



RETURN BIDS TO :
Canada Revenue Agency

Proposal to: Canada Revenue Agency

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

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

Bidder MUST identify below the name and title of the individual authorized to sign on behalf of the Bidder

Signature of authorized representative

Date (yyyy-mm-dd)

Name of authorized representative (print)

Title of authorized representative (print)

() _____

Telephone No.

() _____

Fax No.

E-mail address

REQUEST FOR PROPOSAL

Title Flat Forms	
Solicitation No. 1000460150	Date 2023-08-08
Solicitation closes on 2023-08-28 at 2:00 P.M.	Time zone EDT Eastern Daylight Time
Contracting Authority Name: Michael Yaehne Address: See herein / Voir dans ce document E-mail address: See herein / Voir dans ce document	
Telephone No. (613) 291-3146	
Destination See herein	



Request for Proposal (RFP)

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

Title: Flat Forms

Part 1 General Information

1.1 Introduction

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

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



1.2 Summary

The Canada Revenue Agency (CRA) wishes to establish a contract to deliver the CRA's Flat Form print and related service requirements, in an efficient manner through the application of industry best practices.

Up to two contracts may be awarded through this RFP process. However, Bidders must provide pricing in Appendix 3: Financial Proposal Tables A, A1, B, C, D, F, G, H, and I.

A separate contract may be awarded for the PD7A-RB and W1-RB Remittance Booklets. Information on these booklets can be located within the RFP at:

- SOW: Page 65 & 66 (A1-18.0 ADDITIONAL ITEMS ; A1 - 18.1 Remittance Booklets)
- Appendix 3 – Financial Proposal 2023 (English): Table E-Remittance Booklets)

Any Bidder that is not bidding on the PD7A-RB and W1-RB Remittance Booklets should enter N/A for the pricing in Appendix 3: Financial Proposal Table E-Remittance Booklets.

The Contractor will be responsible for meeting CRA's requirements on an as-and-when-requested basis, and to ensure timely, accurate service delivery.

The CRA has been spending approximately \$210,000 annually on flat forms for various programs within the Agency. There are approximately 200 different flat forms that are printed for various CRA programs. This would include but is not limited to: Flat Forms (includes folding, perforating, or scoring), Pads, NCR Forms, Numbering (includes MICR/OCR, static or variable/sequential), Personalization/Mailings, etc.

The total estimated number of annual impressions is approximately 13,000,000. The number of impressions per requirement typically range from 500 to 6,000,000 impressions.

Flat forms are required in either or both Official Languages, French and English.

The production time ranges from 4 (four) to 20 (twenty) working days.

The resulting contract will include a minimum guarantee of \$50,000.00 (applicable taxes included), for the period of the Contract, including options.



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

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

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

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

1.4 Glossary of Terms

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



TERM	DEFINITION
Tendering Authority	Canada Revenue Agency

1.5 Debriefings

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

1.6 Canadian International Trade Tribunal

As a general rule, a complaint regarding this procurement process must be filed with the Canadian International Trade Tribunal (the Tribunal) within 10 working days from the date on which a bidder becomes aware, or reasonably should have become aware, of a ground of complaint. Alternatively, within that time frame, a bidder may first choose to raise its ground of complaint by way of an objection to the CRA; if the CRA denies the relief being sought, a bidder may then file a complaint with the Tribunal within 10 working days of that denial. In certain exceptional circumstances, a 30-day time frame may be applicable for filing a complaint with the Tribunal. More information can be obtained on the Tribunal's Web site (which can be found at www.citt-tcce.gc.ca) or by contacting the Registrar of the Tribunal at 613-990-2452. Reference: section 6 of the Canadian International Trade Tribunal Procurement Inquiry Regulations (S.O.R./93-602).

Also consult [Bid Challenge and Recourse Mechanisms](https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/bid-follow-up/bid-challenge-and-recourse-mechanisms) (which can be found at <https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/bid-follow-up/bid-challenge-and-recourse-mechanisms>)



Part 2 Bidder Instructions

2.1 Mandatory Requirements

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

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

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

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

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

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

The following clauses are incorporated by reference:

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

2.2.1 Revisions to Standard Instructions 2003

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

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

Section 01 Integrity provisions– bid

1. The Supplier Integrity Directive (SID) dated November 3, 2021, is incorporated by reference into, and forms a binding part of the bid solicitation. The Bidder must comply with the SID, which can be found on the Canada Revenue Agency’s website at <https://www.canada.ca/en/revenue->



[agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive-2.html](https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive-2.html).

2. Under the SID, charges and convictions of certain offences against a Supplier, its affiliates or first tier subcontractors, and other circumstances, will or may result in a determination by Public Works and Government Services Canada (PWGSC) that the Supplier is ineligible to enter, or is suspended from entering into a contract with Canada. The list of ineligible and suspended Suppliers is contained in PWGSC's Integrity Database. The SID describes how enquiries can be made regarding the ineligibility or suspension of Suppliers.

3. In addition to all other information required in the bid solicitation, the Bidder must provide the following:

- a. by the time stated in the SID, all information required by the SID described under the heading "Mandatory Provision of Information"; and
- b. with its bid, a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the SID. The list of foreign criminal charges and convictions must be submitted using an Integrity Declaration Form, which can be found at [Forms for the Integrity Regime](#).

4. Subject to subsection 5, by submitting a bid in response to this bid solicitation, the Bidder certifies that:

- a. it has read and understands the SID (which can be found at <https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive-2.html>)
- b. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the SID, will or may result in a determination of ineligibility or suspension under the SID;
- c. it is aware that Canada may request additional information, certifications, and validations from the Bidder or a third party for purposes of making a determination of ineligibility or suspension;
- d. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the SID;
- e. none of the domestic criminal offences, and other circumstances, described in the SID that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and its proposed first tier subcontractors; and
- f. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.

5. Where a Bidder is unable to provide any of the certifications required by subsection 4, it must submit with its bid a completed Integrity Declaration Form, which can be found at [Declaration form for procurement](#).



6. Canada will declare non-responsive any bid in respect of which the information requested is incomplete or inaccurate, or in respect of which the information contained in a certification or declaration is found by Canada to be false or misleading in any respect. If Canada establishes after award of the Contract that the Bidder provided a false or misleading certification or declaration, Canada may terminate the Contract for default. Pursuant to the SID, Canada may also determine the Bidder to be ineligible for award of a contract for providing a false or misleading certification or declaration.

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

Section 02 Procurement Business Number

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

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

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

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

Section 05 titled "Submission of bids" paragraph 4, delete "60 days" and replace with "**180** days".

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

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

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

Section 08 Transmission by Connect

- a. Bids must be submitted by using the Connect service (which can be found at <https://www.canadapost-postescanada.ca/cpc/en/business/postal-services/digital-mail/connect.page>) provided by the Canada Post Corporation.
- b. To submit a bid using the Connect service, the Bidder must send as early as possible, at least six business days prior to the solicitation closing date and time, (in order to ensure a response), an email that includes the bid solicitation number to the Bid Receiving Unit requesting to open a Connect conversation. Requests to open a Connect conversation received after that time may



not be answered. In the email, the Bidder must include the name and email address of all individuals who need to participate in the Connect conversation.

- c. If the Bidder sends an email requesting a Connect conversation to the specified Bid Receiving Unit in the bid solicitation, an officer of the Bid Receiving Unit will then initiate a Connect conversation. The Connect conversation will create an email notification from the Canada Post Corporation prompting the Bidder to access and action the message within the conversation. The Bidder will then be able to transmit its bid afterward at any time prior to the solicitation closing date and time.
- d. The bid solicitation number should be identified in the Connect message field of all electronic transfers.
- e. It should be noted that the use of Connect service requires a Canadian mailing address. Should a bidder not have a Canadian mailing address, they may use 320 Queen St, Ottawa, ON K1A 1A2 in order to register for the Connect service.
- f. For bids transmitted by the Connect service, Canada will not be responsible for any failure attributable to the transmission or receipt of the bid including, but not limited to, the following:
 - i. receipt of a garbled, corrupted or incomplete bid;
 - ii. availability or condition of the Connect service;
 - iii. incompatibility between the sending and receiving equipment;
 - iv. delay in transmission or receipt of the bid;
 - v. failure of the Bidder to properly identify the bid;
 - vi. illegibility of the bid;
 - vii. security of bid data; or,
 - viii. inability to create an electronic conversation through the Connect service.
- g. The Bid Receiving Unit will send an acknowledgement of the receipt of bid document(s) via the Connect conversation. This acknowledgement will confirm only the receipt of bid document(s) and will not confirm if the attachments may be opened nor if the content is readable.
- h. Bidders must ensure that they are using the correct email address for the Bid Receiving Unit when requesting a conversation in Connect or communicating with the Bid Receiving Unit and should not rely on the accuracy of copying and pasting the email address into the Connect system.
- i. A bid transmitted by the Connect service constitutes the formal bid of the Bidder and must be submitted in accordance with section 05.

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

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



Section 21 titled "Code of Conduct for Procurement-bid", all references to "[Code of Conduct for Procurement](#)" are hereby deleted and replaced with CRA's "[Supplier Code of Conduct for Procurement](#)".

2.3 Submission of Proposals

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

BIDDERS ARE TO SUBMIT PROPOSALS TO:

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

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

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

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

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

All enquiries must be submitted to the Contracting Authority no later than 5 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

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

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



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

2.6 Terms and Conditions

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



Part 3 Proposal Preparation Instructions

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

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

Section I: Technical Bid

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

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

Section II: Financial

The bid's financial section should be submitted as a separate electronic document from the other bid sections. Bidders must submit their financial bid in accordance with the format outlined in Appendix 3: Financial Proposal.

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

Section III: Certifications

Bidders must submit the certifications required under Part 5.

Section IV: Additional Information

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

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



Part 4 Evaluation and Selection

4.1 General

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

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

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

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

4.1.1 Historical Data

All data regarding prior usage by the CRA of any of the required Flat Form products or services, including the data set out in Annex D, is provided to respondents purely for information purposes, and to assist them in preparing their bids. This represents the best information currently available to CRA however, 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 Flat Form products or services 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 despite the statement "All bids meeting the minimum thresholds in Step 2 will proceed to Step 3".

Bids will be ranked in accordance with the Selection Methodology.

Step 1 – Evaluation against Mandatory Criteria

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

Step 2 – Evaluation against Point-Rated Criteria

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

Step 3 – Evaluation of Financial Proposals

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

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

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



Step 4 – Basis of Selection

SACC Manual Clause [A0027T](#) (2022-12-01), Basis of Selection – Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum of 66 points overall for the technical evaluation criteria which are subject to point rating.
The rating is performed on a scale of 110 points.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60 %.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40 %.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

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



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

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

Step 5 – Conditions Precedent to Contract Award

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

Step 6 – Contract Entry

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



Part 5 Certifications and Additional Information

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

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

5.1 Certifications Required To Be Submitted At Time of Bid Closing

5.1.1 Joint Venture Certification

Only complete this certification if a joint venture is being proposed

The Bidder represents and warrants the following:

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

1.

i. I, _____ (*Name of duly authorized representative of business*) hereby certify that _____ (*Name of business*) meets, and shall continue to meet throughout the duration of the



contract, the requirements for this program as set out in "Requirements for bidders in the Set-Aside Program for Indigenous Business", which document I have read and understand.

- ii. The aforementioned business agrees to ensure that any subcontractor it engages with respect to the contract shall, if required, satisfy the requirements set out in "Requirements for bidders in the Set-Aside Program for Indigenous Business."
- iii. The aforementioned business agrees to provide to ISC, immediately upon request, information to substantiate a subcontractor's compliance with this program.

2. Please check the applicable box:

- i. The aforementioned business is an Indigenous business which is a sole proprietorship, band, limited company, co-operative, partnership or not-for-profit organization, []
OR
- ii. The aforementioned business is a joint venture between 2 or more Indigenous businesses or an Indigenous business and a non-Indigenous business. []

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

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

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

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

5. Date _____

Signature _____

Title (duly authorized representative of business) _____

For (name of business) _____



5.2 Certifications Precedent to Contract Award and Associated Information

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

5.2.1 Integrity Provisions – Associated Information

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

5.2.2 Employment Equity

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

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

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

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

Definitions:



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

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

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

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

Former Public Servant in Receipt of a Pension:

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

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

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

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

Work Force Adjustment Directive:

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



YES () NO ()

If so, the Bidder must provide the following information:

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

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

5.2.4 Vendor Reporting Information

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

For the purpose of this clause:

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

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

The Bidder is requested to provide the following:

Legal Name: _____

Operating Name: _____

Address: _____

Payment address is same as above



Payment/T1204 _____
 Address (if different) _____

 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 will be requested by the Contracting Authority at time of contract award, with instructions on how to securely submit.

Social Insurance Number (SIN): _____

N/A Reason: _____

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

Date: _____

Name: _____

Signature: _____



(Signature of duly authorized representative of business)

Title: _____

(Title of duly authorized representative of business)

5.2.5 Certificate of Independent Bid Determination

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

Canada Revenue Agency

(Corporate Name of Recipient of this Submission)

for:

Flat Forms - 1000460150

(Name of Project and Solicitation Number)

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

Canada Revenue Agency

(Name of Tendering Authority)

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

I certify, on behalf of: _____

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

that:

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the Bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the Bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the Bidder to determine the terms of, and to sign, the bid, on behalf of the Bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the Bidder, whether or not affiliated with the Bidder, who:
 - (a) has been requested to submit a bid in response to this call for bids;
 - (b) could potentially submit a bid in response to this call for bids, based on their qualifications, abilities or experience;
6. The Bidder discloses that **(check one of the following, as applicable):**



- a. the Bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with, any competitor;
- b. the Bidder has entered into consultations, communications, agreements or arrangements with one or more competitors regarding this call for bids, and the Bidder discloses, in the attached document(s), complete details thereof, including the names of the competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements;
7. In particular, without limiting the generality of paragraphs 6a or 6b above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
- a. prices;
 - b. methods, factors or formulas used to calculate prices;
 - c. the intention or decision to submit, or not to submit, a bid; or
 - d. the submission of a bid which does not meet the specifications of the call for bids; except as specifically disclosed pursuant to paragraph 6b above;
8. In addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the products or services to which this call for bids relates, except as specifically authorized by the Tendering Authority or as specifically disclosed pursuant to paragraph 6b above;
9. The terms of the accompanying bid have not been, and will not be, knowingly disclosed by the Bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening, or of the awarding of the contract, whichever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph 6b above.

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

(Position Title)

(Date)



Part 6 Security, Financial and Other Requirements

6.1 Security Requirements

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

2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.



Appendices

Appendix 1: Mandatory Criteria

Evaluation Procedures

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

For the purpose of the mandatory technical criteria specified below, the experience of the Bidder and its affiliates (i.e. parent, subsidiary or sister corporations) will be considered. The experience of a subcontractor that the Bidder proposes to use to deliver any part of the work that will be the subject of any Contract that might result from this RFP will be considered, provided that the work of the proposed subcontractor will be the same work carried out by that sub-contractor in any Reference Project submitted for evaluation.

M.1	<u>Production Experience</u>	MET	NOT MET
	The Bidder must demonstrate they have a minimum of ten (10) years experience, within the last fifteen (15) years, producing flat forms for clients external to the Bidder's organization. The Bidder should outline how many years they have been in business and provide a brief description of the number and type of flat form contracts/projects they have completed.		
M.2	<u>Size and Nature of Production</u>	MET	NOT MET
	<p>The Bidder must demonstrate they have fulfilled flat form production services for two (2) different clients that meet the following characteristics:</p> <p style="padding-left: 40px;">Size: Cumulative annual invoiced dollar amount equal to \$325,000 (all applicable taxes included) or greater.</p> <p>Nature: flat form production services must include Numbering and Personalization/Mailings.</p> <p>The clients described must be external to the Bidder's organization and cannot be from the same company.</p>		



	Only flat form production services performed by the Bidder within the last fifteen (15) years, as of this RFP's closing date, will be considered for this requirement.		
M.3	<u>Client References</u>	MET	NOT MET
	<p>For each client identified under M.2, the Bidder must provide a client reference (primary and secondary contact) that can verify the experience claimed in its proposal. The Bidder should include the client contact name, telephone number and email address.</p> <p>The client reference provided by the Bidder may be contacted by the CRA to verify information submitted in the Bidder's proposal. Should there be discrepancies between information submitted by the Bidder in its proposal and information provided by the client reference, the information provided by the client reference will take precedence. The details of the referenced flat form production services provided in the Bidder's proposal may be shared with the client references in order to facilitate their verification.</p> <p>For each referenced flat form production service, the Contracting Authority may contact the primary client contact by email for project/contract verification and the primary client contact will have a 72 business hour period to respond to the Contracting Authority in writing. If unsuccessful, the Contracting Authority will make the same attempt as above to contact the secondary client contact. If still unsuccessful, the CRA, at its sole discretion, may deem the Bidder non-compliant.</p> <p>Once a response is received from the secondary client contact, the secondary client contact's response will take precedence even if the CRA receives a response from the primary client contact at a later date.</p>		
M.4	<u>Sustainable Development</u>	MET	NOT MET
a.	The Bidder must have a corporate environmental policy in place. In order to demonstrate this mandatory requirement, the Bidder must include its environmental policy statement printed on corporate letterhead and signed by an authorized officer of the company.		



b.	The Bidder must propose items for which the waste material from the manufacturing process for the proposed products is minimized. In order to demonstrate this mandatory requirement, the Bidder must include evidence which clearly demonstrates that waste material from manufacturing process for the proposed products is minimized. This evidence may be anecdotal or from waste audit results		
c.	The Bidder must propose items for which recyclable waste material from the manufacturing process is recycled. In order to demonstrate this mandatory requirement, the Bidder must include evidence which clearly demonstrates that recyclable waste material from the manufacturing process is recycled. This evidence may be anecdotal or from waste audit results.		
d.	The Bidder must propose items for which product packaging is designed to minimize waste. In order to demonstrate this mandatory requirement, the Bidder must include evidence which clearly demonstrates that product packaging is designed to minimize waste. This evidence may be anecdotal or from waste audit results.		



Appendix 2: Point Rated Criteria

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

Bidders must meet the overall minimum pass point requirement of 66 points out of a maximum of 110 points.

R1 Respect of Delivery Timeframes

Criteria	Points
<p>R1-1: The Bidder should describe how they will ensure on time delivery of their shipments to CRA.</p> <p>The Bidder should consider the following factors in their proposal:</p> <ul style="list-style-type: none"> ▪ availabilities of representative(s) in communication with CRA ▪ production scheduling system ▪ monitoring, alerts, and checks in place ▪ other information the Bidder may consider relevant to their ability to ensure on time delivery of shipments to CRA 	<p>(maximum 20 pts)</p>
<p>R1-2: The Bidder should describe what contingency plans will be used to ensure non-disruptive production and deliveries to CRA.</p> <p>The Bidder should consider the following factors in their proposal:</p> <ul style="list-style-type: none"> ▪ back-up power generation ▪ arrangements with back-up suppliers to provide material and production support in the event of bidder supply disruptions, power failure, or production over-flow ▪ back-up personnel to replace regular personnel ▪ other information the Bidder may consider relevant to their ability to ensure non-disruptive production and deliveries to CRA 	<p>(maximum 20 pts)</p>
<p>R1-3: The Bidder should describe how they will meet tight delivery deadlines</p> <p>The Bidder should consider the following factors in their proposal:</p> <ul style="list-style-type: none"> ▪ ability to prioritize, add production shifts, or add overtime capacity ▪ arrangements with multiple delivery transport carriers ▪ other information the Bidder may consider relevant to their ability to ensure they will meet tight delivery deadlines 	<p>(maximum 15 pts)</p>



R2 Quality Assurance Strategy

Criteria	Points
<p>R2-1: The Bidder should describe the quality assurance strategy it will apply to meet CRA’s flat forms requirements. Points will be awarded by either:</p> <ul style="list-style-type: none"> ▪ Providing a copy of their International Organization for Standardization (ISO) certification, or ▪ Detailing their own Quality Assurance model, standards, and process to meet CRA’s flat form requirements, informational quality standards, specifications, and delivery requirements. 	(maximum 25 pts)
<p>R2-2: The Bidder should describe its quality assurance personnel and how they are involved in the quality assurance process (i.e. production personnel, management personnel, a dedicated quality assurance supervisor).</p>	(maximum 10 pts)

R3 Corporate Experience

Criteria	Points
<p>R3-1: The Bidder will be awarded points for the number of years of experience they have as a corporation where they have been in business producing flat forms for clients external to the Bidder’s organization as provided in M.1.</p> <p>11 to 15 years – 10 points 16 to 20 years – 15 points 21+ years – 20 points</p>	(maximum 20 pts)

Points Summary:

Subtotal for R1 Respect of Delivery Timeframes	Maximum points = 55
Subtotal for R2 Quality Assurance Strategy	Maximum points = 35
Subtotal for R3 Corporate Experience	Maximum points = 20
TOTAL for POINT RATED CRITERIA	Maximum points = 110 points
Minimum pass mark required	66 points



Appendix 3: Financial Proposal

- F-3.1.1 The Bidder should complete the attached pricing schedule using the electronic file entitled "**Appendix 3 - Financial Proposal Final.xlsx**", and include it in its financial bid. The prices specified, when quoted by the Bidder, include all of the requirements defined in Annex A: Statement of Requirements.
- F-3.1.2 Bidders must quote the following, in Canadian funds, in accordance with Annex A: Statement of Requirements for the first year of service. Shipments shall be consigned to the destinations specified in Annex A and Delivered Duty Paid (DDP) Incoterms 2010 for shipments from a commercial supplier. The Bidder will be responsible for all administration, costs and risk of transport and customs clearance, including the payment of customs duties and taxes:
- (i) Table A: Flat From Pricing and Table A1: Flat Form Digital Pricing - firm unit prices per 1000 copies and firm percentage price increases, as applicable, excluding the transportation cost for the supply and delivery of the deliverables and services listed.
 - (ii) Table B: Batch Card Pricing – firm unit prices per 1000 copies, excluding the transportation cost for the supply and delivery of the deliverables and services listed;
 - (iii) Table C: NCR Pricing – firm unit prices per 1000 Sets, excluding the transportation cost for the supply and delivery of the deliverables and services listed;
 - (iv) Table D: Shipping Weights and Shipping Cost per Pound - product weight in pounds (lbs) (maximum **2** decimal places) for item 1 including any packaging and skidding and firm transportation prices per pound (lb) (maximum **4** decimal places) for item 2, as applicable;
 - (v) Table E: PD7A-RB and W1-RB Remittance Booklets (Pads) Pricing – firm unit prices per 1000 Booklets (Pads), excluding the transportation cost for the supply and delivery of the deliverables and services listed;
 - (vi) Table F: Personalization & Mail Services - firm unit prices (i.e., per pound (lb), per 1000 copies, per set-up (each), per delivery), as applicable, for each type of service listed;
 - (vii) Table G: Percentage Price Increase – firm percentage (%) price increase for reduced number of production days;
 - (viii) Table H: Author's Alteration Pricing – firm hourly rate;
 - (ix) Table I: Posters - firm unit prices per 1000 posters, excluding the transportation cost for the supply and delivery of the deliverables and services listed.
- F-3.1.3 Unit prices quoted for an item must not exceed any prices per 1000 copies quoted for the same item for a smaller quantity. For example, a Bidder may not propose a price of \$100 per 1000 copies for Quantity: 500 to 999 and \$120 per 1000 copies for Quantity: 50,000 to 99,999 for the same item.
- F-3.1.4 Bidders should provide pricing percentage increase or weights, as applicable, for each item identified in the format specified in the attached electronic pricing schedule. Bidders must provide one price, percentage, or weight per field as applicable; ranges (e.g., \$10-\$13) are not acceptable. Any pricing or weight field left blank, or struck-through, or written 'N/A', etc., will be assigned a price or weight of zero, as applicable.
- F-3.1.5 All unit prices quoted must be inclusive of Canadian customs duties and excise taxes, with Goods and Services Tax (GST) or Harmonized Sales Tax (HST) as applicable, EXCLUDED.



F-3.2 EVALUATED PRICE

F-3.2.1 The Evaluated Pricing Score will be derived using **33** Scenarios as set out in the attached Pricing Schedule entitled “**Appendix 3 – Financial Proposal Final.xlsx**” and in accordance with the following:

Table	Description	Applicable Scenario(s)	Weight
A	Flat Form Pricing	1 to 20	65%
A-1	Flat Form Digital Pricing	21 to 23	10%
B	Batch Card Pricing	24 to 26	10%
C	NCR Pricing	27 to 30	5%
E	Remittance Booklets Pricing	31	5%
F	Personalization Pricing	32 to 33	5%

The 33 scenarios may include:

1. Pre-determined CRA data, identified by cells with **yellow highlight**.
The applicable Scenario form #'s, sizes and quantities will not be provided to bidders within the RFP. These values have been pre-determined by CRA, prior to the RFP posting date, and will be inserted in the applicable cell during the financial evaluation only. The form #, size, and quantity used for evaluation purposes under each Scenario will be identical for each bidder.
2. Calculated formulae, identified in **red text**.
Each Scenario clearly identifies the various calculations that will apply.
3. The Bidder’s proposed prices, identified in **blue text**.
The prices will be pulled directly from the Bidder’s Financial Proposal. The applicable Table(s) is/are specified under each Scenario.
4. The Bidder’s proposed Shipping Weights and Shipping Cost per Pound (Table D), Percentage Price Increase for Reduced Number of Production Days (Table G) and Author’s Alterations Pricing (Table H).
These components may not apply to every scenario.

The Scenario worksheets are locked and do not require any Bidder input.

Three (3) examples are described below under paragraph *F-3.2.3 Scenario Pricing Example*. These examples are provided as a guideline to bidders to explain how the scenario pricing will be calculated during the financial evaluation.

F-3.2.2 Determination of Total Evaluated Pricing Score

A Total Evaluated Pricing Score will be derived as follows under Table I of the attached Pricing Schedule entitled “**Appendix 3 – Financial Proposal Final.xlsx**”. The Total Evaluated Pricing Score will be used to determine the Price Score as outlined in Section 2: EVALUATION AND SELECTION, article 2.2.4 Step 4 – Selection.

1. A “Total Scenario Pricing” (TSP) will be derived for Tables A, A1, B, C, E and F as follows:

TSP (Table A): Sum of scenario prices 1 through 20.
TSP (Table A1): Sum of scenario prices 21 through 23.
TSP (Table B): Sum of scenario prices 24 through 26.
TSP (Table C): Sum of scenario prices 27 through 30.



TSP (Table E): Scenario price 31.
TSP (Table F): Sum of scenario prices 32 through 33.

2. A "Scenario Pricing Score" will then be derived by multiplying each TSP by the table's corresponding Weight Percent (W%) (e.g. TSP (Table A) x 65%).
3. The Bidder's "Total Evaluated Pricing Score" will then be determined by adding together each "Scenario Pricing Score" (SPS). (e.g. Total Evaluated Pricing Score = SPS (Table A) + SPS (Table A1) + SPS (Table B) + SPS (Table C) + SPS (Table E) + SPS (Table F).



F-3.2.3 Scenario Pricing Example

Example A

Item	A) Flat Form Pad				Description
1	Form #		Form A		Predetermined by CRA.
2	Print Specifications	Size	5½ x 8½		Print specifications are based on the predetermined Form #. Form size will be inserted during the Financial Evaluation only.
		Ink	1/0		
		Stock	100m		
3	Quantity (Sheets)	Winnipeg	A	13,000	Predetermined by CRA.
4	Print Price/m		B	\$17.70	Pulled from Appendix 3, Table A Item 1-B (Bidder's Proposal)
5	Print Cost		C	\$230.10	Calculated formula => [(A/1000) x B]
6	Padding	Sheets per Pad	D	50	Based on Form # (padded in 50's or 100's)
		# of Pads	E	260	Calculated formula => (A / D)
		Price/Pad	F	\$0.15	Pulled from Appendix 3, Table A Item 3 (Bidder's Proposal)
		Padding Cost	G	\$39.00	Calculated formula => (E x F)
7	Weight	lbs/m	H	7	Pulled from Appendix 3, Table D Item 1 (Bidder's Proposal)
8	Shipping Cost	Total lbs	I	91	Calculated formula => [(A/1000) x H]
		Price/lb	J	\$0.05	Pulled from Appendix 3, Table D Item 2 (Bidder's Proposal)
		Shipping Cost	K	\$4.55	Calculated formula => (I x J)
Example A Scenario Price			L	\$273.65	Calculated formula => (C + G + K)



Example B

Item	A) Flat Form			Description
1	Form #		Form B	Form numbers will be predetermined CRA Form #
2	Print Specifications	Size	3½ x 8½	Based on Form #.
		Ink	2/2	
		Stock	120m	
3	Quantity	Winnipeg	A 375,000	Predetermined by CRA.
		Summerside	B 125,000	
		Total	C 500,000	
4	Price/m	Base Print Price/m	D \$7.10	Pulled from Appendix 3, Table A, Item 1-B (Bidder's Proposal)
		Cost of Paper	E 50%	Pulled from Appendix 3, Table A, Item 1-B (Bidder's Proposal)
		Increase for 120m	F 8%	Pulled from Appendix 3, Table A, Item 1-B (Bidder's Proposal)
		Extra Cost for 120m	G \$0.28	Calculated formula => (D x E x F)
		Total Print Price/m	H \$7.38	Calculated formula => (D + G)
5	Print Costs		I \$3,690.00	Calculated formula => [(C/1,000) x H]
6	Weight	lbs/m	J 5	Pulled from Appendix 3, Table D (Bidder's Proposal)
7	Winnipeg	Total lbs	K 1,875	Calculated formula => [(A/1,000) x J]
		Price/lb	L \$0.03	Pulled from Appendix 3, Table D (Bidder's Proposal)
		Shipping Cost	M \$56.25	Calculated formula => (K x L)
8	Summerside	Total lbs	N 625	Calculated formula => [(B/1,000) x J]
		Price/lb	O \$0.29	Pulled from Appendix 3, Table D (Bidder's Proposal)
		Shipping Cost	P \$181.25	Calculated formula => (N x O)
9	Total Shipping Cost		Q \$237.50	Calculated formula => (M + P)
	Example B Scenario Price		R \$3,927.50	Calculated formula => (I + Q)



Example C

Item	F) Personalization & Mailing Services				Description
1	Form #		Form C		Predetermined CRA Form #
2	Print Specifications	Size		8½ x 11	Print specifications are based on the predetermined Form #. Form size will be inserted during the Financial Evaluation only.
		Ink		1/1	
		Stock		100m	
		Finishing		Fold to 8½ x 5½	
3	Quantity		A	13,000	Predetermined by CRA.
4	Price/m	Base Print Price/m	B	\$30.47	Pulled from Appendix 3, Table A, Item 1-C (Bidder's Proposal)
		Folding Price/m	C	\$8.00	Pulled from Appendix 3, Table A, Item 1-C (Bidder's Proposal)
		Total Price/m	D	\$38.47	Pulled from Appendix 3, Table A, Item 1-C (Bidder's Proposal)
5	Print Costs		E	\$500.11	Calculated formula => [(A/1000) x D]
6	Personalization	Price/m Inkjetting Env	F	\$25.00	Pulled from Appendix 3, Table F, Item 1 (Bidder's Proposal)
		Inkjetting Cost	G	\$325.00	Calculated formula => [(A/1000) x F]
		Price/m Machine Insert	H	\$42.00	Pulled from Appendix 3, Table F, Item 6 (Bidder's Proposal)
		Machine Insert Cost	I	\$546.00	Calculated formula => [(A/1000) x H]
		Setup Charge -Inkjetting	J	\$70.00	Pulled from Appendix 3, Table F, Item 1 (Bidder's Proposal)
		Setup Charge - Machine Insert	K	\$85.00	Pulled from Appendix 3, Table F, Item 6 (Bidder's Proposal)
7	Shipping Cost	Total Weight (lbs)	L	390	Supplied*
		Price/lb	M	\$0.05	Pulled from Appendix 3, Table F, Item 7 (Bidder's Proposal)
		Shipping Cost	N	\$19.50	Calculated formula => (L x M)
	Example C Scenario Price		O	\$1,545.61	Calculated formula => (E + G + I + J + K + N)

*Supplied: a weight will be provided in the scenarios for evaluation purposes.



Part 7 Model Contract

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

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

7.1 Revision of Departmental Name

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

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

7.2 Agency Restructuring

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

7.3 Requirement

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

7.3.1 Period of Contract

The period of the Contract is from contract award to September 30, 2025 inclusive..

7.3.2 Option to Extend the Contract

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

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



7.3.3 Option to Add, Remove or Modify Products, Services and/or Locations

Where the need may arise due to a shift in legislation, policy or program requirements, CRA reserves the right to add or remove products and or services from the Contract, as well as modify items, including, but not limited to: size of product, number of colors or pages, software application, presentation style, personalization, inserting.

In the event that the CRA requires an additional or modified product or service, 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 service, or the new CRA location, in priority over any other potential vendor.

The option to add, remove or modify products, services or CRA delivery locations 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 this option at any time before the expiry of the Contract by sending a written notice to the Contractor.

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

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

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

The following Clauses are incorporated by reference:

SACC Reference	Clause Title	Date
A2000C	Foreign Nationals (Canadian Contractor)	2006-06-16
A9065C	Identification Badge	2006-06-16
A9068C	Site Regulations	2010-01-11
A9113C	Handling of Personal Information	2014-11-27
A9117C	T1204 – Direct Request by Customer Department	2007-11-30
B9028C	Access to Facilities and Equipment	2007-05-25
C6000C	Limitation of Price	2011-05-16
C0711C	Time Verification	2008-05-12
G1005C	Insurance	2008-05-12
H1001C	Multiple Payments	2008-05-12
P1010C	Quality Levels for Printing	2010-01-11



P1011C	Quality Levels for Colour Reproduction	2010-01-11
P1013C	Quality Level for Forms	2010-01-11

7.5 General Conditions

2035 (2022-12-01) General Conditions – Higher Complexity - Services, apply to and form part of the Contract.

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

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

Section 16 titled “Payment period” does not apply to payment made by credit cards.

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

Section 22 titled “Confidentiality”,

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

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

The remainder of Section 22 remains unchanged.

Section 30 titled “Termination for convenience” subsection 2.b is hereby amended to delete “in accordance with the profit provisions found in PWGSC Supply Manual section 10.65 Calculation of profit on negotiated contracts,”.

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

The Supplier Integrity Directive (SID) incorporated by reference into the bid solicitation is incorporated into, and forms a binding part of the Contract. The Contractor must comply with the provisions of the SID, which can be found on the Canada Revenue Agency’s website at



<https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive-2.html>.

Section 45 titled “Code of Conduct for Procurement—Contract” is hereby deleted in its entirety and replaced with:

The Contractor agrees to comply with the CRA [Supplier Code of Conduct for Procurement](#) and to be bound by its terms for the period of the Contract.

7.6 Security Requirements

The following security requirement applies and forms part of the Contract.

Security Requirements – Canadian Contractors

Document Safeguarding and/or Production Capabilities – with Computer Systems

1. The Contractor personnel requiring access to Protected information, assets or sensitive work site(s) must each hold a valid Reliability screening, granted by the Security and Internal Affairs Directorate (SIAD) of the Canada Revenue Agency (CRA) or the Canadian and International Industrial Security Directorate (CIISD) of Public Works and Government Services Canada (PWGSC).
2. The Contractor must not remove any Protected information or assets from the identified and approved work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
3. Processing of material only at the Protected *B* level is permitted under the Contract. The work must be done either on a separate stand-alone computer system at the Contractor’s site or on a restricted directory that is only accessible to Contractor personnel who have the need-to-know for the performance of the Contract.
4. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.
5. The Contractor must comply with the provisions of the:
 - Attached as Annex C of the contract; and
 - Security Requirements for Protection of Sensitive Information issued by CRA, Security and Internal Affairs Directorate.

These may be viewed at <http://www.cra-arc.gc.ca/gncy/prcrmnt/menu-eng.html>



7.7 Authorities

7.7.1 Contracting Authority A1024C (2007-05-25)

The Contracting Authority for the Contract is:

Name: Michael Yaehne

Telephone Number: 613-291-3146

E-mail address: michael.yaehne@cra-arc.gc.ca

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

7.7.2 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.

7.7.3 Contractor's Representative

[To be completed at the time of Contract award.](#)

Name:

Address:

Telephone Number:

Fax Number:

E-mail Address:



7.8 Work 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, at the CRA's discretion, by:

- Submitting a Task Authorization form, signed by the Contracting or Project Authority and sent to the Contractor via facsimile or email.

The CRA reserves the right to issue a cancellation of any Order within 48 hours of the issuance of the TA.

7.9 Task Authorization Process

CRA will submit orders to the Contractor using a Task Authorization process. CRA will issue a Task Authorization in accordance with the requirements contained herein. Each Task Authorization will contain the following information:

- a. the details of the printed material to be delivered and the services to be performed within the scope of the contract;
- b. an estimate of the cost;
- c. the required delivery date; and
- d. the delivery location.

CRA shall send a signed copy of the Task Authorization to the Contractor via e-mail. In the event that the Task Authorization was placed after 5:00 p.m. local time, it will be deemed to have been submitted as of 9:00 a.m. the next working day.

The Contractor shall not commence Work until an approved Task Authorization that includes all the required signatures has been received from CRA. The Contractor acknowledges that any and all Work performed in the absence of the aforementioned approved Task Authorization will be done at the Contractor's own risk, and the Crown shall not be liable for payment therefore, unless or until an approved Task Authorization is provided by CRA.

All Work carried out under the Task Authorization is to be performed to the satisfaction of the CRA, in accordance with the terms and conditions of the Contract and Task Authorization.

The Contractor agrees to provide to the CRA, upon request, any information and estimates that may be required to prepare the Task Authorization.



7.9.1 Task Authorization Limit

The Project Authority may authorize individual task authorizations up to a limit of \$100,000.00 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.

7.9.2 Minimum Work Guarantee - All the Work - Task Authorizations

In this clause,

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

"Minimum Contract Value" means \$50,000.00 (applicable taxes included).

Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the 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.

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.

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

7.10 Contractor Identification Protocol

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

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



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

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

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

7.11 Travel and Living Expenses

The CRA will not cover any travel and living expenses.

7.12 Packaging and Shipping

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

It is the Agency's objective to promote sustainable development initiatives by purchasing environmentally preferable products, where possible, as well as encouraging vendors to use best practices in packaging and delivery to reduce environmental impacts.

All packaging material is to be removed from the site by the Contractor for reuse, recycling, or be disposed of in an environmentally preferable manner.

7.13 Delivery

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

7.14 Work Location

All work under this Contract will be performed at the Contractor's site.

7.15 Government- Supplied Material

1. All manuscripts, texts, artwork, computer tapes, diskettes, audio tapes, print designs, plates, engravings, negatives, positives and any other materials either supplied by His Majesty to the Contractor or paid for by His Majesty shall remain the property of His Majesty and shall be collectively referred to as Government Supplied Material. All property, title to which is with, or vests in, His Majesty, shall be returned immediately on request of the Minister.



2. Upon any payment being made to the Contractor for or on account of materials, parts, work-in-process, or finished work, either by way of progress payments or otherwise, title in and to all materials, parts, work-in-process and finished work so paid for by such progress payments or otherwise shall vest and remain in His Majesty and the Contractor shall be responsible therefor. It is being understood and agreed that such vesting of title in His Majesty shall not constitute acceptance of His Majesty of such materials, parts, work-in-process and finished work and shall not relieve the Contractor of its obligations to perform the work in conformity with the requirements of the contract. Any material or work-in-process paid for by His Majesty is to be known as Government Supplied Material.
3. All items comprised in any Government Supplied Material shall be used by the Contractor solely for the purposes of the Contract and shall always be and remain the property of His Majesty and wherever feasible the Contractor shall maintain adequate accounting records of all Government Supplied Material and shall mark the same as being His Majesty's property.
4. All Government Supplied Material (except such as are installed or incorporated in the Work) shall be returned to His Majesty upon demand, in the same condition as when supplied to the Contractor; provided the Contractor shall not be responsible for any loss or damage resulting from ordinary wear and tear, or causes beyond the Contractor's control.
5. Except as otherwise provided in the contract, no insurance shall be carried by the Contractor on any Government Supplied Material. The Contractor shall take reasonable and proper care of all property, title to which is vested in His Majesty, while the same is in, on or about the plant and premises of the Contractor or otherwise in his possession or subject to his control and shall be responsible for any loss or damage resulting from his failure to do so other than loss or damage caused by ordinary wear and tear.

7.16 Inspection and Acceptance

All deliverables under the Contract shall be subject to inspection and acceptance by the Project Authority for the samples and personnel at the identified delivery locations at destination as per the TA.

7.17 Basis of Payment

The Contractor will be paid for the goods or services described at Annex A: SOW, in accordance with Annex B: Basis of Payment.

7.18 Limitation of Expenditure

7.18.1 Firm Unit Price(s) or Firm Lot Price - Task Authorizations

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid *in accordance with the basis of payment, in Annex B*, as specified in the authorized TA. Customs duties are *included* and Applicable Taxes are extra.

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



7.18.2 Limitation of Expenditure - Cumulative Total of all Task Authorizations

1. 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 completed at the time of Contract award*). Customs duties are excluded and Applicable Taxes are extra.
2. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
3. 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.
4. 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.

7.19 Invoicing Instructions

The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the General Conditions. Invoices cannot be submitted until all Work identified in the invoice is completed.

Each invoice must be supported by:

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

Invoices must be distributed as follows:

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

7.20 Payment Process

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

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



communications regarding the specific method of payment, including changes thereto, will be in writing via email as it's not Canada's desire to formally amend the Contract if the payment method is changed.

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

7.20.1 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 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2022-12-01) forming part of the Contract.

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

It is the sole responsibility of the Contractor to ensure that the information and account number submitted to Canada via their Vendor Electronic Payment Registration form is up to date. Should the Contractor's information within the Vendor Electronic Payment Registration form not be accurate or up to date, the provisions identified herein under Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2022-12-01) forming part of the Contract will not apply, until the Contractor corrects the matter.

7.20.2 Payment by Credit Card

The Contractor shall accept Government of Canada Acquisition Cards (credit cards) for payment of the goods and/or services described herein. Payments by credit card will not be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2022-12-01) forming part of the Contract.

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

7.20.3 Payment by Cheque

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

7.21 Liquidated Damages for Non-Compliant Skids

In the event the Contractor fails to deliver the supplies on the skids specified in the Contract, the Contractor agrees to pay to CRA as liquidated damages the sum of \$200.00 for each skid, subject to the



limitation that the total amount of liquidated damages shall not exceed 10 percent of the Minimum Contract Value. The Parties agree that the aforesaid amount is their best pre-estimate of the loss to CRA in the event of such a failure, and that it is not intended to be, nor is it to be construed as, a penalty.

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

Nothing in this article is to be interpreted as limiting the rights and remedies which CRA or the Minister may otherwise be entitled to under the Contract.

7.22 Credit for Non Performance

- a) In the event that the Contractor fails to meet the requirements, including but not limited to: late delivery, quality issues, and specification non-conformance; in accordance with the Contract, and in the absence of an Excusable Delay as defined under 2035 (2022-12-01) General Conditions – Higher Complexity - Services, Section 10, Excusable Delay (2014-09-25); the Contractor shall provide the CRA with a credit in the amount of 5% of the applicable line items of the effected requirement, and submit a revised invoice.
- b) Should a second incident occur whereby the Contractor again fails to meet the requirements, including but not limited to: late delivery, quality issues, and specification non-conformance; in accordance with the Contract, and in the absence of an Excusable Delay as defined under 2035 (2022-12-01) General Conditions – Higher Complexity - Services, Section 10, Excusable Delay (2014-09-25); the Contractor shall provide the CRA with a credit in the amount of 10% of the applicable line items of the effected requirement, and submit a revised invoice.
- c) Should a third incident occur whereby the Contractor again fails to meet the requirements, including but not limited to: late delivery, quality issues, and specification non-conformance; in accordance with the Contract, and in the absence of an Excusable Delay as defined under 2035 (2022-12-01) General Conditions – Higher Complexity - Services, Section 10, Excusable Delay (2014-09-25); the Contractor shall provide the CRA with a credit in the amount of 15% of the applicable line items of the effected requirement, and submit a revised invoice.
- d) Should a fourth, or any subsequent, incident occur whereby the Contractor again fails to meet the requirements, including but not limited to: late delivery, quality issues, and specification non-conformance; in accordance with the Contract, and in the absence of an Excusable Delay as defined under 2035 (2022-12-01) General Conditions – Higher Complexity - Services, Section 10, Excusable Delay (2014-09-25); the Contractor shall provide the CRA with a credit in the amount of 20% of the applicable line items of the effected requirement, and submit a revised invoice. The CRA, under these circumstances, has the discretion to terminate the Contract for default. The CRA reserves the right to obtain the services to fulfill the requirements of the Contract through alternate means, for example, from one of the



suppliers who submitted a bid for the particular requirement and was found compliant, but was not awarded a contract.

- e) Multiple instances of incidents on the same Task Authorization/Purchase Card Order will be treated as separate instances for purposes of this clause. For example, if an order has 3 deliveries and two are late, the two late deliveries will be treated as two separate instances of non-conformance.
- f) The parties agree that this calculation is a genuine pre-estimate of the damages that would be sustained by the CRA in the event of a Service Disruption and is not a penalty.
- g) Nothing in this article is to be interpreted as limiting the rights and remedies which CRA or the Minister may otherwise be entitled to under the Contract.

7.23 Certifications

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

1. the Articles of Agreement;
2. the general conditions (2035 (2022-12-01) General Conditions - Higher Complexity – Services);
3. Annex A: Statement of Work;
4. Annex B: Basis of Payment;
5. Annex C: Information Security Requirements;
6. Annex D: Historical Procurement Data; and



7. The Contractor's proposal dated *(insert date of bid)*, as amended on *(insert date(s) of amendment(s), if applicable)*.

7.28 Training and Familiarization of Contractor Personnel

7.28.1 Training of Contractor Personnel

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

7.28.2 Familiarization Period

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

7.29 Alternative Dispute Resolution

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

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

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

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

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



7.29.1 Office of the Procurement Ombudsman (OPO)

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

7.29.2 Contract Administration

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

7.30 Indigenous Business Certification

1. The Contractor warrants that its certification of compliance is accurate and complete and in accordance with the [Eligibility for Indigenous procurement set aside](#) requirements.
2. The Contractor must keep proper records and documentation relating to the accuracy of the certification provided to Canada. The Contractor must obtain the written consent of the Contracting Authority before disposing of any such records or documentation before the expiration of six years after final payment under the Contract, or until settlement of all outstanding claims and disputes, under the Contract, whichever is later. All such records and documentation must at all times during the retention period be open to audit by the representatives of Canada, who may make copies and take extracts. The Contractor must provide all reasonably required facilities for any audits.
3. Nothing in this clause must be interpreted as limiting the rights and remedies which Canada may otherwise have pursuant to the Contract.

7.31 Notification of Cyber Security Events

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



The written notice shall be provided to the following:

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



Annexes

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

Annex A: Statement of Work

Annex B: Basis of Payment

Annex C: Information Security Requirements

Annex D: Historical Procurement Data

DRAFT



Annex A: Statement of Work

A - 1.0 Title

Provision of Flat Forms for the Canada Revenue Agency (CRA).

A - 2.0 Objective

The goal of this initiative is to establish a strategic collaborative arrangement to produce the CRA’s flat forms, in an efficient manner through the application of industry best practices.

The Contractor is responsible for meeting CRA’s requirements on an “as and when requested” basis, and to ensure timely, accurate service delivery.

A - 3.0 Scope

The CRA has been spending approximately \$210,000 annually on flat forms for various programs within the Agency. There are approximately 200 different flat forms that are printed for various CRA programs. This would include but is not limited to: Flat Forms (includes folding, perforating, or scoring), Pads, NCR Forms, Numbering (includes MICR/OCR, static or variable/sequential), Personalization/Mailings, etc.

The total estimated number of annual impressions is approximately 13,000,000. The number of impressions per requirement typically range from 500 to 6,000,000 impressions.

Flat forms are required in either or both Official Languages, French and English. The production time ranges from 4 (four) to 20 (twenty) working days.

A - 4.0 Glossary of Terms

Term	Definition
AA	Author’s Alterations
Author’s Alterations	Author’s Alterations (AAs) are defined as changes made by the author at variance with the original furnished mechanical or electronic media as submitted to the Contractor. AAs do not include corrections made by the author due to the failure of the Contractor to follow the furnished material literally. The Contractor is responsible for the complete and clear understanding of the furnished material.
ASN	Advanced Shipping Notification
Advance Shipping Notification	A notice that is faxed or e-mailed to the delivery destination(s) prior to delivery.
Form No.	A combination of letters and/or numbers which is used to identify each item and typically includes a Revision No. (e.g. T5007 SUM (12)).



Idle Time	Idle time is defined as time where Contractor equipment is waiting for changes, customer approval or any other issue that would require a press to be idle.
Material Master No.	Also referred to as Material No. An 8 digit number that is assigned to each item. Used by CRA for inventory / ordering system.
OCR	Optical character recognition
Optical Character Recognition	The mechanical or electronic conversion of scanned images of printed text into machine-encoded text.
MICR	Magnetic ink character recognition
Magnetic Ink Character Recognition	A character recognition technology used primarily by the banking industry to facilitate the processing of cheques. MICR characters are printed in special typefaces with a magnetic ink or toner.
Revision Number	The date (usually 2 digit year) at the end of a Form No. which identifies the revision year (e.g. T5007 SUM (12)).
SOW	Statement of Work
Statement of Work	The description of a specific requirement that CRA has for services to be contracted under a Contract. A Statement of Work (SOW) defines the requirements and forms part of the TA.
TA	Task Authorization
Task Authorization	A document issued against a Contract authorizing the Contractor to perform work. A Task Authorization includes the terms and conditions of a Contract. The duration of a Task Authorization cannot extend beyond the end-date of a Contract.

A - 5.0 Flat Form Production Requirements

The Contractor must adhere to the following form production requirements for each form production requested under the Contract.

A - 5.1 Pre-press Material

Upon issuance of the TA, the CRA will supply press ready PDF files via email or on CD. A black and/or colour mock-up will be supplied for page layout if required.

The Contractor must make any necessary arrangements with the Technical Authority in order to pick up the pre-press material if required. The CRA will not pay to ship pre-press material to the Contractor.

Pre-press material will be available to the Contractor within 24 hours of issuing the TA. The Contractor must complete delivery of the Work at destination according to the delivery schedule set out within the TA.

Specifications within the pre-press material (such as: font, artwork positioning, etc.) may vary in between individual job production requests even though the form title and revision number remain the



same.

Pre-press material **cannot** be altered in any way, and if applicable **must** be returned to the Technical Authority in the same condition it was received by the Contractor.

CRA software is subject to change. The Contractor is responsible for ensuring their deliverables are compatible with CRA software versions within two (2) months from notice provided by CRA.

A - 5.2 Standard Pre-press Work

Standard pre-press work is defined as file preflight and file preparation of CRA-supplied print ready files. These services are not subject to author's alteration charges.

The Contractor is responsible for standard pre-press work for CRA-supplied print ready electronic pre-press files which includes, but is not limited to, the following:

- ensuring page/document size, margins, bleeds, and marks match the required specifications;
- ensuring correct colour space is used;
- ensuring all fonts are supplied or embedded, and are usable and in a compatible format;
- ensuring linked images and graphics have been provided and are available to the application;
- ensuring all images and graphics are of the correct colour format, in file formats that the application can process;
- ensuring images and graphics are the correct resolution and are not corrupt;
- ensuring any applicable colour profiles are included;
- ensuring trapping is done;
- ensuring correct colour separations are being output.

A - 5.3 Non-standard Pre-press Work

Non-standard pre-press work is defined as any time the Contractor spends correcting print ready files. These are acceptable services for author's alteration charges; however, these services must be pre-approved by the Technical Authority before this work begins.

Non-standard pre-press work includes but is not limited to the following:

- scanning;
- image retouching;
- colour correction;
- photo editing;
- photo clipping paths;
- colour correction masks;
- file conversion;
- image conversion;



- artwork re-creation;
- raster to vector conversion.

A - 6.0 Submission of Proofs

At the request of the CRA the Contractor is to provide the Technical Authority with proofs in PDF format via email. The electronic proofs must show colour, and screens, and crop marks must be present to indicate the exact size, and/or bleeds when applicable. On rare occasions there will be a requirement to produce two (2) sets of hardcopy and/or high resolution proofs, trimmed to exact size, with colour and screen indications clearly shown. One (1) set of proofs and the pre-press material are to be sent via courier to the attention of the CRA Technical Authority for approval, while the other set is to be held by the Contractor for quality assurance purposes. The CRA will indicate which type of proof is required in the Statement of Work, upon issuance of the Task Authorization.

The Contractor must submit the proofs to the CRA Technical Authority within two (2) business days after the availability of pre-press material. The CRA Technical Authority will review the proofs to ensure that the forms meet the Quality Levels outlined in section 3.36 of the contract. This process must not affect the original specified delivery schedule.

The CRA Technical Authority shall notify the Contractor, in writing (by email), of the conditional acceptance, or rejection of the proofs indicating any deficiencies. The notice of conditional acceptance (or rejection) shall not relieve the Contractor from complying with the specifications in the individual production request, as well as all other terms of the Contract.

If a proof is rejected, a second or subsequent proof, must be submitted to the CRA Technical Authority within two (2) business days of the rejection notification.

The Contractor shall carry out all required inspections and tests to verify conformance to the technical requirements of the Contract.

The Contractor shall not commence with production until they have received notification from the Technical Authority that the proofs are acceptable. The production of forms prior to proof acceptance is at the sole risk of the Contractor.

A - 7.0 Submission of Samples

The Contractor must submit samples in either or both Official Languages, English and French, from the first day's final production. The quantity of samples required will be indicated in the SOW, upon issuance of the TA. Samples are chargeable, however CRA will not accept additional shipping costs for the delivery of samples to the Technical Authority.

A - 8.0 Overruns and/or Underruns

CRA will not accept underruns. Overruns may be accepted at CRA's discretion. CRA will not accept additional costs for overruns.

**A - 9.0 Availability of Contractor Project Representative**

The Contractor must provide a representative to serve as a single point of contact for requirements under the Contract. The Contractor must therefore ensure that:

- CRA will be able to communicate personally and readily with the representative;
- The representative's responsibilities are carried out during his/her absence;
- The representative must report on the status of orders under the contract when required; and
- The representative must ensure the pre-press material is delivered to the Contractor at the Contractor's own expense.

A - 10.0 Hours of Availability

The Contractor or the Contractor's representative shall be available to the CRA from 7:00 AM to 5:00 PM (Ottawa time) during normal working days. These hours of availability do not include the production time necessary to complete and deliver printed matter on time. Standard hours of operations are at the sole discretion of the Contractor, who must complete and deliver all products based on the delivery schedule set out in each TA and all provisions of the Contract.

A - 11.0 Reporting

Following a request from the CRA, the Contractor must produce and provide the Agency with a report in an electronic format (Microsoft-based and compatible with the Windows operating system) at no additional cost. The specific components of the report will be identified at the time of the request. The submission and delivery timeframes for the report will be commensurate with the scope of the information requested.

The types of reports that may be requested from CRA include, but are not limited to:

- Delivery report for units delivered during a specified reporting period;
- Expense report for units purchased during a specified reporting period.
- Issue, impact and resolution for all incidents that occurred or during a specific reporting period.
- Progress reports detailing the current status of CRA forms in production, including delivery.
- Weight in pounds for each job being printed on 30% PCW stock is to be reported annually. The numbers are to be based on preproduction counts.

A - 12.0 EXCHANGE OF PROTECTED A AND B INFORMATION

The electronic exchange of Protected A and B information is to be communicated using only WinZip.

All shipping or courier services of material containing Protected A or B information must be handled via Canada Post. Please refer to Annex C: Additional Security Requirements.



A - 13.0 SUSTAINABLE DEVELOPMENT

It is the Agency's objective to promote sustainable development initiatives by purchasing environmentally preferable products, where possible, as well as encouraging vendors to use best practices in packaging and delivery to reduce environmental impacts.

The Contractor is required to assist the CRA with achieving these objectives and is responsible for the following:

All paper products must contain a minimum of 30% PCW, or contain virgin fiber originating from a sustainably-managed forest certified to a third-party verified forest certification standard such as or equivalent to the Canadian Standards Association Sustainable Forest Management Standard (CSA/SFMS), the Forestry Stewardship Council (FSC) or the Sustainable Forestry Initiative (SFI). Canada reserves the right to request proof of such qualifications, at its sole discretion, throughout the life of the Contract. All designated stocks are listed in the tables of the Basis of Payment.

Products that are equivalent in certification to the certifications specified will be considered where the Contractor:

- a) designates the certification(s) name of the product;
- b) states that the substitute certification is fully interchangeable with one of the certifications specified in the offer;
- c) provides complete specifications and descriptive literature for each substitute certification;
- d) provides compliance statements that include technical specifics showing the substitute certification meets all mandatory performance criteria that are specified in one of the certifications specified in the offer; and
- e) clearly identifies those areas in the specifications and descriptive literature that support the substitute product's compliance with any mandatory performance criteria.

Certification(s) offered as equivalent in form, fit, function and quality will not be considered if:

- a) the offer fails to provide all the information requested to allow the Contracting Authority to fully evaluate the equivalency of each substitute certification; or
- b) the substitute certification fails to meet or exceed the mandatory performance criteria of one of the specified certifications identified in the offer.

The CRA may, but will have no obligation to, request the Contractor demonstrate, that the substitute certification is equivalent to the certifications specified herein. The cost to demonstrate the equivalency shall be borne by the Contractor.

All paper products must be manufactured such that if a whitening process is used, the fibre must not have been whitened with elemental chlorine.



Packaging

The Contractor is responsible for:

- Packing all items to minimize the use of packing materials and be made of recycled and/or recyclable material, where feasible.
- Using packaging and shipping materials that are designed to minimize the waste.
- Using corrugated cardboard that contain a minimum 30% post-consumer recycled-fibre content.
- Using reusable, returnable and recyclable packaging and shipping materials whenever feasible.
- Forms must be packed in new, uniform shipping cartons to ensure stability of transportation and storage.



APPENDIX A1: FLAT FORMS PRODUCTION OVERVIEW AND TECHNICAL SPECIFICATIONS

A1 - 1.0 General Information:

There are approximately 200 different flat forms that are printed for various CRA programs. The information contained in this section applies to all the flat forms.

A1 - 2.0 Quantity – Approximation

Estimated quantities provided by the Technical Authority prior to the CRA determining the final quantities shall be considered as an approximation for planning purposes. The CRA shall not be bound to accept delivery for products in the estimated quantities specified.

The exact quantities for each flat form will be provided by the Technical Authority and indicated in the SOW, upon issuance of the TA.

A1 - 3.0 Material number

The material number for each flat form will be provided by the Technical Authority and indicated in the SOW, upon issuance of the TA.

A1 - 4.0 Form number

The form number for each flat form will be provided by the Technical Authority and indicated in the SOW, upon issuance of the TA.

A1 - 5.0 Description

Upon issuance of the TA, CRA will provide the contractor with the following:

- *Type* – Flat form
- *Language* – various - separate English and French OR Bilingual
- *Page count* – one (1) page for original. The original may be processed for a finished product of more than one (1) page.
- *Colours* – various - black ink only, colour ink only, black plus up to three (3) colours or colour only – up to three (3) colours. If one (1) of the colours required is standard FIP red, PMS 032 substitution is permitted. Vegetable based inks must be used.
- The requirement for *MICR encoding using black magnetic ink with an E13-B font, as per the Canadian Payment Association Standards and Specifications*, will be indicated in the SOW, upon issuance of the TA.
- *Other requirements* – each form may require the following additional requirements:
 - *Perforation* – a clean edge micro perforation may be required – type and location of perforation and any additional instructions will be indicated in the SOW, upon issuance of the TA.
 - *Scoring* – a score or multiple scores, with the grain, may be required – location of the score(s) and any additional instructions will be indicated in the SOW, upon issuance of the TA.



- *Folding* – folding of the form may be required – number of folds and location of fold will be indicated in the SOW, upon issuance of the TA.
- *Numbering* - numbering of the form may be required – location of numbers will be indicated in the SOW, upon issuance of the TA.
- *Padding* – padding of the form may be required – number of sheets per pad and location of glue will be indicated in the SOW, upon issuance of the TA.
- *NCR Forms*– up to 4 part NCR sets will be required – Glue location, trim size, number of parts, and stock colours will be indicated in the SOW, upon issuance of the TA.

A1 - 6.0 Stock

It is the Agency's objective to promote sustainable development initiatives by purchasing environmentally friendly stocks where available, as well as encouraging vendors to use best practices in packaging and delivery to reduce environmental impacts.

There will be some instances where virgin paper is required on products with MICR / OCR numbering, for readability purposes. These cases will be indicated in the SOW, upon issuance of the TA.

Stock	Weight	Recycled	Brightness	Certified
100m Offset White	50 lb	Min 30% PCW	Min. 92 Bright	FSC or SFI
100m Offset Colours	50 lb	Where available	N/A	FSC or SFI
120m Offset White	60 lb	Min 30% PCW	Min. 92 Bright	FSC or SFI
100m # 2 Offset White	50 lb	Virgin Paper	Min. 92 Bright	FSC or SFI
120m # 2 Offset White	60 lb	Virgin Paper	Min. 92 Bright	FSC or SFI
180m Index White	90 lb	Where available	Min. 92 Bright	FSC or SFI
180m Index Colours	90 lb	Where available	N/A	FSC or SFI
Coated (C1S or C2S) Cover White	10 pt	Where available	N/A	Where available
Astroparche 120m or Equivalent	60 lb	Min 30% PCW	N/A	FSC or SFI
NCR White and Standard Colours	Varies	Where available	N/A	Where available
Padding Board	25 pt	100% Recycled	N/A	Where available



For applicable paper stock, the Contractor must also provide coloured stock in standard colours. If coloured stock is required by the CRA, the requirement will be indicated in the SOW, upon issuance of the TA. Any issues with the inability to procure requested coloured stock must be brought to the Technical Authority's attention and solutions will be addressed on an as required basis.

A1 - 7.0 Shipping Weights

The Contractor is to provide weights as per the following matrix (see Table D in the Financial Section) in order to expedite the calculations for shipping costs to Winnipeg, Summerside, Ottawa (In some rare circumstances, there may be a requirement to ship to other destinations within Canada). Any requirements not falling within the confines of the matrix will be requested by email using a draft SOW. In those instances, it is the expectation of CRA to receive a response within one (1) business day.

Size	100m Offset	120m Offset	180m Index	10pt Coated Cover	Padding Board
2 x 3½					
3½ x 8½					
4 x 8½					
4¼ x 5½					
4¼ x 7					
4¼ x 11					
5½ x 8½					
7 x 8½					
8½ x 11					
8½ x 14					
11 x 17					

*based on weight / 1,000 and includes allowance for packaging.

A1 - 8.0 Size (Original Size)

Various flat form sizes may be required. Sizes include:

The following sizes in these charts have been listed indicating the smallest dimension first for ease of use. The second dimension does not necessarily refer to the grain direction or orientation. If the requirement for a specific grain direction must be met, it will be clearly indicated in the SOW upon issuance of the TA.

Up to 4 ¼" x 5 ½" includes but is not limited to the following:

2" x 3½"	3 ½" x 4"	
2½" x 5¼"	4 ¼" x 5 ½"	

**Up to 5 1/2" x 8 1/2" includes but is not limited to the following:**

3 1/8" x 8"	3 5/8" x 8 1/2"	4 1/4" x 7"
3 1/2" x 8"	3 3/4" x 7"	4 1/2" x 5 1/4"
3 1/2" x 8 1/2"	3 3/4" x 8 1/2"	4 3/4" x 8"
3 2/3" x 8"	4" x 6"	5 1/2" x 8 1/2"
3 2/3" x 8 1/2"	4" x 8 1/2"	

Up to 8 1/2" x 11" includes but is not limited to the following:

3 3/4" x 9"	6 1/4" x 8"	7" x 10"
4" x 9"	6 1/2" x 8 1/2"	8" x 9 3/8"
4 1/4" x 11"	6 1/2" x 9 1/2"	8 1/2" x 11"
6" x 10"	7" x 8"	
6" x 11"	7" x 8 1/2"	

Up to 8 1/2" x 14" includes but is not limited to the following:

6 1/2" x 12"	6 1/2" x 12 1/2"	8 1/2" x 14"
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Up to 11" x 17" includes but is not limited to the following:

9 1/2" x 14 1/4"	9 1/4" x 15 1/4"	11" x 17"
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Up to 23" x 35" includes but is not limited to the following:

8 1/2" x 18 1/2"	11" x 25 1/2"	
9" x 18 1/2"	14" x 17"	

A1 - 9.0 NCR Sets**Size includes but is not limited to the following:**

8 1/2" x 5 1/2"	8 1/2" x 11"	8 1/2" x 14"
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For a 2 Part Set:



Part 1: NCR CB

Part 2: NCR CF

For a 3 Part Set:

Part 1: NCR CB

Part 2: NCR CFB

Part 3: NCR CF

For a 4 Part Set:

Part 1: NCR CB

Part 2: NCR CFB

Part 3: NCR CFB

Part 4: NCR CF

A1 - 10.0 Printing

- *Description* - The Contractor prints on either one side or both sides (as determined by the CRA), bleeds may be required on rare occasions at no additional cost, and will be indicated in the SOW, upon issuance of the TA.
- *Quality Level* - Informational. Outlined in section 3.36 of the contract.
- *Process* - The Contractor must use the Offset Process. In some cases Digital Printing may be required, particularly for low runs, minimum reduced turn time, etc., and must meet the Quality Levels outlined in section 3.36 of the contract. The requirement for Digital Printing will be clearly indicated in the SOW upon issuance of the TA. See Table A1 Flat Form Digital Pricing.
- *Ink* – Various – Vegetable based - will be indicated in the SOW, upon issuance of the TA.
- *Screens* – Various - will be indicated in the SOW, upon issuance of the TA.
- *Position of text and layout* – The Contractor must ensure that the layout of the form is strictly adhered to as indicated in the Prepress, upon issuance of the TA.
- *Personalization* - Some personalization of forms and/or envelopes will be required for forms that have a Canada Post, Direct Mail destination (Envelopes will be supplied by CRA) – and will be indicated in the SOW, upon issuance of the TA.

A1 - 11.0 MICR Coding

If requested by the CRA, the Contractor must use a magnetic ink character recognition (MICR) line code, black with E-13B font. Laser or offset process must be used to print the MICR code on the flat form. The specifications on the MICR code will be indicated in the SOW, upon issuance of the TA.

A1 - 12.0 Serial Numbering: Prints in Black 18 pt bold in one of the following options:

Option 1: Serial Number positions at top left and top right and printing two different sequence numbers.



Option 2: Serial Number positions at top left and top right and printing one sequence number.

Option 3: Serial Number position at top left and printing one sequence number.

Option 4: Serial Number position at top right and printing one sequence number.

No serial numbers are to be missed or duplicated and must match with information on MICR line.

A1 - 13.0 MICR Line

Part of the image will include a MICR line, which will consist of a code with variable and non-variable information (Non-variable in the centre and variable depending on Option). MICR variable numbers, depending on Option must match the sequential numbering of the form. The MICR encoding band is positioned at the bottom and the printed character must be in E-13B font as per the *Canadian Payment Association Standards and Specifications* using black magnetic ink."

A1 - 14.0 Packaging

Each print job must be packaged according to the instructions indicated in the SOW, upon issuance of the TA.

A requirement for packaging in a method suitable for mechanical inserting may be required and will be indicated in the SOW, upon issuance of the TA.

Corrugated cartons used in packaging must have a minimum of 30% post-consumer recycled content.

Packaging materials must contain a minimum of 30% post-consumer recycled content.

A1 - 15.0 Shrink-wrapping

The Contractor must shrink-wrap the forms in quantities indicated in the SOW, upon issuance of the TA.

A1 - 16.0 Boxing

Forms must be packed lying flat, with separators if necessary, to maximize stability and to ensure adequate protection against damage.

The Contractor must pack the forms to maximum capacity to prevent collapsing into new, uniform cartons not exceeding 40 lbs.

A1 - 17.0 Skidding

The cartons must be loaded onto a non-returnable skid. Each row of cartons on a skid must be separated with cardboard stock to maximize stability and adequately protect cartons against damage during transportation. For details on the skid requirements, refer to the Skid Diagram and Specifications found in the Delivery and Shipping Appendix A2.

**A1 - 18.0 ADDITIONAL ITEMS****A1 - 18.1 Remittance Booklets**

Description: A 30 part and a 57 part booklet to be constructed utilising the receipt and remittance forms for parts 3 to 29 and 3 to 56.

Each **30 part** booklet to be made of:

- Part 1: cover sheet
- Part 2: instruction sheet
- Part 3 to 29: receipt and remittance forms
- Part 30: instruction sheet

Each **57 part** booklet to be made of:

- Part 1: cover sheet
- Part 2: instruction sheet
- Part 3 to 56: receipt and remittance forms
- Part 57: instruction sheet

Position of address on remittance sheet:

- 1 3/8" from bottom
- 11/16" from left
- 3" long
- 1 1/4" deep

Each booklet is bound at top with glue. The remittance is personalized with the name, address, postal code in a specific area and a business number.

Polybagging: Each of the items will be polybagged in clear plastic with no printing on it (not shrink wrapped) so that the material stays flat.

Size: 8 1/2 "x 5 1/2"

Stock: 120m # 2 offset white, virgin paper

Ink: Black and MICR

Printing: Prints in black and MICR ink on face of remittances, black for all other parts. Back instruction sheet prints 2 sides in black. Also a variable OCR financial line to be included in exact position will be supplied. OCR-A font must be used.

Digital Printing

Receipt portion: Personalized printing - Business Number



Remittance portion: Front: name, address, postal code in a specific area and business number.

Part of the image will include a MICR line, which will consist of a code with non-variable information; the same number code applies to all remittance forms, on front only. The MICR for the encoding band will be positioned at the bottom of each part, and the printed character arrangement must be in E-13B font. Both items have the same MICR number. Contractor is responsible for testing MICR line to meet CPA standard 006. A MICR template with transit and transaction code numbers is supplied. A variable OCR financial line is to be included.

Back: Back of remittance portion to be printed in black.

Perforations: Horizontally - 3 1/2" from bottom - clean edge, micro perforation - remittance vouchers only.

Binding: This will be a **30** and **57** part booklet - glued at top. (8 1/2")

Quality Control: Strict quality control must be maintained to ensure there is no mixing of names in the collation of each booklet.

A1 - 18.2 Postal Standards

It is the sole responsibility of the Contractor to adhere to all Canada Post Standards for mailings in accordance with the following Customer Guides.

Canada Post is required to use security cleared personnel when dealing with CRA material that has Protected A or Protected B information. Please refer to Annex C: Additional Security Requirements.

<http://www.canadapost.ca/tools/pg/customerguides/default-e.asp>



APPENDIX A2: DELIVERY AND SHIPPING

A2 - 1.0 Delivery Timeframes

The Contractor must adhere to the standard delivery time frames, unless otherwise stipulated by CRA on a Task Authorization or Purchase Card Order on an individual basis. The standard delivery time frame, for all products other than specialized products listed below, is ten (10) or fifteen (15) business days following the date and time on which CRA provides pre-press material to the Contractor, and will be indicated in the SOW, upon issuance of the TA.

Delivery timeframes for the specialized products are the following:

1. Coloured bond/offset – 20 days
2. Index/Bristol – only coloured Bristol – 20 business days
3. Different sizes of NCR (carbonless) – 20 business days
4. Astroparche paper – 20 business days
5. PD7A-RB and W1-RB Remittance Booklets (Pads) – 20 Business days

Upon notification, the Contractor must pick up or have the material picked up (if applicable) at the following location:

Canada Revenue Agency
Print Production Services, Delivery Services Division
Digital Design and Production Directorate, Public Affairs Branch
Attn: Technical Authority
19th Floor, Place de Ville
112 Kent Street, Tower B, Ottawa, Ontario, K1A 0L5

A2 - 2.0 Transportation Waybills

At the time of delivery, the Contractor must provide one (1) transportation waybill that clearly indicates:

- Description of Content;
- Method of Shipment (i.e. prepaid);
- Contractor Name and Contact Information;
- Number of boxes;
- Number of skids;
- “Shipped To” Address (Full address with contact information, including telephone number);
- Task Authorization Number or Purchase Card Order Number.



Various additional delivery detail requirements may also be indicated on each Task Authorization or Purchase Card Order.

A2 - 3.0 Advance Shipping Notification

The Contractor must make all arrangements with the delivery destinations to schedule deliveries. The Contractor must ensure that the delivery arrangements adhere to the delivery requirements of the Contract. Once the delivery date and time has been agreed to with the receiving CRA warehouse, the Contractor must submit a copy of the schedule to the Technical Authority by facsimile or email. The e-mail or fax as to where the Contractor is required to submit the schedule is at the sole discretion of the Technical Authority and may be changed throughout the duration of any resulting Task Authorization.

For CRA Warehouse delivery destinations, as applicable, the Contractor must provide a minimum of twenty-four (24) hours' notice to the delivery destination prior to the shipment arriving. The notification must be sent by facsimile or email.

The following information must be indicated on the ASN:

- Anticipated Delivery Date;
- Material Master Number;
- Contractor Name and Contact Information;
- Name of Transport Carrier;
- Number of Boxes per Item;
- Number of Skids;
- Form Number with Revision/Batch (as applicable);
- Quantities per Box;
- Task Authorization Number or Purchase Card Order Number;
- Total Quantity per Item;
- Waybill Number.

The delivery destinations may refuse shipments when prior arrangements have not been made, and any costs incurred by the Contractor associated with the delayed delivery shall be borne solely by the Contractor.

A2 - 4.0 Delivery Destinations

The delivery destination(s) for the printed forms may be within any one of the following areas:

- 1) Ottawa, ON
- 2) Winnipeg, MB
- 3) Summerside, PE



In some rare circumstances there may be a requirement to ship to other destinations within Canada.

Delivery destinations will be indicated in the SOW, upon issuance of the TA.

A2 - 5.0 Acceptance of the Shipment

Shipment Receipt:

A CRA representative at the delivery destination will sign the waybill for each shipment. Signature on the waybill constitutes confirmation on the receipt of shipment only and does not constitute acceptance of the shipment.

Shipment Inspection:

Within ten (10) business days, the CRA representative at the delivery destination will inspect the shipment and advise the Technical Authority if all quantities have been provided as indicated on the waybill and if any packages are damaged.

Shipment Acceptance:

The Technical Authority will advise the Contractor within ten (10) business days from the date of the delivery of the shipment if the shipment in part or whole is not accepted.

Non-Compliance:

The Contractor shall replace, at no cost to CRA, all unacceptable shipments in part or in whole within eight (8) business days of the date of refusal of shipment by the Technical Authority. The Contractor must respect the firm delivery dates as specified in the order's delivery schedule.

A2 - 6.0 Label and Bar Code Information

A2 - 6.1 Labels

The Contractor must label each package in English and French with the information detailed below:

- Production Date (MM/YYYY);
- Language;
- Contractor Name;
- Task Authorization Number or Purchase Card Order Number;
- Title;
- Material Master number;
- Form number with revision/batch number (as applicable);
- Quantities.

Label information on boxes must be clearly indicated on the end of the box.

Boxes must be placed on skids so that label information is clearly visible on all 4 sides of the skid.



Along with the printed information on the label, there will also be a requirement for bar codes (see Bar Codes).

A2 - 6.2 Bar Codes

The Contractor must provide labels with the following bar code requirements:

- Bar Code 3 of 9, as defined in the Automatic Identification Manufacturers Inc (AIM) document USS-39 (USD-3) must be used. The Bar Code will include information for a ten (10) digit "Task Authorization number" and for an eight (8) digit "Material Master number".
- Human readable print (Font: Helvetica Condensed, Bold, Size: 14 pts) must always be below the Bar Code.
- The average first read rate for Bar Code symbols must be 95% (i.e. only 5 in 100 will require more than one (1) scan). The Bar Code symbol can be printed with carbon or non carbon ink.

Two separate bar codes are required and must include information for the following:

- 1) Task Authorization Number or Purchase Card Order Number;
- 2) Material Master Number.



A2 - 6.3 Label and Bar Code Specifications

The paper requirements to ensure proper readability of the label and bar code information are:

- 1) White stock with matte finish, black ink;
- 2) Stock must have smooth surface coating;
- 3) No recycled paper components;
- 4) Stock must be able to reflect 70% to 90% of the light from the illumination source back to the light detector;
- 5) Label must have permanent adhesive;
- 6) Label image size 5.5" x 3.5";
- 7) Label size 6" x 4";
- 8) Labels must be identical to layout as specified in A4 – 6.4 Label and Bar Code Sample below.



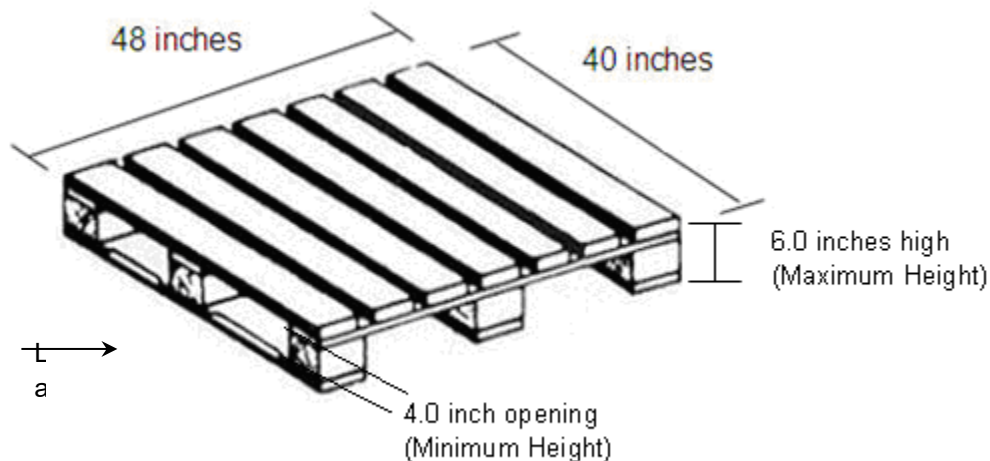
A2 – 6.4 Label and Bar Code Sample:

Quantities / Quantités	Contractor's Name / Nom du fournisseur	Production Date MM/YYYY Date de production
Form Number / N° de formulaire	Task Authorization / Autorisation de tâches  X X X X X X X X X X	Language / Langue
Material Master Number / N° de matériel  X X X X X X X X X X		
Title / Titre		



A2 - 7.0 Skid Diagram and Specifications

SKID DIAGRAM - 4-WAY BLOCK DESIGN



SKID SPECIFICATIONS

- Skids used are to be four-way block style with three (3) 40" lateral runners at the bottom of the skid – one (1) at each end and one (1) in the middle.
- Critical skid dimensions are:
 - Length = 48.0"
 - Width = 40.0"
 - Maximum height = 6.0"
 - Minimum height gap between runners (along width) = 4.0"
- All lateral runners MUST have a 45° slope on all sides for power truck accessibility.
- Skids used are to be spruce wood construction using 3" nails with a minimum of six (6) nails per board.
- Industry best practice for skid packaging and safety methods shall be used.
- To prevent damage of the print and/or copy jobs, stacking of skids is unacceptable.
- Non-returnable skids are to be used.

For Delivery Destinations: CRA NFDC 9-125 Fennell St., Winnipeg, MB

- The skid including all contents must be a maximum weight of 2,500 lbs and a maximum height of 62".
- The entire skid must be shrink-wrapped a minimum of two (2) layers.



For Delivery Destinations: CRA 275 Pope Road, Summerside, PEI

- The skid including all contents must be a maximum weight of 2,500 lbs and a maximum height of 56".
- The entire skid must be shrink-wrapped a minimum of two (2) layers.

For Delivery Destinations: CPC location or CPC truck

- The skid must contain a top and including all contents must be a maximum weight of 2,000 lbs. and a maximum height of 59"

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**Annex B: Basis of Payment****NOTE TO BIDDERS:**

- ***The Contractor will be paid in accordance with the following Basis of Payment for work performed pursuant to the resulting Contract.***
- ***Excel tables A to I from Appendix 3 Financial Proposal will be incorporated at Contract award.***

B1. Initial Contract period

The Contractor will be paid firm unit (i.e. per 1000 copies, per page, per hour, per package, per pound, per plate) prices as applicable, and firm percentage price increases, GST or HST extra as applicable, Delivered Duty Paid (DDP), for the supply and delivery of the deliverables and services listed in the attached Appendix 3: Financial Proposal, Tables A to I, inclusively.

The Contractor will be reimbursed for actual costs incurred for deliveries to destinations other than those identified under Table D: Shipping Weights and Cost per pound.

The Contractor will be paid firm hourly rates for services related to Author's Alterations for each type of service listed in Table H: Author's Alterations Pricing.

Shipments shall be consigned to the destinations specified in Annex A, Attachment A2, Article 4.0 and DDP Incoterms 2010 for shipments from a commercial supplier. The Contractor will be responsible for all administration, costs and risk of transport and customs clearance, including the payment of customs duties and taxes.

The following financial tables are attached hereto Table A: Flat Form Pricing, Table A1: Flat Form Digital Pricing, Table B: Batch Cards Pricing, Table C: NCR Pricing, Table D: Shipping Weights and Cost per Pound Pricing, Table E: PD7A-RB and W1-RB Remittance Booklets (Pads) Pricing, Table F: Personalization & Mail Services Pricing, Table G: Percentage Price Increase, Table H: Author's Alteration Pricing, Table I: Posters.



B2. Price Escalation/De-escalation

Prices for the second year of the initial contract period and optional periods of service, if exercised at CRA's discretion, will be adjusted (i.e. either increased or decreased) in accordance with the following, as published by Statistics Canada:

The unit and hourly pricing will be adjusted, prior to commencement of each option year, if exercised, using the Statistics Canada Consumer Price Index (CPI), "Services" index, accessible via the link below:

[The Daily – Indicators – Major economic releases \(statcan.gc.ca\)](http://statcan.gc.ca)

The prices of the previous contract year will be multiplied by the "% change" published for the twelve month period preceding the contract anniversary date (for the second contract year) or the month in which the Option is exercised.

ALL PAYMENTS ARE SUBJECT TO GOVERNEMENT AUDIT.



Annex C: Information Security Requirements

The Contractor must ensure that:

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

Information Security Requirements for Standalone workstation:

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

The Contractor must ensure that:

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

Information Security Requirements for Network server:

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

The Contractor must ensure that:

- computer systems storing CRA Protected information is fully encrypted to CRA standards;



- network folder structure is created , permissions established, and access is restricted to only employees that has a need-to-know.
- network folder structure does not contain a mix of CRA and non-CRA data

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

The Contractor must ensure that:

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

Additional security rules for McAfee File and Removable Media Protection:

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

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

Physical Security Requirements

The Contractor must:

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



IN TRANSIT

The Contractor must:

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

**Annex D: HISTORICAL PROCUREMENT DATA****1. HISTORICAL SPEND**

The historical data below shows a summary of the number of printed forms, the impressions, and printing costs* requested over the previous three (3) fiscal years. CRA does not warrant that this historical data provides an accurate indication of the flat form volumes in the future. These quantities are provided solely for informational purposes and shall not be construed as the actual volumes required by the CRA during the Contract period.

Section	2020-2021 Fiscal Year	2021-2022 Fiscal Year	2022-2023 Fiscal Year	TOTALS (2020-2023)	Fiscal Year Annual Average
Quantities	17,470,496	2,992,428	4,896,512	25,359,436	8,453,145
Impressions	26,205,744	4,488,642	7,344,768	38,039,154	12,679,718
Printing Costs	\$285,417	\$164,505	\$178,378	\$628,301	\$209,433

* Above printing costs do not include shipping or taxes.