Canada Revenue Agency	Agence du revenu du Canada

RETURN BIDS TO :

RETOURNER LES SOUMISSION À:

Canada Revenue Agency/Agence du revenu du Canada

Proposal to: Canada Revenue Agency

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

Proposition à : l'Agence du revenu du Canada

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

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

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

_____

_____

_____

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

_____
Name /Nom

_____
Title/Titre

_____
Signature

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

(_____)_____
Telephone No. – No de téléphone

(_____)_____
Fax No. – No de télécopieur

_____
E-mail address – Adresse de courriel

REQUEST FOR PROPOSAL / DEMANDE DE PROPOSITION

Title – Sujet

Radio Frequency Identification Shipment and Content Management Solution

Solicitation No. – No de l'invitation	Date
1000357624	**March 30th, 2021**

Solicitation closes – L'invitation prend fin on – le **May 10, 2021** at – à 2:00 P.M. / 14 h	Time zone – Fuseau horaire EDT/HAE Eastern Daylight Time/ Heure Avancée de l'Est

Contracting Authority – Autorité contractante

Name – Nom : Shawn Woods

E-mail address – Adresse de courriel :

Shawn.Woods@cra-arc.gc.ca

Telephone No. – No de téléphone

(613) 291-9615

Destination - Destination

See herein / Voir dans ce document

Table of contents

Title: Radio Frequency Identification Shipment and Content Management Solution

PART 1   GENERAL INFORMATION

1.1   Introduction

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

Part 1   General Information: provides a general description of the requirement;

Part 2   Bidder Instructions: provides the instructions, clauses and conditions applicable to the solicitation;

Part 3   Proposal Preparation Instructions: provides bidders with instructions on how to prepare their bid;

Part 4   Evaluation and Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid and the basis of selection; and

Part 5   Certifications and Additional Information: includes the certifications to be submitted with the bid and before contract award.

Appendices

Appendix 1: Mandatory Criteria

Appendix 2: Point Rated Criteria

Appendix 3: Financial Proposal

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

Annexes

Annex A: Statement of Work

Annex B: List of Deliverables and Pricing

Annex C: Task Authorization Form

1.2 Summary

The Canada Revenue Agency (CRA) has a requirement for a Radio Frequency Identification (RFID) shipment and content management solution. The solution will allow the CRA to track, trace, and manage mail and records correspondence from origin to final destination. The solution will be used at 50 CRA locations and six non-CRA locations across Canada.

The software portion of the RFID shipment and content management solution must be provided as a Software as a Service. The hardware portion must be provided and installed at specific locations across Canada which must include cellular data service integration. Professional services must also be provided for configuration of the solution to optimize the CRA's intra-agency correspondence and records file tracking capabilities.

The CRA intends to transition from using RFID active tags to RFID passive tags over the next two years approximately. During the transition, the CRA will use both its current inventory of 8,348 active tags and the new passive tags to be procured.

1.3 Glossary of Terms and Acronyms

Administrator	The Administrator is a person who is assigned to maintain and operate the application software.
API	Application programming Interface: a set of programming code that enables data transmission between one software product and another.
FTP: File Transfer Protocol	An internet protocol for transferring data between computers.
SFTP - Secure File Transfer Protocol	Secure File Transfer Protocol is a protocol for securely transferring data from one computer to another.
Combined Unit	An electronic device that combines and integrates the functionality and components of an active RFID exciter and reader with a passive RFID reader into one unit, and can read both active and passive RFID tags.
Consignment	Consignment: an event, as the result of creating a shipment in the system (SaaS). Consignment is the first data event for a shipment, and initiates the timer for service performance measurements of a shipment.
CRA Transport Shipment	CRA Transport Shipment: a shipment that is transported by the CRA employees using CRA vehicles.
Data Events	Data Events: A data event is the electronic recording of events that result from one or more actions, during the processing of work orders or shipments. The capture of the data event may also trigger one or more action within the system (SaaS), and is used in the evaluation of service performance measurements. Data events include but are not limited to: RFID tag reads, barcode scans, shipment consignments and work order creations.
Digital Mail Supplier	Digital Mail Supplier: A third-party service provider for the CRA that uses the RFID based shipment and content management solution to track and manage shipment containers and shipment contents between their locations and the CRA's locations.

Near Real Time	Is the time value when an event occurred, at a specific point in time, minus the time required for data processing and network transmission during normal operations – not to exceed a few seconds (1-5 seconds) under normal operating conditions.
Processing Times	Processing Times: Is the time it takes to process a set of prescribed procedures.
Record Supplier	A third party supplier who archives hardcopy and paper documents for the CRA, for later retrieval.
RFID - Active tag	An RFID tag that uses the power of the active tags internal battery to broadcast a signal to the reader.
RFID - Passive	Passive radio frequency identification is a tracking technology that use tags that have no internal power source. Passive tags internal circuits are powered and operated by energy emitted from a passive reader's antenna, and the signal is reflected back to the reader.
RFID - Passive tag	An RFID tag whose internal circuit is powered and operated by energy emitted from a passive reader's antenna, and the signal is reflected back to the reader
RFID Passive tag - Slim Durable	Slim Durable RFID Passive tag: A tag that is of thin design and is durable enough to withstand rough handling during processing or storage, and can accept various types of adhesive to permanently affix the tag to the CRA plastic shipping bins.
RFID Tag Pool	Is a full inventory of active RFID tags and slim durable passive RFID tags. This includes tags that are in circulation (linked to shipments or in a location's inventory) and out of circulation (sent for repair, lost tags).
RFID Passive tag Wet Inlay	A label like passive RFID tag that has a adhesive on one side and a human readable barcode on the opposite side, and can be affixed to various materials for the purpose of tracking.
RMA:	Return Merchandise Authorization
Security Seal:	Security Seal: A mechanism, with a human readable barcode, used to seal shipping containers in order to provide evidence of tampering.
Service Performance Measurement	Is a service analytic to ensure shipments arrive at the final destination on or before the scheduled delivery times. Service Performance Measurements are calculated based on processing times, data events (such as RFID read events), origin and destination locations and service level matrices.
Shipment Container:	Is a container in which the CRA places shipment contents within or on. This includes plastic shipping bins, Monotainers (metal cages) and pallets.
T973	T973: A CRA internal tracking form that provides end to end tracking of correspondence between CRA employees. T973's are nested as file contents within shipments.
Transport Supplier	A third party entity that provides transportation and logistic services to the CRA

Repatriation:	an event of returning active RFID tags to a specific location's inventory

1.4 Debriefings

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

1.5 Office of the Procurement Ombudsman (OPO)

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the award of certain federal contracts under $26,400 for goods and $105,700 for services. If you have concerns regarding the award of a federal contract below these dollar amounts, you may contact OPO by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca. For more information on OPO's services or to determine if your concerns are within the Ombudsman's mandate, please see the Procurement Ombudsman Regulations or visit the OPO website.

1.6 Canadian International Trade Tribunal

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

Also consult Bid Challenge and Recourse Mechanisms (https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/bid-follow-up/bid-challenge-and-recourse-mechanisms)

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 with 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 A0000T (2012-07-16)

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

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

The standard instructions and conditions 2003 (2020-05-28) are incorporated by reference into and form part of the bid solicitation.

The following clauses are incorporated by reference:

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

2.2.1   Revisions to Standard Instructions 2003

Standard Instructions - Goods or Services – Competitive Requirements 2003 (2020-05-28) 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 May 24, 2016, is incorporated by reference into, and forms a binding part of the bid solicitation. The Bidder must comply with the SID, which can be found on the Canada Revenue Agency's website at https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.html
2. Under the SID, charges and convictions of certain offences against a Supplier, its affiliates or first tier subcontractors, and other circumstances, will or may result in a determination by Public Works and Government Services Canada (PWGSC) that the Supplier is ineligible to enter, or is suspended from entering into a contract with Canada. The list of ineligible and suspended Suppliers is contained in PWGSC's Integrity Database. The SID describes how enquiries can be made regarding the ineligibility or suspension of Suppliers.
3. In addition to all other information required in the bid solicitation, the Bidder must provide the following:
   a. by the time stated in the SID, all information required by the SID described under the heading "Mandatory Provision of Information"; and

b. with its bid, a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the SID. The list of foreign criminal charges and convictions must be submitted using an Integrity Declaration Form, which can be found at Forms for the Integrity Regime.

4. Subject to subsection 5, by submitting a bid in response to this bid solicitation, the Bidder certifies that:
   a. it has read and understands the SID (https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.html)
   b. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the SID, will or may result in a determination of ineligibility or suspension under the SID;
   c. it is aware that Canada may request additional information, certifications, and validations from the Bidder or a third party for purposes of making a determination of ineligibility or suspension;
   d. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the SID;
   e. none of the domestic criminal offences, and other circumstances, described in the SID that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and its proposed first tier subcontractors; and
   f. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.

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

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

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

Section 02 Procurement Business Number

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

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

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

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

Section 05 titled "Submission of bids" paragraph 4, delete sixty "60 days" and replace with one hundred and eighty (180) days.

Section 06, titled "Late bids", is deleted in its entirety and replaced with the following:

Section 06 Late bids

The CRA will return or delete bids delivered after the stipulated solicitation closing date and time, unless they qualify as a delayed bid as described in section 07.

Section 07 titled "Delayed bids", all references to "PWGSC" are hereby deleted and replaced with "CRA". In addition paragraph 1(b) is deleted in its entirety.

Section 08 titled "Transmission by facsimile or by epost Connect" is deleted in its entirety.

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

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

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

2.3 Submission of Proposals

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

BIDDERS ARE TO SUBMIT PROPOSALS TO:

Canada Revenue Agency

Bid Receiving Unit

Ottawa Technology Centre

Receiving Dock

875 Heron Road, Room D-95

Ottawa, ON K1A 1A2

Telephone No: (613) 941-1618

Bidders are hereby advised that the Bid Receiving Unit of CRA is open Monday to Friday inclusive, between the hours of 0730 and 1530, excluding those days that the federal government observes as a holiday.

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

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

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

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

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

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

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

2.6 Promoting Accessibility

The Accessible Canada Act, having received Royal Assent in June 2019, is intended to enhance the full and equal participation of all persons, especially persons with disabilities, in society. This is to be achieved through the progressive realization, within the purview of matters coming within the legislative authority of Parliament, of a Canada without barriers, particularly by the identification, removal and prevention of barriers.

The CRA has a role in implementing the Government of Canada's vision for a more accessible Canada and is engaged in the procurement of goods and services that support the delivery of programs and services covered by the Accessible Canada Act.

The CRA is committed to providing leadership to procure accessible goods and services and supporting the goal of inclusive by design, accessible by default. As it is intended that this initiative take place progressively, suppliers should anticipate that, over time, the accessibility requirements in Canada's procurement contracts will evolve and may become more demanding.

To accomplish this, the CRA has adopted the EN 301 549 V2.1.2 (2018-08) Harmonised European Standard for Information and Communication Technology (ICT) products and services.

2.7 Bidders' Conference

A Bidder's Conference will be held by the CRA as a formal avenue for questions and answers to be exchanged regarding the solicitation for an RFID shipment and content management solution. Interested Bidders will have to communicate with the Contracting Authority no later than April 15th, 2021 to confirm attendance and provide the name(s) of the person(s) who will participate to the conference. Bidders who do not attend the Bidder's Conference or do not send a representative will not be given an alternate appointment.

The Bidder's Conference will be done by video conferencing and will be held on April 20th, 2021 at 12:00pm Eastern Daylight Time. An email invitation will be sent out by the Contracting Authority to the bidder representatives who will attend.

Any clarifications or changes to the solicitation resulting from the Bidder's Conference will be included as an amendment to the solicitation.

2.8 Terms and Conditions

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

PART 3   PROPOSAL PREPARATION INSTRUCTIONS

3.1   Bid – Number of Copies

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

Section I: Technical Bid (one soft copy on USB flash drive)

Proposals will be evaluated in accordance with the evaluation criteria identified in Appendix 1: Mandatory Criteria and Appendix 2: Point Rated Criteria and in conjunction with the Annex A: Statement of Work. In their technical bid, bidders should demonstrate their understanding of these criteria 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 onus is on the Bidder to demonstrate that it meets the requirements specified in the solicitation.

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 (one soft copy on USB flash drive)

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

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

Section III: Certifications (one soft copy on USB flash drive)

Bidders must submit the certifications required under Part 5.

Section IV: Additional Information / substantiating documentation for technical bid (one soft copy on USB flash drive)

3.2   Bid Format and Numbering System

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

3.3   Multiple Bids

The Bidder may submit more than one bid. If more than one bid is submitted, it must be an electronically separate document, clearly marked as a separate bid. Each bid will be evaluated independently, without regard to the other bids submitted by the Bidder. As a result, every bid must be complete on its own.

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.

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, the CRA reserves the right to conduct Step 3 - Evaluation of Financial Proposals concurrently with Steps 1 and 2. Should the 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".

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

Step 3 – Evaluation of Financial Proposals

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

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

Bidders must provide a price 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

1. To be declared responsive, a bid must:
   a) comply with all the requirements of the bid solicitation;
   b) meet all mandatory technical evaluation criteria; and
   c) meet the minimum points score threshold.
2. Bids not meeting a., 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 x 60 = 51.11	89/135 x 60 = 39.56	92/135 x 60 = 40.89
	Pricing Score	45/55 x 40 = 32.73	45/50 x 40 = 36.00	45/45 x 40 = 40.00
Combined Rating		83.84	75.56	80.89
Overall Rating		1st	3rd	2nd

The Bidder with the highest ranked responsive bid will proceed to Step 5 - Proof of Proposal (POP) Testing.

Step 5 – Proof of Proposal Testing

As part of the evaluation process, the CRA will require that the Bidder with the highest combined rating of technical merit and price demonstrate any features, functionality and capabilities described in this solicitation or in its bid, in order to verify compliance with the requirements listed in Annex A: Statement of Work.

The Contracting Authority will request the Bidder to provide their proposed solution for demonstration and POP testing at a CRA designated site and if required to demonstrate remotely the proposed SaaS shipment management system with the participation and assistance of the Bidder.

The Contracting Authority will provide the Bidder with a listing of the mandatory and rated requirements that will be validated by the Contracting Authority a minimum of ten (10) calendar days before the Bidder's scheduled POP Testing date. The CRA will assume all costs related to the facilities provided, the required infrastructure (i.e. the CRA network) and CRA employees. All Bidder costs, including delivery of the solution and support during the POP will be the responsibility of the Bidder. The CRA will conduct all tests utilizing CRA developed test procedures. The CRA reserves the right to test any or all requirements listed in Annex A: Statement of Work.

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

The POP testing timeline shall not exceed ten (10) working days, unless extended in writing by the Contracting Authority at the CRA's sole discretion. If a deficiency is detected during the POP test, the Bidder will have the opportunity to correct the deficiency and retest the requirement during the POP testing, provided that all deficiencies are corrected within the testing timeline.

If the proposed software fails to meet one of the tested requirements of the SOW at the end of the ten (10) working day test period, or as extended by the Contracting Authority, the bid will be declared non-responsive. The Bidder will remove their hardware from the test site and the CRA will invite the Bidder with the next highest ranked responsive bid and meeting all of the steps in the evaluation process listed above to participate in the POP testing phase of the evaluation.

For point-rated requirements, the CRA will reduce the score of the Bidder on any rated requirement if the POP test indicates that the score provided to the Bidder on the basis of its' written bid is not validated by the POP test. The Bidder's score will not be increased as a result of the POP test. If the Bidder's score is reduced as a result of the POP test, the CRA will reassess the ranking of all bidders by reevaluating steps 2, 3 and 4. Should the Bidder no longer be the highest-ranked responsive bid, the Bidder will remove their solution from the test site and the CRA will invite the bidder with the next highest ranked responsive bid to participate in the POP testing phase of the evaluation.

The Bidder with the highest ranked responsive bid and having passed the POP testing will proceed to Step 6.

Step 6 – Conditions Precedent to Contract Award

The Bidder with the highest ranked responsive bid having passed the POP testing must meet the requirements provided in Part 5 Certifications of this RFP to proceed to Step 7.

Step 7 – Contract Entry

The Bidder with the highest ranked responsive bid having successfully met all the requirements as outlined in Article 4.2 Steps in the Evaluation Process as Step 1 through 6, will be recommended for Contract Award.

PART 5   CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1   Certifications Required To Be Submitted At Time of Bid Closing

5.1.1   Joint Venture Certification

Only complete this certification if a joint venture is being proposed

The Bidder represents and warrants the following:

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

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

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

_____

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

_____

_____

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

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

5.2   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   Authority to Grant License

The Bidder hereby warrants that either:

i. They own the intellectual property rights for all proposed software; or

ii. They have the full right and authority granted by the owner of the software, to license all of the proposed software to the CRA in accordance with the software license terms and conditions set out in this RFP.

Signature of authorized representative: _____

5.2.2   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.

5.2.3   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 (https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#afed) available from Employment and Social Development Canada (ESDC)-Labour's 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.

5.2.4   Former Public Servant

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.

5.2.5   Vendor Reporting Information

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

For the purpose of this clause:

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

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

The Bidder is requested to provide the following:

Legal Name: _____

Operating Name: _____

Address: _____

                             _____

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

                             _____

                             _____

Canada Revenue
Agency

Agence du revenu
du Canada

City: _____

Province: _____

Postal Code: _____

Telephone: _____

Fax: _____

Type of Business (Select only one)

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

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

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

Goods and Services Tax (GST) Number: _____

Business Number (BN): _____

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

Social Insurance Number (SIN): _____

☐ N/A Reason: _____

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

Date: _____

Name: _____

Signature: _____

(Signature of duly authorized representative of business)

Title: _____

(Title of duly authorized representative of business)

Appendices

Appendix 1: Mandatory Criteria

1.0 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.

Bidders should demonstrate their capability in a thorough, concise and clear manner. 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.

Bidders must substantiate how they meet the specific corporate mandatory requirements listed below in Section 2.0. The substantiation must not simply repeat the requirements, but must explain and demonstrate how the Bidder meets the requirements.

For the SaaS technical mandatory requirements listed below in section 3.0, Bidders must indicate whether their solution can meet the mandatory requirements "Out of the Box" or if configuration is required.

 "Out of the Box" is defined as: functionality provided in the Bidder's baseline commercial-off-the-shelf product as it comes "out of the box" without any configuration required.

"Configuration Required" is defined as: functionality provided in the Bidder's baseline commercial-off-the-shelf product as it comes "out of the box" along with configuration. Turning on/off a specific feature during installation does not constitute configuration. Examples of configuration include, but are not limited to, configuring the SaaS shipment management system solution to increase its ability to track and trace CRA's intra-Agency mail and provide better performance measurement reports and functionalities such as addition of electronic forms; the set up of automatic email alerts for late shipments; additional content level tracking; integration of data transfer from other vendors; and configured reports.

The CRA will evaluate only the documentation provided with a bidder's bid. The CRA will not evaluate information such as references to Web site addresses where additional information can be found, or technical manuals or brochures not submitted with the bid.

If the CRA determines that the substantiation is not complete, the Bidder will be declared non-responsive and disqualified.

Bids that fail to meet any of the mandatory requirements will be declared non-responsive and the bid will receive no further consideration.

2.0 MANDATORY REQUIREMENTS

2.1 Corporate Mandatory Requirements

This section details the corporate requirements of the Contractor in order to provide the RFID shipment and management content solution. For each mandatory requirement contained in this section, the **Bidder must describe how the requirement is met. Bidders should indicate the precise location of the substantiation within the bid.**

Note to Bidders: Substantiation could include examples or screenshots submitted with the bid.

2.1.1   The Bidder must demonstrate its RFID shipment and content management solution currently registers and tracks a minimum of 500 shipments and 1,000 nested files on a daily basis for one or multiple client organizations.

To demonstrate compliance with this requirement, the Bidder must provide signed letter(s) from the client organization(s) indicating:

- The number of shipments and contents the RFID shipment and content management solution registers and tracks on a daily basis for the client organization.

- Start and end dates for the provision for the services.

- Name(s) of the client organization(s).

- Name, title and e-mail address for a contact person.

CRA reserves the right to contact the Bidder's referenced customer(s) in order to validate any information provided within the Bidder's proposal in regards to the referenced client organization(s).

2.1.2   The Bidder must have been in business providing RFID tracking and shipment management services as defined in Annex A: Statement of Work for a minimum of five (5) years from date of bid closing.

To demonstrate compliance with this requirement, the Bidder must provide signed letter(s) from its client organization(s), indicating:

- An overview of tracking and shipment management services provided to the client organization.

- Start and end dates for the provision for the services.

- Name(s) of the client organization(s).

- Name, title and e-mail address for a contact person.

CRA reserves the right to contact the Bidder's referenced customer(s) in order to validate any information provided within the Bidder's proposal in regards to the referenced customer(s).

3.0 SaaS Technical Mandatory Requirements

This section details the technical requirements of the SaaS portion of the RFID shipment and content management solution. For each mandatory requirement contained in this section, Bidders must identify whether their solution can meet the mandatory requirements Out of the Box or if configuration is required.

3.1   Software and Solution Database Requirements

3.1.1   The solution must be a cloud based data and shipment management solution; hosted by the Bidder.

> Bidder must provide a confirmation statement that they meet this requirement

3.1.2   The solution including the tracking website for the CRA must be provided in English and French and must allow a CRA user to choose between English and French.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.1.3   Data event transfers between the Combined Unit and the provided cloud based Software as a Service (SaaS) shipment management solution must be in Near Real time.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.1.4   The solution must track the movement of shipments and its content from origin to final destination. This includes the tracking of shipments within the CRA's Transport Supplier's locations.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.1.5   The solution must capture data events, for which the CRA's Service Performance Measurements will be based on, at a minimum for the following number of locations:

- 31 CRA Transport Supplier locations;
- 50 CRA mailroom locations; and
- 6 CRA Records and Digital Mail Supplier locations

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.1.6   The solution must display the locations in a tree structure format as provided in Annex A: Statement of Work, section 15.0, Location Tree Structure Format. For example, under CRA main location, have sub-categories for regions, then sub-categories for mailroom "Hub" locations within each region, then sub-categories for mailroom "Spoke" locations within each of the mailroom "Hub" locations within each region.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.1.7   The solution must provide a status indicator, to indicate the following shipment service standard alert types:
   a) On time;
   b) Behind time;
   c) Inventory - RFID tag is in inventory (not in a shipment); and
   d) Repatriation – used for asset management of red bins and active tags.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.1.8   The solution must use coordinated universal time (UTC) to correctly calculate service standards and display the time for the time zone where the solution will be accessed and used by the CRA, and where the Combined Unit will be located, as per Annex A: SOW section 11.0, List of Locations.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.1.9   The solution must store and manage data, based on the following:
   a) must retain all records for a minimum of five years from creation; and
   b) must allow for future configuration of the software solution to meet the CRA's on-going requirements to track, monitor and manage intra-Agency shipments, correspondence, and other assets as required.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.2   RFID Tag Tracking, Monitoring and Management Requirements

3.2.1   Using RFID tags, the solution must track and monitor:
   a) up to 200,000 Shipment Containers per year; and
   b) up to 800,000 contents within Shipment Containers per year, with a potential for further growth.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.2.2   The solution must register, track and monitor up to 800,000 inbound courier shipments from external sources using barcodes with tracking ID's.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.2.3   The solution must manage the inventory of RFID tags as follows:

    a) Allow RFID Active tag IDs to be moved to an RMA (for example out of circulation) folder to send to the Bidder for repair or battery change;

    b) Allow repaired RFID Active tag IDs to be placed back into circulation by removing them from the RMA folder and assigning them to the first RFID read event location;

    c) Allow lost or misplaced RFID Active tag IDs and RFID Slim Durable Passive tag IDs to be moved to an RMA (i.e. out of circulation) folder;

    d) Automatically recognize and return lost or misplaced RFID Active tag IDs and RFID Slim Durable Passive tag IDs back into circulation by removing them from the RMA folder and assigning them to the first RFID read event location); and

    e) The RFID Active tag IDs and RFID Slim Durable tag IDs must remain at all times in an RFID Tag Pool.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.3   RFID Tag and Barcode Formats Requirements

3.3.1   The solution must support 1D and 2D barcode types.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.3.2   The solution must support the following RFID tag (numeric identification) formats which are currently 1D barcoded:

    a) CRA RFID Active Tag ID: 11 numeric (ex. 18100005412 or 18100012024);

b) CRA RFID Passive Tag ID - to be determined by CRA and Contractor after contract award (i.e. sequenced number); and
c) CRA RFID Passive Wet Inlay's Tag ID – to be determined by CRA and Contractor after contract award (i.e. sequenced number).

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.3.3   The solution must support the following Barcode shipment reference number (numeric or alpha-numeric identification) formats which are currently 1D barcoded:

a) Canada Post transport container: 1 numeric 3 Alpha 24 numeric (ex. 1MNR269541411369163787600100);
b) Purolator transport container: 34 numeric (ex. 1262052229433219899714700000002600);
c) CRA transport container (ex. REDBIN9025786 (generated by Bidder's system));
d) Canada Post Monotainer transport: 4 alpha 7 numeric (ex. MONO9008038 (generated by Bidder's system));
e) Purolator Freight Transport: 11 numeric starting with 88 or 89 (ex. 8895217688);
f) CRA Pallet Transport (ex. PALLET9003942 (generated by Bidder's proposed solution)); and
g) CRA Shipment Security Seal ID – 8 numeric (ex. 10627819).

Bidder's Response for this Requirement:
1-Out of the Box [ ]   2-Configuration Required [ ]

3.3.4   The solution must link the CRA shipment security seal ID and the RFID tag ID to each Shipment Container reference number when shipments are consigned in the SaaS shipment management solution.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.3.5   The solution must support the following Barcode reference number (numeric or alpha-numeric identification) formats in 1D and 2D formats for files nested within shipments:

a) T973 ID (used to track correspondence sent from CRA to CRA locations): 7 numeric (ex. 1668246);
b) CRA to CRA Records Supplier – correspondence ID: 1 Alpha 9 numeric (ex. R600251342);
c) Records Supplier to CRA – correspondence ID: 1 Alpha 7 numeric or 2 Alphas 6 numeric (ex. E0482839 or CP151035); and
d) Digital Mail supplier to CRA and CRA to digital mail supplier – correspondence ID: 3 Alpha 10 numeric or 6 Alpha 10 numeric (ex. CRA0000001372 or BHBNCRA0000006444).

Bidder's Response for this Requirement:
1-Out of the Box [ ]   2-Configuration Required [ ]

3.3.6   The solution must be set up to select the destination and the transport type automatically from the barcode scan format. The destination of Canada Post shipments is embedded in the Canada Post reference number. Format will be provided by CRA after Contract Award.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.3.7   When creating a new CRA transport Shipment Container, the solution must automatically create unique tracking IDs and barcodes.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.3.8   The solution must allow for the addition of other barcode ID formats; as and when requested.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.4   Printable Barcode Sheet Requirements

3.4.1   The solution must have printable barcode sheets to facilitate the input of frequently used data entry information and scan commands.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.4.2   The solution must create and add new barcode shortcut sheets.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.4.3   All barcode sheets must be editable for additions and deletions.

Note: Sheet format and barcode sheet information to be provided by CRA after contract award.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.5   Shipment Management Requirements

3.5.1   The solution must have an outbound shipment registration function that allows CRA user's to consign shipments and link the shipment tracking reference number, RFID tag ID and the CRA security seal ID through a scan field.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.5.2   The outbound shipment registration function must include the following fields:

- A barcode scan field to enter all tracking ID's by scanning or typing the data;
- Origin;
- Destination;
- Sending date;
- Shipment weight;
- Transport Supplier; and
- Final destination field for nested files.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.5.3   The solution must nest files with tracking IDs within the parent shipment and the nested files must be trackable by the solution.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.5.4   The solution must provide an inbound shipment received function that allows CRA users at receiving locations to confirm receipt of a shipment if the RFID tag did not get an event read on arrival. The solution must allow the manual receipt of shipments, by providing the CRA users with the option to scan or type the RFID tag ID or the shipment tracking reference number, to confirm delivery. The solution must allow users to select the date that the shipment has arrived.

Bidder's Response for this Requirement:
1-Out of the Box [ ]   2-Configuration Required [ ]

3.5.5   The solution must provide a function to register the receipt of courier shipments, with tracking IDs, from external clients. It must allow for export and printing of receipts for internal client sign-off. The printout must include the following key data points:

- Date;
- User ID;

- Courier name;
- Tracking Number;
- Sender Name;
- Recipient (Name and/or Division);
- CRA Sending Office; and
- Signatures block.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.6   Data Event Transfer and Management Requirements

3.6.1   The solution must provide at a minimum, the following event types in the solution, to monitor and manage shipments as well as files within these shipments while they are in transit:

- Arrived – when an RFID tag gets a read at a shipment destination;
- Commissioned – when an RFID tag or file content ID is entered into the solution the first time;
- Consigned – when an RFID tag is linked to a Transport Supplier barcode in a shipment. See section 7.3.2 above for barcode reference number details;
- RFID read – when an RFID tag gets a read from an RFID hardware;
- Transport Supplier Bar Code Scans – when a shipment is consigned in the solution and the Transportation Supplier reference number (barcode) is scanned in the Transport Supplier network; and
- Unpacked - when files nested within a Shipment Container are received.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.6.2   The solution must import data events from a data transfer that are used for Service Performance Measurement and management using API, FTP and SFTP transfers.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.7   Shipment Tracking Forms Requirements

3.7.1   When a CRA user registers a monotainer shipment, the solution must generate a printable shipment monotainer form using the format provided in Annex A: Statement of Work section 12.0, Shipment Monotainer Form, to allow CRA users to create and print a unique tracking reference number and barcode label containing information to track the monotainer from origin location to destination location. The solution must also generate an email with an attached pdf copy of the form to send to recipients entered by the user.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.7.2   When a CRA user registers a pallet shipment, the solution must generate a printable shipment pallet form using the format provided in Annex A: Statement of Work section 13.0, Shipment Pallet Form, to allow CRA users to create and print a unique tracking reference number and barcode label to track the pallet from origin location to destination location. The solution must also generate an email with an attached pdf copy of the form to send to recipients entered by the user.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.8   Tracking Website Requirements for the CRA

3.8.1   The Bidder must provide and maintain a 24/7 tracking website to search files with tracking IDs.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.8.2   The website search result screen must display data that is in real time or Near Real time for the following on-screen key data points:

- Origin;
- Destination;
- Event;
- Location;
- Registration time; and
- Planned delivery.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.8.3   The tracking website must only be available to CRA employees and only on CRA's network; with no ID and password required. CRA to provide IP addresses after Contract Award.

Bidder's Response for this Requirement:
1-Out of the Box [ ]   2-Configuration Required [ ]

3.9   Search and Status Functionality Requirements

3.9.1   The system must provide a search and status function for both RFID tags and tracking reference numbers of all event history. The status screen must display the following key data points:

- Shipment origin;
- Shipment destination;
- Last RFID event;
- Current location;
- RFID Tag ID;
- Shipment tracking reference number;
- Alert type;
- Planned delivery;
- RFID Tag event registration time;
- Shipment weight;
- Shipment rate; and
- Shipment elapsed time.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.10   Solution User Support Requirements

3.10.1   User support documentation must be downloadable within the solution and must include at a minimum:

- User guides;
- Postal codes list of CRA locations;
- Service standards matrix for transportation;
- Service standards matrix for files with IDs; and
- Printable barcode sheets.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.11   Service Performance Measurement

3.11.1   Service performance must be calculated based on a combination of Data Events, transportation service standards and Processing Times. Contractor must work with CRA to ensure proper calculations of the service level agreements (SLA's) matrices.

Service Performance Measurements are calculated based on processing times, data events (such as RFID read events), origin and destination locations and service level matrices. The CRA will provide the matrices after contract award in a tabular format which define the thousands of measurement points the CRA monitors.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.12 Service Performance Measurement for Shipment Container

3.12.1 The solution must integrate service performance standards with Data Events, for Shipment Containers in accordance with the SLA matrices to be provided by the CRA after contract award.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.13 Service Performance Measurement for Shipment Contents

3.13.1 The solution must integrate SLA's with Data Events, for Shipment Contents in accordance with the SLA matrices to be provided by the CRA after contract award.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.14 Service Performance Measurement for Records Management

3.14.1 The solution provided must integrate Data Events, supplied by the CRA Record Supplier, via data transfer on hourly intervals. The solution must provide flexible time intervals in the event a change from hourly intervals is required.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.14.2 The timestamps for physical work order types in the data file must include:

a) Requested Time;
b) Picked Time; and
c) Ready for Shipment Time.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.14.3 The Consignment time of nested work orders must remain the same from origin to final destination.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.15   Automated E-mail Alerts Requirements

3.15.1 The solution must integrate automatic email alerts whenever a SLA is missed based on timestamps and events in accordance with the SLA matrices to be provided by the CRA after contract award.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.15.2 The solution must provide, at a minimum, the 8 current automatic email alerts identified below. Each email alert type is based on an individual email template. Email addresses and templates to be supplied by CRA after contract award; solution must allow for the change of email address on as and when needed basis.

Automatic email alerts related to Shipment Container tracking Service Performance Measurements:
1. 8 Hours alert – No Data Event after 8 hours of consigning a shipment (Courier / Mono / Pallet);
2. 48 Hour alert – No Data Event over 48 hrs from planned delivery (courier shipments);
3. 5 Day alert – No Data Event over 5 days (Pallets / Monos shipments);
4. Conflict alert – RFID tag or tracking reference number is used while still locked in a current shipment;

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.15.3 Automatic email alerts related to shipment contents tracking Service Performance Measurements:

5. Missed Transfer Scan – time from when tracked files, contained in the shipment and require forwarding, arrive in a mailroom to when they are consigned into the forwarding shipment (SLA same day);
6. Work Order Late Pick – SLA on time from work order requested to when it is to be picked;
7. Work Order Late Ready to Ship – SLA on time from when the work order requested to when it is ready to be shipped;
8. Work Order Late Consignment – SLA on time from when the work order is requested to when it is consigned into a shipment

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.16   Solution Reporting Module Requirements

3.16.1 The solution must include an inventory management drill down report that shows all sites in the RFID Tag Pool in a location tree format. It must also display the number of tags at each location, based on the last read events. The report search screen must provide the following filters:

• Origin;
• Destination;
• Event;
• Current location;
• Weight (kg);
• Shipment contents; and

- Period selection.

The report must provide the following data fields:

- Origin;
- Destination;
- Event;
- Current location;
- RFID Tag ID;
- Tracking reference number;
- Alert type;
- Consigned lime;
- Planned delivery;
- RFID tag event registration time;
- Shipment weight;
- Shipment rate; and
- Shipment elapsed time.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.16.2   The solution must include a shipment drill down report that shows the number (volumes) of shipments. The report search screen must provide the following filters:

- FROM location in a location tree;
- TO location in a location tree;
- Period selection FROM;
- Period selection TO;
- Origin;
- Destination;
- Alert type;
- Transport;
- Container type;
- Weight (kg); and
- Shipment contents.

The report must provide the following data fields:

- FROM location;
- TO location; and
- Total.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.16.3   The solution must include a shipment drill down report that shows the number (volumes) of contents, nested within shipments. The report search screen must provide the following filters:

- FROM location in a location tree;
- TO location in a location tree;
- Period selection FROM;
- Period selection TO;
- Origin;
- Destination; and
- File type.

The report must provide the following data fields:

- FROM location;
- TO location; and
- Total.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.16.4   The solution must include a Work Order processing report which must provide information from CRA Records Supplier's service performance on Work Orders and documents nested into shipments. The report search screen must provide the following filters:

- Record Supplier location;
- Period selection FROM;
- Period selection TO;
- Word Order type;
- Word Order alerts; and
- File status.

The report must provide the following data fields:

- Location;
- File ID/Item code;
- Work Order ID;
- Requested time;
- Planned pick time;
- Registered pick time;
- Pick alert;
- Planned ready to ship time;
- Registered ready to ship time;
- Ready to ship alert;
- Planned consignment time;
- Registered consignment time;
- Consignment alert;
- Work order type; and
- File status.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.16.5   The solution must include a work order end-to-end report, which must provide information on service performance on work orders nested into shipments from requested time, Processing Time at the CRA Records Supplier's location and transport time via the CRA Transport Suppliers to destination location (end to end). The report search screen must provide the following filters:

- FROM location in a location tree;
- TO location in a location tree;
- Period selection FROM;
- Period selection TO;
- Origin;
- Destination;
- Transport alert;
- Word Oder alerts; and
- Word Order types.

The report must provide the following data fields:

- FROM location;
- TO location; and
- Total;

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.16.6   The solution must allow multiple locations to be selected within the "From" and "To" filters for the reporting types.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.16.7   The solution must export the reports in MS Excel or csv (formatted with headers).

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.16.8   The solution must allow the configuration of additional reports, as and when required.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.17   Shipment Container Rate Format Requirements

3.17.1   The solution must upload Shipment Container rates based on:

- Location to location; and Weight tables, to be provided by the CRA after Contract Award.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.18   Solution Security and Functionality Requirements

3.18.1   The solution must provide, at a minimum, two (2) login credentials per site by postal codes (i.e. "A1B1" and "A1B2" for St. John's NL postal code = A1B 3Z1) and a password to be supplied by CRA. The solution must be set up to recognize the shipment origin location as the default office location from the locations as listed in Annex A: Statement of Work section 11.0, List of Locations, based on the login credentials.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.18.2   The solution must include a web console accessible to at least two CRA users at each site via a secure web interface (i.e. HyperText Transfer Protocol Secure – HTTPS, using Communications Security Establishment (CSE) approved protocols (e.g. TLS 1.2) and cryptographic algorithms specified in ITSP 40.111 (https://www.cse-cst.gc.ca/en/node/1831/html/26515).

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.18.3   The solution must be compatible with the Windows 10 operating system, and must support the following browsers:

- Google Chrome v88 (and all subsequent releases);
- Mozilla Firefox v78 (and all subsequent releases); and
- Microsoft Edge v88 (and all subsequent releases).

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.18.4   The solution must support the enforcement of a role-based access control policy over the following defined subjects and objects:

- Create, read, update and delete roles;
- Assign features and functions to specific user roles; and
- Assign, revoke, and update a user group to one or more roles.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.18.5   The solution must provide Administrator users to perform, at a minimum, the following user management and functional capabilities:

- Create, read, update and delete roles;
- Assign specific features and functions to specific user roles;
- Assign, revoke, and update a user group to one or more roles; and
- Create or delete courier names for the registration of courier package receipts

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.18.6   The solution must allow the CRA to define, collect and store audit records and events associated with any user activities performed within the solution, including at a minimum:

- Successful and unsuccessful attempts to access, modify, or delete security objects (security objects include audit data, system configuration files and file or users' formal access permission);
- Successful and unsuccessful logon attempts;
- Privileged activities or other system level access;
- What type of activity occurred;
- When (date and time) the activity occurred;
- Where the activity occurred;
- The source of the activity;
- The outcome (success or failure) of the activity; and
- The identity of any individuals or subjects associated with the activity.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.18.7   The solution must employ cryptographic mechanisms and secure network protocols for protection of data in motion that have been approved by CSE and validated by the Cryptographic Algorithm Validation Program (CAVP), and are specified in ITSP.40.111 and ITSP40.062 (specifically section 3: Transport Layer Security).

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.18.8   The solution must have a documented patch management process for systems and devices required to process, transmit and store CRA data.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.18.9   The solution must employ a centrally managed malicious code and spam protection mechanisms at information entry and exit points to detect and eradicate malicious code. The mechanisms must be updated whenever new releases are available.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

3.18.10 The solution must have a documented incident handling process for security incidents that includes preparation, detection and analysis, containment, eradication, recovery and future mitigation actions.

Bidder's Response for this Requirement:

1-Out of the Box [ ]   2-Configuration Required [ ]

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.

Only those bids meeting all mandatory requirements stated in Appendix 1 above will then be evaluated in accordance with the rated requirements in this Appendix 2.

Total Available Points = 75 points

A Minimum of 45 Points must be obtained in order to be further considered. A bid that does not meet the minimum threshold will be given no further consideration and will be eliminated from the solicitation process.

Item No.	Rated Criteria	Max Available Points	Point Rating	Points Attained	Supporting Documentation
Corporate Information					
R1	This criterion will evaluate the number of consecutive years of experience up to the date of bid closing the Bidder has in providing RFID services as described in Annex A: Statement of Work, over and above what is required at mandatory requirement 2.1.2 To obtain points the Bidder should demonstrate the experience by providing signed letter(s) from the client organization(s) indicating: • An overview of services provided including confirmation of number of items the RFID solution registers and tracks on a daily basis for the client organization. • Start and end dates for the provision for the services. • Name(s) of the client organization(s). • Name, title and e-mail address for a contact person. CRA reserves the right to contact the Bidder's referenced client(s) in order to validate any information provided within the Bidder's proposal in regards to the referenced client organizations(s).	20	< 6 years = 0 points ≥ 6 years & < 7 years = 8 points ≥ 7 years & < 8 years = 12 points ≥ 8 years & < 9 years = 16 points ≥ 9 years = 20 points		

SaaS Solution Security and Hardware Functionality					
R2	The Combined Unit and cellular router should have remote diagnostic functions.	5	The Combined Unit and cellular router do not have remote diagnostic functions = 0 points The Combined Unit and cellular router have remote diagnostic functions = 5 points		
R3	The Combined Unit and cellular router should have a function to be rebooted remotely.	5	The Combined Unit and cellular router cannot be rebooted remotely = 0 points The Combined Unit and cellular router can be rebooted remotely = 5 points		
R4	The solution should employ data at rest encryption.	5	The solution does not employ data at rest encryption = 0 points The solution employs data at rest encryption = 5 points		
SaaS Solution Sustainable Development Requirements					
R5	The Bidder should describe the policies and procedures in place that are in keeping with the CRA's Sustainable Development Policy that integrates sustainable development into its operations to: 1) reduce environmental impacts; 2) demonstrate social responsibility; and 3) contribute to the economic and social well-being of Canadians.	5	The Bidder has Sustainable Development policies and procedures in place for promoting all three (3) components of sustainable development listed. (5 points) The Bidder has Sustainable Development policies and procedures in place for promoting one or two components of sustainable development listed. (3 points)		

If available, the Bidder should include a copy of its Sustainable Development Policy.		The Bidder describes procedures in place for promoting one to three of the components of sustainable development listed, but has no formal policy in place. (2 points) Bidder has no Sustainable Development policy or procedures in place. (0 points)		
SaaS Solution Accessibility Requirements				
R6	The Bidder should demonstrate that the proposed SaaS shipment management solution is EN 301 549 V2.1.2 (2018-08) Harmonised European Standard compliant. To demonstrate compliance, the Bidder should provide: a. documentation showing that accessibility development and testing for the proposed software was performed in accordance with generally accepted accessibility practices, including visual inspection and with adaptive technologies; and b. the test results and other documentation for the proposed software, supplied to the Bidder. Bidders are requested to complete the Voluntary Product Accessibility Template *VPAT 2.4Rev INT (February 2020)* to demonstrate accessibility development and	15	Points will not be awarded for only partially meeting the requirements. Bidder does not demonstrate full compliance = 0 points Bidder demonstrates full compliance = 15 points.		

	testing for the proposed software was performed in accordance with generally accepted accessibility practices, including visual inspection and with adaptive technologies.				
Business Continuity Requirements					
R7	The Bidder should provide the following information to describe their business continuity plan: 1. Business continuity plan fully represents all stakeholders and functional areas within their organization; 2. Defines the processes and procedures to address both planned and unforeseen service interruption; 3. Summary reports that the business continuity plan has been successfully tested; and 4. Schedule outlining the frequency of the maintenance and updates implemented to the plan.	20	The Bidder has provided information on all four (4) listed items to describe the business continuity plan (20 points) The Bidder has provided information on three (3) listed items to describe the business continuity plan (15 points) The Bidder has provided information on two (2) listed items to describe the business continuity plan (10 points) The Bidder has provided information on only one (1) listed item to describe the business continuity plan (5 points) The Bidder has not provided information on any of the listed item to describe the business continuity plan (0 points)		
	Maximum Points Attainable:	75	Points Attained (score must be 45 points or greater):		

Appendix 3: Financial Proposal

The Bidder must submit their financial bid in accordance with the Financial Evaluation Tables included below.

Bidders must submit firm unit prices in Canadian funds, Canadian customs duties and excise taxes included, and Applicable Taxes excluded, Delivered Duty Paid (DDP) at destination, for the provision of goods and services outlined in Annex A "Statement of Work".

The prices specified include all of the requirements defined in the "Statement of Work" in Annex A.

Financial Evaluation Tables

Bidder should indicate the name of the proposed software and hardware products included in the proposed RFID shipment and content management solution below:

RFID Shipment and Content Management Solution	
Product Item Description	Version # / Part #

FIRM REQUIREMENTS:

Software Requirements

Financial Evaluation Tables for the Firm Requirements associated to the SaaS shipment and management solution of the RFID Shipment and Content Management Solution.

Table 1A – Initial Procurement of the Annual SaaS Entity Software License – Contract Year 1				
Price includes all configuration as applicable to deem the solution Ready For Use except for the configuration required for items from 9.0 to 9.6.1, of Annex A: SOW.				
Item No.	Description	Quantity	Unit of Issue	Firm Unit all-inclusive Price (HST excluded)
1	Provision of an annual entity license for the SaaS shipment and management solution (for unlimited number of users), in accordance with the requirements identified in Annex A: SOW, with one (1) year warranty and one (1) year maintenance and support services.	1	Each	$_____
Total for Table 1A:				$_____

Table 1B – Renewal of the Annual SaaS Software License – Contract Year 2				
Item No.	Description	Quantity	Unit of Issue	Firm Unit Price (HST excluded)
2	Renewal of the annual entity license for the SaaS shipment and management solution procured under Item No. 1 above, (including one (1) year maintenance and support services), for firm year 2 of the contract.	1	Each	$_____
Total for Table 1B:				$_____

Direct Costs – Cellular Data

Cellular Data expenses incurred by the Contractor that are related to the services and approved by the Project Authority, are to be charged at actual cost with no allowance for mark-up or profit, and any such costs are to be supported by original receipts from the cellular data service provider.

Hardware Requirements

Financial Evaluation Tables for the Firm Requirements associated to the Hardware portion of the RFID Shipment and Content Management Solution

Table 2A – Initial Procurement of the Hardware for the RFID Shipment and Content Management Solution					
A	B	C	D	E	F
Item No.	Description	Quantity	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
3	Provision of the Combined Unit (RFID exciter and reader) in accordance with Annex A: SOW including one (1) year warranty and one (1) year maintenance and support services.	56	Each	$_____	$_____
4	Provision of a cellular router in accordance with Annex A: SOW including one (1) year warranty and one (1) year maintenance and support services.	56	Each	$_____	$_____
5	Provision of Slim Durable RFID Passive tags in accordance with Annex A: SOW.	8,000	Each	$_____	$_____
6	Provision of Wet Inlay RFID Passive tags in rolls of 1,000 in accordance with Annex A: SOW. Unit pricing to be provided is for each role of 1,000.	9 (rolls of 1,000)	Each	$_____	$_____
7	Provision of the one (1) year maintenance and support services for the CRA's current RFID Active tag inventory of 8,348 in accordance with Annex A: SOW. Unit pricing to be provided is for each individual RFID Active tag.	8,348	Each	$_____	$_____
Total for Table 2A:					$_____

Table 2B – Renewal of the Hardware Maintenance and Support Services **– Contract Year 2**					
A	B	C	D	E	F
Item No.	Description	Quantity	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
8	Renewal of the one (1) year maintenance and support services for the Combined Units procured under Item No. 3 above.	56	Each	$_____	$_____
9	Renewal of the one (1) year maintenance and support services for the cellular routers procured in Item No. 4 above.	56	Each	$_____	$_____
10	Renewal of the one (1) year maintenance and support services procured under Item No. 7 above for the CRA's initial RFID Active tag inventory of 8,348. Unit pricing to be provided is for each individual RFID Active tag.	8,348	Each	$_____	$_____
Total for Table 2B:					$_____

Professional Services Requirements

Financial Evaluation Tables for the Firm Requirements associated to the Professional Services and Training portion of the RFID Shipment and Content Management Solution.

Table 3A - Initial Procurement of Professional Services for solution configuration required to deem the solution Ready For Use, specific to requirements 9.0 to 9.6.1 of Annex A: SOW (travel and living expenses not applicable)				
A	B	C	E	F
Item No.	Description	Estimated Number of Days (for evaluation purposes)	Ceiling Per Diem Rate (applicable taxes excluded)	Total Cost C X E
11	Professional services required to configure items from 9.0 to 9.6.1, inclusive of Annex A: SOW	30	$_____	$_____
Total for Table 3A:				$_____

Table 3B - Initial Procurement of Professional Services for the On-Site Installation and Setup Requirements and Tasks in accordance with Annex A: SOW (excluding travel and living expenses)				
A	B	C	E	F
Item No.	Description	Estimated Number of Days (for evaluation purposes)	Ceiling Per Diem Rate (applicable taxes excluded)	Total Cost C X E
12	Professional services as described in section 10.1 of Annex A: SOW to be provided on-site during normal business hours. Note to Bidders: Contractor to work with the CRA to determine a mutually agreed timeline for the on-site work required.	45	$_____	$_____
Total for Table 3B:				$_____

Table 3C - Procurement of the as and when requested Professional Services during Normal Business Hours in accordance with the tasks identified in Annex A: SOW (excluding travel and living expenses)				
A	B	C	E	F
Item No.	Description	Estimated Number of Days (for evaluation purposes)	Ceiling Per Diem Rate (applicable taxes excluded)	Total Cost C X E
Contract Year 1				
13	Professional services requiring Professional Services Group #1: Hardware Support Tasks.	10	$_____	$_____
14	Professional services requiring Professional Services Group #2: Project Management Tasks.	10	$_____	$_____
15	Professional services requiring Professional Services Group #3: IT Technical Support Tasks.	10	$_____	$_____
Contract Year 2				
16	Professional services requiring Professional Services Group #1: Hardware Support Tasks.	10	$_____	$_____
17	Professional services requiring Professional Services Group #2: Project Management Tasks.	10	$_____	$_____
18	Professional services requiring Professional Services Group #3: IT Technical Support Tasks.	10	$_____	$_____
Total for Table 3C:				$_____

A	B	C	E	F
Table 3D - As and when requested Professional Services <u>outside</u> of Normal Business Hours in accordance with the tasks identified in Annex A: SOW (excluding travel and living expenses)				
Item No.	Description	Estimated Number of Days (for evaluation purposes)	Ceiling Per Diem Rate (applicable taxes excluded)	Total Cost C X E
Contract Year 1				
19	Professional services requiring Professional Services Group #1: Hardware Support Tasks.	10	$_____	$_____
20	Professional services requiring Professional Services Group #2: Project Management Tasks.	10	$_____	$_____
21	Professional services requiring Professional Services Group #3: IT Technical Support Tasks.	10	$_____	$_____
Contract Year 2				
22	Professional services requiring Professional Services Group #1: Hardware Support Tasks.	10	$_____	$_____
23	Professional services requiring Professional Services Group #2: Project Management Tasks.	10	$_____	$_____
24	Professional services requiring Professional Services Group #3: IT Technical Support Tasks.	10	$_____	$_____
Total for Table 3D:				$_____

Table 3E - As and when training services in accordance with Annex A: SOW (excluding travel and living expenses)				
A	B	C	E	F
Item No.	Description	Estimated Number of Days (for evaluation purposes)	Ceiling Per Diem Rate (applicable taxes excluded)	Total Cost C X E
Contract Year 1				
25	Training services including training material.	5	$_____	$_____
Contract Year 2				
26	Training services including training material.	5	$_____	$_____
Total for Table 3E:				$_____

Travel and Living Expenses applicable only to tables 3B, 3C, 3D and 3E

The Bidder will be reimbursed for the authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for overhead or profit, in accordance with the meal, private vehicle and incidental expense allowances specified in Appendices A, B, and C of the CRA's Travel and Living Guidelines for Contractors (https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/travel-directive.html#toc12), and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

All travel must have the prior authorization of the Project Authority. All payments are subject to government audit.

OPTIONAL REQUIREMENTS:

Financial Evaluation Tables for the Optional Requirements associated to the Hardware portion of the RFID Shipment and Content Management Solution

Table 4A – Option to procure additional quantities of the hardware including one (1) year warranty and one (1) year maintenance and support services					
A	B	C	D	E	F
Item No.	Description	Quantity (for evaluation purposes)	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
Contract Year 1					
27	Additional optional quantities of the Combined Unit procured under Item #3 above.	10	Each	$_____	$_____
28	Additional optional of the cellular router procured under Item #4 above.	10	Each	$_____	$_____
29	Additional optional (in bundles) of the Slim Durable RFID Passive tags procured under Item No. 5 above.	10	Each	$_____	$_____
		100	Each	$_____	$_____
		1,000	Each	$_____	$_____
		5,000	Each	$_____	$_____
30	Additional optional (in bundles) of the Wet Inlay RFID Passive tags procured under Item No. 6 above.	100	Each	$_____	$_____
		1,000	Each	$_____	$_____
		5,000	Each	$_____	$_____
		20,000	Each	$_____	$_____
Contract Year 2					
31	Additional optional of the Combined Unit procured under Item #3 above.	10	Each	$_____	$_____
32	Additional optional of the cellular router procured under Item #4 above.	10	Each	$_____	$_____
33	Additional optional (in bundles) of the Slim Durable RFID Passive tags procured under Item No. 5 above.	10	Each	$_____	$_____
		100	Each	$_____	$_____

		1,000	Each	$_____	$_____
		5,000	Each	$_____	$_____
34	Additional optional (in bundles) of the Wet Inlay RFID Passive tags procured under Item No. 6 above.	100	Each	$_____	$_____
		1,000	Each	$_____	$_____
		5,000	Each	$_____	$_____
		20,000	Each	$_____	$_____
Total for Table 4A:					$_____

Table 4B - Option to Renew the Maintenance and Support Services for the Additional Quantities of the Hardware Procured for the RFID Shipment and Content Management Solution					
A	B	C	D	E	F
Item No.	Description	Quantity (for evaluation purposes)	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
35	For firm year 2 of the contract, renewal of the one (1) year maintenance and support services for the additional ten (10) Combined Units procured under Item No. 27 above, during firm year 1 of the contract.	10	Each	$_____	$_____
36	For firm year 2 of the contract, renewal of the one (1) year maintenance and support services for the additional ten (10) cellular routers procured under Item No. 28 above, during firm year 1 of the contract.	10	Each	$_____	$_____
Total for Table 4B:					$_____

In order to provide for a common contract end date, where additional quantities of hardware are procured part way through the contract period, the CRA will pay a pro-rated amount based on the maintenance and support prices set out in Table 4B, divided by twelve (12) and multiplied by the number of months remaining to the contract end date.

Table 4C - Option to Procure Cellular Amplification Hardware for the RFID Shipment and Content Management Solution					
A	B	C	D	E	F
Item No.	Description	Quantity (for evaluation purposes)	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
37	Optional cellular amplification hardware in accordance with Annex A: SOW during firm year 1 of the contract with one (1) year warranty and one (1) year maintenance and support services.	4	Each	$_____	$_____
38	Optional cellular amplification hardware in accordance with Annex A: SOW during firm year 2 of the contract with one (1) year warranty and one (1) year maintenance and support services.	2	Each	$_____	$_____
Total for Table 4C:					$_____

Table 4D - Renewal of the maintenance and support of Cellular Amplification Hardware for the RFID Shipment and Content Management Solution					
A	B	C	D	E	F
Item No.	Description	Quantity (for evaluation purposes)	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
39	For firm year 2 of the contract, renewal of the one (1) year maintenance and support services for the cellular amplification hardware procured under Item No. 37 above, during firm year 1 of the contract.	4	Each	$_____	$_____
Total for Table 4D:					$_____
The bid evaluation price is calculated as the sum of Tables 1A, 1B, 2A, 2B, 3A, 3B, 3C, 3D, 3E, 4A, 4B, 4C, and 4D					
TOTAL BID EVALUATION PRICE					$_____

PART 6 MODEL CONTRACT

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

6.1 Revision of Departmental Name

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

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

6.2 Agency Restructuring

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

6.3 Requirement

The Contractor must supply, deliver, and install the Radio Frequency Identification (RFID) Shipment and Content Management Solution consisting of Software as a Service (SaaS), hardware and firmware (including maintenance and support services and warranty) in accordance with Annex A - Statement of Work (SOW), and to the delivery locations identified in Annex A: SOW, section 11: List of Locations, attached hereto and forming part of this Contract.

The Contractor must provide to the Canada Revenue Agency (CRA) remote and on-site professional services on an as and when requested basis throughout the period of the contract (including any extensions to the period of the contract, if exercised), for site visits, relocation and re-installation of RFID equipment (for example, due to replacement of equipment, additional sites or site relocations due to building foreclosures), and software configurations through the issuance of a Task Authorization and in accordance with Annex A: SOW, and per the terms and conditions stated in the Contract.

6.4 Period of the Contract

The period of the Contract is from date of contract award for two years inclusive.

6.4.1   Option to Extend the Contract

The Contractor grants to the CRA the irrevocable option to extend the term of the Contract by up to eight (8) additional one (1) year periods under the same terms and 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.

6.4.2   Option to Extend the Period of the Annual Software

The Contractor grants to the CRA the irrevocable option to extend the period of the annual SaaS license and maintenance and support for up to eight (8) additional one (1) year periods under the same terms and 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.

6.4.3   Option to Extend the Period of the Hardware Maintenance and Support

The Contractor grants to the CRA the irrevocable option to extend the period of the hardware maintenance and support for up to eight (8) additional one (1) year periods under the same terms and 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.

6.4.4   Option to Add, Remove, or Modify Locations

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

In the event that the CRA requires delivery to a CRA or a CRA contracted location not included in the Contract, the Contractor will be asked to provide a price quote for the new location.

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

6.4.5   As and When Requested Purchases of Additional Quantities of the Goods

The Contractor grants to Canada Revenue Agency the as-and-when requested items as set out below and in Annex B – List of Deliverables and Pricing (LODP), under the same terms and conditions and at the prices stated in the Contract.

a) Purchase of Additional RFID Tags on an as-and-when requested basis

The Contractor grants to the CRA the purchase of additional RFID Tags on an as-and-when requested basis described at Annex A: SOW including one (1) year warranty;

b) Purchase of Additional Hardware or Hardware Replacements on an as-and-when requested basis

The Contractor grants to the CRA the purchase of additional quantities of the hardware as described at Annex A: SOW or to purchase replacement hardware, on an as-and-when requested basis including one (1) year warranty at the prices listed in Annex B: LODP.

Any of the above referenced as-and-when requested items listed under 6.4.5 may only be requested by the Contracting Authority through a Task Authorization (TA) using the Task Authorization Form specified in Annex C. The Contracting Authority may issue a TA at any time before the expiry of the Contract by sending a TA signed by the Project Authority and Contracting Authority to the Contractor.

6.5   **Technology Substitution / Refresh**

In the event the entire RFID shipment and content management solution or any component of the solution requirements identified in Annex A – SOW which includes components that have been delivered and installed at a CRA and/or CRA contracted site becomes obsolete during the period of the Contract and a replacement is proposed by the Contractor, the replacement component or product must provide the same or better functionality, operability, interface/configuration and support management requirements as identified in Annex A – SOW, and must be provided at no additional cost to CRA. Any training required as a result of a substitution shall be at no cost to CRA.

Any technical substitution must be approved in writing by the Project Authority identified herein and will result in a Contract Amendment being issued by the Contracting Authority identified herein.

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

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

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

The following Clauses are incorporated by reference:

SACC Reference	Clause Title	Date
A2000C A2001C	Foreign Nationals (Canadian Contractor) OR Foreign Nationals (Foreign Contractor) (to be determined at contract award)	2006-06-16 2006-06-16
A3015C	Certifications – Contract	2014-06-26
A9068C	Government Site Regulations	2010-01-11
A9117C	T1204 – Direct Request by Customer Department	2007-11-30
B9028C	Access to Facilities and Equipment	2007-05-25
C2000C	Taxes – Foreign-based Contractor (To be deleted at contract award if not applicable.)	2007-11-30
C6000C	Limitation of Price	2011-05-16
C2605C	Canadian Customs Duties & Sales Tax –Foreign-based Contractor	2008-05-12
G1005C	Insurance	2008-05-12
H1001C H1008C H3028C	Multiple Payments Monthly Payments Advance Payment	2008-05-12 2008-05-12 2010-01-11

6.6.1   General Conditions

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

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

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

Section 23 titled "Confidentiality",

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

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

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

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

Canada Revenue Agency's website at *https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.html*.

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

6.6.2   Supplemental Terms and Conditions

4001 (2015-04-01), Supplemental General Conditions - Hardware Purchase, Lease and Maintenance, apply to and form part of the Contract.

4003 (2010-08-16), Supplemental General Conditions - Licensed Software, modified as follows, shall apply to and form part of the Contract.

At section 1 titled "Interpretation" insert the following definition:

The "Licensee" under the Contract is Her Majesty the Queen in right of Canada, acting through and represented by the Commissioner, Canada Revenue Agency.

At section 2 titled "License Grant" delete subsection 2 and replace with the following:

If the Client is reconfigured, absorbed, in whole or in part, by another government department or agency, or is disbanded entirely, Canada may, by giving notice to the Contractor, designate another department or agency as the Client for all or part of the Licensed Software.

At section 08 titled "Licensed Software Transfer", delete this article in its entirety and replace with the following:

The license to use the Licensed Software under the Contract is transferable by Canada, in whole or in part, under the same conditions of the Contract, to any Device or Client, as applicable, or to any Canadian government department, corporation or agency, as defined in the *Financial Administration Act, R..S. C.1985, c.F-11*, as amended from time to time, or to any other party for which the Department of Public Works and Government Services Canada has been authorized to act under section 16 of the *Department of Public Works and Government Services Act, S.C. 1996, c.16,* as long as Canada informs the Contractor of the transfer within thirty (30) days of the transfer occurring. For the purposes of this section, in the circumstances where an Entity License is transferred, such license will be capped at the number of users in the transferring department, corporation, agency or other party before the transfer.

At Section 11 titled "Term of License" delete subsection 2 and replace with the following:

The Contractor may terminate Canada's license with respect to the licensed software by giving the Contracting Authority written notice to that effect only if Canada is in breach of its license in accordance with the license rights granted in the Contract, or Canada fails to pay for the license in accordance with the Contract, and only if that breach continues for a period of ninety (90) days after the Contracting Authority received written notice from the Contractor giving particulars of the breach and the Contracting Authority has validated the particulars of the breach. If Canada's license is terminated, once Canada has corrected the breach, the Contractor shall re-instate Canada's license with respect to the licensed software under the exact same terms and conditions as granted in the contract for the license, at no additional cost.

At section 15 titled "Warranty", insert the following:

Notwithstanding section 15.0 – Warranty, the Contractor's warranty for the Solution shall include the provision of all software maintenance and support services detailed in supplemental general conditions 4004 – Support Services for Licensed Software except that "Warranty Period" as defined therein is hereby amended by deleting the reference to a period of ninety (90) days and replacing ninety (90) days with one (1) year. The warranty period of twelve (12) months shall commence on the final acceptance date of the delivered Equipment.

Section 18 titled "Risk of Loss" insert the following after subsection 2:

3.   The Contractor warrants:

Unless authorized in writing by the Project Authority, or necessary to perform valid duties under the Contract any programs developed by the Contractor under the Contract or provided to Canada by the Contractor for use by the Client shall:

i. not replicate, transmit, or activate itself without control of the person operating the computing equipment on which it resides;

ii. not alter, damage, or erase any data or computer programs without control of a person operating the computing equipment on which it resides; and

iii. contain no key, node lock, time out or other function, whether implemented by electronic, mechanical or other means, which restricts or may restrict use or access to any programs or data developed under the Contract, based on residency on a specific hardware configuration, frequency or duration of use, or other limiting criteria.

Provided and to the extent any program has any of the foregoing attributes, and notwithstanding anything elsewhere in the Contract to the contrary, the Contractor shall be in default of the Contract, and no cure period shall apply. In addition to any other remedies available to it under the Contract, the Crown reserves the right to pursue any civil and/or criminal penalties available to it against the Contractor. The Contractor agrees, in order to protect the Crown from damages, which may be intentionally or unintentionally caused by the introduction of Illicit Code to the Client's computer network, no software will be installed, executed, or copied on Client equipment without the express approval of the Project Authority.

4004 (2013-04-25), Supplemental General Conditions - Maintenance and Support Services for Licensed Software, shall apply to and form part of the Contract.

6.7 Security Requirements

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

6.8 Software License Type (SaaS portion of the RFID shipment and content management solution)

6.8.1 Annual Software License

The Contractor hereby grants an annual, non-exclusive, freely transferable Entity License to Her Majesty the Queen in right of Canada for the software listed in Annex B: List of Deliverables and Pricing. The terms "User", "Device", and "Entity License" shall have the meanings set out in supplemental general conditions 4003 (2010-08-16), Licensed Software.

The period of the annual licenses shall end 12 months later upon the Contractor completing all installation, integration and configuration work in accordance with Supplemental General Conditions 4001 (2015-04-01), - Hardware Purchase, Lease and Maintenance, Section 05, and once the Contractor provides written notification that the RFID solution is Ready for Use and acceptance by CRA. The term Ready for Use shall have the meaning as set out in Supplemental General Conditions 4001 and the RFID solution shall mean 'System' as defined in Supplemental General Conditions 4001.

6.9 License Terms and Conditions – Shrink-Wrap or Click-Wrap

The parties agree that only the conditions expressly set out in the Contract or incorporated by referenced in the Contract form part of the Contract. Any conditions accompanying or enclosed with the Licensed Software, if any, do not form part of the Contract and, therefore, are not part of Canada's license and do not affect the rights of the Parties in any way. The Contractor agrees that in no event will Canada or any Client or User be required to enter into any additional license agreement with respect to the Licensed Software or any portion of it. The Contractor acknowledges that any additional license agreement relating for the Licensed Software signed by anyone other than the Contracting Authority is void and of no effect

Canada is not bound by and does not accept any "shrink-wrap" or "click-wrap" conditions or any other conditions, expressed or implied, that are contained in or on the software packaging or conditions that may accompany the software in any manner, regardless of any notification to the contrary.

6.10 Maintenance

The Contractor shall inform the Project Authority within 2 working days of the availability of all enhancements, product upgrades and maintenance releases to the Software during the period of service.

6.11 Documentation and Technical Manuals

Upon award of the contract, the Contractor shall supply a total of one (1) copy of all technical, installation and operations manuals for the RFID solution. These manuals must define all functions and includes complete instructions for the operation of the RFID solution and are downloadable from the Internet in either Microsoft Word, Portable Document Format (PDF), or Hypertext Markup Language (HTML) formats. Documentation must be accessible through the Contractor's web-site or OEM web-site, and URL must be provided.

The Contractor will provide the CRA with the right to reproduce for and incorporate into any documents produced for its own use any commercially available documentation delivered under the Contract. The Contractor shall further secure and agree to extend the same rights for all future revisions of the said documentation and material supplied to the CRA. Any document or material that is translated by the CRA shall include any copyright and any proprietary right notice that was part of the original document.

The Contractor must deliver a complete set of documentation in French, if available. If documentation is not available in French the CRA has the right to translate the documentation and material delivered herein into the second of the two Official languages of Canada. This right shall include the right to make, or to have made, copies for the CRA's internal purposes only. The Contractor acknowledges that the CRA owns the translated version of any such translated document and material and that it is under no obligation to provide any translated document or material to the Contractor. Any document or material that is translated by the CRA shall include any copyright and any proprietary right notice that was part of the original document. The CRA acknowledges that the Contractor is not responsible for technical errors that arise as a result of any translation performed by the CRA.

6.12 Authorities

6.12.1 Contracting Authority A1024C (2007-05-25)

The Contracting Authority for the Contract is:

Name: Shawn Woods

Telephone Number: (613) 291-9615

E-mail address: Shawn.Woods@cra-arc.gc.ca

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

6.12.2 Project Authority A1022C (2007-05-25)

To be completed at the time of Contract award.

Name: _____

Address: _____

Telephone Number: _____

Fax Number: _____

E-mail Address: _____

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

6.12.3   Contractor's Representative

Name:

Address:

Telephone Number:

E-mail Address:

6.13   Sustainable Development

In pursuit of the CRA's commitment to sustainable development and green procurement as well as the Canadian Federal Government's Green Procurement Policy, the Contractor agrees to commit to comprehensive, nationally recognized environmental standards for:

- The reduction or elimination of environmentally hazardous materials (if applicable);
- Design for reuse and recycle;
- Energy efficiency;
- End of Life Management for reuse and recycle;
- Environmental stewardship in the manufacturing process (if applicable); and
- Packaging.

6.14   Delivery

6.14.1   Delivery of the RFID shipment and content management solution:

The Contractor must make the complete delivery of the RFID shipment and content management solution no later than five (5) months from date of contract award.

6.14.2   Delivery of the SaaS shipment and management system solution configuration:

The Contractor must make the complete delivery of the required configuration of the SaaS shipment management system solution in accordance with the Contractor's tasks identified in section 10.1 of Annex A: SOW no later than thirty 30 business days during normal business hours as defined in Annex A: SOW from date of contract award.

6.14.3   Delivery of the additional quantities of RFID tags, and additional hardware or replacement hardware:

Upon the issuance of a TA for the purchase of additional RFID Tags and additional hardware or replacement hardware as listed in Annex B – LODP and specified at Article 6.4.5, the Contractor shall deliver the goods to the Project Authority within 30 calendar days of the date of issuance of the task authorization. The Contractor will inform the Project Authority within 5 business days if the delivery schedule cannot be met.

6.15   Work Location

The professional services specified at Annex A: SOW will either be provided on-site or remotely (delivery method to be provided within each completed Task Authorization, a sample of the form which is attached hereto as Annex C: Task Authorization Form).

In the event the professional services are to be provided on-site, the work location will be at any of the locations as listed in Annex A: SOW, section 11: List of Locations, actual location to be determined at the time of the request.

6.16   Definition Of A Day/Proration

A day is defined as 7.5 hours exclusive of meal breaks, commencing and finishing between 8:00 a.m. and 4:00 p.m. Payment shall be for days actually worked with no provision for annual leave, statutory holidays or sick leave. Time worked which is more or less than a day shall be prorated to reflect actual time worked in accordance with the following formula:

<u>Hours worked X firm per diem rate</u>

7.5 Hours

Audit: The amount claimed under the terms and conditions of this Contract, as computed in accordance with the Basis of Payment, is subject to government audit. Any payments made pending completion of the audit shall be regarded as interim payments only and shall be adjusted to the extent necessary to reflect the results of the audit. If there has been an overpayment, it shall be refunded promptly to Canada. Supporting information for each element of cost shall be available and shall be in sufficient detail that an in-depth audit can be performed.

6.17 Work Authorization Process

The CRA will authorize the Work with the Contractor on an as and when requested basis, at the CRA's discretion, by:

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

6.18 Task Authorization Process

6.18.1 Task Authorization:

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

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.

6.18.2 Task Authorization Process:

1. The Project Authority will provide the Contractor with a description of the task using the Task Authorization Form specified in Annex C .

2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis (bases) and methods of payment as specified in the Contract.

3. The Contractor must provide the Project Authority within three (3) calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.

4. The Contractor must not commence work until a TA authorized by the Project Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

6.19 Inspection and Acceptance

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

6.20 Minimum Work Guarantee - All the Work - Task Authorizations

1. In this clause,

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

"Minimum Contract Value" means to be determined at time of contract award (applicable taxes are extra).

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

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

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

6.21 Limitation of Expenditure - Cumulative Total of all Task Authorizations

The CRA'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 determined at time of contract award). Customs duties (if applicable) and Applicable Taxes are extra. No increase in the total liability of the CRA will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

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

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

6.22 Basis of Payment

6.22.1 Basis of Payment – SaaS software

For fulfilling the software obligations of the requirement, the Contractor shall be paid firm unit prices annually in advance. Customs duties are included and Applicable Taxes are extra.

6.22.2 Basis of payment – Hardware

For fulfilling the hardware obligations of the requirement, the Contractor shall be paid firm unit prices. Customs duties are included and Applicable Taxes are extra.

6.22.3 Basis of payment – Maintenance and support

For fulfilling the maintenance and support obligations of the requirement, the Contractor shall be paid firm unit prices annually and in advance. Customs duties are included and Applicable Taxes are extra.

6.22.4 Basis of Payment – Cellular Data Service

For fulfilling the cellular data service obligations of the requirement, the Contractor will be paid monthly in arrears for the amount of data used during the month covered by the invoice. Customs duties are included and Applicable Taxes are extra.

6.22.5 Basis of Payment - Training and Professional Services

For fulfilling the training and professional services obligations of the requirement, the Contractor shall be paid ceiling per diem rates. Customs duties included, Travel and Living expenses and Applicable Taxes are extra.

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

6.23 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.

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.

6.24 Payment Process

At Canada's discretion the Contractor will be paid using direct deposit, 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 the other payment method 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.

6.24.1 Payment by Direct Deposit

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

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

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

6.24.2 Payment by Cheque

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

6.25 Pricing Stability for the Optional Years (Years #3-10 of the Contract)

Subsequent annual pricing for all goods and services identified in Annex B: List of Deliverables and Pricing, during the optional periods of the Contract (years #3-10), shall not exceed the lesser of:

a. The Contractor's current published maintenance rate in effect at time of renewal; or
b. The previously contracted rates for each item, adjusted by the % change in the Core Consumer Price Index (CPI) for Canada, not seasonally adjusted and calculated from the corresponding month of the previous year, as published by Statistics Canada on the date the maintenance renewal is issued; or
c. Any other negotiated rate.

6.26 **Certifications**

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

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

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

6.27 **Refund to the Crown**

6.27.1 Advance Payment

Notwithstanding Article 32 of 2030 (2016-04-04), "Termination for Convenience", General Conditions – Higher Complexity - Goods, in the event of termination of services for which an advance payment has been made, charges up to the date of termination will be calculated by prorating on the basis of a twelve (12) month year and a thirty (30) day month, and the Contractor shall immediately refund to Canada the unliquidated portion of the advance payment and pay to Canada interest thereon, from the date of the advance payment to the date of the refund, at the discount rate of interest per annum set by the Bank of Canada and prevailing on the date of the advance payment, plus 1¼ percent per annum.

6.27.2 Payment in Arrears

Article 32 of 2030, "Termination for Convenience", General Conditions – Higher Complexity - Goods, does not apply to the support services for the Licensed Software. This section applies in lieu thereof:

Notwithstanding anything contained in the Contract, the Minister may, at any time during the Software Support Period, by giving thirty (30) days prior notice to the Contractor (hereinafter sometimes referred to as a "termination notice"), terminate the Contract as regards to all or any part of the software support services. Upon a termination notice being given, the Contractor shall cease work in accordance with and to the extent specified in the notice, but shall continue to perform such part or parts of the software support services as are not affected by the termination notice. The Minister may, at any time or from time to time, give one or more additional termination notices with respect to any or all parts of the software support services not terminated by any previous termination notice.

In the event of a termination notice being given pursuant to subsection 1, the Contractor shall be entitled to be paid, on the basis of the Contract Price, for all software support services terminated by the termination notice and performed to the date of termination, but only to the extent that costs have been reasonably and properly incurred for the purposes of performing the software support services and only to the extent that the Contractor has not already been so paid or reimbursed by Canada. If the date of termination falls on a day other than the last day of a calendar month (in the case of a monthly support charge) or on a day other than the last day of the support year (in the case of a yearly support charge), the charge for the month or year in which termination occurs will be a portion of the specified monthly or yearly charge determined by multiplying the number of days in the month or year to the date of termination by 1/30 or 1/365 of the specified monthly or yearly charge, as the case may be.

6.28 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.

6.29 Proactive Disclosure of Contracts with Former Public Servants

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

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

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

6.31 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. Supplemental General Conditions 4001 (2015-04-01), Hardware Purchase, Lease and Maintenance
3. Supplemental General Conditions 4003 (2010-08-16), Licensed Software;
4. Supplemental General Conditions 4004 (2013-04-25), Maintenance and Support for Licensed Software;
5. General Conditions 2030 – Higher Complexity- Goods (2016-04-04) as amended in the Model Contract in Section 6 of the RFP;
6. Annex A: Statement of Work;
7. Annex B: List of Deliverables and Pricing;
8. Annex C: Task Authorization Form;
9. The Contractor's bid dated (to be determined at Contract Award); and
10. The task authorization.

6.32 Alternative Dispute Resolution

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

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

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

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

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

6.32.1 Procurement Ombudsman

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

6.32.2 Contract Administration

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

6.33 Annexes

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

Annex A: Statement of Work

Annex B: List of Deliverables and Pricing

Annex C: Task Authorization Form

Annex A: Statement of Work

1.0 Title

Radio-Frequency Identification (RFID) based shipment and content management solution.

2.0 Requirement

The CRA requires an RFID based shipment and content management solution that will allow the CRA to track, trace and manage mail and records correspondence from origin to final destination. The CRA intends to transition from using RFID active tags to RFID passive tags over, approximately, the next two years. During the transition, CRA will be required to use both its current inventory of 8,348 active tags and the new passive tags to be procured.

The CRA intends to implement the new RFID solution in a phased approach by region (once a region has implemented the new RFID solution, the region will stop all use of the existing RFID solution). Upon contract award, the newly acquired RFID solution will operate in parallel to the existing RFID solution to allow sufficient time for the transition period.

3.0 Background and Status

The current CRA intra-Agency mail network links in excess of 50 CRA mail locations, as well as some non-CRA service provider sites across Canada. The intra-Agency mail is distributed within the network by a contracted courier service, as well as CRA-owned vehicles and personnel.

The CRA's current RFID solution provides the Agency Logistics and Administrative Services Division visibility and track and trace functionality in a proactive manner of its secure intra-Agency Shipment Containers; as well as its contents from origin site to destination site while travelling through the mail services transportation network, via CRA's or, Transport Suppliers' network.

The solution provides performance measurement services between the CRA and other suppliers' sites to monitor and manage their shipments at all time to ensure they are received in accordance internal and third party service level agreement. The current shipment management software system included within the current RFID shipment and content management solution provides the ability to monitor inventories of active RFID tags in the CRA tag pool, and sending e-mail alerts on service performance issues, such as: late pick up at origin sites, late delivery at destination sites, missed transfers, generating bar codes for Shipment Containers.

The current shipment management software system also provides a tracking website for CRA employees to use for visibility of records and correspondence nested in shipments.

4.0 Glossary of Terms

Administrator	The Administrator is a person who is assigned to maintain and operate the application software.
API	Application programming Interface: a set of programming code that enables data transmission between one software product and another.
FTP: File Transfer Protocol	An internet protocol for transferring data between computers.
SFTP - Secure File Transfer Protocol	Secure File Transfer Protocol is a protocol for securely transferring data from one computer to another.
Combined Unit	An electronic device that combines and integrates the functionality and components of an active RFID exciter and reader with a passive RFID reader into one unit, and can read both active and passive RFID tags.
Consignment	Consignment: an event, as the result of creating a shipment in the system (SaaS). Consignment is the first data event for a shipment, and initiates the timer for service performance measurements of a shipment.
CRA Transport Shipment	CRA Transport Shipment: a shipment that is transported by the CRA employees using CRA vehicles.
Data Events	Data Events: A data event is the electronic recording of events that result from one or more actions, during the processing of work orders or shipments. The capture of the data event may also trigger one or more action within the system (SaaS), and is used in the evaluation of service performance measurements. Data events include but are not limited to: RFID tag reads, barcode scans, shipment consignments and work order creations.
Digital Mail Supplier	Digital Mail Supplier: A third-party service provider for the CRA that uses the RFID based shipment and content management solution to track and manage shipment containers and shipment contents between their locations and the CRA's locations.
Near Real Time	Is the time value when an event occurred, at a specific point in time, minus the time required for data processing and network transmission during normal operations – not to exceed a few seconds (1-5 seconds) under normal operating conditions.
Processing Times	Processing Times: Is the time it takes to process a set of prescribed procedures.
Record Supplier	A third party supplier who archives hardcopy and paper documents for the CRA, for later retrieval.
RFID - Active tag	An RFID tag that uses the power of the active tags internal battery to broadcast a signal to the reader.

RFID - Passive	Passive radio frequency identification is a tracking technology that use tags that have no internal power source. Passive tags internal circuits are powered and operated by energy emitted from a passive reader's antenna, and the signal is reflected back to the reader.
RFID - Passive tag	An RFID tag whose internal circuit is powered and operated by energy emitted from a passive reader's antenna, and the signal is reflected back to the reader
RFID Passive tag - Slim Durable	Slim Durable RFID Passive tag: A tag that is of thin design and is durable enough to withstand rough handling during processing or storage, and can accept various types of adhesive to permanently affix the tag to the CRA plastic shipping bins.
RFID Tag Pool	Is a full inventory of active RFID tags and slim durable passive RFID tags. This includes tags that are in circulation (linked to shipments or in a location's inventory) and out of circulation (sent for repair, lost tags).
RFID Passive tag Wet Inlay	A label like passive RFID tag that has a adhesive on one side and a human readable barcode on the opposite side, and can be affixed to various materials for the purpose of tracking.
RMA: Return Merchandise Authorization	Return Merchandise Authorization
Security Seal:	Security Seal: A mechanism, with a human readable barcode, used to seal shipping containers in order to provide evidence of tampering.
Service Performance Measurement	Is a service analytic to ensure shipments arrive at the final destination on or before the scheduled delivery times. Service Performance Measurements are calculated based on processing times, data events (such as RFID read events), origin and destination locations and service level matrices.
Shipment Container:	Is a container in which the CRA places shipment contents within or on. This includes plastic shipping bins, Monotainers (metal cages) and pallets.
T973	T973: A CRA internal tracking form that provides end to end tracking of correspondence between CRA employees. T973's are nested as file contents within shipments.
Transport Supplier	A third party entity that provides transportation and logistic services to the CRA
Repatriation:	an event of returning active RFID tags to a specific location's inventory

5.0 General Requirements

5.1   The Contractor's RFID shipment and content management solution must provide the following:

5.1.1 uses active and passive RFID technology.

5.1.2 maintenance and support for both the RFID hardware components and software components of the solution.

5.1.3 components that are Industry Canada certified and Canadian Standard Association (CSA) certified.

5.1.4 hardware components and software components that support Coordinated Universal Time (UTC).

6.0 Must comply with ISO/IEC RFID industry standards Hardware and Environment Technical Requirements

6.1   Combined Unit

6.1.1   Must read RFID events from both active and passive RFID tags.

6.1.2   Must be designed or configured so that the unit can be suspended above the read and excitation zone (Note: Combination Units will be installed at approximately 2.5 to 3 meters above the read and excitation zone.

6.1.3 The Active RFID reader component must be ISO 18000-7 compliant for Class 4 RF active tags, operating in the 433.92 MHz frequency.

6.1.4 The RFID Active reader and exciter, must have an excitation frequency of 125 KHz.

6.1.5 Must read the CRA's current active tag inventory.

6.1.6 The Passive RFID component must operate within the frequency range of 902MHz~928MHz.

6.1.7 The Passive RFID component must include passive antennas with circular polarization and be compatible with ISO 18000-63 , EPC Class1 Gen2 compliant passive tags.

6.1.8 must be Wi-Fi or Ethernet enabled in order to connect to a cellular router.

6.1.9 During a network interruption, it must buffer the events locally and have sufficient space to store up to 10,000 events/day for fourteen (14) calendar days. The Combined Unit must retain the data if power is lost and must transmit the buffered events automatically once the network connection is re-established.

6.2   Cellular router

6.2.1 Must be, at a minimum, IEEE 802.11 b/g/n and Wi-Fi protected access 2 (WPA2) and must have a minimum of 2 Ethernet ports and 1 USB port for software updates.

6.2.2 Must support all three major Canadian carrier's LTE frequencies with an automatic fallback to 3G. The three major Canadian carrier's are Bell, Rogers and Telus.

6.2.3 If the Combined Unit communication method is Wi-Fi (instead of Ethernet), it must support the same Wi-Fi standard as the cellular router.

6.2.4 The Contractor must supply a standalone internet connection between the RFID Combined Unit, via the cellular router, to the Contractor's data hosting server(s).

6.2.5 The Contractor must supply a cellular data plan for the transfer of data events, updates, maintenance, and monitoring tasks; for all identified installation locations **(11.0 List of Locations)**

6.2.6 The Contractor must provide cellular amplification if the signal is insufficient where the cellular router is installed.

6.3   Combined Unit and the cellular router

6.3.1 Both must remotely update the firmware software via internet and locally via USB interface.

6.3.2 Both must have a minimum operating temperature range of 0°C to +30°C, with fluctuating humidity levels, and a minimum ingress protection of IP52.

6.3.3 Both must be plug and play.

6.3.4 Both must be powered through a 120 VAC receptacle.

6.4   RFID tags

6.4.1 The Contractor must provide Slim Durable RFID Passive tags:

6.4.1.1   with EPC Memory 128 bit, 96-bit Tag Identifier, 48-bit unique serial number factory-encoded into TID.

6.4.1.2   must be less than 10 cm x 4 cm with a depth of less than 0.64 cm.

6.4.1.3   must have a minimum ingress protection of IP67.

6.4.2 The Contractor must provide Wet Inlay RFID Passive tags:

6.4.2.1   with a tag memory of EPC Memory 128 bit, 96-bit Tag Identifier, 48-bit unique serial number factory-encoded into TID.

6.4.3 The RFID Active tags must have an excitation frequency of 125 KHz

6.4.4 The Contractor must monitor the battery status of the RFID Active tags, and identify any tags that require maintenance.

6.4.5   The Contractor must provide maintenance and support on the CRA's current inventory of 8,348 RFID Active tags, and any new RFID Active tags requested through the contract, until they are deemed no longer necessary.

6.4.6 All Slim Durable RFID Passive tags, Wet Inlay RFID Passive tags, and RFID Active tags must have a human readable barcode that matches the RFID tags' ID.

7.0 Software as a Service (SaaS) Technical Requirements

7.1   Software and System solution

7.1.1 The Contractor must provide a SaaS shipment management system solution that meets the following management and reporting requirements:

7.1.1.1   must be a cloud based data and shipment management system solution hosted by the Contractor.

7.1.1.2   includes the tracking website for the CRA must be available in English and French and must allow a CRA user to choose between English and French.

7.1.1.3   Data event transfers between the Combined Unit and the provided cloud based solution must be in Near Real time.

7.1.1.4   must track the movement of shipments and its content from origin to final destination. This includes the tracking of shipments within the CRA's Transport Supplier's locations.

7.1.1.5   must capture data events, for which the CRA's Service Performance Measurements will be based on, at a minimum for the following number of locations:

- 31 CRA Transport Supplier locations;
- 50 CRA mailroom locations; and
- 6 Records and Digital Mail Supplier locations

7.1.2 must display the locations in a tree structure format, as provided in section **15.0 Location Tree Structure Format**. For example, under CRA main location, have sub-categories for regions, then sub-categories for mailroom "Hub" locations within each region, then sub-categories for mailroom "Spoke" locations within each of the mailroom "Hub" locations within each region.

7.1.3 must provide a status indicator, to indicate the following shipment service standard alert types:

- On time;

- Behind time;
- Inventory - RFID tag is in inventory (not in a shipment); and
- Repatriation – used for asset management of Shipment Containers and active tags.

7.1.4 must use coordinated universal time (UTC) to correctly calculate service standards and display the time for the time zone where the system will be accessed and used by the CRA, and where the Combined Unit will be located, as per section **11.0 List of Locations**.

7.1.5 must store and manage data, based on the following:

7.1.5.1 retain all records for a minimum of five years from creation; and

7.1.5.2 allow for future configuration of the software system to meet the CRA's on-going requirements to track, monitor and manage intra-Agency shipments, correspondence, and other assets as required.

7.2 RFID Tag Tracking, Monitoring and Management

7.2.1 Using RFID tags, the system must track and monitor:

- up to 200,000 Shipment Containers per year; and
- up to 800,000 contents within Shipment Containers per year, with a potential for further growth.

7.2.2 The system must register, track and monitor up to 800,000 inbound courier shipments from external sources using barcodes with tracking ID's.

7.2.3 The system must manage the inventory of RFID tags as follows:

- Allow RFID Active tag IDs to be moved to an RMA (i.e. out of circulation) folder to send to the Contractor for repair or battery change;
- Allow repaired RFID Active tag IDs to be placed back into circulation by removing them from the RMA folder and assigning them to the first RFID read event location;
- Allow lost or misplaced RFID Active tag IDs and RFID Slim Durable Passive tag IDs to be moved to an RMA (i.e. out of circulation) folder;
- Automatically recognize and return lost or misplaced RFID Active tag IDs and RFID Slim Durable Passive tag IDs back into circulation by removing them from the RMA folder and assigning them to the first RFID read event location); and
- The RFID Active tag IDs and RFID Slim Durable tag IDs must remain at all times in an RFID Tag Pool.

7.3 RFID Tag and Barcode Formats

7.3.1 The system must support 1D and 2D barcode types. The following RFID tag numeric identification formats which are currently 1D barcoded:

- CRA RFID Active Tag ID: 11 numeric ex. 18100005412 or 18100012024;

- CRA RFID Passive Tag ID - to be determined by CRA and Contractor after Contract Award i.e. sequenced number; and
- CRA RFID Passive Wet Inlay's Tag ID – to be determined by CRA and Contractor after Contract Award i.e. sequenced number.

7.3.2 The system must support the following Barcode shipment references both numeric or alpha-numeric identification formats which are currently 1D barcoded:

- Canada Post transport container: 1 numeric 3 Alpha 24 numeric ex. 1MNR2695414113691637876001 00;
- Purolator transport container: 34 numeric ex. 1262052229433219899714700000002600;

- CRA transport container ex. REDBIN9025786 generated by Contractor's system;
- Canada Post Monotainer transport: 4 alpha 7 numeric ex. MONO9008038 generated by contractor's system;
- Purolator Freight Transport: 11 numeric starting with 88 or 89 ex. 8895217688;
- CRA Pallet Transport ex. PALLET9003942 generated by contractor's proposed system; and
- CRA Shipment Security Seal ID – 8 numeric ex. 10627819.

7.3.3 The system must link the CRA shipment security seal ID and the RFID tag ID to each Shipment Container reference number when shipments are consigned in the SaaS shipment management system.

7.3.4 The system must support the following Barcode reference number both numeric or alpha-numeric identification formats in 1D and 2D formats for files nested within shipments:

- T973 ID used to track correspondence sent from CRA to CRA locations: 7 numeric ex. 1668246;
- CRA to CRA Records Supplier – correspondence ID: 1 Alpha 9 numeric ex. R600251342;
- Records Supplier to CRA – correspondence ID: 1 Alpha 7 numeric or 2 Alphas 6 numeric ex. E0482839 or CP151035; and
- Digital Mail supplier to CRA and CRA to digital mail supplier – correspondence ID: 3 Alpha 10 numeric or 6 Alpha 10 numeric ex. CRA0000001372 or BHBNCRA0000006444.

7.3.5 The system must be set up to select the destination and the transport type automatically from the barcode scan format. The destination of Canada Post shipments is embedded in the Canada Post reference number. Format will be provided by CRA after Contract Award.

7.3.6 The system must automatically create unique tracking IDs and barcodes for new CRA Transport Shipment Container.

7.3.7 The system must allow for additional barcode ID formats on an as and when required.

7.4   Printable Barcode Sheet

7.4.1 The system must have printable barcode sheets to facilitate the input of frequently used data entry information and scan commands.

7.4.2 The system must create and add new barcode shortcut sheets.

7.4.3 All barcode sheets must be editable for additions and deletions.

Note: Sheet format and barcode sheet information to be provided by CRA after contract award.

8.0 Shipment Management Requirements

8.1 Outbound Shipment

8.1.1 The system must have an outbound shipment registration function that allows CRA user's to consign shipments and link the shipment tracking reference number, RFID tag ID and the CRA security seal ID through a scan field. The outbound shipment registration function must include the following fields:

- A barcode scan field to enter all tracking ID's by scanning or typing the data;
- Origin;
- Destination;
- Sending date;
- Shipment weight;
- Transport Supplier; and
- Final destination field for nested files.

8.1.2 The system must nest files with tracking IDs within the parent shipment and the nested files must be trackable by the system.

8.2   Inbound Shipments

8.2.1 The system must provide an inbound shipment received function that allows CRA users at receiving locations to confirm receipt of a shipment if the RFID tag did not get an event read on arrival.

8.2.2 The system must allow the manual receipt of shipments, by providing the CRA users with the option to scan or type the RFID tag ID or the shipment tracking reference number, to confirm delivery. The system must allow users to select the date that the shipment has arrived.

8.2.3 The system must provide a function to register the receipt of courier shipments, with tracking IDs, from external clients. It must allow for export and printing of receipts for internal client sign-off. The printout must include the following key data points:

- Date;
- User ID;
- Courier name;
- Tracking Number;
- Sender Name;
- Recipient (Name and/or Division);
- CRA Sending Office; and
- Signatures block.

8.3   Data Event Transfer Management

8.3.1 The system must provide the following event type monitoring and management of shipments, include the shipment contents:

- Arrived – when an RFID tag gets a read at a shipment destination;
- Commissioned – when an RFID tag or file content ID is entered into the system the first time;
- Consigned – when an RFID tag is linked to a Transport Supplier barcode in a shipment. See section 7.3.2 above for barcode reference number details;
- RFID read – when an RFID tag gets a read from an RFID hardware;
- Transport Supplier Bar Code Scans – when a shipment is consigned in the system and the Transport Supplier reference number (barcode) is scanned in the Transport Supplier network; and
- Unpacked - when files nested within a Shipment Container are received.

8.3.2 The system must import data events from a data transfer that are used for Service Performance Measurement and management using API, FTP and SFTP transfers.

8.4   Shipment Tracking Forms

8.4.1   The system must generate a printable shipment Monotainer form using the format provided under section **12.0 Shipment Monotainer Form**, to allow CRA users to create and print a unique tracking reference number and barcode label containing information to track the Monotainer from origin location to destination location. The system must also generate an email with an attached pdf copy of the form to send to recipients entered by the user.

8.4.2   The system must generate a printable shipment pallet form using the format provided under section **13.0 Shipment Pallet Form**, to allow CRA users to create and print a unique tracking reference number and barcode label to track the pallet from origin location to destination location. The system must also generate an email with an attached pdf copy of the form to send to recipients entered by the user.

8.5   Tracking Website

8.5.1   The Contractor must provide and maintain a 24/7 tracking website to search files with tracking IDs.

8.5.2   The website search result screen must display data that is in real time or Near Real time for the following on-screen key data points:

- Origin;
- Destination;
- Event;
- Location;
- Registration time; and
- Planned delivery.

8.5.3   The tracking website must only be available to CRA employees and only on CRA's network; with no ID and password required. CRA to provide IP addresses after Contract Award.

8.6   Search and Status Functionality

8.6.1   The system must provide a search and status function for both RFID tags and tracking reference numbers of all event history. The status screen must display the following key data points:

- Shipment origin;
- Shipment destination;
- Last RFID event;
- Current location;
- RFID Tag ID;
- Shipment tracking reference number;
- Alert type;
- Planned delivery;
- RFID Tag event registration time;
- Shipment weight;
- Shipment rate; and
- Shipment elapsed time.

8.7   System User Support

8.7.1   User support documentation must be downloadable within the system and must include at a minimum:

- User guides;
- Postal codes list of CRA locations;

- Service standards matrix for transportation;
- Service standards matrix for files with IDs; and
- Printable barcode sheets.

9.0 Service Performance Measurement Requirements

Service performance must be calculated based on a combination of Data Events, transportation service standards and Processing Times. The Contractor must work with CRA to ensure proper calculations of the service level agreements (SLA's) matrices are incorporated into their solution to ensure shipments arrive at the final destination on or before the scheduled delivery times.

Service Performance Measurements are calculated based on processing times, data events (such as RFID read events), origin and destination locations and service level matrices. The CRA will provide the matrices after contract award in a tabular format which define the thousands of measurement points the CRA monitors.

9.1 Service Performance Measurement for Shipment Container

9.1.1 The system must integrate SLA's with Data Events, for Shipment Containers in accordance with the SLA matrices to be provided by the CRA after contract award.

9.2 Service Performance Measurement for Shipment Contents

9.2.1 The system must integrate SLA's with Data Events, for Shipment Contents in accordance with the SLA matrices to be provided by the CRA after contract award.

9.3 Service Performance Measurement for Records Management

9.3.1 The system provided must integrate Data Events, supplied by the CRA Record Supplier, via data transfer on hourly intervals. The system must provide flexible time intervals in the event a change from hourly intervals is required.

9.3.2 The timestamps for physical Work Order types in the data file must include:

- Requested Time;
- Picked Time; and
- Ready for Shipment Time.

9.3.3 The Consignment time of nested Work Orders must remain the same from origin to final destination.

9.4 Automated E-mail Alerts Requirements

9.4.1 The system must integrate automatic email alerts whenever a SLA is missed based on timestamps and events in accordance with the SLA matrices to be provided by the CRA after contract award.

9.4.2 The system must provide, at a minimum, the 8 current automatic email alerts identified below. Each email alert type is based on an individual email template. Email addresses and templates to be supplied by CRA after contract award; system must allow for the change of email address on as and when needed basis.

9.4.3 Automatic email alerts related to Shipment Container tracking Service Performance Measurements:

- 8 Hours alert – No Data Event after 8 hours of consigning a shipment (Courier / Monotainer / Pallet);
- 48 Hour alert – No Data Event over 48 hrs from planned delivery (courier shipments);

- 5 Day alert – No Data Event over 5 days (Pallets / Monotainers shipments);
- Conflict alert – RFID tag or tracking reference number is used while still locked in a current shipment;

9.4.4 Automatic email alerts related to shipment contents tracking Service Performance Measurements:

- Missed Transfer Scan – time from when tracked files, contained in the shipment and require forwarding, arrive in a mailroom to when they are consigned into the forwarding shipment (SLA same day);
- Work Order Late Pick – SLA on time from Work Order requested to when it is to be picked;
- Work Order Late Ready to Ship – SLA on time from when the Work Order requested to when it is ready to be shipped; and
- Work Order Late Consignment – SLA on time from when the Work Order is requested to when it is consigned into a shipment.

9.5   System Reporting Module Requirements

9.5.1 The system must include an inventory management drill down report that shows all sites in the RFID Tag Pool in a location tree format.   It must also display the number of tags at each location, based on the last read events. The report search screen must provide the following filters:

- Origin;
- Destination;
- Event;
- Current location;
- Weight (kg);
- Shipment contents; and
- Period selection.

9.5.2 The report must provide the following data fields:

- Origin;
- Destination;
- Event;
- Current location;
- RFID Tag ID;
- Tracking reference number;
- Alert type;
- Consigned lime;
- Planned delivery;
- RFID tag event registration time;
- Shipment weight;
- Shipment rate; and
- Shipment elapsed time.

9.5.3 The system must include a shipment drill down report that shows the number (volumes) of shipments. The report search screen must provide the following filters:

- FROM location in a location tree;
- TO location in a location tree;
- Period selection FROM;
- Period selection TO;
- Origin;

- Destination;
- Alert type;
- Transport;
- Container type;
- Weight (kg); and
- Shipment contents.

9.5.4 The report must provide the following data fields:

- FROM location;
- TO location; and
- Total.

9.5.5 The system must include a shipment drill down report that shows the number(volumes) of contents, nested within shipments. The report search screen must provide the following filters:

- FROM location in a location tree;
- TO location in a location tree;
- Period selection FROM;
- Period selection TO;
- Origin;
- Destination; and
- File type.

9.5.6 The report must provide the following data fields:

- FROM location;
- TO location; and
- Total.

9.5.7 The system must include a Work Order processing report which must provide information from CRA Records Supplier's service performance on Work Orders and documents nested into shipments. The report search screen must provide the following filters:

- Record Supplier location;
- Period selection FROM;
- Period selection TO;
- Word Order type;
- Word Order alerts; and
- File status.

9.5.8 The report must provide the following data fields:

- Location;
- File ID/Item code;
- Work Order ID;
- Requested time;
- Planned pick time;
- Registered pick time;
- Pick alert;
- Planned ready to ship time;
- Registered ready to ship time;
- Ready to ship alert;

- Planned consignment time;
- Registered consignment time;
- Consignment alert;
- Work Order type; and
- File status.

9.5.9 The system must include a Work Order end-to-end report, which must provide information on service performance on Work Orders nested into shipments from requested time, Processing Time at the CRA Records Supplier's location and transport time via the CRA Transport Suppliers to destination location (end to end). The report search screen must provide the following filters:

- FROM location in a location tree;
- TO location in a location tree;
- Period selection FROM;
- Period selection TO;
- Origin;
- Destination;
- Transport alert;
- Word Oder alerts; and
- Word Order types.

9.5.10 The report must provide the following data fields:

- FROM location;
- TO location; and
- Total;

9.5.11 The system must allow multiple locations to be selected within the "From" and "To" filters for the reporting types.

9.5.12 The system must export the reports in MS Excel or csv (formatted with headers).

9.5.13 The system must allow the configuration of additional reports, as and when required.

9.6   Shipment Container Rate Format Requirements

9.6.1 The system must upload Shipment Container rates based on:

- Location to location; and Weight tables, to be provided by the CRA after Contract Award.

9.7   System Security and Functionality Requirements

9.7.1 The system must provide, at a minimum, two (2) login credentials per site by postal codes (i.e. "A1B1" and "A1B2" for St. John's NL postal code = A1B 3Z1) and a password to be supplied by CRA. The system must be set up to recognize the shipment origin location as the default office location from the locations as listed in **11.0 List of Locations**, based on the login credentials.

9.7.2   The system must include a web console accessible to at least two CRA users at each site via a secure web interface (i.e. HyperText Transfer Protocol Secure – HTTPS, using Communications Security Establishment (CSE) approved protocols (e.g. TLS 1.2) and cryptographic algorithms specified in ITSP 40.111 (https://www.cse-cst.gc.ca/en/node/1831/html/26515).

9.7.3 The system must be compatible with the Windows 10 operating system, and must support the following browsers:

- Google Chrome v88 (and all subsequent releases);

- Mozilla Firefox v78 (and all subsequent releases); and
- Microsoft Edge v88 (and all subsequent releases).

9.7.4 The system must support the enforcement of a role-based access control policy over the following defined subjects and objects:

- Create, read, update and delete roles;
- Assign features and functions to specific user roles; and
- Assign, revoke, and update a user group to one or more roles.

9.7.5 The system must provide Administrator users to perform, at a minimum, the following user management and functional capabilities:

- Create, read, update and delete roles;
- Assign specific features and functions to specific user roles;
- Assign, revoke, and update a user group to one or more roles; and
- Create or delete courier names for the registration of courier package receipts

9.7.6 The system must allow the CRA to define, collect and store audit records and events associated with any user activities performed within the system, including at a minimum:

- Successful and unsuccessful attempts to access, modify, or delete security objects (security objects include audit data, system configuration files and file or users' formal access permission);
- Successful and unsuccessful logon attempts;
- Privileged activities or other system level access;
- What type of activity occurred;
- When (date and time) the activity occurred;
- Where the activity occurred;
- The source of the activity;
- The outcome (success or failure) of the activity; and
- The identity of any individuals or subjects associated with the activity.

9.7.7 The system must employ cryptographic mechanisms and secure network protocols for protection of data in motion that have been approved by CSE and validated by the Cryptographic Algorithm Validation Program (CAVP), and are specified in ITSP.40.111 and ITSP40.062 (specifically section 3: Transport Layer Security).

9.7.8 The system must have a documented patch management process for systems and devices required to process, transmit and store CRA data.

9.7.9 The system must employ a centrally managed malicious code and spam protection mechanisms at information entry and exit points to detect and eradicate malicious code. The mechanisms must be updated whenever new releases are available.

9.7.10 The system must have a documented incident handling process for security incidents that includes preparation, detection and analysis, containment, eradication, recovery and future mitigation actions.

9.8   Monitoring, Technical Support and Reporting Requirements

9.8.1 The Contractor must provide monitoring and technical support, in the form of a helpdesk, to manage and resolve issues with the SaaS shipment management system solution as well as with any issues related to the RFID hardware and the data cellular service. Identified issues must be resolved by the Contractor within one business day. An extension to this resolution timeframe is at the discretion of the CRA Project Authority. The helpdesk must be available through a toll free number or electronically (i.e. email address or web-based tool), and must be available between normal business hours of 08:00 and 16:00 as determined by the local time zones applicable nationally across Canada and excludes Government holidays.

9.8.2 The Contractor must provide bi-monthly reports of cellular service data usage.

9.9   Business Continuity Plan Requirements

9.9.1 The Contractor must have a business continuity plan that details key activities required to reinstate services should there be a service disruption. The business continuity plan must include contact personnel, activation and notification procedures, recovery teams and recovery locations.

9.9.2 Within 15 days of a written request made by the Project Authority the Contractor must provide and implement a documented exit strategy for end of service, which would support the complete transfer and destruction of all CRA data content processed and stored on the Contractor's platform.

9.9.3 When the service terminates with the Contractor, all CRA related data content must be transferred to the CRA in such a way that another Contractor can continue support of the product/service.

9.9.4 The Contractor must remove and securely delete all Content from the platform at the conclusion of the contract and/or at the request of the CRA. The secure destruction of the data must be conducted to prevent recovery. The Contractor must provide the Project Authority with a certificate of destruction each time any data is destroyed (at the end of the contract or upon request by the CRA).

10.0   Professional Services and Training Requirements

10.1   Professional Services for Installation and Setup:

10.1.1 The Contractor must provide the CRA with remote and on-site professional services to assist the CRA in the planning, designing, configuring, integration, installation and support of the RFID shipment and content management solution **in order for the solution to be deemed Ready for Use no later than five (5) months from contract award.**

10.1.2 The tasks performed by the Contractor's resources will include:

10.1.2.1   The Contractor will work with CRA to perform a site survey at each site location as listed in 11.0 List of Locations to determine the best location for the placement of the RFID Combined Unit and the cellular router to ensure RFID tags are successfully read, as determined by each CRA mailroom current process.

10.1.2.2   The Contractor will perform a test to ensure there is sufficient cellular signal at each location as listed in 11.0 List of Locations and determine if a cellular amplification is required. In the event cellular amplification is required, the Contractor will recommend to the CRA the best placement of that cellular amplification and will work with the CRA for the installation of such equipment.

10.1.2.3   The Contractor will help CRA install the RFID Combined Unit, the cellular router as well as the cellular amplification, if required at each location as listed in section 11.0.

10.1.2.4   During the installation, the Contractor will help CRA test connectivity and data capture.

10.1.2.5   The Contractor will design and configure the SaaS shipment and management system solution to integrate the CRA processes and to meet all mandatory requirements.

10.1.2.6   The Contractor must work with the CRA for system naming nomenclature and display formats.

10.1.2.7   The Contractor will work with the CRA to integrate data systems.

10.1.2.8   The Contractor will setup a CRA account for billing and payment purposes.

10.1.2.9   The Contractor will perform testing to ensure that all components of the RFID shipment and content management solution meets the system security requirements as described in Section 9.7 of the SOW.

10.1.2.10 The Contractor, with the assistance of the CRA, will create and document test plans for performance tests, define metrics for performance tests, execute performance tests and review results with the CRA.

10.1.2.11 The Contractor will provide hardware, software and cellular service support as issues arise during the installation until CRA is satisfied that all components of the system run as expected.

10.2   Professional Services for As and When Requested Requirements

10.2.1 The Contractor must provide the CRA with remote and on-site professional services on an as-and-when requested basis to assist the CRA to plan, design, configure, integrate, and support the implementation and ongoing maintenance of the RFID shipment and content management solution from the time the solution is deemed Ready for Use by the Contractor.

10.2.2 The tasks performed by the Contractor's resources will include, but are not limited to,:

10.2.2.1   The Contractor will work with the CRA to design and configure the SaaS shipment and management system solution **to meet mandatory requirements 9.0 to 9.6.1 inclusive for the Service Performance Measurement, Automated E-mail Alerts, System Reporting Module and Shipment Container Rate Format requirements**.

10.2.2.2   The Contractor will monitor remotely the hardware, software and cellular service and will provide the CRA with monthly status updates of the RFID shipment and content management solution as well as the Contractor's procedures to inform the CRA if issues arise and to explain how the issues were resolved.

10.2.2.3   The Contractor will install the RFID shipment and content management solution's hardware at a new site when required by the CRA and will assist the CRA if existing installed hardware needs to be moved as part of a relocation to another location, to be repaired or if the hardware needs to be decommissioned.

10.2.2.4   The Contractor will assist the CRA during future configurations of the SaaS shipment management system solution by providing project coordination and support, including testing and deployment.

10.3   Professional Services Resources:

10.3.1 The CRA may require additional as-and-when requested services and will require the following resource types:

10.3.1.1   Group #1: Hardware Support Tasks:

The resource(s) must have at least three (3) years of work experience in the last six (6) years performing the following tasks but not limited to:

- Performing site surveys;

- Performing on-site installation services for RFID hardware components

- Providing assistance with equipment installation which may be done remotely;

- Testing of connectivity and data capture; and

- Providing training, quality assurance, helpdesk support.

10.3.1.2   Group #2: Project Management Tasks:

- Providing support for projects and administrative tasks;

- Assisting with the testing and implementation of the RFID shipment and content management solution;

- Providing support in the coordination of projects with internal teams and with CRA stakeholders; and

- RMA (i.e. receiving/shipping of RFID active tags for battery repair, other hardware maintenance or repair).

10.3.1.3 Group #3: IT Technical Support Tasks:

The Contractor resource(s) provided must have at least three (3) years of work experience in the last six (6) years performing the following tasks but not limited to:

- Providing IT and systems architecture design in regards to the setup and implementation of the RFID shipment and content management solution;

- Providing integration of the hardware and software components of the RFID shipment and content management solution in order to meet the technical requirements as described in the SOW;

- Integrating CRA existing systems with the RFID shipment and content management solution;

- Providing the CRA with expert support via helpdesk.

- Providing software design, specifications, documentation and integration;

- Providing software and Middleware programming, configuring, testing, maintenance and implementation;

- Providing software specialized support via helpdesk.

10.4   Initial Project Implementation Requirements:

10.4.1 The Contractor will work with the CRA to establish a kick off meeting to determine the following project implementation requirements:

- Establish project management team contacts;
- Create a project and implementation plan;
- Develop a schedule for the initial installation of the RFID shipment and content management solution which includes site surveys, installations and site acceptance testing, to be conducted in a phased approach; and
- Develop a transition plan to ensure continuity of managing shipments and contents during the transition from the existing RFID solution to the new RFID shipment and content management solution.

10.5   Training Services Requirements:

10.5.1 The Contractor must provide the CRA with remote and on-site training services in English for CRA users on an as-and-when requested basis to provide general and in-depth knowledge of the RFID shipment and content management solution. In the event on-site training is required, it will be held at a CRA facility

10.5.2 The Contractor will provide training in the form of "train-the-trainer" in English on the RFID shipment and content management solution on an as-and-when requested basis.

10.5.3 The "train-the-trainer" methodology is directed at training CRA authorized employees who would in turn train other CRA authorized employees which may include consultants.

10.5.3.1 The Contractor will provide training documentation to CRA employees.

10.5.3.2 The Contractor must provide a user acceptance testing environment for training and testing purposes.

11.0   List of Locations

RECORDS AND DIGITAL MAIL SUPPLIERS			
LOCATION ADDRESS	**CITY**	**POSTAL CODE**	**PROVINCE**
DIGITAL MAIL FACILITY (Contracted) **20 CAMELOT DRIVE**	**NEPEAN**	**K2G 5X8**	**ON**
RECORDS STORAGE FACILITY (Contracted) **4-501 PALLADIUM DRIVE**	**KANATA**	**K2V 0A2**	**ON**
DIGITAL MAIL FACILITY (Contracted) **28820-14TH AVENUE**	**MARKHAM**	**L3R 0S9**	**ON**
DIGITAL MAIL FACILITY (Contracted) **145 INDUSTRIAL PARKWAY SOUTH, #14**	**AURORA**	**L4G 3V5**	**ON**
RECORDS STORAGE FACILITY (Contracted) **50 DRIVER ROAD**	**BRAMPTON**	**L6T 5V2**	**ON**
RECORDS STORAGE FACILITY (Contracted) **19159 22nd AVENUE, UNIT 4**	**SURREY**	**V3Z 3S6**	**BC**
CRA LOCATIONS			
LOCATION ADDRESS	**CITY**	**POSTAL CODE**	**PROVINCE**
███████████	███████	███████	███
ASSUMPTION PLACE **770 MAIN STREET, 2nd FLOOR**	**MONCTON**	**E1C 1E7**	**NB**
955 MURRAY AVENUE	**BATHURST**	**E2A 0C8**	**NB**
126 PRINCE WILLIAM STREET	**SAINT JOHN**	**E2L 4H9**	**NB**
161 ST. PETERS ROAD	**CHARLOTTETOWN**	**C1A 8L3**	**PE**
275 POPE ROAD	**SUMMERSIDE**	**C1N 5Z7**	**PE**
290 EMPIRE AVENUE	**ST. JOHN'S**	**A1B 3Z1**	**NL**
100-145 HOBSONS LAKE DRIVE	**HALIFAX**	**B3S 0J1**	**NS**
47 DORCHESTER STREET	**SYDNEY**	**B1P 7H5**	**NS**
███████████	███████	███████	███
OTTAWA TECHNOLOGY CENTRE **875 HERON ROAD**	**OTTAWA**	**K1A 1A2**	**ON**
PLACE DE VILLE **320 QUEEN STREET**	**OTTAWA**	**K1R 5A3**	**ON**
2215 GLADWIN CRESCENT	**OTTAWA**	**K1B 4K9**	**ON**
1475 JOHN COUNTER BOULEVARD	**KINGSTON**	**K7M 0E6**	**ON**

180 SHIRREFF STREET	NORTH BAY	P1B 9B4	ON
11 STATION STREET	BELLEVILLE	K8N 2S3	ON
1050 NOTRE DAME STREET	SUDBURY	P3A 5C1	ON
1 FRONT STREET	TORONTO	M5J 2X6	ON
7th FL, 5001 YONGE STREET	NORTH YORK	M2N 6R9	ON
1161 CRAWFORD DRIVE (ground floor)	PETERBOROUGH	K9J 6X6	ON
200 TOWN CENTRE COURT, SUITE 475	SCARBOROUGH	M1P 4Y3	ON
5800 HURONTARIO STREET	MISSISSAUGA	L5R 4B4	ON
81 MULCASTER STREET	BARRIE	L4M 6T7	ON
55 ATHOL STREET EAST	OSHAWA	L1H 1J8	ON
(1st floor) 55 BAY STREET	HAMILTON	L8R 3P7	ON
32 CHURCH STREET	ST. CATHARINES	L2R 3B9	ON
451 TALBOT STREET	LONDON	N6A 5E5	ON
101-441 UNIVERSITY AVENUE WEST	WINDSOR	N9A 5S8	ON
166 FREDERICK STREET	KITCHENER	N2H 0A9	ON
130 SOUTH SYNDICATE AVENUE	THUNDER BAY	P7E 1C7	ON
9755 KING GEORGE HIGHWAY	SURREY	V3T 5E1	BC
468 TERMINAL AVENUE	VANCOUVER	V6A 0C1	BC
200-471 QUEENSWAY AVENUE	KELOWNA	V1Y 6S5	BC
1415 VANCOUVER STREET	VICTORIA	V8V 3W4	BC
277 WINNIPEG STREET	PENTICTON	V2A 1N6	BC
280 VICTORIA STREET	PRINCE GEORGE	V2L 4X3	BC
1955 SMITH STREET	REGINA	S4P 2N9	SK
360 MAIN STREET	WINNIPEG	R3C 2W2	MB
66 STAPON ROAD	WINNIPEG	R3C 3M2	MB
340 - 3RD AVENUE NORTH	SASKATOON	S7K 0A8	SK
210-153 11th STREET	BRANDON	R7A 7K6	MB
125, 220 4TH AVENUE SOUTH EAST	CALGARY	T2G 0L1	AB
200, 419 - 7 STREET SOUTH	LETHBRIDGE	T1J 4E1	AB
9700 JASPER AVENUE	EDMONTON	T5J 4C8	AB
201-4911 51 STREET	RED DEER	T4N 6V4	AB
50, PLACE DE LA CITÉ	SHERBROOKE	J1H 5L8	QC

2251, BOULEVARD RENÉ-LÉVESQUE	JONQUIÈRE	G7S 5J2	QC
2575, BOULEVARD STE ANNE	QUÉBEC	G1J 1Y5	QC
180, RUE DE LA CATHÉDRALE	RIMOUSKI	G5L 5H9	QC
44, AVENUE DU LAC	ROUYN-NORANDA	J9X 6Z9	QC
4695, BOULEVARD DE SHAWINIGAN-SUD	SHAWINIGAN	G9P 5H9	QC
305 BOULEVARD RENÉ-LÉVESQUE OUEST	MONTRÉAL	H2Z 1A6	QC

12.0   Shipment Monotainer Form

Canada Revenue   Agence du Revenu
Agency   du Canada

MONO9008164

CRA SECURE MONOTAINER TRANSPORTATION AND DELIVERY REQUEST FORM

CPC will pick up within (3) business days from the date of the email request

This form has been emailed to:

Sample: E-mail1, Email 2, Email 3

If necessary, refer to the Mail Services Contact list for contact information:
http://infozone/english/r2820205/ad/corporate/mail_e.asp

FROM	
TSO/TC Name:	
Address:	
City, Province, Postal Code:	
Contact Name:	
Phone Number:	
No. of Monotainers:	
Cost Center Number: (for CRA use only)	
Date Monotainers will be ready for pickup:	
Time Monotainers will be ready for pickup:	
Time CRA mailroom closes for the day:	
Red seal number: (to be added once known)	
Monotainer serial #: (to be added once known)	
RFID tag # (1 tag per monotainer): (to be added once known)	
Indicate Workflow (Recall Shipments ONLY):	
Other (provide details):	

TO	
TSO/TC Name:	
Address:	
City, Province, Postal Code:	
Contact Name:	
Phone Number	

CANADA POST (PICK-UP) DRIVER: _____   _____
                                  Name (please print)   Signature and Date

CANADA POST (DELIVERY) DRIVER: _____   _____
                                  Name (please print)   Signature and Date

CRA RECEIVING MAIL OPERATIONS: _____   _____
                                  Name (please print)   Signature and Date

13.0   Shipment Pallet Form

Canada Revenue   Agence du Revenue |‖‖ ‖▌▐‖‖‖ ▌‖‖‖‖ ‖▌‖‖▌| | PALLET9003982 |
Agency   du Canada

CRA SECURE PALLET TRANSPORTATION AND DELIVERY REQUEST FORM

CPC will pick up within (3) business days from the date of the email request

This form has been emailed to:
Sample: E-MAil 1, E-MAil 2, E-Mail 3

If necessary, refer to the Mail Services Contact list for contact information:
http://infozone/english/r2820205/ad/corporate/mail_e.asp

FROM	
TSO/TC Name:	
Address:	
City, Province, Postal Code:	
Contact Name:	
Phone Number:	
No. of Pallets:	
Cost Center Number: (for CRA use only)	
Date Pallets will be ready for pickup:	
Time Pallets will be ready for pickup:	
Time CRA mailroom closes for the day:	
Red seal number: (to be added once known)	
Pallet serial #: (to be added once known)	
RFID tag # (1 tag per pallet): (to be added once known)	
Indicate Workflow (Recall Shipments ONLY):	
Other (provide details):	

TO	
TSO/TC Name:	
Address:	
City, Province, Postal Code:	
Contact Name:	
Phone Number	

CANADA POST (PICK-UP) DRIVER: _____   _____
                                          Name (please print)   Signature and Date

CANADA POST (DELIVERY) DRIVER: _____   _____
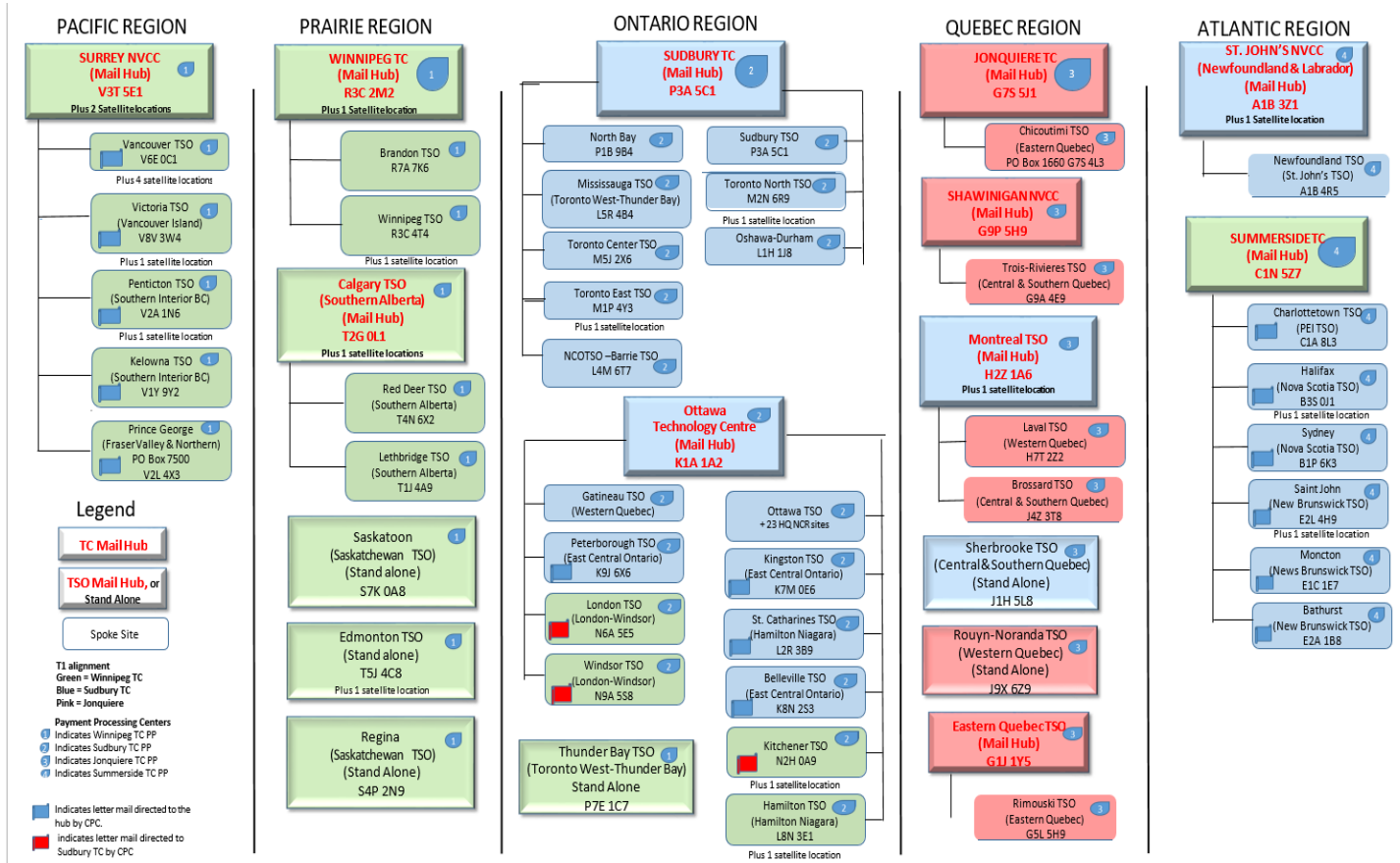   Name (please print)   Signature and Date

CRA RECEIVING MAIL OPERATIONS: _____   _____
                                          Name (please print)   Signature and Date

14.0   Configuration of CRA Hub and Spoke Network

PACIFIC REGION

SURREY NVCC (Mail Hub) V3T 5E1 — Plus 2 Satellite locations [1]

- Vancouver TSO V6E 0C1 [1] — Plus 4 satellite locations
- Victoria TSO (Vancouver Island) V8V 3W4 [1] — Plus 1 satellite location
- Penticton TSO (Southern Interior BC) V2A 1N6 [1] — Plus 1 satellite location
- Kelowna TSO (Southern Interior BC) V1Y 9Y2 [1]
- Prince George (Fraser Valley & Northern) PO Box 7500 V2L 4X3 [1]

Legend

- TC Mail Hub
- TSO Mail Hub, or Stand Alone
- Spoke Site

T1 alignment
Green = Winnipeg TC
Blue = Sudbury TC
Pink = Jonquiere

Payment Processing Centers
[1] Indicates Winnipeg TC PP
[2] Indicates Sudbury TC PP
[3] Indicates Jonquiere TC PP
[4] Indicates Summerside TC PP

Indicates letter mail directed to the hub by CPC.
indicates letter mail directed to Sudbury TC by CPC.

PRAIRIE REGION

WINNIPEG TC (Mail Hub) R3C 2M2 — Plus 1 Satellite location [1]

- Brandon TSO R7A 7K6 [1]
- Winnipeg TSO R3C 4T4 [1] — Plus 1 satellite location

Calgary TSO (Southern Alberta) (Mail Hub) T2G 0L1 — Plus 1 satellite locations [1]

- Red Deer TSO (Southern Alberta) T4N 6X2 [1]
- Lethbridge TSO (Southern Alberta) T1J 4A9 [1]

- Saskatoon (Saskatchewan TSO) (Stand alone) S7K 0A8 [1]
- Edmonton TSO (Stand alone) T5J 4C8 [1] — Plus 1 satellite location
- Regina (Saskatchewan TSO) (Stand Alone) S4P 2N9 [1]

ONTARIO REGION

SUDBURY TC (Mail Hub) P3A 5C1 [2]

- North Bay P1B 9B4 [2]
- Sudbury TSO P3A 5C1 [2]
- Mississauga TSO (Toronto West-Thunder Bay) L5R 4B4 [2]
- Toronto North TSO M2N 6R9 [2] — Plus 1 satellite location
- Toronto Center TSO M5J 2X6 [2]
- Oshawa-Durham L1H 1J8 [2]
- Toronto East TSO M1P 4Y3 [2] — Plus 1 satellite location
- NCOTSO –Barrie TSO L4M 6T7 [2]

Ottawa Technology Centre (Mail Hub) K1A 1A2 [2]

- Gatineau TSO (Western Quebec) [2]
- Ottawa TSO +23 HQ NCR sites [2]
- Peterborough TSO (East Central Ontario) K9J 6X6 [2]
- Kingston TSO (East Central Ontario) K7M 0E6 [2]
- London TSO (London-Windsor) N6A 5E5 [2]
- St. Catharines TSO (Hamilton Niagara) L2R 3B9 [2]
- Windsor TSO (London-Windsor) N9A 5S8 [2]
- Belleville TSO (East Central Ontario) K8N 2S3 [2]
- Kitchener TSO N2H 0A9 [2] — Plus 1 satellite location
- Thunder Bay TSO (Toronto West-Thunder Bay) Stand Alone P7E 1C7
- Hamilton TSO (Hamilton Niagara) L8N 3E1 [2] — Plus 1 satellite location

QUEBEC REGION

JONQUIERE TC (Mail Hub) G7S 5J1 [3]

- Chicoutimi TSO (Eastern Quebec) PO Box 1660 G7S 4L3 [3]

SHAWINIGAN NVCC (Mail Hub) G9P 5H9 [3]

- Trois-Rivieres TSO (Central & Southern Quebec) G9A 4E9 [3]

Montreal TSO (Mail Hub) H2Z 1A6 — Plus 1 satellite location [3]

- Laval TSO (Western Quebec) H7T 2Z2 [3]
- Brossard TSO (Central & Southern Quebec) J4Z 3T8 [3]

- Sherbrooke TSO (Central & Southern Quebec) (Stand alone) J1H 5L8 [3]
- Rouyn-Noranda TSO (Western Quebec) (Stand Alone) J9X 6Z9 [3]

Eastern Quebec TSO (Mail Hub) G1J 1Y5 [3]

- Rimouski TSO (Eastern Quebec) G5L 5H9 [3]

ATLANTIC REGION

ST. JOHN'S NVCC (Newfoundland & Labrador) (Mail Hub) A1B 3Z1 — Plus 1 Satellite location [4]

- Newfoundland TSO (St. John's TSO) A1B 4R5 [4]

SUMMERSIDE TC (Mail Hub) C1N 5Z7 [4]

- Charlottetown (PEI TSO) C1A 8L3 [4]
- Halifax (Nova Scotia TSO) B3S 0J1 [4] — Plus 1 satellite location
- Sydney (Nova Scotia TSO) B1P 6K3 [4]
- Saint John (New Brunswick TSO) E2L 4H9 [4] — Plus 1 satellite location
- Moncton (News Brunswick TSO) E1C 1E7 [4]
- Bathurst (New Brunswick TSO) E2A 1B8 [4]

15.0   Location Tree Structure Format

Note: + sign = expandable and collapsible

Location From:	Location To:
+ ALL	+ ALL
+ Transport Supplier	+ Transport Supplier
Transport Supplier - Bathurst	Transport Supplier - Bathurst
Transport Supplier - Calgary	Transport Supplier - Calgary
Transport Supplier - Charlottetown	Transport Supplier - Charlottetown
Transport Supplier - Chicoutimi	Transport Supplier - Chicoutimi
Transport Supplier - Edmonton	Transport Supplier - Edmonton
Etc.	Etc.
+ CRA	+ CRA
+ Atlantic	+ Atlantic
St. John's NL	St. John's NL
+ Summerside PEI (HUB)	+ Summerside PEI (HUB)
Bathurst	Bathurst
Charlottetown PEI	Charlottetown PEI
Halifax NS	Halifax NS
Moncton NB	Moncton NB
Saint John NB	Saint John NB
Sydney NS	Sydney NS
+ Ontario	+ Ontario
+ Ottawa (HUB)	+ Ottawa (HUB)
Belleville	Belleville
Hamilton	Hamilton
Kingston	Kingston
Kitchener	Kitchener
London	London
Etc.	Etc.
+ Pacific	+ Pacific
+ Surrey (HUB)	+ Surrey (HUB)
Vancouver	Vancouver
Kelowna	Kelowna
Penticton	Penticton
Etc.	Etc.
+ Records Supplier	+ Records Supplier
Records Supplier - Toronto	Records Supplier - Toronto
Records Supplier - Ottawa	Records Supplier - Ottawa
Records Supplier - Vancouver	Records Supplier - Vancouver
Etc.	Etc.

Annex B: List of Deliverables and Pricing

To be inserted at time of Contract Award

Annex C: Task Authorization Form

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

Contractor:	Contract No.:
Task Authorization No.:	Date:

1.0 DESCRIPTION OF THE TASK / WORK TO BE PERFORMED

2.0 Price
Total

3.0 VALIDITY PERIOD	
Start Date:	End Date:

4.0 PROJECT AUTHORITY SIGNATURE

Project Authority (print name)**: _____**

Signature: _____   **Date: _____**

5.0 CONTRACTING AUTHORITY SIGNATURE

Contracting Authority (print name)**:_____**

Signature: _____   **Date: _____**

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

6.0 CONTRACTOR SIGNATURE

The Contractor hereby accepts the Task Authorization identified above.

Name of Contractor authorized to sign: (print name)	Title of Contractor authorized to sign: (print title)	Date:

Signature: