



RETURN BIDS TO:

IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca

Attn: Steven French

FOR ELECTRONIC BIDS:

The electronic mailbox is equipped to send an automatic reply to all messages received. If you do not receive an automatic response, please contact the Contracting Authority to ensure your bid was received. Please note that it is the bidder's sole responsibility to ensure that all bids submitted are received in their entirety by Citizenship and Immigration Canada by the closing date and time indicated in this RFP.

IMPORTANT NOTICE TO SUPPLIERS

The Government Electronic Tendering Service on buyandsell.gc.ca/tenders will be the sole authoritative source for Government of Canada tenders that are subject to trade agreements or subject to departmental policies that require public advertising of tenders.

REQUEST FOR PROPOSAL

Proposal To: Citizenship and Immigration Canada

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 or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

Instructions : See Herein

**Instructions: Voir aux présentes
Issuing Office – Bureau de distribution
Citizenship and Immigration Canada
Procurement and Contracting Services
70 Crémazie
Gatineau, Québec K1A 1L1**

Title – Sujet	
External Client Service Evaluation Surveys	
Solicitation No. – N° de l'invitation	Date
CIC-155162 (amendment 001)	2023-05-25
Solicitation Closes – L'invitation prend fin at – à 2:00 PM on – 2023-06-10	Time Zone Fuseau horaire
	EST
F.O.B. - F.A.B.	
Plant-Usine: <input type="checkbox"/>	Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>
Address Inquiries to: - Adresser toutes questions à :	
IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca	
Telephone No. – N° de téléphone :	
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction :	
See Herein	
Delivery required - Livraison exigée	
See Herein	
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur	
Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm	
Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur	

(type or print)/ (taper ou écrire en caractères d'imprimerie)	
_____	_____
Signature	Date



Amendment 001 is raised to:

- Change the closing date of the solicitation;
- Correct the French version of Part 6 – Security, Financial and Other requirements; and
- Bring changes to the point rated criteria included in attachment 1 of Part 4.

- **Delete Attachment 1 of part 4 in its entirety and replace it by:**

Attachment 1 of Part 4

Mandatory Technical Criteria

Mandatory Technical Criteria (MT)

For the purpose of the mandatory technical criteria specified below, the experience of the Bidder, its affiliates, employees and sub-contractors will be considered.

Attention Bidders: Beside each of the criterion, write the relevant page number(s) from your proposal which addresses the requirement identified in the criterion.

Number	Mandatory Technical Criterion	MET	NOT MET	Cross Reference to Proposal (Page #)
MT1	<p>The bidder MUST demonstrate experience in conducting a minimum of three (3) telephone surveys projects within the last five (5) years.</p> <p>Project Definition for each survey: -minimum of 1,000 successful respondents</p> <p>Provide detailed example of projects for which the bidder has experience in conducting telephone survey projects. Each example must be supported by a reference (i.e. name, title, phone number, email address) who is a client of the survey project.</p> <p>Should a reference provide negative feedback regarding the description provided of the project, IRCC reserves the right to deem the Bidder Non-Responsive.</p>			



<p>MT2</p>	<p>The bidder MUST demonstrate a minimum of two (2) telephone survey projects conducted by their field staff in both official languages English and French within the last five (5) years. Bidders must list the number of interviews conducted in each language for each project.</p> <p>Project Definition for each survey: -Minimum of 250 interviews in French and, -Minimum of 500 interviews in English</p> <p>Provide detailed example of projects for which the bidder has experience in conducting telephone survey projects in both official languages, English and French.</p> <p>Each example must be supported by a reference (i.e. name, title, phone number, email address) who is a client of the survey project.</p> <p>Should a reference provide negative feedback regarding the quality of the linguistic delivery of the telephone survey projects, IRCC reserves the right to deem the Bidder Non-Responsive.</p>			
<p>MT3</p>	<p>The bidder MUST submit one (1) reference letter from previous client that clearly demonstrates the bidder's ability to complete a telephone survey project within the last five (5) years, in terms of research quality and time.</p> <p>Reference letter must include a description that will support at a minimum the following;</p> <ul style="list-style-type: none"> -The contractor has met all timelines. - The contractor has provided high-quality deliverables. -The contractor has provided regular feedback and updates during the project. <p>Project Definition for the survey: -Minimum of 2500 respondents -Minimum of 200 interviews in French -Minimum of 200 interviews in English</p> <p>If the bidder cannot provide a reference letter and/or if the research quality and time objectives are not clearly indicated, IRCC reserves the right to disqualify the bidder.</p>			
<p>MT4</p>	<p>The bidder MUST demonstrate experience in conducting a minimum of three (3) online surveys projects within the last five (5) years.</p> <p>Project Definition for each survey: -minimum of 1,000 successful respondents</p> <p>Provide detailed example of projects for which the bidder has experience in conducting online survey projects. Each example must be supported by a reference (i.e. name, title, phone number, email address) who is a client of the survey project.</p> <p>Should a reference provide negative feedback regarding the description provided of the project, IRCC reserves the right to deem the Bidder Non-Responsive.</p>			



Each Technical Bid that meets all the Mandatory Requirements specified above will be evaluated and scored in accordance with the following point-rated evaluation criteria table(s). Each point rated technical criterion should be addressed separately. **Point Rated Technical Criteria - Scores**

Attention Bidders: Write beside each of the criteria the relevant page number(s) from your proposal which addresses the requirement identified in the criteria.

Point rated technical criteria not addressed will be given a score of zero

Item	Description	Scoring Methodology	Maximum points	Cross Reference to Proposal
RT1	<p>Experience</p> <p>To demonstrate survey experience, the bidder must submit a maximum of five (5) quantitative telephone survey projects that they have completed within the last five (5) years</p> <p>The relevant projects should include a description that will support the following criteria:</p> <ul style="list-style-type: none"> C1. Project consisted of contacting a minimum of 1000 respondents and a maximum duration of one year. (2 pts) C2. Survey purpose was to measure quality of service / customer satisfaction. (2 pts) C3. Experience in conducting a survey using a client list. (2 pts) C4. Conducted the survey in both official languages, in French and English. (2 pts) C5. Experience in conducting governmental surveys. (2 pts) 	<p>A maximum of up to 10 points per survey project.</p> <p>Point Allocation:</p> <p>2 points per criteria (RT1 - C1 to C5) if criteria is addressed</p> <p>0 point per criteria (RT1 - C1 to C5) if criteria is not addressed.</p>	50	
RT2	<p>Experience</p> <p>To demonstrate survey experience, the bidder must submit a maximum of five (5) quantitative online survey projects that they have completed within the last five (5) years</p> <p>The relevant projects should include a description that will support the following criteria:</p> <ul style="list-style-type: none"> C1. Project had a minimum of 1000 respondents and a maximum duration of one year. (2 pts) C2. Survey purpose was to measure quality of service / customer satisfaction. (2 pts) 	<p>A maximum of up to 10 points per survey project.</p> <p>Point Allocation:</p> <p>2 points per criteria (RT2 – C6 to C10) if criteria is addressed</p> <p>0 point per criteria (RT2 – C6 to C10) if criteria is not addressed.</p>	50	



	<p>C3. Experience in conducting a survey using a client list. (2 pts)</p> <p>C4. Conducted the survey in both official languages, in French and English. (2 pts)</p> <p>C5. Experience in conducting governmental surveys. (2 pts)</p>			
<p>RT3</p>	<p>Quality Assurance</p> <p>The bidder should provide one (1) sample document of work from a previous project to demonstrate data collection capability and quality assurance mechanisms that will be in place to ensure the reliability and validity of the results.</p> <p>The sample telephone survey project should include a description that will support the following criteria:</p> <ul style="list-style-type: none"> C1. Description of facilities, personnel and other resources required to meet time lines and quality standards of a previous survey with a minimum of 1,000 respondents C2. Description of the support provided to interviewers to ensure that they have appropriate training and tools C3. Description of the technology used to improve the efficiency and quality of data collection. For example, computer-assisted survey interviewing (e.g., CAPI and CATI) and electronic data reporting (EDR) via the Internet, automated data entry (using ICR) and automated coding by text recognition (ACTR). C4. Description of the method that was used to develop the sampling frame to ensure quality of responses. C5. Description of the procedures used to mitigate the risks of data loss and human errors. C6. Description of the control systems that were used to ensure the security of data capture, transmission and handling 	<p>A maximum of up to 3 points per criteria.</p> <p>Point Allocation:</p> <p>3 points per criteria (RT3 - C1 to C6) if criteria is addressed</p> <p>0 point per Criteria (RT3 - C1 to C6) if criteria is not addressed.</p>	<p>18</p>	



<p>RT4</p>	<p>Diversity: Bidders should demonstrate the following corporate activities they have implemented to promote anti-racism and diversity within their organisation:</p> <ol style="list-style-type: none"> The bidder has internally published policies or commitments on anti-racism and inclusiveness; The bidder’s employees are mandated to take mandatory training on anti-racism; The bidder’s employees are mandated to take unconscious bias training; The bidder has publically available organizational commitments to a diverse workforce; The bidder has developed internal staffing and/or recruitment strategy(ies) to increase representation of underrepresented groups in their workforce. <p>The bidder should provide details of the activity.</p> <p>The bidder should provide copies of policy or commitment documents including their effective date.</p> <p>For training, the bidder should provide the name of the course and the service provider; if developed internally, a copy of the course outline.</p> <p>For staffing, the bidder should provide copies of job posting, or other staffing/recruitment documents demonstrating compliance with the rated criteria.</p>	<p>Maximum 2 points for each activity.</p> <p>0 pts = the bidder does not address. 2 pts =The bidder has fully described the activity and provided supporting documents as evidence. 1 pts = The bidder has provided information on the existence of the activity but does not provide sufficient detail or supporting documents.</p> <p>Additional Points (Max 2 pts):</p> <p>2 pts - Bidder has demonstrated at least the existence of 4 out of 5 activities. 1pt – Bidder has demonstrated at least 2 of the 5 activities.</p>	<p>12</p>	
TOTAL POINTS		130		

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED