions**

**2.1 Mandatory Requirements**

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

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

**2.1.1 Signatures**

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

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

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

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

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

The following clauses are incorporated by reference:

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

**2.2.1 Revisions to Standard Instructions 2003**

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

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

1. The *Supplier Integrity Directive* (SID) dated May 24, 2016, is incorporated by reference into, and forms a binding part of the bid solicitation. The Bidder must comply with the SID, which can be found on the Canada Revenue Agency’s website at <http://www.CRA-arc.gc.ca/gncy/prcrmnt/menu-eng.html>.
2. Under the SID, charges and convictions of certain offences against a Supplier, its affiliates or first tier subcontractors, and other circumstances, will or may result in a determination by Public Works and Government Services Canada (PWGSC) that the Supplier is ineligible to enter, or is suspended from entering into a contract with Canada. The list of ineligible and suspended Suppliers is contained in PWGSC’s Integrity Database. The SID describes how enquiries can be made regarding the ineligibility or suspension of Suppliers.
3. In addition to all other information required in the bid solicitation, the Bidder must provide the following:
  - a. by the time stated in the SID, all information required by the SID described under the heading “Mandatory Provision of Information”; and



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

Section 02 titled "Procurement Business Number", is hereby deleted in its entirety and replaced with: Suppliers should obtain a Business Number (BN) before contract award. Suppliers may register for a BN online at <http://www.CRA-arc.gc.ca/tx/bsnss/tpcs/bn-ne/menu-eng.html>.

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

Section 05 titled "Submission of Bids", paragraph 2 (d) is deleted in its entirety and replaced with the following: (d) send its bid only to the Canada Revenue Agency Bid Receiving Unit or to the address specified in the solicitation in Section 2.3.

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

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

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

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

Section 17 titled "Joint Venture", delete in its entirety and replace with the following:

17 Joint Venture



1. A joint venture is an association of two or more parties who combine their money, property, knowledge, expertise or other resources in a single joint business enterprise, sometimes referred as a consortium, to bid together on a requirement. Bidders who bid as a contractual joint venture shall clearly indicate in their bid submission (in Part 5) that they are bidding as a contractual joint venture and shall provide the following information:
  - a) the name of the contractual joint venture;
  - b) the name of each member of the contractual joint venture;
  - c) the Procurement Business Number of each member of the contractual joint venture;
  - d) a certification signed by each member of the joint venture representing and warranting:
    - (i) the name of the joint venture (if applicable);
    - (ii) the members of the joint venture;
    - (iii) the Business Numbers (BN) of each member of the joint venture;
    - (iv) the effective date of formation of the joint venture;
    - (v) that the joint venture continues to be in effect as of the date of the bid submission; and
    - (vi) that each member of the joint venture has appointed and granted full authority to the specified member of the joint venture (the "Lead Member") to act on behalf of all members as its representative for the purposes of executing documentation relating to the Contract issued subsequent to contract award (if the joint venture is awarded a contract), including but not limited to Contract Amendments and Task Authorizations.
  - e) the name of the representative of the joint venture (the "Lead Member"), i.e. the member chosen by the other members to act on their behalf.
2. If the above information is not clearly provided in the bid, the Bidder must provide the information on request from the Contracting Authority.
3. Notwithstanding that the joint venture members have appointed one of the members of the joint venture to act as the representative of the joint venture, the bid including any certifications to be submitted as part of the bid, as well as any resulting contract must be signed by all the members of the joint venture.
4. If a 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 any resulting contract.
5. 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).
6. The Bidder shall obtain the prior written approval of the Contracting Authority to any change in the membership of a contractual joint venture after bid submission. Any change in the membership of a contractual joint venture after bid submission without the prior written approval of the Contracting Authority shall result in elimination of the bid or if such change occurs after contract award shall be deemed to be default under the Contract.

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

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



## 2.3 Submission of Proposals

When responding, the proposal SHALL be delivered to the Bid Receiving Unit address indicated below by the time and date indicated on Page 1.

BIDDERS ARE TO SUBMIT PROPOSALS TO:

Canada Revenue Agency  
Bid Receiving Unit  
Ottawa Technology Centre  
Receiving Dock  
875 Heron Road, Room D-95  
Ottawa, ON K1A 1A2  
Telephone No: (613) 941-1618

The Bid Receiving Unit of CRA is open Monday to Friday inclusive, between the hours of 07:30 and 15:30, excluding those days that the federal government observes as a holiday.

ELECTRONIC BIDS WILL NOT BE ACCEPTED. Due to the nature of this solicitation, electronic transmissions of a proposal by such means as electronic mail or facsimile is not considered to be practical and therefore will not be accepted.

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

All enquiries must be submitted to the Contracting Authority no later than **10 calendar days** before the bid closing date. **Enquiries received after that time may not be answered.**

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

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

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

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

## 2.6 Terms and Conditions

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





## Part 3 Proposal Preparation Instructions

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

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

Section I: Technical Bid - 3 hard copies, and 1 soft copy on CD

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

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

Section II: Financial Bid - 1 hard copy and 1 soft copy on CD

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

Section III: Certifications - 1 hard copy

Bidders must submit the certifications required under Part 5.

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

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

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

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

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



## **Part 4 Evaluation and Selection**

### **4.1 General**

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

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

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

#### **General Historical Data**

All data regarding prior usage, or estimated future usage by CRA of any of the required products, including the data set out in Annex A: Statement of Work is provided to respondents purely for information purposes, and to assist them in preparing their bids. This represents the best information currently available to the CRA however, the CRA does not warrant or represent that this data is complete or free from errors. Additionally, the inclusion of this data in this solicitation does not represent a commitment that CRA's future purchases of chairs will be consistent with this data. It is provided purely for informational purposes.

### **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.

Bids will be ranked in accordance with the basis of selection.

#### **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. Bids will then be evaluated in accordance with Step 3 below.

In order for the evaluation team to proceed with Step 2 for those bids that meet the criteria from Step 1, bidders will be requested to provide documentation supporting evaluation of compliance to the point rated criteria. This documentation is described in detail at Appendix 2: Point Rated Criteria and includes specific product information from specification documents, instructional diagrams, and independent lab reports on dimensional measurements. Bidders will have **five (5) business** days to provide the requested documentation to CRA, calculated from the date of the request by CRA. Failure to provide the necessary product documentation to address one (1) or more point rated criteria within the specified timeline shall result in the bidder receiving a score of zero (0) for each point rated criteria not supported.

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

## **Step 3 – Evaluation of Financial Proposals**

Only technically compliant bids meeting all of the requirements detailed in Step 1 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**

Bids meeting all of the requirements detailed in Steps 1, 2 and 3 will be considered at this point.

The ratio will be 60% for the technical merit and 40% for the price. 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%. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.

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 considered the top ranked bid and proceed to Step 5

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).



<b>Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)</b>				
		<b>Bidder 1</b>	<b>Bidder 2</b>	<b>Bidder 3</b>
<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 – Conditions Precedent to Contract Award**

Certifications and Additional Information:

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

Product Certification

The CRA may request that the Bidder provide all required supporting documentation to demonstrate compliance of the proposed products configured in accordance with the general and detailed requirements outlined in Annex A-1. Supporting documentation may include but is not limited to diagrams, product guides, and test reports. In the event that the CRA makes such a request, the Bidder must provide the Contracting Authority with the required documentation within **five (5) business days**.

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

Test reports for mechanical testing must be no more than five (5) years old at the time of submission. When test reports are requested, the test results must indicate that the product has successfully passed each test listed.

At a minimum, test results must include the following information:

- a) a title;
- b) name and address of laboratory;
- c) unique identification of the report (such as serial number);
- d) name and address of the client (where applicable);
- e) description and unambiguous identification of the test item;
- f) characterization and condition of the test item;
- g) date of receipt of the test item;
- h) date(s) of the performance of test;
- i) identification of the test methods used;
- j) any additions to, deviations from, or exclusions from the test methods (such as environmental conditions).



Failure to provide the necessary product information and test results within the specified timeline shall render the bid non-compliant, and the CRA will invite the Bidder with the next highest ranked responsive bid to participate in the test reports phase of the evaluation.

Bidders are invited to include their product information and test results within their bid.

#### Proof of Synergy Compliance (PoSC)

The highest ranked responsive bid may be tested during the Proof of Synergy Compliance testing (PoSC) test phase of the evaluation as described in Appendix 4: Proof of Synergy Compliance Testing (PoSC). The CRA reserves the right to test the proposed solution in whole or in part against all of the mandatory requirements found in Annex C: Requirements for a CRA Synergy Solution.

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

The Bidder must become a member of the ASN prior to contract award and maintain a valid membership for the period of any resulting Contract including any exercised option period(s). The Bidder must work directly with Ariba Supplier Technical Support to establish and maintain their ASN relationship for the duration of the PoSC Test and any resulting contract including any option period(s). Any cost associated with the implementation and ongoing adherence to these requirements will be borne by the Bidder.

The CRA Synergy Vendor Enablement Coordinator (SVEC) will document the results of the PoSC test. If at any time during the PoSC test, CRA determines that the Bidder does not meet a mandatory requirement of the PoSC test, the Bidder's proposal will fail the PoSC test and the proposal will not be given any further consideration. The PoSC process with the Bidder will end and a new PoSC process will begin with the Bidder submitting the next highest-ranked responsive bid.

The Proof of Proposal testing timeline shall not exceed forty (40) working days, unless extended in writing by the Contracting Authority at CRA's sole discretion. If a deficiency is detected during the testing the Bidder will have the opportunity to correct any deficiencies during the PoSC testing,

If the proposed solution fails to meet one of the tested mandatory requirements described in Appendix 4: Proof of Synergy Compliance Testing (PoSC), by the end of the forty (40) working day test period, the bid will be declared non-responsive. CRA will invite the Bidder with the next highest ranked responsive bid to participate in the PoSC testing phase of the evaluation.

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

If the Bidder does not demonstrate they meet any one of the criteria in Step 5, the bid will be declared non-responsive. CRA will continue the evaluation with the next ranked highest compliant bid.

#### **Step 6 – Contract Entry**

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



## **Part 5                    Certifications and Additional Information**

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

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

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



5.1 Certifications Required To Be Submitted At Time of Bid Closing

5.1.1 Joint Venture Certification Only complete this certification if a joint venture is being proposed

The Bidder represents and warrants the following:

- (a) The bidding entity is a contractual joint venture in accordance with the following definition. A "contractual joint venture" is an association of two or more parties who have entered into a written contract in which they have set out the terms under which they have agreed to combine their money, property, knowledge, skills, time or other resources in a joint business enterprise, sharing the profits and the losses and each having some degree of control over the enterprise.
- (b) The name of the joint venture is: \_\_\_\_\_ (if applicable).
- (c) The members of the contractual joint venture are (the Bidder is to add lines to accommodate the names of all members of the joint venture, as necessary): \_\_\_\_\_
- (d) The Business Numbers (BN) of each member of the contractual joint venture are as follows (the Bidder is to add lines for additional BNs, as necessary):  
\_\_\_\_\_
- (e) The effective date of formation of the joint venture is: \_\_\_\_\_
- (f) Each member of the joint venture has appointed and granted full authority to \_\_\_\_\_ (the "Lead Member") to act on behalf of all members as its representative for the purposes of executing documentation relating to the Contract issued subsequent to contract award, including but not limited to Contract Amendments and Task Authorizations.
- (g) The joint venture is in effect as of the date of bid submission.

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

The Joint Venture Certification shall be effective throughout the entire period of the Contract, including any exercised option period, if exercised. The CRA has the right to request documentation from the Bidder evidencing the existence of the contractual joint venture.

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

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

\_\_\_\_\_  
Signature of Duly Authorized Representative

\_\_\_\_\_  
Name of Individual (Please Print)

\_\_\_\_\_  
Legal Name of Business Entity

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Duly Authorized Representative

\_\_\_\_\_  
Name of Individual (Please Print)

\_\_\_\_\_  
Legal Name of Business Entity

\_\_\_\_\_  
Date



## **5.2 Certifications Precedent to Contract Award and Associated Information**

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

### **5.2.1 Integrity Provisions – Associated Information**

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





## 5.2.2 Employment Equity

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list ([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) 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.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed [Federal Contractors Program for Employment Equity - Certification](#) (found below), before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

### 5.2.2.1 Federal Contractors Program for Employment Equity – Certification

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a Contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\)-Labour's](#) website.

Date: \_\_\_\_\_(YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a federally regulated employer being subject to the Employment Equity Act.
- A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC- Labour.

OR



( ) A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to HRSDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC- Labour.

B. Check only one of the following:

( ) B1. The Bidder is not a Joint Venture.

OR

( ) B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)



### 5.2.3 Vendor Reporting Information

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

For the purpose of this clause:

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

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

The Bidder is requested to provide the following:

Legal Name:

Operating Name:

Address:

Payment/T1204 Address (if different)

Payment address is same as above

City:

Province:

Postal Code:

Telephone:

Fax:

Type of Business (Select only one)

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



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

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

Business Number (BN):

\_\_\_\_\_

\_\_\_\_\_

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

Social Insurance Number (SIN):

N/A Reason:

\_\_\_\_\_

\_\_\_\_\_

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

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

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

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

(Signature of duly authorized representative of business)

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

(Title of duly authorized representative of business)



## **APPENDICES**

**APPENDIX 1: MANDATORY CRITERIA**

**APPENDIX 2: POINT RATED CRITERIA**

**APPENDIX 3: FINANCIAL PROPOSAL**

**APPENDIX 4: PROOF OF SYNERGY COMPLIANCE TESTING (POSC)**



## APPENDIX 1: MANDATORY CRITERIA

Bids will be evaluated in accordance with 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.

Column A	Column B	Column C	Column D	Column E
Item	Section Identifier Mandatory Requirement	BIDDER USE ONLY Page Reference	CRA USE ONLY Met	CRA USE ONLY Not Met
<b>M1</b>	<b>Proposal – General</b>			
<b>M1.1</b>	The Bidder must sign Page 1 (front page) of the Request for Proposal and the Joint Venture certification, if applicable, identified in Step 5.			
<b>M1.2</b>	Bidders must submit their financial bid in accordance with the format outlined in Appendix 3: Financial Proposal.			
<b>M1.3</b>	The Bidder must be the manufacturer of the products proposed, or authorized by the manufacturer to resell the products proposed. If the Bidder is a reseller, the Bidder must provide a letter from the manufacturer certifying that the Bidder is an authorized reseller.			
<b>M2</b>	<b>Ref: Statement of Work</b>			
<b>M2.1</b>	The Bidder must indicate which chairs are being proposed in accordance with the Statement of Work. The Bidder must include: <ul style="list-style-type: none"> <li>a list of the chair models offered with the corresponding pictures (photos or otherwise)</li> <li>the unique order code or identifier for each of the products proposed that identifies the specific features and configuration of each product proposed</li> <li>an explanation of the logic or alphanumeric system used in the order code and how each configuration element is identified</li> </ul>			
<b>M2.2</b>	The Bidder must submit the sample cards for all upholstery, including the woven fabric showing the full range of available colours in accordance with 5.1 of Annex A.			
<b>M2.3</b>	The Bidder must submit a copy of the corporate environmental policy statement for the manufacturer of the chairs in accordance			



	with 5.2.1 of Annex A. An organizational environmental performance certificate such as ISO 14001 will be acceptable as an alternative.			
<b>M2.4</b>	The Bidder must submit a detailed description on how the manufacturer addresses the environmental aspects of their operations in accordance with section 5 of Annex A, including: <ul style="list-style-type: none"><li>• 5.2.2 Hazardous Materials</li><li>• 5.2.3 Packaging</li><li>• 5.2.4 Total Lifecycle Management.</li></ul>			



## APPENDIX 2: POINT RATED CRITERIA

This scorecard will be used to record the results for all point-rated technical and environmental elements. 260 points are available as follows:

Criteria	Technical Elements (Medium Task Chair)	Points	Criteria	Non-Technical Elements	Points
R1	Dimensional Fit (11 elements)	110	R4	Organizational Environmental Performance (1 element)	10
R2	Controls and Options (8 elements)	70	R5	Product Environmental Performance (2 elements)	20
R3	Durability (3 elements)	30	R6	Expedited Delivery and Installation (1 element)	20
	<b>Total</b>	<b>210</b>		<b>Total</b>	<b>50</b>

Scores will be based solely on the values entered by the Bidder in the Values chart (see examples below); therefore Bidders are strongly encouraged to fill in the empty unshaded boxes of the chart with values from the Bidder's supporting documentation. The Page Reference should show the location of the supporting documentation in the technical proposal.

### Example – Values Chart for Dimensional Fit

Table R1.1a Values				CRA USE ONLY	
Range of Adjustment (mm)			Page Reference	Found?	
	to			Yes	No

Acceptable supporting documentation is specified in the instructions for each element. The documentation must clearly support the values entered in the chart and compliance with other requirements. Where supporting documentation for an element is inadequate or missing, a score of zero (0) will be assigned for that element. **It is the responsibility of the Bidder** to ensure that all information is provided to support the evaluation, including third-party or internal documentation. Bidders must accurately represent the capabilities of their chair to meet the preferred criteria. The Bidder should fill in the values only for those elements where their chair complies with all of the preferred criteria and acceptable supporting documentation exists.





### Technical – Office Task Chair R1 Dimensional Fit Instructions and Example

The evaluation for R1 Dimensional Fit is made up of eleven (11) elements covering six (6) chair components, each with the same initial weighting (10 points). The score is based on the amount of adjustment over and above the minimum requirement that matches the preferred values for the adjustment range and travel for each element.

Preferred values are based on the requirements of the 5<sup>th</sup> percentile female to the 95<sup>th</sup> percentile male or better using the anthropometric data accepted in the Standard (as defined in Annex A-1 of this solicitation). Where these requirements cannot be achieved with current technology, or where no relevant anthropometric data exist, the preferred values are based on the estimated performance of the most inclusive designs currently available.

Values will be taken from the measurements in the manufacturer’s independent lab reports using the test method specified in the Standard. Values will be taken in millimeters (mm), where 1.0 inch = 25.4 mm. For the purposes of calculation, all values will be rounded to the nearest millimeter, where 0.5 mm or greater is rounded upwards. Scores will be rounded to the nearest one-tenth of a point (0.1).

#### Example – Seat Height Evaluation

##### **Step 1 – Review the Preferred Criteria**

The Bidder reviews the preferred values for each element.

##### **R1.1 Seat Height**

(1) The preferred travel for the adjustment of seat height is 125 mm (5.0 in) or more, falling within the range 367 to 525 mm. (2) The preferred range with the main cylinder is 385 mm (15.2 in) or less to 510 mm (20.1 in) or more.

##### **Step 2 – Enter values for office task chair**

The Bidder fills in the Values chart in accordance with the instructions. In this example, the chair being offered has a seat height of 410 to 535 mm (125 mm total), which is supported by a lab test report. CRA can now proceed to step 3 to evaluate the element.

Table R1.1a Values				CRA USE ONLY	
Range of Adjustment (mm)			Page Reference	Found?	
				Yes	No
410	to	535	<i>XYZ lab test report Page A2</i>		

##### **Step 3 – Review of Supporting Documentation**

The CRA confirms that the documentation in the Bidder’s technical proposal is adequate and supports the values entered. In this example, the CRA successfully verifies the values entered and proceeds to step 4.

##### **Step 4 – Scoring**

The CRA compares the values for the chair offered to the Scoring Range (column A) to determine the range of values and total amount of adjustment that will be allowed for scoring (column C). In this example, the maximum value (535 mm) exceeds the upper limit of the Scoring Range for both preferred criteria (column A). Therefore, only the portion falling inside the values in column A will be allowed.



Table R1.1b Scoring Grid – CRA USE ONLY											
A	B	C		D		E		F			G
Scoring Range (mm)	Preferred Values (mm)	Allowable Value (mm)	<i>minus</i>	Minimum (mm)	<i>equals</i>	Score Value (mm)	<i>divide by</i>	Reference Value (mm)	<i>multiply by</i>	Points	Score
1) Travel 367 to 525	125	<i>410 to 525</i> <b>115</b>	-	91	=	<b>24</b>	/	34	X	10	= <b>7.1</b>
2) Range 385 to 510 *	125	<i>410 to 510</i> <b>100</b>	-	91	=	<b>13</b>	/	34	X	10	= <b>3.8</b>
<b>R1.1 Seat Height score = Preferred Travel + Preferred Adjustment scores</b>										<i>Sum</i>	=

### Explanation of Scoring Grid

**Column A. Scoring Range:** the lower and upper limit for the adjustment range allowed for scoring purposes.

**Column B. Preferred Values:** the preferred value for the total amount of adjustment.

**Column C. Allowable Values:** the amount of adjustment for the chair offered that falls inside the scoring range, subject to the following:

- For Item 1) Travel, any portion that is less than the minimum or greater than the maximum value in column A is discarded.
- For Item 2) Range, the Allowable Value will reflect the entire range of adjustment when the values for the adjustment offered covers and exceeds the limits of the entire scoring range. The exception is R1.6, where the maximum allowable value is fixed.

**Column D. Minimum:** the minimum amount of adjustment based on the mandatory technical requirements of this solicitation.

**Column E. Score Value (C minus D):** the amount that the chair value exceeds the minimum requirement.

**Column F. Reference Value (B minus D):** the amount that the preferred value exceeds the minimum requirement.

**Column G. Score:** the final score for the element is normally between 0.0 and 10.0 points, subject to the following:

- The score for item 1) Travel will be between 0 and 10.0 points.
- The score for Item 2) Range will be between 0 and 10.0 points when the range of adjustment offered covers a portion of the desired scoring range. When the range of adjustment offered meets and exceeds both the lower and upper limits indicated for the Scoring Range, the maximum score is up to 20.0 points.

However, while the individual scores for Item 2) Range in R1.1 to R1.5 may exceed 10.0 points, when all dimensional elements from R1.1 to R1.6 are added together, the sum may never exceed the 110.0 points allocated for Dimensional Fit.



**Technical – Office Task Chair  
R1 Dimensional Fit  
Evaluation**

**R1.1 Seat Height**

- (1) The preferred **travel** for the adjustment of seat height is 125 mm (5.0 in) or more, falling within the range 367 to 525 mm (14.4 to 20.7 in).
- (2) The preferred **range** with the main cylinder only is 385 mm (15.2 in) or less to 510 mm (20.1 in) or more.

Table R1.1a Values				CRA USE ONLY	
Range of Adjustment (mm)			Page Reference		
			Found?		
			Yes	No	
	to				

Table R1.1b Scoring Grid – CRA USE ONLY											
A	B	C		D		E		F		G	
Scoring Range (mm)	Preferred Values (mm)	Allowable Value (mm)	<i>minus</i>	Minimum (mm)	<i>equals</i>	Score Value (mm)	<i>divide by</i>	Reference Value (mm)	<i>multiply by</i>	Points	Score
1) Travel 367 to 525	125		-	91	=		/	34	X	10	=
2) Range * 385 to 510	125		-	91	=		/	34	X	10	=
<b>R1.1 Seat Height score = Preferred Travel + Preferred Adjustment scores</b>										<i>sum</i>	=

\*Maximum 20.0 points available. See Explanation of Scoring Grid for columns C and G in the instructions for this section.



**R1.2 Seat Depth**

- (1) The preferred **travel** for the adjustment of seat depth is 76 mm (3.0 in) or more, falling within the range 381 to 496 mm (15.0 to 19.5 in).
- (2) The preferred **range** is 394 mm (15.5 in) or less to 470 mm (18.5 in) or more.

Table R1.2a Values				CRA USE ONLY		
Range of Adjustment (mm)			Page Reference		Found?	
					Yes	No
	to					

Table R1.2b Scoring Grid – CRA USE ONLY											
A	B	C		D		E		F			G
Scoring Range (mm)	Preferred Values (mm)	Allowable Value (mm)	<i>minus</i>	Minimum (mm)	<i>equals</i>	Score Value (mm)	<i>divide by</i>	Reference Value (mm)	<i>multiply by</i>	Points	Score
1) Travel 381 to 496	76		-	50	=		/	26	X	10	=
2) Range * 394 to 470	76		-	50	=		/	26	X	10	=
<b>R1.2 Seat Depth score = Preferred Travel + Preferred Adjustment scores</b>										<i>sum</i>	=

\*Maximum 20.0 points available. See Explanation of Scoring Grid for columns C and G in the instructions for this section.



### R1.3 Lumbar Support Height

- (1) The preferred **travel** for the adjustment of lumbar support height is 100 mm (3.9 in) or more, falling within the range 100 to 300 mm (3.9 to 11.8 in).\*
- (2) The preferred **range** is 150 mm (5.9 in) or less to 250 mm (9.8 in) or more.

Table R1.3a Values				CRA USE ONLY		
Range of Adjustment (mm)			Page Reference		Found?	
					Yes	No
	to					

Table R1.3b Scoring Grid – CRA USE ONLY											
A	B	C		D		E		F			G
Scoring Range (mm)	Preferred Values (mm)	Allowable Value (mm)	<i>minus</i>	Minimum (mm)	<i>equals</i>	Score Value (mm)	<i>divide by</i>	Reference Value (mm)	<i>multiply by</i>	Points	Score
1) Travel * 100 to 300	100		-	50	=		/	50	X	10	=
2) Range ** 150 to 250	100		-	50	=		/	50	X	10	=
<b>R1.3 Lumbar Support Height score = Preferred Travel + Preferred Adjustment scores</b>										<i>sum</i>	=

\*Current chair measurement test procedures will measure the lumbar support height only within the zone of 150 to 250 mm. However, if it is demonstrated that the lumbar support height adjustment mechanism is capable of greater mechanical adjustment, the additional adjustment can be considered up to a maximum of 50 mm above and below this core range, for a total effective range of 100 to 300 mm.

\*\*Maximum 20.0 points available. See Explanation of Scoring Grid for columns C and G in the instructions for this section.



**R1.4 Armrest Height**

- (1) The preferred **travel** for the adjustment of armrest height is 102 mm (4.0 in) or more, falling within the range 158 to 292 mm (6.2 to 11.5 in).
- (2) The preferred **range** is 176 mm (6.9 in) or less to 274 mm (10.8 in) or more.

Table R1.4a Values				CRA USE ONLY		
Range of Adjustment (mm)			Page Reference		Found?	
					Yes	No
	to					

Table R1.4b Scoring Grid – CRA USE ONLY											
A	B	C		D		E		F			G
Scoring Range (mm)	Preferred Values (mm)	Allowable Value (mm)	<i>minus</i>	Minimum (mm)	<i>equals</i>	Score Value (mm)	<i>divide by</i>	Reference Value (mm)	<i>multiply by</i>	Points	Score
1) Travel 158 to 292	102		-	50	=		/	52	X	10	=
2) Range * 176 to 274	98		-	50	=		/	52	X	10	=
<b>R1.4 Armrest Height score = Preferred Travel + Preferred Adjustment scores</b>										<i>sum</i>	=

\*Maximum 20.0 points available. See Explanation of Scoring Grid for columns C and G in the instructions for this section.



**R1.5 Lateral Clearance Between Armrests**

- (1) The preferred travel for the adjustment of lateral clearance between armrests is 102 mm (4.0 in) or more within the range 333 to 535 mm.
- (2) The preferred range is 391 mm (15.4 in) or less to 493 mm (19.4 in) or more.

**IMPORTANT:** For the purposes of this criteria, armrests or armcaps that only pivot or swivel horizontally will be given a score of zero (0) points. Measurements of lateral clearance between armrests in accordance with section 18.0 of the BIFMA/CMD-1 procedure must be performed with the arm caps positioned at zero (0) degrees rotation for the duration of the procedure (i.e. the long axes of the armrests must remain parallel to each other). Any measurements not conducted in accordance with this modified procedure will also be given a score of zero (0) points.

Table R1.5a Values				CRA USE ONLY	
Range of Adjustment (mm)		Page Reference		Found?	
				Yes	No
	to				

Table R1.5b Scoring Grid – CRA USE ONLY											
A	B	C		D		E		F		G	
Scoring Range (mm)	Preferred Values (mm)	Allowable Value (mm)	<i>minus</i>	Minimum (mm)	<i>equals</i>	Score Value (mm)	<i>divide by</i>	Reference Value (mm)	<i>multiply by</i>	Points	Score
1) Travel 333 to 535	102		-	50	=		/	52	X	10	=
2) Range 391 to 493*	102		-	50	=		/	52	X	10	=
<b>R1.5 Lateral Clearance Between Armrests score = Preferred Travel + Preferred Adjustment scores</b>										<i>sum</i>	=

\*Maximum 20.0 points available. See Explanation of Scoring Grid for columns C and G in the instructions for this section.



**R1.6 Backrest Height**

The preferred height of the backrest is 646mm (25.4in) or more.

Table R1.6a Values		CRA USE ONLY	
Maximum Backrest Height (mm)	Page Reference	Found?	
		Yes	No

Table R1.6b Scoring Grid – CRA USE ONLY										
A	B		C		D		E			F
Scoring Range (mm)	Allowable Value (mm)	<i>minus</i>	Minimum (mm)	<i>equals</i>	Score Value (mm)	<i>divide by</i>	Reference value (mm)	<i>multiply by</i>	Points	Score
Preferred Height Up to 646		-	509	=		/	137	x	10	=

CRA USE ONLY		Available Points	Bidder's Score
R1 Dimensional Fit Score = R1.1 + R1.2 + R1.3 + R1.4 + R1.5 + R1.6 scores		110	





## Technical – Office Task Chair R2 CONTROLS Instructions

The evaluation of controls is made up of elements that are each associated with a different component or function of the office task chair. Each technical element is worth 5 or 10 points each.

The preferred criteria for each element are those that permit the greatest freedom to change and set the position of chair components to support the needs of the broadest possible range of individual users. Where a requirement from the Canadian standard CAN/CGSB 44.232 *Task Chairs for Office Environments* (hereafter referred to as the Standard) applies as part of the set of preferred features, the section number is shown in parentheses. When a control element meets **all** preferred criteria, the score is based on the number of choices available to set the position of the chair components (see Glossary below).

Bidders must fill in values consistent with all supporting documentation. Supporting documentation should include a written description for the control (see below) and must be accompanied by lab reports or other material, specification documents, or instructional diagrams that demonstrate how the control works. When preferred criteria are partly based on the Standard, valid test reports must be provided.

### Written Description for Controls – Requirements

The written description for each control element should clearly describe:

1. the appearance of the control (e.g. lever, knob, handle, button, etc.);
2. where the control is located on the chair;
3. what the user must do to activate the control (e.g. pull, rotate, twist, squeeze, etc.);
4. which chair component or components can be changed when the control is activated (e.g. seat pan angle);
5. how the user is able to choose and set the final position of the component, and
6. how many choices or settings there are.

When writing the description, Bidders are strongly encouraged to follow the order of the requirements shown from 1 to 6. The following is an example of the desired description format (the number for each requirement is shown in parentheses for demonstration purposes only). Bidders should use plain language in their description. Proprietary or trade names for components and the specific terminology in the Glossary below should be avoided, or risk failing to provide the objective information required to correctly understand and rate the type and extent of control offered.

*The Backrest Angle control is a paddle-shaped lever (1), the rearmost of three levers sticking out under the right side of the seat (2). When pulled upwards (3), the backrest angle unlocks (4). The user leans forward or backward while holding the lever to change the backrest angle, then releases the lever to lock the backrest (5). The user may lock the backrest angle at any desired position within the adjustment range (6).*

Based on the terms in the Glossary, this describes a backrest angle control that offers independent and continuous adjustment.

### Glossary – Classification of Controls

The type of adjustment offered when controls are used is classified two ways:

- how many components are affected when a control is activated (independent/dependent)
- when a control is activated, how many choices there are for the position of the chosen component (incremental/continuous)



### ***Independent/Dependent***

**Independent adjustment** (described as **independently adjustable**) is the term used when the setting or position of a component or function can be changed without affecting any other setting or position of other components or functions.

**Dependent adjustment** (described as **dependently adjustable**) is the term used when the change in the setting or position of one component or function is mechanically linked to and changes the setting or position of another component or function.

### ***Incremental/Continuous***

**Incremental adjustment** (described as **incrementally adjustable**) is the term used when the position of a support component or function can be changed and set only in mechanically predetermined steps or **increments** within the range of adjustment.

**Continuous adjustment** (described as **continuously adjustable**) is the term used when the position of a support component can be changed and set or locked at any desired position throughout the range of adjustment.

### ***Fixed***

**Fixed** components or functions are those that offer no choice to change or set positions. Therefore, this applies to components that cannot be changed or adjusted (a “fixed” armrest), and also to those that cannot be locked at any point within their range of adjustment (as a “fixed” reclining backrest).

### **Examples**

All controls may be described in terms of the types of adjustment as shown in the following examples. These examples are provided only for the purposes of demonstration and do not necessarily represent cases that will meet the preferred criteria in this solicitation.

**“Synchro-tilt” mechanisms:** these offer dependent adjustment of the backrest and seat angle (both move together in a fixed ratio), and may offer either incremental adjustment (specified number of stop or locking points throughout the tilt range) or continuous adjustment (infinite choice of stop or locking points). Fixed dependent adjustments are also possible (no stop or lock positions available for two or more components that move together).

**“Inflatable” lumbar supports:** these offer independent adjustment of lumbar support depth, and when the amount of inflation can be changed by alternately pumping or releasing air as desired, the adjustment is also continuous.

**“180 degree rotation” armcaps:** when the depth of the armrest changes when the armcap is rotated (the armrest projects further forward in one orientation than in the other), these are considered to offer independent and incremental adjustment (two increments or settings).

**“Crank” or “puck” tilt tension controls:** these offer independent adjustment and are also continuously adjustable.

**“Weight-activated” tilt tension controls:** these offer independent adjustment, and in the absence of an additional control to fine-tune the tension, is also considered fixed since the user cannot choose any other setting.



**Technical – Office Task Chair  
R2 CONTROLS  
EVALUATION**

**R2.1 Tilt Tension Control**

The tilt tension control should (1) be accessible while seated upright, and (2) offer continuous adjustment to suit the preferences of each individual user, although incremental adjustment offering the choice of at least three settings is acceptable.

Table R2.1a Values			CRA USE ONLY	
Preferred Feature	Value	Page Reference	Found?	
			Yes	No
(1) Accessible while seated upright ( <i>state “yes” when present</i> )				
(2) Type of Adjustment ( <i>if incremental, show number of increments</i> )				

Table R2.1b Scoring Grid – CRA USE ONLY		
Type of Adjustment	Points	Score
Continuous	5	
Incremental (6 or more increments)	4	
Incremental (5 increments)	3	
Incremental (4 increments)	2	
Incremental (3 increments)	1	
Less than 3 increments	0	

**R2.2 Seat Pan Angle**

The seat pan angle should (1) adjust independently of the backrest, (2) meet or exceed the range of adjustment specified in 6.5.1 of the Standard, and (3) offer continuous adjustment, although incremental adjustment offering the choice of at least three settings is acceptable.

Table R2.2a Values			CRA USE ONLY	
Requirement	Value	Page Reference	Found?	
			Yes	No
(1) Independently adjustable ( <i>state “yes” when present</i> )				
(2) Adjustment range ( <i>state range of adjustment in degrees</i> )				
(3) Type of Adjustment ( <i>if incremental, show number of increments</i> )				

Table R2.2b Scoring Grid – CRA USE ONLY		
Type of Adjustment	Points	Score
Continuous	5	
Incremental (6 or more increments)	4	
Incremental (5 increments)	3	
Incremental (4 increments)	2	
Incremental (3 increments)	1	
Less than 3 increments	0	



### R2.3 Backrest Angle

The backrest angle should (1) be independently adjustable, and (2) offer continuous adjustment, although incremental adjustment offering the choice of at least three settings is acceptable.

Table R2.3a Values			CRA USE ONLY	
Requirement	Value	Page Reference	Found?	
			Yes	No
(1) Independently adjustable ( <i>state "yes" when present</i> )				
(2) Type of Adjustment ( <i>if incremental, show number of increments</i> )				

Table R2.3b Scoring Grid – CRA USE ONLY		
Type of Adjustment	Points	Score
Continuous	10	
Incremental (6 or more increments)	8	
Incremental (5 increments)	6	
Incremental (4 increments)	4	
Incremental (3 increments)	2	
Less than 3 increments	0	

### R2.4 Seat and Backrest Locks – Multiple Positions

The seat and backrest should (1) be lockable or stoppable at multiple positions within the adjustment ranges consistent with section 4.9 of the Standard, and (2) offer continuous adjustment, although incremental adjustment offering the choice of at least two settings is acceptable.

Table R2.4a Values			CRA USE ONLY	
Requirement	Value	Page Reference	Found?	
			Yes	No
(1) Multiple positions ( <i>state "yes" when present</i> )				
(2) Type of Adjustment ( <i>if incremental, show number of increments</i> )				

Table R2.4b Scoring Grid – CRA USE ONLY		
Type of Adjustment	Points	Score
Continuous	10	
Incremental (6 or more increments)	8	
Incremental (5 increments)	6	
Incremental (4 increments)	4	
Incremental (2-3 increments)	2	
Less than 2 increments	0	



**R2.5 Lumbar Depth Adjustment**

The lumbar depth should (1) be independently adjustable (2) via a manual control, and (3) offer continuous adjustment, although incremental adjustment offering the choice of at least three settings is acceptable.

Table R2.5a Values			CRA USE ONLY	
Requirement	Value	Page Reference	Found?	
			Yes	No
(1) Independently adjustable ( <i>state “yes” when present</i> )				
(2) Manual Control ( <i>state “yes” when present</i> )				
(3) Type of Adjustment ( <i>if incremental, show number of increments</i> )				

Table R2.5b Scoring Grid – CRA USE ONLY		
Type of Adjustment	Points	Score
Continuous	10	
Incremental (6 or more increments)	8	
Incremental (5 increments)	6	
Incremental (4 increments)	4	
Incremental (3 increments)	2	
Less than 3 increments	0	

**R2.6 Lumbar Support Height Adjustment**

The lumbar support should be (1) independently adjustable by the user and (2) offer continuous adjustment.

Table R2.6a Values			CRA USE ONLY	
Requirement	Value	Page Reference	Found?	
			Yes	No
(1) Independently adjustable ( <i>state “yes” when present</i> )				
(2) Continuous adjustment				

Table R2.6b Scoring Grid – CRA USE ONLY		
Type of Adjustment	Points	Score
Continuous adjustment	10	
Incremental adjustment	0	



**R2.7 Armrest Depth Adjustment**

The depth of the armrests should (1) be independently adjustable, and (2) offer continuous adjustment, although incremental adjustment offering the choice of at least three settings is acceptable.

Table R2.7a Values			CRA USE ONLY	
Requirement	Value	Page Reference	Found?	
			Yes	No
(1) Independently adjustable ( <i>state "yes" when present</i> )				
(2) Type of Adjustment ( <i>if incremental, show number of increments</i> )				

Table R2.7b Scoring Grid – CRA USE ONLY		
Type of Adjustment	Points	Score
Continuous	10	
Incremental (6 or more increments)	8	
Incremental (5 increments)	6	
Incremental (4 increments)	4	
Incremental (3 increments)	2	
Less than 3 increments	0	

**R2.8 Head/Neck Support**

A head/neck support should be available as an option. The support should be (1) independently adjustable and (2) offer continuous adjustment for both height and depth, although a fixed support is acceptable.

Table R2.8a Values			CRA USE ONLY	
Requirement	Value	Page Reference	Found?	
			Yes	No
(1) Independently adjustable ( <i>state "yes" when present</i> )				
(2) Type of Adjustment ( <i>if incremental, show number of increments</i> )				

Table R2.8b Scoring Grid – CRA USE ONLY		
Type of Adjustment	Points	Score
Continuous adjustment of height and depth	10	
Incremental height and depth adjustment	7	
Incremental height or depth adjustment	4	
Fixed support	2	
No support	0	

CRA USE ONLY	Points Available	Bidder's Score
<b>R2 Control Score = R2.1+ R2.2 + R2.3 + R2.4 + R2.5 + R2.6 + R2.7 + R2.8</b>	<b>70</b>	



**Technical – Office Task Chair  
R3 DURABILITY  
Instructions**

The evaluation for Durability is made up of three (3) elements, each with equal weighting (10 points). The score is based on the degree of match to the preferred values over and above the minimum requirement. Preferred values are derived from the best available industry designs and practices contributing to the greatest possible trouble-free performance over the lifetime of the chair. If applicable, the required unit of measurement for each Chair Value is shown for each element.

Bidders must submit the details of the warranty offered for its chairs, and the fabric card for the specific fabric bid, including the published abrasion resistance rating for the upholstery.

**Explanation of Scoring Grid**

**Column A. Scoring Range:** the maximum value to be allowed for scoring purposes, based on the preferred value.

**Column B. Allowable Chair Value:** the value for the chair offered. Any portion that is greater than the maximum value in column A is discarded.

**Column C. Minimum:** the minimum value based on the mandatory technical requirements of this solicitation.

**Column D. Score Value:** the amount that the chair value exceeds the minimum.

**Column E. Reference Value:** the amount that the preferred value exceeds the minimum requirement.

**Column F. Score:** the final score for the element, between 0 and 10.0 points.



**Technical – Office Task Chair  
R3 DURABILITY  
EVALUATION**

**R3.1 Weight Capacity (10 points)**

The Medium task chair should be warranted for users weighing 300 lbs or more.

Table R3.1a Values		CRA USE ONLY	
Weight Capacity (lbs)	Page Reference	Found?	
		Yes	No

Table R3.1b Scoring Grid – CRA USE ONLY										
A	B		C		D		E			F
Scoring Range (lbs)	Allowable Value (lbs)	<i>minus</i>	Minimum (lbs)	<i>equals</i>	Score Value (lbs)	<i>divide by</i>	Reference value (lbs)	<i>multiply by</i>	Points	Score
<i>Weight Capacity up to 300</i>		-	225	=		/	75	x	10	=





**R3.2 Multi-Shift Warranty**

The warranty offered for task chairs should cover 24-hour usage with no reduction in warranty period.

Table R3.2a Values		CRA USE ONLY	
Multi-Shift Warranty (state "yes" when offered)	Page Reference	Found?	
		Yes	No

Table R3.2b Scoring Grid – CRA USE ONLY		
R3.3 Multi-Shift Warranty Offered	Points	Score
Yes	10	
No	0	



**R3.3 Fabric Abrasion Resistance**

The fabric for the chair offered should have an abrasion resistance rating of 100,000 double rubs (DR) or more.

Table R3.3a Values		CRA USE ONLY	
Fabric Abrasion Resistance (Double rubs)	Page Reference	Found?	
		Yes	No

Table R3.3b Scoring Grid – CRA USE ONLY										
A	B		C		D		E			F
Scoring Range (DR, 000's)	Allowable Chair Value (DR, 000's)	<i>minus</i>	Minimum (DR, 000's)	<i>equals</i>	Score Value (DR, 000's)	<i>divide by</i>	Reference value (DR, 000's)	<i>multiply by</i>	Points	Score
<i>Abrasion Resistance up to 100</i>		-	30	=		/	70	x	10	=

<b>CRA USE ONLY</b>		Points Available	Bidder's Score
<b>R3 Durability Score = R3.1+ R3.2 + R3.3</b>		30	

<b>CRA USE ONLY</b>		Total Points Available	Bidder's Total Score
<b>TOTAL Office Task Chair Score = R1 + R2 + R3</b>		210	



### Non-Technical Elements R4 MANUFACTURER ENVIRONMENTAL PERFORMANCE

The manufacturer should (1) have measured and reported on the results of its environmental management program, including results for key environmental performance targets including waste reduction and at least one other area relevant to the manufacture and distribution of the chairs offered. The manufacturer should (2) maintain third-party certification for the management of the environmental impacts of its operations as evidence of its ongoing commitment to its environmental objectives.

**Basis of Scoring**

For points to be awarded, the Bidder's proposal must include the following information:

- 1.1. **Environmental Performance Targets:** corporate reports demonstrating the most recent results (a maximum of three years old) in the areas of (a) waste reduction and (b) the reduction of environmental impacts in other areas relevant to the manufacture and distribution of its products.
- 1.2. **Third-Party Environmental Certification:** a copy of a certificate of conformance and information originating from the certifying organization explaining the certification program and relevant criteria to achieve and maintain certification.

Table R4a Values			CRA USE ONLY	
Preferred Elements	Value	Page Reference	Found?	
			Yes	No
1.(a) Formal report on waste reduction ( <i>state "yes" when present</i> )				
1.(b) Other formal reports ( <i>state yes and number when present</i> )				
2. Certificate(s) of conformance and program information ( <i>state "yes" and number when present</i> )				

Table R4b Scoring Grid – CRA USE ONLY		
EMS Elements	Points	Score
Formal environmental report – waste reduction	+3	
Environmental performance report - other	+3	
Manufacturer facility environmental certification	+4	
<b>R4 Organizational Environmental Performance Score</b>		<i>sum</i>



**Non-Technical Elements  
R5 PRODUCT ENVIRONMENTAL PERFORMANCE**

**R5.1 Product Certification**

Bidders should have independent third-party verification of the environmental performance of their seating products, covering multiple attributes such as through an Eco-Labeling certification. For points to be awarded, the bidder's proposal must include (1) a copy of the certificate or other proof of compliance issued by the certifying organization, (2) a short description of the key environmental performance measures assessed, and (3) the methodology for acquiring and maintaining the certification.

Preferred Feature	Table R5.1a Values		Page Reference	CRA USE ONLY Found?	
	Value			Yes	No
	Medium Task	Boardroom and Guest Chair			
(1) Proof of compliance ( <i>state "yes" when present</i> )					
(2) Environmental performance measures assessed ( <i>state "yes" when present</i> )					
(3) Description of methodology ( <i>state "yes" when present</i> )					

Table R5.1b Scoring Grid – CRA USE ONLY		
Environmental Certification Elements	Points	Score
Medium Task Chair(s)	+ 7	
Boardroom Chairs	+2	
Guest Chair	+ 1	
<b>R5.1 Product Environmental Performance score</b>	<i>sum</i>	



**R5.2 Off-Gassing Emissions**

Bidders should demonstrate that the chairs it offers do not emit pollutants that could adversely affect air quality in the office environment.

The Bidder must provide a copy of a certificate of conformance from an independent third-party testing laboratory, or a copy of the test reports showing that the chair submitted conforms to the following requirements:

- ANSI/BIFMA M7.1 *Standard Test Method for Determining VOC Emissions from Office Furniture Systems, Components and Seating or equivalent.*
- ANSI/BIFMA X7.1 *Standard for Formaldehyde and TVOC Emissions of Low-emitting Office Furniture Systems and Seating*

Greenguard certification will be acceptable. For other test methods, the chair must meet the requirements in ANSI/BIFMA X7.1. All certificates or test reports must be no more than five (5) years old at the time of submission.

Table R5.2a Values		CRA USE ONLY	
Off-Gassing Emissions Tests (state "yes" when passed)	Page Reference	Found?	
		Yes	No

Table R5.2b Scoring Grid – CRA USE ONLY		
Off-Gassing Emissions Tests Passed	Points	Score
Medium Task Chairs	+ 7	
Boardroom Chairs	+ 2	
Guest Chair	+1	
<b>R5.2 Off-Gassing Emissions score</b>		
	<i>sum</i>	



**Non-Technical Elements**

**R6 EXPEDITED DELIVERY AND INSTALLATION**

**R6 Expedited Delivery and Installation**

Bidders should offer the best possible delivery and installation for their chairs.

The Bidder should indicate its proposed improved delivery and installation timeframe for its chairs for mainland locations in quantities up to 100 in accordance with 3.1 of Annex A.

Table R6a Values		CRA USE ONLY Found?	
Improved delivery and installation timeframe proposed ( <i>state "yes" when proposed</i> )	Page Reference	Yes	No

Table R6b Scoring Grid – CRA USE ONLY		
Delivery and installation timeframe (business days)	Points	Score
20 days	0	
Each day less than 20 days (up to 10 days)	+2	
<b>R6 Expedited Delivery and Installation score</b>		<i>total</i>

CRA USE ONLY	Total Points Available	Bidder's Total Non-Technical Elements Score
	<b>Non-Technical Elements Score = R4 + R5 + R6</b>	50

**Bidder's total point rated evaluation score (CRA use only): \_\_\_\_\_**



## APPENDIX 3: FINANCIAL PROPOSAL

Bidders must submit ceiling unit prices in Canadian funds, Canadian customs duties and excise taxes included, and Applicable Taxes excluded, Delivered Duty Paid (DDP) (various CRA locations across Canada), for the supply, delivery and installation of the deliverables outlined in Annex A and Annex A-1. The prices specified include all of the requirements defined in Annex A and Annex A-1.

Bidders must submit their financial bid in accordance with Tables 1.1.1 to 3.1 set out below.

The ceiling prices at column B of tables 1.1.1 to 3.1 are subject to downward adjustment only for large orders, but otherwise will remain firm for the duration of the initial contract period of 3 years (36 months). Refer to Annex B: Basis of Payment for how option year prices will be determined.

**The following chairs will be used for financial evaluation purposes:**

- **Office Task Chair – Medium**
- **Office Task Chair – Small \***
- **Office Task Chair – Plus Size**
- **Boardroom Chair A – Adjustable with High Back**
- **Boardroom Chair B – Basic with Mid-Back**
- **Guest Chair – With Armrests and Casters**

\* If it is the Bidder's position that the Medium Task Chair offered is adequately designed to cover the range of requirements of the Small Task Chair as defined at 4.2 of Annex A-1, the Small Task Chair is optional. If no chair is offered in the Office Task Chair – Small category, the financial proposal will be adjusted accordingly by CRA.

### 1.0 Office Task Chairs

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#### 1.1 Office Task Chairs – Medium

Bidders may propose one (1) to three (3) Office Task Chairs – Medium. If more than one (1) Office Task Chair – Medium is proposed, a Weighted Average Price (WAP) will replace the Sum of Weighted Price (SWP) in the bid evaluation price calculation. The WAP will be calculated as follows:

- The following calculation will be used if a bidder proposes two Office Task Chairs – Medium:

$$\text{WAP} = (\text{SWP Table 1.1.1} + \text{SWP Table 1.1.2}) \text{ divided by two (2)}$$

- The following calculation will be used if a bidder proposes three Office Task Chairs – Medium:

$$\text{WAP} = (\text{SWP Table 1.1.1} + \text{SWP Table 1.1.2} + \text{SWP Table 1.1.3}) \text{ divided by three (3)}$$



Table 1.1.1: Office Task Chair – Medium # 1

Bidder to Complete		CRA USE ONLY		
Bidder's Model # from published price list (A)	Bidder's Proposed Ceiling Unit Price for Each Quantity Range (B)	Quantity Range (# of chairs ordered) (C)	Weighting Factor (D)	Weighted Price (E)
	\$	1 - 2	0.120	= B * D
	\$	3 - 10	0.143	= B * D
	\$	11 - 50	0.303	= B * D
	\$	51 – 100	0.175	= B * D
	\$	101+	0.259	= B * D
Firm unit price for service to replace gas cylinder as per 3.2.1 of the Annex A	\$		0.050	= B * D
<b>Sum of Weighted Price (SWP)</b>				<b>= Sum of Column E</b>

Table 1.1.2: Office Task Chair – Medium # 2

(to be completed only if bidder is proposing at least two Office Task Chairs – Medium)

Bidder to Complete		CRA USE ONLY		
Bidder's Model # from published price list (A)	Bidder's Proposed Ceiling Unit Price for Each Quantity Range (B)	Quantity Range (# of chairs ordered) (C)	Weighting Factor (D)	Weighted Price (E)
	\$	1 - 2	0.120	= B * D
	\$	3 - 10	0.143	= B * D
	\$	11 - 50	0.303	= B * D
	\$	51 – 100	0.175	= B * D
	\$	101+	0.259	= B * D
Firm unit price for service to replace gas cylinder as per 3.2.1 of the Annex A	\$		0.050	= B * D
<b>Sum of Weighted Price (SWP)</b>				<b>= Sum of Column E</b>





Table 1.1.3: Office Task Chair – Medium # 3  
 (to be completed only if bidder is proposing three Office Task Chairs – Medium)

Bidder to Complete		CRA USE ONLY		
Bidder's Model # from published price list (A)	Bidder's Proposed Ceiling Unit Price for Each Quantity Range (B)	Quantity Range (# of chairs ordered) (C)	Weighting Factor (D)	Weighted Price (E)
	\$	1 - 2	0.120	= B * D
	\$	3 - 10	0.143	= B * D
	\$	11 - 50	0.303	= B * D
	\$	51 – 100	0.175	= B * D
	\$	101+	0.259	= B * D
Firm unit price for service to replace gas cylinder as per 3.2.1 of the Annex A	\$		0.050	= B * D
<b>Sum of Weighted Price (SWP)</b>				<b>= Sum of Column E</b>

1.2 Office Task Chair – Small

Table 1.2: Office Task Chair – Small (to be completed only if bidder is offering a Small chair)

Bidder to Complete		CRA USE ONLY		
Bidder's Model # from published price list (A)	Bidder's Proposed Ceiling Unit Price for Each Quantity Range (B)	Quantity Range (# of chairs ordered) (C)	Weighting Factor (D)	Weighted Price (E)
	\$	1 - 2	0.475	= B * D
	\$	3 - 10	0.177	= B * D
	\$	11 - 50	0.162	= B * D
	\$	51+	0.186	= B * D
Firm unit price for service to replace gas cylinder as per 3.2.1 of the Annex A	\$		0.050	= B * D
<b>Sum of Weighted Price (SWP)</b>				<b>= Sum of Column E</b>



**1.3 Office Task Chair – Plus**

Table 1.3: Office Task Chair – Plus

Bidder to Complete		CRA USE ONLY		
Bidder's Model # from published price list (A)	Bidder's Proposed Ceiling Unit Price for Each Quantity Range (B)	Quantity Range (# of chairs ordered) (C)	Weighting Factor (D)	Weighted Price (E)
	\$	1 - 2	0.554	= B * D
	\$	3 - 10	0.271	= B * D
	\$	11+	0.175	= B * D
Firm unit price for service to replace gas cylinder as per 3.2.1 of the Annex A	\$		0.050	= B * D
<b>Sum of Weighted Price (SWP)</b>				<b>= Sum of Column E</b>



**2.0 Boardroom Chairs**

**2.1 Boardroom Chair A (Adjustable High Back)**

Table 2.1: Boardroom Chair A – Adjustable with High Back

Bidder to Complete		CRA USE ONLY		
Bidder's Model # from published price list (A)	Bidder's Proposed Ceiling Price for Each Quantity Range (B)	Quantity Range (# of chairs ordered) (C)	Weighting Factor (D)	Weighted Price (E)
	\$	1 - 2	0.120	= B * D
	\$	3 - 10	0.143	= B * D
	\$	11 - 50	0.303	= B * D
	\$	51 – 100	0.175	= B * D
	\$	101+	0.259	= B * D
<b>Sum of Weighted Price (SWP)</b>				<b>= Sum of Column E</b>

**2.2 Boardroom Chair B (Basic Mid-Back)**

Table 2.2: Boardroom Chair B (Basic Mid-Back)

Bidder to Complete		CRA USE ONLY		
Bidder's Model # from published price list (A)	Bidder's Proposed Ceiling Price for Each Quantity Range (B)	Quantity Range (# of chairs ordered) (C)	Weighting Factor (D)	Weighted Price (E)
	\$	1 - 2	0.120	= B * D
	\$	3 - 10	0.143	= B * D
	\$	11 - 50	0.303	= B * D
	\$	51 – 100	0.175	= B * D
	\$	101+	0.259	= B * D
<b>Sum of Weighted Price (SWP)</b>				<b>= Sum of Column E</b>



**3.0 Guest Chairs**

Table 3.1 Guest Chair – With Armrests and Casters

Bidder to Complete		CRA USE ONLY		
Bidder's Model # from published price list (A)	Bidder's Proposed Ceiling Price for Each Quantity Range (B)	Quantity Range (# of chairs ordered) (C)	Weighting Factor (D)	Weighted Price (E)
	\$	1 - 2	0.120	= B * D
	\$	3 - 10	0.143	= B * D
	\$	11 - 50	0.303	= B * D
	\$	51 – 100	0.175	= B * D
	\$	101+	0.259	= B * D
<b>Sum of Weighted Price (SWP)</b>				<b>= Sum of Column E</b>

**4.0 Bid Evaluation Price**

The Bid Evaluation Price shall be calculated as follows:

Table 4.1 Calculation of Bid Evaluation Price

CRA USE ONLY			
Item	Final Weighting Factor (A)	SWP or WAP (as applicable) (B)	Weighted Evaluated Price (C)
1. Office Task Chair – Medium	0.7656		= A * B
3. Office Task Chair – Small *	0.0737		= A * B
4. Office Task Chair - Plus	0.0287		= A * B
5. Boardroom Chair A (Adjustable with High Back)	0.0679		= A * B
6. Boardroom Chair B (Basic with Mid-Back)	0.0191		= A * B
7. Guest Chair – With Armrests and Casters	0.0450		= A * B
<b>Bid Evaluation Price:</b>			<b>= Sum of Column C</b>

\* If it is the Bidder's position that the Medium Task Chair offered is adequately designed to cover the range of requirements of the Small chair and no Small chair is offered, the value for the Office Task Chair – Medium in line 1 shall be re-entered into line 2 Office Task Chair – Small.

**The Bid Evaluation Price from Table 4.1 will be used in the basis of selection as per article 4.2 Steps in the Evaluation Process, Step 4 – Basis of of the RFP.**



## APPENDIX 4: PROOF OF SYNERGY COMPLIANCE TESTING (PoSC)

The Bidder must meet the following requirements for the Proof of Synergy Compliance Testing (PoSC).

The Bidder must:

- Be a member of the Ariba Supplier Network (ASN) and have an ASN Test Account <http://supplier.ariba.com>;
- Supply the CRA with a catalogue in the required format;
- Accept the CRA's Acquisition Card;
- Be able to process Level II credit card transaction data; and
- Provide the CRA with an email address for Order returns and exchanges.

The following table outlines the phases and responsibilities for the CRA PoSC Test.

PoSC Test Phases	Description	Owner	Other Participants
Kick-Off Vendor Meeting	Meeting to establish vendor enablement requirements and timelines.	CRA Contracting Authority	<ul style="list-style-type: none"> <li>• CRA Contracting Authority</li> <li>• CRA Synergy Vendor Enablement</li> <li>• Coordinator, CRA ITB representative (optional)</li> </ul>
ASN Relationship	CRA establishes an ASN relationship with the Bidder via ASN.	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> <li>• Bidder</li> </ul>
ASN Test Account Verification	The CRA SVEC verifies the Bidders ASN Test Account number	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> <li>• Ariba Supplier Technical Support</li> </ul>
Corporate Accounting System Vendor Set Up	CRA sets-up Bidder in CRA's Corporate Accounting System.	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> <li>• CRA Acquisition Service Desk</li> </ul>
Synergy Vendor Set-up	CRA sets-up Bidder.	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> <li>• CRA Acquisition Service Desk</li> </ul>
Contract Set-up	CRA sets-up contract terms in Synergy (ACC).	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> <li>• CRA Contracting Authority</li> </ul>
Catalogue Build	Bidder provides catalogue in required format.	Bidder	<ul style="list-style-type: none"> <li>• CRA Synergy Vendor Enablement Coordinator</li> <li>• CRA IT representative</li> </ul>
Catalogue Review and Edit	CRA reviews catalogue to ensure it meets contracting terms and adds custom CRA data elements.	CRA Contracting Authority	<ul style="list-style-type: none"> <li>• CRA Synergy Vendor Enablement Coordinator</li> </ul>



Commodity Code	CRA maps UNSPSC codes to GSIN Codes	CRA Contracting Authority	
Catalogue Hierarchy	CRA creates catalogue hierarchy	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> <li>• CRA Catalogue Administrator</li> </ul>
Acquisition Card Number	CRA communicates Ghost Card number to Bidder.	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> <li>• CRA Acquisition Service Desk</li> </ul>
Testing	CRA works with Bidder to test the new catalogue and end-to-end ordering process.	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> <li>• Bidder</li> <li>• CRA ITB representative</li> </ul>
Confirmation of Functionality	Confirmation of Synergy Vendor Enablement and functionality	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> <li>• CRA Contracting Authority</li> </ul>
Roll-out	CRA configures Synergy and makes catalogue available in Synergy	CRA Synergy Vendor Enablement Coordinator	<ul style="list-style-type: none"> <li>• CRA Acquisition Service Desk</li> <li>• Bidder</li> </ul>

**Proof of Synergy Compliance (PoSC) Test**

Within five (5) business days of written notification from the Contracting Authority, the CRA will test the Bidder’s ability to conduct electronic transactions with the CRA using the Ariba Supplier Network (ASN). The Bidder must work with the CRA Synergy Vendor Enablement Coordinator (CRA SVEC) during the PoSC test phase. The CRA SVEC’s contact information will be provided with the written notification.

**TESTING**

The Bidder must work with the CRA SVEC throughout the testing and roll-out phases to ensure all requirements are met, including finalizing the Catalogue content and format, within the period specified below.

The Bidder must demonstrate that they meet the Synergy requirements found in Annex C: Requirements for a CRA Synergy Solution. Within five (5) business days of written notification by the CRA Contracting Authority the Bidder must commence testing their compliance with Annex C: Requirements for a Synergy Solution. Testing must be finalized within forty (40) business days of the written notification. The testing period may be extended at CRA’s sole discretion.

CRA will conduct testing of the following mandatory functionalities with the Bidder:

- ASN connectivity between Synergy, ASN and the Bidder;
- Communication of Purchase Card Orders and Change Orders to the Bidder via ASN;
- Communication of electronic order confirmations and electronic Advance Ship Notices to Synergy via the ASN;
- Communication of backordered or discontinued items to Synergy via the ASN;



- Communication of exchange and return notification to Synergy via email (where applicable);
- Loading of the Bidder's catalogues by the CRA into Synergy; and
- Communication of Level II credit card transaction data.



## Part 6 Model Contract

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

### 6.1 Revision of Departmental Name

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

- a) Standard Clauses and Conditions

### 6.2 Agency Restructuring

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

### 6.3 Requirement

The Contractor must perform the Work in accordance with the Statement of Work (SOW) at Annex A and Annex A-1, attached hereto and forming part of the Contract.

#### 6.3.1 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-year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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

#### 6.3.2 Option to add or remove products and/or locations

The Contractor grants to Canada the irrevocable option to add or remove products and/or locations from the Contract as well as modify products under the same terms and conditions stated in the Contract.

In the event that the CRA requires an additional or modified product that is similar to the task chairs, boardroom chairs and guest chairs defined in the Statement of work, or requires delivery to a CRA location not included in the present Contract, the Contractor will be asked to provide a price quote for the additional or modified product, or the new CRA location, in priority over any other potential vendor.

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.

### 6.4 Period of the Contract

The period of the Contract is three (3) years from the date of Contract award (*dates to be inserted at contract award*).





## 6.5 Task Authorization

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

### 6.5.1 Task Authorization Process

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

The CRA will authorize the Work with the Contractor by submitting a Task Authorization in the form of either a Purchase Card Order (PCO) to the Contractor using the Synergy ordering system, or an External Purchase to the Contractor outside the Synergy ordering system, all as described at Annex C: Requirements for CRA Synergy Solution.

The CRA reserves the right to issue a cancellation of any Task Authorization if the Contractor has not yet submitted an Advance Ship Notice.

### 6.5.2 Task Authorization Limit

The CRA may authorize individual task authorizations up to a limit of \$500,000.00, Applicable Taxes included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the *Contracting Authority* before issuance.

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

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

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

**The following Clauses are incorporated by reference:**

SACC Reference	Clause Title	Date
A2000C A2001C	Foreign Nationals (Canadian Contractor) OR Foreign Nationals (Foreign Contractor) <i>(To be determined at Contract Award)</i>	2006-06-16 2006-06-16
A3015C	Certifications – Contract	2014-06-26
A9068C	Government Site Regulations	2010-01-11
B9028C	Access to Facilities and Equipment	2007-05-25
C2000C	Taxes – Foreign-based Contractor <i>(To be determined at Contract Award)</i>	2007-11-30
C2605C	Canadian Customs Duties & Sales Tax –Foreign-based Contractor <i>(To be determined at Contract Award)</i>	2008-05-12
G1005C	Insurance	2008-05-12
H1001C	Multiple Payments	2008-05-12



## 6.7 General Conditions

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

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

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

Section 18 titled “Payment Period” will not apply to payments made by credit card.

Section 19 titled “Interest on Overdue Accounts” will not apply to payments made by credit card.

Section 22 titled “Warranty”,

Subsection 1 is hereby amended to delete “12 months” and insert “a minimum of 10 years based on normal usage in an 8-hour workday” (*Number of years to be amended at contract award if bidder proposes longer warranty period. Warranty to be amended at contract award if bidder proposes warranty for multi-shift use*)

Insert subsection 1.1: “The Work” refers to all components of the chair. Limited warranty on parts, finishes or fabrics will not be accepted.

Subsection 3 is hereby amended to delete “In such cases, the Contractor will be paid the fair and reasonable Cost (including reasonable travel and living expenses) incurred in so doing, with no allowance for profit, less an amount equal to the Cost of rectifying the defect or non-conformance at the Contractor's plant.”

Subsection 4 is hereby amended to delete “Canada must pay” and insert “Contractor must pay.”

Section 23 titled “Confidentiality”,

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

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

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

The Supplier Integrity Directive (SID) incorporated by reference into the bid solicitation is incorporated into, and forms a binding part of the Contract. The Contractor must comply with the provisions of the SID, which can be found on the Canada Revenue Agency's website at <http://www.CRA-arc.gc.ca/gncy/prcrmnt/menu-eng.html>.

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

## 6.8 Security Requirements

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



## 6.9 Invoicing Instructions

### 6.9.1 For Synergy Catalogue Task Authorizations

A Packing Slip must be submitted on the Contractor's own form and must be included with each shipment and provide the following information:

- a. Contractor's name and address;
- b. Date the goods were shipped;
- c. CRA purchaser name and address;
- d. PCO number;
- e. Item or reference number;
- f. Description of the goods;
- g. The amount charged to the Acquisition Card (exclusive of applicable taxes);
- h. The amount of applicable taxes, shown separately; and
- i. Total amount charged to the credit card.

### 6.9.2 For External Purchase Task Authorizations

Refer to General Conditions – Higher Complexity - Goods 2030 (2016-04-04) subsection 13 entitled "Invoice submission."

## 6.10 Authorities

### 6.10.1 Contracting Authority A1024C (2007-05-25)

The Contracting Authority for the Contract is:

Name: Christina Eryuzlu

Telephone Number: (613) 617-4574

Fax Number: (613) 957-6655

E-mail address: [christina.eryuzlu@CRA-arc.gc.ca](mailto:christina.eryuzlu@CRA-arc.gc.ca)

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

### 6.10.2 Project Authority A1022C (2007-05-25)

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

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

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

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

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



### 6.10.3 CRA Acquisition Service Desk

*To be completed at the time of Contract award*

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

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

### 6.10.4 Contractor's Synergy Representative

*To be completed at the time of Contract award*

Contractor's representative for Synergy related questions.

Synergy Contact Name: \_\_\_\_\_

Toll Free Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

### 6.10.5 Contractor's Representative

Name:

Address:

Telephone Number:

Fax Number:

E-mail Address:

### 6.11 Delivery

All the deliverables must be received by the end user in accordance with 3.1 Delivery and Installation of Annex A: Statement of Work.

### 6.12 Liquidated Damages- Delivery

The Contractor is expected to deliver the correct item(s) and quantity(ies) within the delivery time frames as set out in Annex A: Statement of Work. In the event that, in any one (1) calendar month timeframe, ten percent (10%) or more deliveries or partial deliveries to an address based on postal code fail to meet the delivery timeframes as set out in Annex A: Statement of Work, the Contractor agrees to pay to Canada liquidated damages in the amount of fifteen percent (15%) of the total value of the affected task authorization.

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

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

### 6.13 Liquidated Damages – Synergy Non-Compliance

In the event the Contractor fails to meet the Synergy requirements specified in the Contract, the Contractor agrees to pay to CRA as liquidated damages the Sum of \$37.82 per hour or any part thereof for the time spent by the CRA Synergy Helpdesk resolving any issues that occur due to the failure by the Contractor to meet the Synergy requirements.



These damages shall not exceed 10 percent of the Minimum Contract Value. These damages do not apply to any failure of the Contractor to process Orders using Synergy due to any periods of unavailability of the ASN.

The Parties agree that aforesaid amounts is the best pre-estimate of the loss to CRA in the event of any such failure, and that it is not intended to be, nor is it to be construed as, as penalty.

#### **6.14 Packing and Shipping**

The Contractor must deliver goods to the delivery destination specified on the order. All items supplied shall remain the responsibility of the Contractor until delivered. Packaging and shipping shall be in accordance with industry standards in order to ensure safe arrival at destination.

#### **6.15 Installation Services**

Installation services must be provided for the products offered. The minimum level of service required is detailed below:

- 1) Receive and unload all product/pieces to the staging and/or installation area.
- 2) Unpack all pieces and inspect product for shipping damage. Report any damage immediately to the CRA Purchaser.
- 3) Install all products in accordance with the manufacturer's specifications.
- 4) Ensure all products function properly and make minor adjustment/repairs as necessary at time of installation.
- 5) Touch up all nicks and scratches that may have occurred during installation.
- 6) Clean product.
- 7) Remove all packing material debris and cartons from the site.
- 8) Upon completion, and at the request of the CRA, the Contractor must walk through the installation area with the CRA to verify the operating condition of all products in accordance with the deficiency procedures.

#### **6.16 Deficiency Procedures**

The Contractor must adhere to the following deficiency procedures at the discretion of the CRA:

- 1) It is the responsibility of the Contractor to notify the CRA when the installation is completed.
- 2) It is the responsibility of the CRA to arrange for the initial walk-through inspection with the Contractor.
- 3) The walk-through inspection will take place within three (3) working days after installation is completed. If the Work is for a phased installation, the walk-through inspection will take place upon completion of each phase.
- 4) The CRA, in consultation with the Contractor, will prepare the deficiency list documenting all problems in every area.
- 5) The deficiency list will be forwarded by the CRA to the Contractor.
- 6) Within three (3) working days of receipt of this deficiency list, the Contractor will complete all minor deficiencies and make all adjustments not requiring new parts.
- 7) For all outstanding issues identified on the deficiency list, that are not considered a minor deficiency the Contractor will submit the plan of action with the delivery dates or completion dates within fourteen (14) calendar days from receipt of the deficiency list from the CRA.

Upon completion of the deficiencies and adjustments the Contractor must notify the CRA that all deficiencies have been completed. The CRA will then submit to the supplier a final sign-off that the Order is complete.

#### **6.17 Travel and Living Expenses**

The CRA will not cover any travel and living expenses.

#### **6.18 Basis of Payment**

Refer to Annex B.



## 6.19 Limitation of Expenditure – Cumulative Total of all Task Authorizations SACC C9010C 2013-04-25

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

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

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

## 6.20 Payment Process

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

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

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

### 6.20.1 Payment by Direct Deposit

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

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

It is the sole responsibility of the Contractor to ensure that the information and account number submitted to Canada via their Vendor Electronic Payment Registration form is up to date. Should the Contractor's information within the Vendor Electronic Payment Registration form not be accurate or up to date, the provisions identified herein under Article 18 – Payment Period and Article 19 - Interest on Overdue Accounts, set out in 2030 General Conditions (2016-04-04) forming part of the Contract will not apply, until the Contractor corrects the matter.

### 6.20.2 Payment by Acquisition Card

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

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



### 6.20.3 Payment by Cheque

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

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

1. In this clause,

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

*"Minimum Contract Value"* means \$1,000,000.00 including all applicable taxes.

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

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

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

### 6.22 Certifications

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

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

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

### 6.24 Joint Venture

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

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

The Contractor shall obtain the prior written approval of the Contracting Authority to any change in the membership of a contractual joint venture after Contract Award. Any change in the membership of a contractual



joint venture after Contract Award without the prior written approval of the Contracting Authority shall be deemed to be default under the Contract.

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

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

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

#### **6.25 Applicable Laws SACC A9070C (2014-06-26)**

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

#### **6.26 Disclosure of Information**

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

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

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

1. The Articles of Agreement;
2. The General Conditions 2030 (2016-04-04) General Conditions – Higher Complexity - Goods;
3. Annex A: Statement of Work;
4. Annex A-1: Statement of Work – Mandatory Technical Requirements;
5. Annex B: Basis of Payment;
6. Annex C: Requirements for CRA Synergy Solution;
7. The Contractor's proposal dated \_\_\_\_\_, as amended on \_\_\_\_\_ (*dates to be inserted at contract award*);
8. Task Authorizations.

#### **6.28 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. The mediator will be chosen from a roster of qualified mediators maintained by the Canada Revenue Agency. All costs shall be shared equally between the disputing parties.





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

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

#### **6.28.1 Procurement Ombudsman**

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

#### **6.28.2 Contract Administration**

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



## **Annexes**

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

ANNEX A: STATEMENT OF WORK

ANNEX A-1: STATEMENT OF WORK – MANDATORY TECHNICAL REQUIREMENTS

ANNEX B: BASIS OF PAYMENT

ANNEX C: REQUIREMENTS FOR CRA SYNERGY SOLUTION

:



## ANNEX A: STATEMENT OF WORK

### 1.0 SCOPE OF WORK

The Contractor must satisfy the CRA's seating requirements by providing all of the products listed and described herein and Annex A-1 and Annex B and the services detailed herein to all CRA locations on an "as and when requested" basis over the period of the Contract.

#### CHAIR TYPES

The Contractor must supply the following types of office chairs. The chairs supplied must meet the specifications at Annex A-1 of this Statement of Work.

#### ADJUSTABLE OFFICE CHAIRS:

##### Task Chairs (8 hour workday use)

1. Medium Chair: the Contractor **must** supply at least one (1) fully adjustable model upholstered in woven fabric. The Contractor **may** supply up to two (2) additional models of chair at their option to ensure that the diverse needs of CRA users will be satisfied.
2. Small Chair – The Contractor **must** supply one (1) model of Small chair. A Small chair must be supplied if the Medium chair(s) do not offer an appropriate range of adjustment for smaller users.
3. Plus Chair – The Contractor **must** supply one (1) model.

##### Boardroom Chairs (intermittent short-term use)

4. The Contractor **must** supply one (1) model of boardroom chair with the following configurations:
  - 4.1. Boardroom Chair A – Adjustable with high back
  - 4.2. Boardroom Chair B – Basic with mid back

#### NON-ADJUSTABLE OFFICE CHAIRS:

##### Guest Chairs (occasional guest seating for offices)

5. The Contractor must supply one (1) model with armrests and casters.

### 2.0 BACKGROUND

The Canada Revenue Agency (CRA) is a large organization within the federal government that needs office seating in a number of different user environments. The CRA wishes to enter into a long-term arrangement with one service provider for a solution for office chairs and related services. The Agency intends to ensure best value in the supply of office chairs by:

- Having a reliable supply of the right office chairs designed to meet the diverse needs of the CRA employee population;
- Using technology to minimize the effort and cost of the ordering process and provide oversight on the acquisition process; and
- Specifying products and related services in line with industry trends to support strategic challenges and corporate priorities.
- Ensuring that the CRA obtains the best possible pricing for the products it needs.

In 2014 the CRA undertook a review of the acquisition of office furniture to ensure that purchasing supports a lifecycle approach to assets management. As a result of the review, the purchase of all chairs in the Agency is now subject to the oversight of the functional authority for office chairs. In the long-term, the CRA aims to establish a more sustainable rate of replacement founded on effective asset management principles and processes.

Accordingly, the CRA forecasts the following potential rate of replacement for its office task chairs:

Years 1-3: average 5000 units annually

Years 4+ (potential option years): average 3300 units annually



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### 3.0 REQUIRED SERVICES

#### 3.1 DELIVERY AND INSTALLATION

- 3.1.1 Orders of up to 100 chairs for mainland locations must be delivered and installed within 20 business days (to be amended at contract award if faster delivery time is proposed). An extra five (5) business days will be acceptable for each of the following situations:
  - 3.1.1.1 For orders greater than 100 chairs.
  - 3.1.1.2 For orders off the mainland (including Vancouver Island, Newfoundland and Prince Edward Island).

#### 3.2 IN-SERVICE MAINTENANCE AND REPAIRS

- 3.2.1 Maintenance: the Contractor shall switch gas cylinders from low to standard or standard to low for any of its office task chairs installed under the contract upon request. The service will include labour and the supply of the new cylinder. Upon receipt of a request by the CRA to switch the gas cylinder, the Contractor shall provide written confirmation of the request within one business day. Gas cylinders must be switched out within five (5) business days of the request, or later at the option of the CRA user. Used gas cylinders shall be removed and managed by the Contractor, unless otherwise specified by the CRA user.
- 3.2.2 Requests for repairs under warranty: upon receipt of a request by the CRA for a repair under warranty, the Contractor shall provide written confirmation of the request within one business day. Repairs must be completed within five (5) business days of the request, unless otherwise negotiated between the CRA and the Contractor.
- 3.2.3 Temporary replacement: when a chair must be removed from the CRA site for repairs, the Contractor must offer to the CRA the option of using a temporary replacement chair that is identical to the one being repaired. The Contractor must provide the temporary replacement chair at the time of the pick-up of the chair to be repaired, and must pick up the temporary replacement chair when the defective chair is repaired.

#### 3.3 USER TRAINING AND INFORMATION

- 3.3.1 Operating instructions – the Contractor must supply printed operating instructions with each chair which demonstrates how to operate each of the chair controls. A hang-tag or equivalent is acceptable.
- 3.3.2 Electronic user guide – the Contractor shall supply an electronic user guide for the office task chair(s) offered in adobe pdf electronic format to the CRA user via cd upon request. Electronic user guides shall include:
  - a) The name of the manufacturer, chair model and specific model number.
  - b) A colour photo image.
  - c) A summary of the adjustment ranges and controls offered.
  - d) Instructions on how to operate each of the chair controls.
- 3.3.3 Training – following the purchase of any office task chair, the Contractor must provide end-user training sessions at the installation site within ten (10) calendar days of delivery or of a request by CRA. The objective of these sessions will be to ensure that end-users know how to operate the controls of the chair. If group sessions are required, the Contractor must indicate the maximum group size for instruction, and the duration of training sessions.



### **3.4 DEMONSTRATION CHAIR PROGRAM**

3.4.1 Upon request by the CRA, the Contractor must supply one or more demonstration chairs for the purpose of a trial. Upon delivery of the demonstration chair, the Contractor must offer a training session as described at section 3.2.3 for one or more employees as designated by the CRA requestor. When notified by the CRA that a demonstration chair is no longer required, the Contractor must pick up the chair within three (3) business days of the request unless otherwise agreed. The Contractor is responsible for monitoring its inventory of demonstration chairs and ensuring that they are returned in a timely manner.

3.4.2 If a new chair will be purchased after the demonstration is received, the demonstration period will be extended until the new chair arrives. The demonstration period may be extended by the CRA when the CRA user notifies the Contractor in writing no less than one business day before the end of the original demonstration period.

3.4.3 Single employee/single chair: when the CRA requests a demonstration chair for an individual employee, the Contractor must provide one (1) chair for the purposes of demonstration and evaluation at the location specified by the requestor within five (5) business days of receiving the request. The duration of the demonstration period must be at least five (5) business days, and will be monitored by the Contractor.

3.4.4 Multiple employees/multiple chairs: where the CRA requests a demonstration chair for a group of employees, the Contractor must provide one (1) or more chairs as is reasonably required for the purposes of demonstration and evaluation at the location specified by the requestor within ten (10) business days of receiving a request. The duration of the demonstration period must be at least twenty (20) business days, and will be monitored by the Contractor.

3.4.5 Option to purchase demonstration chair – if the chair provided for demonstration purposes is a new chair, the CRA will have the option to purchase the demonstration chair. For payment purposes, the CRA will place an order through the CRA e-procurement tool (synergy) and include a comment with the order request such as: CRA is purchasing the demonstration chair. Chair serial # is xxx. Chair located at XXX.

### **3.5 CHAIR IDENTIFICATION**

The Contractor must indicate which chairs are offered in accordance with the Statement of Work. The Contractor must provide the following information:

- a list of the chair models offered with the corresponding pictures (photos or otherwise);
- the unique order code or identifier for each of the products proposed that identifies the specific features and configuration of each product proposed; and
- an explanation of the logic or alphanumeric system used in the order code and how each configuration element is identified.

### **4.0 SERVICE FRAMEWORK**

#### **4.1 CLIENT MANAGER**

The Contractor shall provide an individual resource whose function will be to act as a centralized Client Manager for CRA. The Contractor shall ensure that:

- a) CRA will be able to communicate directly with the Client Manager in an expedient manner.
- b) The Client Manager is capable of and authorized to make timely decisions in response to issues and concerns raised during the administration of Contract.
- c) During any absence of the Client Manager, their responsibilities are fully delegated.
- d) The Client Manager is accountable for and aware of all activities carried out under the Contract across Canada.



- e) The Client Manager has adequate technical support resources to respond to technical issues and concerns raised.
- f) The Client Manager shall respond to inquiries or contacts from CRA Users within one business day.

#### **4.2 HOURS OF OPERATION**

The Contractor shall provide services for all CRA locations from 8:00 AM to 5:00 PM across all Canadian Time Zones during normal working days (Statutory holidays are excluded).

#### **4.3 OFFICIAL LANGUAGES OF CANADA**

All product information and services shall be available in both official languages. Information and services provided in one language shall be accurate in content and comparable in quality to those in the other.

#### **4.4 PROBLEM RESOLUTION**

The Contractor shall monitor and assure that standard delivery service levels detailed herein are respected.

In the event of deficient service relating to product quality, product availability, order processing, delivery of products, provision of other services and client management, the Client Manager will initiate the resolution process. The Client Manager will bring the deficiency to the attention of the person(s) responsible for the identified area of service and commence the dialog necessary to determine a resolution. Should the CRA not be satisfied with the resolution, the Client Manager will expedite the deficiency and the CRA's concerns to the Contractor Representative. Responses to all identified deficiencies will be within 24 hours.

#### **4.5 REPORTING**

The Contractor shall supply annual reports to the CRA within ten (10) business days after no less than 12 full months of activity under this Contract. Reports shall include the following:

- a) Summary of all purchasing activity such as a list of items ordered in a given period with any combination of the following details as requested by CRA: item #, item description, unit sold, unit price, total dollar sold, and delivery point.
- b) Data on each of the services provided, including compliance with the service standards outlined
- c) Deficiencies in the ordering process or services provided with an explanation of the reason for deficiencies and the strategy and process to ensure that they do not re-occur. This includes back orders, late deliveries, billing discrepancies, returns, and management of demo chairs and training.
- d) Opportunities to improve the overall performance of the contract, including identifying value-added product options, developments in design, strategies to improve service delivery, and progress on environmental management by the Contractor and the manufacturer.

At the request of the CRA, the Contractor shall also supply ad-hoc reports that may include any of the above information to support analysis of issues that may come to the attention of the CRA. Ad-hoc reports shall be provided within ten (10) business days of a request by the CRA.

The CRA may request all supporting data for the reports provided, which shall be provided to the CRA as a Microsoft Excel file. Other formats may be acceptable, subject to CRA approval.

#### **4.6 CONTRACT REVIEW MEETINGS**

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

#### **4.7 CRA SPEND MANAGEMENT ("SYNERGY") SOLUTION**

The Contractor shall meet and maintain all the requirements for CRA's Synergy Solution detailed in Annex C.



## 5.0 APPLICABLE STANDARDS AND TECHNICAL REQUIREMENTS

### 5.1 TECHNICAL REQUIREMENTS

All office chairs supplied under the contract shall meet the mandatory technical requirements detailed at Annex A-1: Statement of Work – Mandatory Technical Requirements.

Chairs shall be supplied only with the standard set of features defined in the technical specification herein with the following options:

- a) Casters for hard surfaces shall be provided upon request.
- b) For task chairs with adjustable seat height, low-height gas cylinders shall be provided upon request.
- c) Woven fabric upholstery shall be available in a minimum of eight (8) different colours, which shall include at a minimum solid black and a medium or dark blue.

### 5.2 ENVIRONMENTAL REQUIREMENTS

- 5.2.1 Environmental policy: the manufacturer shall have and maintain a corporate environmental policy.
- 5.2.2 Hazardous materials: the chairs offered shall neither contain nor be manufactured using polyvinyl chlorides (PVCs), benzene, lead and mercury. The chairs shall neither contain nor be manufactured with plastic foam that is manufactured or formulated using chlorofluorocarbons (CFCs) or hydrochlorofluorocarbons (HCFCs).
- 5.2.3 Packaging: the Contractor shall ensure that all packaging for its chairs is reused or recycled, where feasible, or disposed of in an environmentally responsible manner. Packaging shall be designed to meet one or more of the following criteria: minimize waste, be re-usable by the supplier, be recyclable locally, or be made from recyclable materials. Corrugated cardboard packaging shall contain a minimum of 50% post-consumer recycled content.
- 5.2.4 Total lifecycle management: the Contractor shall strive to incorporate industry best practices in the selection of environmentally preferable or sustainable materials (including the use of materials with recycled content) and develop disposal options that will assist the CRA to minimize the environmental impact of its chairs at the end of their lifecycle, and shall report on its progress in these areas upon request. This may include providing product information to facilitate recycling (such as the material composition of the chair and what portion is considered recycled or recyclable content), or identifying alternatives to disposal founded on re-use. It is recognized that resale, reuse, and recycling may offer more favourable outcomes than disposal, and that local solutions are also desirable. At a minimum:
  - a) Woven fabric upholstery shall be 100% recycled polyester or minimum 70% content derived from other sustainably-sourced materials.
  - b) The chairs offered shall be designed to allow the disassembly of components to accommodate repair, reuse and/or recycling of materials.
  - c) The Contractor shall have procedures in place for replacing components and shall provide these upon request.





## 6.0 DELIVERY REGIONS

The following list contains the CRA regions to which the Contractor shall supply and deliver the goods and services described herein. The exact delivery addresses shall be provided to the Contractor at time of order placement. The locations and number of locations are subject to change following new, transferred, relocated or closed offices.

PROVINCE	CITY	# of Locations
<b>ATLANTIC REGIO</b>		
NEW BRUNSWICK	Bathurst	1
NEW BRUNSWICK	Moncton	1
NEW BRUNSWICK	Saint John	2
NEWFOUNDLAND-LABRADOR	Grand Falls-Windsor	1
NEWFOUNDLAND-LABRADOR	Mount Pearl	2
NEWFOUNDLAND-LABRADOR	St. John's	2
NOVA SCOTIA	Dartmouth	1
NOVA SCOTIA	Halifax	3
NOVA SCOTIA	Sydney	1
PRINCE EDWARD ISLAND	Borden-Carleton	1
PRINCE EDWARD ISLAND	Charlottetown	1
PRINCE EDWARD ISLAND	Summerside	1
<b>HEADQUARTERS REGION</b>		
ONTARIO	Ottawa	31
<b>ONTARIO REGION</b>		
ONTARIO	Barrie	1
ONTARIO	Belleville	1
ONTARIO	Greater Sudbury	1
ONTARIO	Hamilton	3
ONTARIO	Kingston	1
ONTARIO	Kitchener	3
ONTARIO	London	1
ONTARIO	Mississauga	5
ONTARIO	North Bay	1
ONTARIO	Oshawa	4
ONTARIO	Peterborough	1
ONTARIO	Sault Ste. Marie	1
ONTARIO	St. Catharines	1
ONTARIO	Thunder Bay	1
ONTARIO	Toronto	8
ONTARIO	Whitby	1
ONTARIO	Windsor	1
<b>PACIFIC REGION</b>		
BRITISH COLUMBIA	Kelowna	1



BRITISH COLUMBIA	Penticton	2
BRITISH COLUMBIA	Prince George	2
BRITISH COLUMBIA	Surrey	3
BRITISH COLUMBIA	Vancouver	7
BRITISH COLUMBIA	Victoria	2
<b>PRAIRIES REGION</b>		
ALBERTA	Calgary	2
ALBERTA	Edmonton	2
ALBERTA	Lethbridge	1
ALBERTA	Red Deer	1
MANITOBA	Brandon	1
MANITOBA	Winnipeg	9
SASKATCHEWAN	Regina	2
SASKATCHEWAN	Saskatoon	1
<b>QUEBEC REGION</b>		
QUEBEC	Brossard	1
QUEBEC	Chicoutimi	1
QUEBEC	Gatineau	1
QUEBEC	Jonquiere	1
QUEBEC	Laval	1
QUEBEC	Montreal	6
QUEBEC	Quebec	1
QUEBEC	Rimouski	1
QUEBEC	Rouyn-Noranda	1
QUEBEC	Shawinigan	1
QUEBEC	Shawinigan-Sud	1
QUEBEC	Sherbrooke	1
QUEBEC	Trois-Rivieres	1



# ANNEX A-1: STATEMENT OF WORK - MANDATORY TECHNICAL REQUIREMENTS

## 1. Scope

These technical requirements apply to Office Task, Boardroom and Guest Chairs.

## 2. Reference Publications

### 2.1. Task and Boardroom Chairs

Canadian General Standards Board (CGSB)

- CAN/CGSB 44.232 – Task Chairs for Office Environments

American National Standards Institute / Business and Institutional Furniture Manufacturer's Association (ANSI/BIFMA)

- ANSI/BIFMA X 5.1 – American National Standard for Office Furnishings – General Purpose Office chairs – Tests
- ANSI/BIFMA X5.11 American National Standard for Office Furniture – General-Purpose Large Occupant Office Chairs – Tests

Business and Institutional Furniture Manufacturer's Association (BIFMA)

- BIFMA/CMD-1 – Universal Measurement Procedure for the Use of the BIFMA Chair Measuring Device (CMD)

### 2.2. Guest Chairs

Association for Contract Textiles (ACT)

- Performance Guidelines

American National Standards Institute / Business and Institutional Furniture Manufacturer's Association (ANSI/BIFMA)

- ANSI/BIFMA X 5.1 – American National Standard for Office Furnishings – General Purpose Office chairs – Tests

American Society for Testing of Materials (ASTM) International

- ASTM D 3574 – Standard Test Methods for Flexible Cellular Materials – Slab, Bonded, and Molded Urethane Foams.

California Department of Consumer Affairs

- California Technical Bulletin 117 – Requirement Test Procedure and Apparatus for Testing the Flame Retardance of Resilient Filling Material Used in Upholstered Furniture

Reference to the above publications or test methods herein (including the underlying standards) is to the latest issue.

## 3. Definitions

3.1. Task and Boardroom Chairs – terms are defined in accordance with CAN/CGSB 44.232, ANSI/BIFMA X5.1 and BIFMA-CMD-1.

3.1.1. **“the Standard”** – the Canadian national standard CAN/CGSB 44.232 Task Chairs for Office Environments.

3.1.2. **Lumbar support depth adjustment** – an adjustment of the lumbar support within the backrest that changes the position of the apex of the lumbar support measured perpendicularly to the backrest line (fore and aft direction).

3.2. Guest Chairs – the following definitions will apply:

3.2.1. **Armrest** – a component of a chair intended to provide support to the occupant's forearm.

3.2.2. **Armrest Clearance** – the horizontal distance between the inside edges of the armrests or their supports.

3.2.3. **Backrest Width** – the horizontal distance between the outside edges of the backrest at its widest point.

3.2.4. **Seat Width** – the horizontal distance between the outside edges of the seat, at the geometric center.

## 4. Mandatory Technical Requirements – Adjustable Office Chairs



All office task and boardroom chairs supplied shall meet the general and detailed requirements of Canadian General Standards Board (CGSB) Standard CAN/CGSB-44.232-2008 Task Chairs for Office Environments, hereinafter referred to as the Standard, unless otherwise specified for each type of seating.

#### 4.1. Office Task Chair– Medium

In addition to the other general and detailed requirements indicated in the Standard, the following specifications from the Standard shall apply or be replaced as indicated, with the relevant section of the Standard shown in parentheses:

##### 4.1.1. General Requirements

- 4.1.1.1. *Tilt Mechanism* (4.5) – shall be supplied.
- 4.1.1.2. *Armrests* (4.6) – shall be supplied and shall be removable.
- 4.1.1.3. *Column* (**replaces** 4.7) – the seat shall rotate independently of the base 360 degrees in both directions.
- 4.1.1.4. *Casters* (4.8) – shall be supplied for carpeted surfaces. Casters for hard surfaces shall also be available.
- 4.1.1.5. *Performance Requirements* (5.1) – shall have passed all testing for type I and III chairs in accordance with ANSI/BIFMA X5.1 (refer to 8.1).
- 4.1.1.6. *Fabric* (5.4) – fabric used to upholster the chair shall meet or exceed the heavy-duty rating for abrasion resistance.

##### 4.1.2. Fixed Components

- 4.1.2.1. *Backrest Height* (**replaces** 6.3.2) – shall have a High backrest, where the height from the seat to the top of the backrest shall be 509 mm (20.0 in) or more.

##### 4.1.3. Adjustable Components

- 4.1.3.1. *Seat Height Adjustment* (6.4.1) – Standard and Low
- 4.1.3.2. *Lumbar Support Height Adjustment* (6.4.2)
- 4.1.3.3. *Armrest Height Adjustment* (6.4.3.1)
- 4.1.3.4. *Lateral Adjustment of Armrest* (**replaces** 6.4.3.2) – shall adjust to a lateral clearance of 450 mm (17.7 in) or less to 493 mm (19.4 in) or more. The total width adjustment shall be 50 mm (2.0 in) or more.
- 4.1.3.5. *Horizontally Swivelling Adjustable Armrest Caps* (6.4.3.3)
- 4.1.3.6. *Seat Depth Adjustment* (6.4.4)
- 4.1.3.7. *Seat Pan Angle* (**replaces** 6.5.1) – the seat pan angle shall adjust 4 degrees or more, including part of the range 0 to 4 degrees rearward. Independent seat pan angle adjustments that comply with 6.5.1 of the Standard will be acceptable.
- 4.1.3.8. *Backrest Angle to the Horizontal* (6.5.2)
- 4.1.3.9. *Backrest-to-Seat Angle* (6.5.3)
- 4.1.3.10. *Tilt Mechanism* (**replaces** 6.5.4) – the tilt mechanism shall be designed to support the movement of users while seated. It shall regulate the simultaneous movement of the seat and backrest throughout the tilt range at a ratio of 1:1 or greater. Tilt mechanisms that comply with 6.5.4 of the Standard will be acceptable.

##### 4.1.4. The following mandatory requirements are in addition to those in the Standard:

- 4.1.4.1. Seat shall be upholstered with woven fabric.
- 4.1.4.2. Backrest shall be upholstered with woven fabric. If more than one chair is provided, at least one chair shall have a backrest upholstered in woven fabric.
- 4.1.4.3. Lumbar Support Depth shall be adjustable by the user.
- 4.1.4.4. Armrests:
  - 4.1.4.4.1. Arm caps shall be designed to prevent accidental movement or rotation of the arm cap during normal use.
  - 4.1.4.4.2. Arm caps shall be generally flat and free of contours. They shall be soft and/or cushioned to avoid introducing pressure points to the forearm.
- 4.1.4.5. The chair shall be available **without** additional elements designed to support the back of the head and/or neck (i.e. elements greater than the height of the high backrest).

##### 4.1.5. The following is a list of additional features that would be **beneficial but are not mandatory** to supplement those previously specified:

- 4.1.5.1. Neck and/or head support should be available. When available, fixed or adjustable elements to support the back of the head and/or neck shall be designed to comfortably support the back of the



head or neck. If adjustable, the user shall be able to position it as desired without the use of special tools.

#### 4.2. Office Task Chair – Small

All specifications from section 4.1 Office Task Chair – Medium apply to Small chairs, save the following specifications that shall apply or be replaced as indicated, with the relevant section of the Standard shown in parentheses:

##### 4.2.1. Adjustable Components

- 4.2.1.1. *Seat Depth Adjustment* (**replaces** 6.4.4) – seat depth shall adjust 50 mm (2.0 in) or more, including a minimum depth of 415 mm (16.3 in) or less. Shall be lockable at multiple positions.

#### 4.3. Office Task Chair – Plus chair

In addition to the other general and detailed requirements indicated in the Standard, the following specifications from the Standard shall apply or be replaced as indicated, with the relevant section of the Standard shown in parentheses:

##### 4.3.1. General Requirements

- 4.3.1.1. *Tilt Mechanism* (4.5) – shall be supplied.
- 4.3.1.2. *Armrests* (4.6) – shall be supplied and shall be removable.
- 4.3.1.3. *Column* (**replaces** 4.7) – the seat shall rotate independently of the base 360 degrees in both directions.
- 4.3.1.4. *Casters* (4.8) – shall be supplied for carpeted surfaces. Casters for hard surfaces shall be available.
- 4.3.1.5. *Performance Requirements* (**replaces** 5.1) – shall have passed all testing in accordance with type I and III chairs in accordance with **ANSI/BIFMA X5.11** General-Purpose Large Occupant Office Chairs – Tests (refer to 8.2).
- 4.3.1.6. *Fabric* (5.4) – fabric used to upholster the chair shall meet or exceed the heavy-duty rating for abrasion resistance.

##### 4.3.2. Fixed Components

- 4.3.2.1. *Seat Width* (**replaces** 5.1.1) – seat cushion shall be 517 mm (20.4 in.) wide or more.
- 4.3.2.2. *Backrest Height* (**replaces** 6.3.2) – shall have a High backrest, where the height from the seat to the top of the backrest shall be 509 mm (20.0 in) or more.

##### 4.3.3. Adjustable Components

- 4.3.3.1. *Seat Height Adjustment* (**replaces** 6.4.1) – seat height with the standard cylinder shall adjust a total of at least 91 mm (3.6 in) within the range of 362 mm (14.4 in) to 525 mm (20.7 in).
- 4.3.3.2. *Lumbar Support Height Adjustment* (6.4.2)
- 4.3.3.3. *Armrest Height Adjustment* (**replaces** 6.4.3.1) – armrest height shall adjust 50 mm (2.0 in) or more within the range of 158 mm (6.2 in) to 292mm (11.5 in), and shall be lockable in increments no greater than 15 mm (0.6 in).
- 4.3.3.4. *Lateral Adjustment of Armrest* (**replaces** 6.4.3.2) – lateral clearance between armrests shall adjust a total of 50 mm (2.0 in) or more, including 523 mm (20.6 in) as part of the range.
- 4.3.3.5. *Seat Depth Adjustment* (**replaces** 6.4.4) – seat depth shall adjust 50 mm (2.0 in) or more, including part of the range 380 mm (15.0 in) to 496 mm (19.5 in). Shall be lockable at multiple positions.
- 4.3.3.6. *Seat Pan Angle* (**replaces** 6.5.1) – seat pan angle shall adjust 4 degrees or more, including part of the range 0 to 4 degrees rearward. Independent seat pan angle adjustments that comply with 6.5.1 of the Standard will be acceptable.
- 4.3.3.7. *Backrest Angle to the Horizontal* (6.5.2)
- 4.3.3.8. *Backrest-to-Seat Angle* (6.5.3)
- 4.3.3.9. *Tilt Mechanism* (**replaces** 6.5.4) – the tilt mechanism shall be designed to support the movement of users while seated. It shall regulate the simultaneous movement of the seat and backrest throughout the tilt range at a ratio of 1:1 or greater. Tilt mechanisms that comply with 6.5.4 of the Standard will be acceptable.

4.3.4. The following mandatory requirements are **in addition** to those in the Standard:

- 4.3.4.1. Armrests:



- 4.3.4.1.1. Arm caps shall be generally flat and free of contours. They shall be soft and/or cushioned to avoid introducing pressure points to the forearm.
- 4.3.4.1.2. Non-pivoting or non-swiveling arm caps shall be provided.
- 4.3.4.1.3. The chair shall be available without additional elements designed to support the back of the head and/or neck (i.e. elements greater than the height of the high backrest).
- 4.3.5. The following is a list of additional features that would be **beneficial but are not mandatory** to supplement those previously specified:
  - 4.3.5.1. Lumbar Support Depth should be available. When available, it should be adjustable by the user.
  - 4.3.5.2. Pivoting or horizontally swiveling arm caps should be available. When available, they shall be designed to prevent accidental movement of the arm cap during normal use, and shall meet the requirements for *Horizontally Swivelling Adjustable Armrest Caps* (6.4.3.3).
  - 4.3.5.3. Neck and/or head support should be available. When available, fixed or adjustable elements to support the back of the head and/or neck shall be designed to comfortably support the back of the head or neck. If adjustable, the user shall be able to position it as desired without the use of special tools.

#### 4.4. Boardroom Chairs

In addition to the other general and detailed requirements indicated in the Standard, the following specifications from the Standard shall apply or be replaced as indicated, with the relevant section of the Standard shown in parentheses. The Contractor may substitute adjustable features for fixed elements subject to section 6.2.

##### 4.4.1. General Requirements

- 4.4.1.1. *Tilt Mechanism* (4.5) – shall be supplied.
- 4.4.1.2. *Armrests* (4.6) – shall be supplied and shall be removable.
- 4.4.1.3. *Column* (**replaces** 4.7) – The seat shall rotate independently of the base 360 degrees in both directions.
- 4.4.1.4. *Casters* (4.8) – shall be supplied for carpeted surfaces. Casters for hard surfaces shall be available.
- 4.4.1.5. *Performance Requirements* (5.1) – shall have passed all testing for type I and III chairs in accordance with ANSI/BIFMA X5.1 (refer to 8.1).
- 4.4.1.6. *Fabric* (5.4) – fabric used to upholster the chair shall meet or exceed the heavy-duty rating for abrasion resistance.

##### 4.4.2. Fixed Components:

- 4.4.2.1. *Seat Depth* (6.3.1) – shall meet the depth requirements for the Medium seat.

##### 4.4.3. Adjustable Components:

- 4.4.3.1. *Seat Height Adjustment Range* (6.4.1) – Standard height
- 4.4.3.2. *Backrest Angle to the Horizontal* (6.5.2)
- 4.4.3.3. *Tilt Mechanism* (**replaces** 6.5.4) – the tilt mechanism shall be designed to support the movement of users while seated. It shall regulate the simultaneous movement of the seat and backrest throughout the tilt range at a ratio of 1:1 or greater. Tilt mechanisms that comply with 6.5.4 of the Standard will be acceptable.

4.4.4. The following mandatory requirements are **in addition** to those in the Standard:

- 4.4.4.1. Seats shall be upholstered with woven fabric.
- 4.4.4.2. Armrests shall have an open loop design or equivalent rounded front profile.

4.4.5. The following is a list of additional mandatory requirements for specified configurations of the Boardroom chair:

##### 4.4.5.1. Boardroom Chair A – Adjustable with High Back

- 4.4.5.1.1. *Backrest Height* (**replaces** 6.3.2) – shall be a High backrest, where the height from the seat to the top of the backrest shall be 509 mm (20.0 in) or more.
- 4.4.5.1.2. *Lumbar Support Height Adjustment* (6.4.2)
- 4.4.5.1.3. *Armrest Height Adjustment* (6.4.3.1)
- 4.4.5.1.4. *Lateral Adjustment of Armrest* (6.4.3.2)

##### 4.4.5.2. Boardroom Chair B – Basic Mid-Back

- 4.4.5.2.1. *Mid-Height Backrest* (**replaces** 6.3.2) – backrest is at least 76 mm (3.0 in) shorter than the High backrest, but in any case is no less than 450 mm (17.7 in) from the top of the seat to the top of the backrest.



- 4.4.5.2.2. *Armrest Height – Fixed* (6.3.3.1)
- 4.4.5.2.3. *Clearance Between Armrests – Fixed* (6.3.3.4)
- 4.4.5.2.4. *Lumbar Support Height – Fixed* (6.3.4)

## 5. Guest Chairs

### 5.1. General and detailed requirements:

- 5.1.1. The finished chairs shall be uniform in quality, clean and free from any defects that may affect their appearance and serviceability.
- 5.1.2. External surfaces shall be smooth and all edges shall be rounded or bevelled. All accessible surfaces shall be free from sharp edges, burrs and any other hazards to safety.
- 5.1.3. The covering shall be properly positioned, clean and well-tailored in appearance. All excess covering shall be neatly trimmed and any surplus removed. Fastening devices, such as staples, shall be so positioned as not to be normally visible. The bottom of the seat shall be finished without exposed edges.
- 5.1.4. Chairs shall have armrests.
- 5.1.5. Chairs shall have four legs and shall be stackable.
- 5.1.6. Chairs shall be provided with casters.
- 5.1.7. Chairs shall have passed all testing for Type III chairs in accordance with ANSI/BIFMA X5.1 (refer to 8.1).
- 5.1.8. Seat Width – The seat shall be 400 mm (15.7 in.) wide or more.
- 5.1.9. Seat Waterfall – The front edge of the seat shall be curved downward.
- 5.1.10. Backrest Width – The backrest shall be 350 mm (13.7 in.) wide or more.
- 5.1.11. Backrest Height – the backrest shall be 354 mm (13.9 in) high or more.
- 5.1.12. Cushioning Material – When cushioning material is used in the seat and backrest they shall be tested in accordance with ASTM (American Society for Testing and Materials) D 3574 Dynamic Fatigue Test by Constant Force Pounding, Test I-3 procedure B, the loss of force support at 40% IFD (Indentation Force Deflection) shall not exceed 23% for seat applications and 33% for backrest applications.
- 5.1.13. Armrest Clearance – The clearance shall be 450 mm (17.7 in.) or more.
- 5.1.14. Flammability – All applicable components shall comply with California Technical Bulletin 117.
- 5.1.15. Upholstery – Seats shall be upholstered in woven fabric. Woven fabric shall meet the ACT (Association for Contract Textiles) Performance Textile Guidelines for upholstery and shall pass its applicable testing requirements and acceptance levels. The fabric shall meet or exceed the heavy duty rating for abrasion resistance.

## 6. Testing

All performance and dimensional testing shall be performed in accordance with the Standard or as specified in this Annex A-1. Testing shall be performed by laboratories accredited by a nationally recognized body such as Standards Council of Canada, A2LA (American Association for Laboratory Accreditation) or be listed on the Canadian General Standards Board (CGSB) Laboratory Acceptance Program.

### 6.1. Test Reports

- 6.1.1. Validity of tests: test reports shall be kept current for all products offered. Performance test reports shall remain valid unless changes have been made to the performance test standard or product.
  - 6.1.1.1. Change to test standard: if the performance test standard changes, products shall be re-tested no later than six calendar months after the date of issue of the new standard.
  - 6.1.1.2. Change to products: if a product changes in any way, including components, the validity of all test reports shall be reassessed and the testing shall be updated as applicable.
- 6.1.2. Report format: test reports shall comply with the requirements under section 7 of the Standard.

### 6.2. Measurement Tolerances

Tolerances are as defined in the Standard. The tolerance for all linear measurements is +/- 1.5 mm (1/16 in).

### 6.3. Test Method – Lateral Adjustment of Armrests

The pivoting or horizontal swivelling actions of armrests or armcaps is normally not to be considered for the purposes of measuring the lateral adjustment of armrests in accordance with the procedure under section 18.0 of BIFMA/CMD-1. However, for the purpose of assessing Lateral Adjustment of Armrests in this Annex A-1, pivot or swivel only armrests that have been determined to be compliant with the Standard will be acceptable.



**7. Chair Marking**

In addition to the requirements under section 8.2 of the Standard, chairs shall be marked so that users can identify the following:

- 7.1. Date of manufacture
- 7.2. Codes for the specific features supplied
- 7.3. CRA Order number
- 7.4. Contract number

**8. List of ANSI/BIFMA Tests**

8.1. ANSI/BIFMA X 5.1 – American National Standard for Office Furnishings – General Purpose Office chairs – Tests

Section	Name of Test	Office Task Chair	Boardroom Chair	Guest Chair
5	Backrest Strength Test – Static – Type I	X	X	
6	Backrest Strength Test – Static – Type II and III	X	X	X
7	Base Test – Static	X	X	
8	Drop Test – Dynamic	X	X	X
9	Swivel Test - Cyclic	X	X	
10	Tilt Mechanism Test – Cyclic	X	X	
11.3	Seating Durability Tests - Cyclic – Impact Test	X	X	X
11.4	Seating Durability Tests - Cyclic – Front Corner Load-Ease Test – Cyclic – Off-Centre	X	X	X
12.3.1	Stability Tests – Rear Stability for Type III Chairs	X	X	X
12.3.2	Stability Tests – Rear Stability for Type I and II Chairs	X	X	
12.4	Stability Tests – Front Stability	X	X	X
13	Arm Strength Test – Vertical – Static	X	X	X
14	Arm Strength Test – Horizontal – Static	X	X	X
15	Backrest Durability Test – Cyclic – Type I	X	X	
16	Backrest Durability Test – Cyclic – Type II and Type III	X	X	X
17.1	Caster/Chair Base Durability Test – Cyclic – for Pedestal Base Chairs	X	X	
17.2	Caster/Chair Base Durability Test – Cyclic – for Chairs with Legs			X
18.3	Leg Strength Test – Front and Side Application – Front Load Test			X
18.4	Leg Strength Test – Front and Side Application – Side Load Test			X
21	Arm Durability Test – Cyclic	X	X	X
22	Out Stop Tests for Chairs with Manually Adjustable Seat Depth	X		

8.2. ANSI/BIFMA X5.11 American National Standard for Office Furniture – General-Purpose Large Occupant Office Chairs – Tests

Section	Name of Test	Plus Chair
6	Backrest Strength Test – Static – Type I	X
7	Backrest Strength Test – Static – Type II and III	X
8	Drop Test – Dynamic	X
9	Swivel Test - Cyclic	X
10	Tilt Mechanism Test – Cyclic	X
11.3	Seating Durability Tests - Cyclic – Impact Test	X
11.4	Seating Durability Tests - Cyclic – Front Corner Load-Ease Test – Cyclic – Off-Centre	X





<b>Section</b>	<b>Name of Test</b>	<b>Plus Chair</b>
12.3.1	Stability Tests – Rear Stability for Type III Chairs	X
12.3.2	Stability Tests – Rear Stability for Type I and II Chairs	X
12.4	Stability Tests – Front Stability	X
13	Arm Strength Test – Vertical – Static	X
14	Arm Strength Test – Horizontal – Static	X
15	Backrest Durability Test – Cyclic – Type I	X
16	Backrest Durability Test – Cyclic – Type II and Type III	X
17.1	Caster/Chair Base Durability Test – Cyclic – for Pedestal Base Chairs	X
21	Arm Durability Test – Cyclic	X
22	Out Stop Tests for Chairs with Manually Adjustable Seat Depth	X



## ANNEX B: BASIS OF PAYMENT

*To be completed by the Contracting Authority at Contract award.*

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid ceiling unit prices, in Canadian Dollars, DDP Destination, Customs Duties and Excise Taxes included, where applicable, GST/HST extra, as applicable, including transportation, for the supply and delivery of office chairs.

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

CRA has the option to negotiate with the Contractor reduced prices for large chair orders.

### Year 1 to 3 of the Contract

The ceiling unit prices set out below are subject to downward adjustment only for large orders, but otherwise will remain firm for the duration of the initial contract period of 3 years (36 months).

CRA Chair Reference Name	Model # from published price list	Quantity Range 1 – 2	Quantity Range 3 – 10	Quantity Range 11 – 50	Quantity Range 51 – 100	Quantity Range 101+
<b>TASK CHAIRS – Ceiling Unit Price per Quantity Range</b>						
Task Chair – Medium #1		\$	\$	\$	\$	\$
Task Chair – Medium #2 <i>(To be deleted at contract award if not applicable)</i>		\$	\$	\$	\$	\$
Task Chair – Medium #3 <i>(To be deleted at contract award if not applicable)</i>		\$	\$	\$	\$	\$
Task Chair – Small <i>(To be deleted at contract award if not applicable)</i>		\$	\$	\$	\$ Same price as quantity range 11 - 50 chairs	\$ Same price as quantity range 11 -50 chairs
Task Chair – Plus Size		\$	\$	\$ Same price as quantity range 3 – 10 chairs	\$ Same price as quantity range 3 – 10 chairs	\$ Same price as quantity range 3 – 10 chairs
<b>BOARDROOM CHAIRS – Ceiling Unit Price per Quantity Range</b>						
Boardroom Chair A (Adjustable High Back)		\$	\$	\$	\$	\$
Boardroom Chair B (Basic Mid-Back)		\$	\$	\$	\$	\$
<b>GUEST CHAIRS – Ceiling Unit Price per Quantity Range</b>						



Guest Chair – With Armrests & Casters		\$	\$	\$	\$	\$
<b>GAS LIFT REPLACEMENT (as defined at 3.2.1 of Annex A)</b>						
<b>Replacement on Task Chair – Medium</b>		<b>\$</b>				
<b>Replacement on Task Chair – Small</b>		<b>\$</b>				
<b>Replacement on Task Chair – Plus</b>		<b>\$</b>				

**Option Years** (if exercised by CRA)

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

Should the Contractor decide to update its ceiling prices, CRA will accept a price adjustment for any individual item no greater than the lesser of the two following:

- The Statistics Canada Consumer Price Index (CPI) percentage change for “Household Operations and Furnishings” over the previous twelve-month period using the most recent January to January CPI to determine the percent change for each option period; or
- The percentage change in pricing for individual items between the Contractor’s two most recent published price lists at least six (6) months but no more than eighteen (18) months apart. If no changes to the published price list within the last 18 months, the change in pricing will be assessed as 0%.

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



# ANNEX C: REQUIREMENTS FOR CRA SYNERGY SOLUTION

## Overview

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

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

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

## Glossary of Terms

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

## Operational Requirements

### 1.1 Ariba Network account

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

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

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



- Communication of PO returns.

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

### **1.2 Synergy 2.0 catalogue**

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

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

The Contractor must provide an image file for each good (or service, if applicable) to be provided under the Contract. The Contracting Authority must approve the catalogue before it will be made available in Synergy 2.0. All catalogue updates, scheduled or otherwise, will only go into effect after the CRA approves, tests and loads the revised catalogue.

### **1.3 PO Processing requirements**

The Contractor must:

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

#### **Delivery Destinations:**

CRA Locations:

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

Work from Home (WFH) Locations:

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

### **1.4 Support**

The Contractor must provide CRA with support:

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



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

**1.5 Contractor’s automated interface**

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

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

**Technical Requirements**

**1.6 Catalogue format**

The catalogue must be created in a CSV format.

- All catalogues must be bilingual. The Contractor must enter two lines in their catalogue for each unique product: the first line will contain descriptions in English; the second line will contain descriptions in French.
- The Contractor must provide an image file for each unique good (or service, if applicable). The image file must be in jpeg format with a maximum size of 1MB – 250X250 pixels. The image file must be named with the exact name and case as stated in the Image field of the catalogue format file described in section 1.7.
- The Contractor must provide the catalogue and the image files to the CRA Contracting Authority by email, on USB or other electronic manner requested.

**1.7 Catalogue content**

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

Please note:

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



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



Table 2 – Catalogue technical requirements				
Field name	To be filled by	Maximum field size	Field type	Description
Delete	CRA			<b>Leave this field blank.</b>
WHMIS	Contractor	3	Characters, case-sensitive	Identify hazardous materials. Use exactly: - <b>Yes</b> or <b>No</b> for English product descriptions or - <b>Oui</b> or <b>Non</b> for French product descriptions.
Green	Contractor	3	Characters, case-sensitive	Identify product is certified Ecologo, is green or is an environmentally preferred product identified with a label. Use exactly: - <b>Yes</b> or <b>No</b> for English product descriptions or - <b>Oui</b> or <b>Non</b> for French product descriptions.

### Proof of Synergy 2.0 compliance test (PoSC)

A Proof of Synergy 2.0 Compliance test (PoSC) must be completed following written notification by the Contracting Authority to validate that the Synergy 2.0 requirements outlined in this Appendix 1 to Annex A are met. The PoSC test will be performed prior to contract award or during the contract period, at CRAs discretion, by exercising its irrevocable option to implement Synergy 2.0, as applicable.

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

The PoSC test will validate the mandatory AN relationship set-up, catalogue creation, PO processing and communication of order confirmations, order cancellations, ship notices, and invoices.

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

#### 1.8 Preparation for PoSC test

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

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

#### 1.9 Testing of Synergy 2.0 solution

##### 1.9.1 Step 1 - Register on AN

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

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

##### 1.9.2 Step 2 – Prepare catalogue

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

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





The CRA will confirm:

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

**1.9.3 Step 3 – Process a test PO**

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

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

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

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

If the contract includes delivery to employee WFH locations, the above steps shall be performed for a WFH order as well.

**1.9.4 Step 4 - Return and Credit Memo**

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

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

**1.9.5 Step 5 - Confirm completion of the test**

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

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

<b>Table 3: Step-by-step process</b>			
Event	Description	Owner	Participants
Kick-off meeting	Meeting to discuss PoSC requirements and timelines.	Contracting Authority	Contractor, CRA-coordinator
<b>Step 1: Register on the Ariba Network (AN)</b>			
AN test account	The Contractor creates a test account on AN.	Contractor	Ariba technical support
AN relationship	The CRA establishes a relationship with the Contractor in AN.	Ariba technical support	Contractor
<b>Step 2: Prepare the catalogue</b>			
Catalogue build	The Contractor provides a sample catalogue and images if applicable in the required format.	Contractor	Contracting Authority
Catalogue finalization	The CRA will review the sample catalogue to ensure it respects contracting terms and technical requirements and adds custom CRA data elements.	Contracting Authority	CRA-coordinator
<b>Step 3: Process a test PO</b>			
Order testing	The CRA places a test PO. The Contractor submits a:	CRA-coordinator	Contractor



<b>Table 3: Step-by-step process</b>			
Event	Description	Owner	Participants
	<ul style="list-style-type: none"><li>- Order Confirmation</li><li>- Ship Notice</li><li>- Change Order</li><li>- Invoice</li></ul>		
<b>Step 4: Test returns and credit memos</b>			
Credit memo testing	The Contractor issues a credit memo to the CRA via the AN.	Contractor	CRA-coordinator
<b>Step 5: Confirm completion of the test</b>			
PoS Testing Confirmation	Confirmation of success or failure of the proof of the compliance test with the Contractor.	Contracting Authority	Contractor, CRA-coordinator