





**Amendment 001 is raised to:**

- Change the closing date of the solicitation;
- Change appendix B, D, E and F
- Add security classification guide

**Delete B4 Security requirement in its entirety and replace it by:**

**B4. Security Requirement**

The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Contract.

1. The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), and obtain approved Document Safeguarding Capability at the level of PROTECTED B, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor personnel requiring access to PROTECTED information, assets, or sensitive site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.
3. The Contractor MUST NOT utilize its facilities to process, produce, or store PROTECTED information or assets until the CSP, PWGSC has issued written approval.
4. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce, or store PROTECTED information until the CSP, PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED B.
5. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
6. The Contractor must comply with the provisions of the:
  - (a) Security Requirements Check List and security guide (if applicable), attached at Annex E;
  - (b) *Contract Security Manual* (Latest Edition)

**Delete Appendix D in its entirety and replace it by**

**APPENDIX "D", STATEMENT OF WORK**

**D1. Title**

IRCC Client Experience Surveys

**D2. Objective**

Immigration, Refugees and Citizenship Canada's (IRCC) objective is to acquire the services of a Contractor to conduct external client satisfaction surveys through telephone and online surveys to help IRCC evaluate its Passport, Immigration, and Citizenship Programs.

**D3. Background**



The Government of Canada emphasizes the importance of client-centric design and delivery of services and programs as required by the Treasury Board Policy on Service and Digital.

Client satisfaction measurement assists IRCC to better understand the client experience as the Department reviews and makes improvements to the design and delivery of its services and programs, including accessibility, inclusion, timeliness, simplicity and other aspects.

### **Passport Program**

Previous government studies have demonstrated that a best practice to improve service is to measure client satisfaction at regular intervals. The Passport Client Experience Surveys will help IRCC better understand the diverse client experiences and expectations related to regional and international travel document services, allowing the Program to be responsive and ensuring that clients receive innovative, reliable, efficient, accessible and secure services.

Passport Client Experience Surveys will yield information to assess the performance of Employment and Social Development Canada (ESDC) and Global Affairs Canada (GAC) in providing services on behalf of IRCC, both directly at dedicated passport offices and through the receiving agent function at Service Canada centers and in missions abroad.

### **Immigration and Citizenship Programs**

The Citizenship and Immigration Client Experience Survey will assist IRCC in measuring the performance of its key immigration and citizenship programs as it relates to client satisfaction of its services. It will provide insights into use of services, areas of improvement, as well as clients' expectations related to services. This information supports the development and the monitoring and reporting required to assess progress against the Departmental client service strategies.

The Citizenship and Immigration Client Experience Survey will also help to better understand diversity of service performance across IRCC key business lines. The survey generates information on specific service delivery channels, such as Visa Application Centers, the Client Support Centre, the IRCC website and social media. By collecting information of this scale, IRCC can better identify and respond to service delivery challenges while capitalizing on opportunities for growth – ensuring that clients receive the most effective services possible.

### **D4. Tasks and Deliverables**

The Contractor will exercise three main functions: supporting survey methodology frameworks, administering the surveys, and performing consolidation and basic analysis of the data from the surveys.

#### **Passport Program**

For all Passport Program surveys, IRCC will provide the contractor with:

- The client sample list (see **Attachment 1 of statement of work** for more details), ensuring that the sample is random and representative of the passport applicant population;
- Introduction/invitation language (see specific survey details below) for the survey in both official languages (English and French);
- The survey questions in both official languages (English and French);
- Feedback on internal testing of the survey;
- Feedback on any client enquiries;
- Feedback on deliverables;



- Required information for the completion of the deliverables.

For all Passport Program surveys, the Contractor must complete the following list of tasks:

- Attend a kick-off meeting to review draft questionnaire, methodology, task schedule and deliverable payments;
- Provide agreement for a work plan based on the tasks in the Deliverable Schedule below;
- Provide any recommendations on the draft questionnaire (e.g., clarity of language, flow, etc.);
- Receive and transmit client information through encrypted data between authorized persons only, or by department approved email systems or portal using information technology systems approved by the contract security program of Public Services and Procurement Canada. Contractor must securely store all electronic and hard copy data in compliance with the Government of Canada's Policy on Government Security;
- Incorporate the client sample into their system for survey distribution and matching of survey responses;
- Incorporate population statistics into their system for survey response weighting;
- Program the introduction/landing page and questionnaire (in English and French) (**Deliverable #1**) for testing internally by IRCC;
- Provide QR code that links to the landing page of the questionnaire;
- Conduct pre-tests to a small sample of clients (in English and French);
- Provide feedback on the pre-test results, including any recommendations regarding changes to the questions or overall methodology to resolve any issues;
- Submit final version of the questionnaires (in English and French) (**Deliverable #2**);
- Conduct the survey (see specific survey details below);
- Monitor and report on response rates;
- Provide technical support to survey respondents or forward non-technical questions to IRCC for appropriate response, within 48 hours via email;
- Collect survey response data in such a way as to match to client list profile data;
- Close data collection and prepare weighting schema, clean data, label values, review data files (including open-ended text);
- Submit a (1) draft methodology report (2) depersonalized raw data files of survey results linked to the client profile data, (3) basic analysis tabular reports and (4) load data onto an Online Reporting Environment to enable cross-tabulation, analysis of the results and data visualization. (5) Append In-Canada telephone to the online survey results and provide a single dataset (**Deliverable #3**)

#### A) Telephone Survey Details (in Canada only)

Domestic clients will be called to participate in a telephone survey using Computer Assisted Telephone Interviewing (CATI) technique where an interviewer administers a questionnaire to the respondent during a phone call reading it on a computer. The survey questionnaire include:

- filter and screening questions
- multiple choices questions
- ranking questions
- open-ended questions
- questions with auto-fill feature
- skip logic

Specific to the provisions by IRCC listed above, IRCC will provide:

- A sample list of approximately 10,000 clients to ensure that the sample is random and representative of the passport applicant population;

Specific to the provisions required by Contractor listed above, the Contractor will be responsible for:

- Having the appropriate facilities, resources and equipment to conduct telephone interviews for clients living in Canada;



- Conducting an approximately 20 minutes telephone survey interviews in French and English until 1,250 responses are reached.

B) Online Insert Survey Details (in Canada and abroad)

Domestic and international clients will be invited by IRCC to participate in an online survey via a notice inserted in their new passport. A unique online survey access code and QR code will be provided by the Contractor and printed on each notice to give access to the online survey and avoid duplication of respondents. The survey questionnaire include:

- filter and screening questions
- multiple choices questions
- ranking questions
- open-ended questions
- questions with auto-fill feature
- skip logic

Specific to the provisions by IRCC listed above, IRCC will:

- Direct clients to a website hosted by the Contractor;
- Provide the contractor with Landing Page text for the survey in both official languages (English and French);

Specific to the provisions required by Contractor listed above, the Contractor will be responsible for:

- Making the online survey accessible through multiple web browsers such as Microsoft Edge, Mozilla Firefox, Google Chrome, UC Browser and Apple Safari, and accessible on mobile platforms;
- Administering the online survey including: providing an email address which directs respondents to technical support; and providing technical support (English and French) to respondents as needed;
- Providing approximately 200,000 unique online survey access codes to be printed on each notice in order to provide access to the online survey and avoid duplication of respondents.

C) Online Email Survey Details (in-Canada and abroad for clients for whom email addresses are available)

Specific to the provisions by IRCC listed above, IRCC will:

- Provide text for an email invitation to a website hosted by the contractor;
- Provide the contractor with Landing Page text for the survey in both official languages (English and French);

Specific to the provisions required by Contractor listed above, the contractor will be responsible for:

- Making the online survey accessible through multiple web browsers such Microsoft Edge, Mozilla Firefox, Google Chrome, UC Browser and Apple Safari, and accessible on mobile platforms;
- Administering the online survey including: providing an email address which directs respondents to technical support; and providing technical support (English and French) to respondents as needed;
- Sending invitations and reminder messages (electronically) in English and French to email addresses of clients who haven't responded;

### **Immigration and Citizenship Programs**

Domestic and international clients will be invited by IRCC to participate in an online survey via a survey invitation.

The survey questionnaire include:

- filter and screening questions
- multiple choices questions
- ranking questions
- open-ended questions



- questions with auto-fill feature
- skip logic

#### Online survey

For the Immigration and Citizenship Programs survey, IRCC will provide the contractor with :

- The client sample list (see **Attachment 2 of statement of work** for more details),, ensuring that the sample is random and representative of the citizenship and immigration population;
- Introduction language and survey questions in both official languages (English and French);
- Landing Page text for the survey in both official languages (English and French);
- Feedback on internal testing of the survey;
- Feedback on any client inquiries;
- Feedback on deliverables;
- Required information for the completion of the deliverables.

The Contractor will have to complete the following list of tasks:

- Attend a kick-off meeting to review draft questionnaire, methodology, task schedule and deliverable payments;
- Provide agreement for a work plan based on the tasks in the Deliverable Schedule below;
- Provide any recommendations on the draft questionnaire (e.g., clarity of language, flow, etc.);
- Receive and transmit client information through encrypted data between authorized persons only, or by department approved email systems or portal using information technology systems approved by the contract security program of Public Services and Procurement Canada. Contractor must securely store all electronic and hard copy data in compliance with the Government of Canada's Policy on Government Security;
- Incorporate the client sample into their system for survey distribution and matching of survey responses;
- Incorporate population statistics into their system for survey response weighting;
- Program the introduction/landing page and questionnaire (in English and French) (**Deliverable #1**) for testing internally by IRCC;
- Conduct pre-tests to a small sample of clients (in English and French);
- Provide feedback on the pre-test results, including any recommendations regarding changes to the questions or overall methodology to resolve any issues;
- Submit final version of the questionnaires (in English and French) (**Deliverable #2**);
- Conduct the survey (see specific survey details below);
- Making the online survey accessible through multiple web browsers such as Microsoft Edge, Mozilla Firefox, Google Chrome, UC Browser and Apple Safari, and accessible on mobile platforms;
- Monitor and report on response rates;
- Provide technical support to survey respondents or forward non-technical questions to IRCC for appropriate response, within 48 hours via email;
- Collect survey response data in such a way as to match to client list profile data;
- Close data collection and prepare weighting schema, clean data, label values, review data files (including open-ended text);
- Submit a (1) draft methodology report (2) depersonalized raw data files of survey results linked to the client profile data, (3) basic analysis tabular report and (4) load data onto an Online Reporting Environment to enable cross-tabulation, analysis of the results and data visualization. (**Deliverable #3**)

#### DELIVERABLE SCHEDULE



\*\*\*All deliverables must be approved by the IRCC Project Authority.\*\*\*

**Passport Program**

Task	Deliverable	Details	Minimal Timelines	Method of Delivery
<b>Planning and Preparation of all Passport Program surveys</b>				
1		Attend a virtual kick-off meeting to receive and review draft questionnaires, methodology, discuss the task schedule and schedule of deliverable payments.	Month #1	Telephone or Videoconference
2		Agree on proposed work plan.	Month #1	Electronically (in English)
3		Provide recommendations on the methodology and on drafted questionnaire.	Month #1	Electronically (in English)
<b>Development and Internal Testing of Online surveys</b>				
4	1	<b>Online Insert and Online Email surveys only</b> - Submit programmed version of an online landing pages and questionnaire for testing (English only).	Month #2	Electronically (in English)
<b>Client Sample Development of Online surveys</b>				
		<b>Online Insert Survey only</b> - Provide unique access codes and online address, and QR code for printing on inserts in order to provide access to the online survey and avoid duplication.	Month #2	Electronically
5		<b>Online Email Survey only</b> - Receive client profile data for sample file	Month #5	Data will be provided via a secure format
6		<b>Online Email Survey only</b> - Prepare clients sample files (cleaning, analysis, provision of unique identifiers for linkage to survey responses).	Month #5	N/A
<b>Test Launch of Online surveys</b>				
7		<b>Online Insert and Online Email surveys only</b> - Perform a survey test (in English and French)	Month #3 Online insert Month #5 Online email	Electronically (in English and in French)
8		<b>Online Insert and Online Email surveys only</b> - Provide feedback on the pre-test results, including any recommendations regarding changes to the questionnaire or overall methodology	Month #3 Online insert Month #5 Online email	N/A
9	2	<b>Online Insert and Online Email surveys only</b> - Submit final version of the questionnaires (in English and French)	Month #3 Online insert	Electronically (in English and in French)



			Month #5 Online email	
<b>Full Launch, Monitoring and Data Collection of Online surveys</b>				
10		<b>Online Insert and Online Email surveys only</b> - Launch official survey (English and French), and begin response monitoring and management of survey issues.	Month #3 Online insert Month #5 Online email	Contractor to notify CIC of launch by email.
11		<b>Online Insert and Online Email surveys only</b> - Report and/or provide recommendations on adjusted approach in response to the response rate (sample size)/issues in survey administration.	During weekly meetings or more frequently as appropriate	Electronically or by phone (in English)
12		<b>Online Email surveys only</b> - Send email reminders to clients as required.	Month #6 and #7	Electronically (in English and in French)
13		Data collection	Month #3-5 Online insert Month #5-6 Online email	N/A
<b>Development and Internal Testing of Telephone survey</b>				
14	1	<b>Telephone survey only</b> - Submit programmed version of an online landing pages and questionnaire for testing (English only).	Month #5	Electronically (in English)
<b>Client Sample Development of Telephone survey</b>				
15		<b>Telephone Survey only</b> – Receive client profile data for sample file	Month #5	Data will be provided via a secure format
16		<b>Telephone Survey only</b> - Prepare clients sample files (cleaning, analysis, provision of unique identifiers for linkage to survey responses).	Month #5	N/A
<b>Test Launch of Telephone survey</b>				
17		<b>Telephone survey only</b> - Perform a survey test (in English and French)	Month #5	Electronically (in English and in French)
18		<b>Telephone survey only</b> - Provide feedback on the pre-test results, including any recommendations regarding changes to the questionnaire or overall methodology	Month #5	N/A
19		<b>Telephone survey only</b> - Submit final version of the questionnaires (in English and French)	Month #5	Electronically (in English and in French)
<b>Full Launch, Monitoring and Data Collection of Telephone survey</b>				
20		<b>Telephone survey only</b> - Launch official survey (English and French), and begin	Month #6	Contractor to notify IRCC of launch by email.





		response monitoring and management of survey issues.		
21		<b>Telephone survey only</b> - Report and/or provide recommendations on adjusted approach in response to the response rate (sample size)/issues in survey administration.	During weekly meetings or more frequently as appropriate	Electronically or by phone (in English)
		Data collection	Month #6-7	N/A
<b>Data Preparation, Reporting and Closure of all Passport Program surveys</b>				
22		Close data collection and prepare weighting schema, clean data, label values, review data files (including open-ended text).	Month #6	N/A
23	3	Submit a (1) draft methodology report (2) depersonalized raw data files of survey results linked to the client profile data, (3) basic analysis tabular report and (4) load data onto an Online Reporting Environment to enable cross-tabulation, analysis of the results and data visualization. (5) Append In-Canada telephone to the online survey results and provide a single dataset. Close out contract.	End of Month #7	Methodology report electronically in MS Word. Raw data files in MS Excel and SPSS. Basic tabular report in MS Word or MS Excel.



**Immigration and Citizenship Programs**

Task	Deliverable	Details	Timelines	Method of Delivery
<b>Planning and Preparation</b>				
1		Attend a virtual kick-off meeting to receive and review draft questionnaires, methodology, discuss the task schedule and schedule of deliverable payments	Month #1	Telephone or Videoconference
2		Agree on proposed work plan.	Month #1	Electronically (in English)
3		Provide recommendations on the methodology and on drafted questionnaire.	Month #1	Electronically (in English)
<b>Development and Testing</b>				
3		Submit programmed version of an online questionnaire for testing on all platforms (English only).	Month #2	Electronically (in English)
4		Revise and modify online survey as needed.	Month #3	N/A
5		Prepare invitations and reminders emails (English and French) drafted by IRCC.	Month #4	Electronically (in English and French)
6		Submit programmed version of an online questionnaire for testing on all platforms (French).	Month #4	Electronically (in French)
<b>Client Sample Development</b>				
7		Receive client profile data for sample file.	Month #5	Data will be provided via a secure format
8		Prepare clients sample files (cleaning, analysis, provision of unique identifiers for linkage to survey responses).	Month #5	N/A
<b>Final Testing</b>				
9		Perform a survey test launch using live links (in English and French)	Month #5	Electronically (in English and in French)
10		Revise and modify survey as required	Month #5	N/A
11	2	Submit a final survey in live links (in English and French)	Month #5	Electronically (in English and in French)
<b>Launch, Monitoring and Data Collection</b>				
12		Launch official survey (English and French), including release of an invitation to clients and launch of response monitoring and management of survey issues.	Month #6	Contractor to notify CEB of launch by email.
13		Send email reminders to clients as required.	Month #6 and #7	Electronically (in English and in French)
14		Report and/or provide recommendations on adjusted approach in response to the response rate (sample size)/issues in survey administration.	During weekly meetings or more frequently as appropriate	Electronically or by phone (in English)
15		Data collection and match to the client profile data.	Month #6 and #7	N/A
<b>Data Preparation, Reporting and Closure</b>				



16		Close data collection and prepare weighting schema, clean data, label values, review data files (including open-ended text).	Month #7	N/A
17		Perform basic analysis with possible breakdown.	Month #7	N/A
18	3	Submit a (1) draft methodology report (2) depersonalized raw data files of survey results linked to the client profile data, (3) basic analysis tabular report and (4) load data onto an Online Reporting Environment to enable cross-tabulation, analysis of the results and data visualization. Closeout contract	End of month #7	Methodology report electronically in MS Word. Raw data file in MS Excel and SPSS or SAS. Basic tabular report in MS Word or MS Excel.

Each deliverable must be approved by the Project Authority. The Project Authority shall have the right to reject any deliverable(s) and request the Contractor to make changes to the deliverables.

**D5. Reporting**

All reporting requirements are included in the deliverable schedule. Throughout the duration of the projects, the contractor will also be responsible for submitting regular updates (e-mail or meeting as required) on work conducted to date as well as any problems encountered.

**D6. Period of Contract/Level of Effort**

**Initial period of contract (Contract award to March 31, 2024)**

Passport Program (The Project Authority will decide which of the following option(s) will be requested for this contract period)

Passport Program option A (data collection method used for past surveys)

- Passport Program - Telephone survey - a sample list of approximately 10,000 clients in Canada will be provided to reach a required minimum of 1,250 completed surveys in Canada
- Passport Program - Online insert survey - a sample of approximately 300,000 clients in Canada and abroad will be provided resulting in approximately 20,000 completed surveys

Passport Program option B (if the option to use client emails to send survey invitations is available)

- Passport Program - Telephone survey - a sample list of approximately 10,000 clients in Canada will be provided to reach a required minimum of 1,250 completed surveys in Canada
- Passport Program - Online insert survey - a sample of approximately 300,000 clients in Canada and abroad will be provided resulting in approximately 20,000 completed surveys
- Passport Program - Online email survey a sample list of approximately 250,000 clients will be provided resulting in approximately 20,000 completed surveys

Passport Program option C (if the option to use client emails to send survey invitations is available)

- Passport Program - Online email survey a sample list of approximately 250,000 clients will be provided resulting in approximately 20,000 completed surveys

The Immigration & Citizenship Program below will always be included with whichever option above is chosen:

Immigration & Citizenship Programs (data collection method used for past surveys)

- Immigration and Citizenship - Online email survey a sample list of approximately 250,000 clients will be provided resulting in approximately 20,000 completed surveys



**First Option period (April 1, 2024 to March 31, 2025)**

Passport Program (The Project Authority will decide which of the following option(s) will be requested for this contract period)

Passport Program option A (data collection method used for past surveys)

- Passport Program - Telephone survey - a sample list of approximately 10,000 clients in Canada will be provided to reach a required minimum of 1,250 completed surveys in Canada
- Passport Program - Online insert survey - a sample of approximately 300,000 clients in Canada and abroad will be provided resulting in approximately 20,000 completed surveys

Passport Program option B (if the option to use client emails to send survey invitations is available)

- Passport Program - Telephone survey - a sample list of approximately 10,000 clients in Canada will be provided to reach a required minimum of 1,250 completed surveys in Canada
- Passport Program - Online insert survey - a sample of approximately 300,000 clients in Canada and abroad will be provided resulting in approximately 20,000 completed surveys
- Passport Program - Online email survey a sample list of approximately 250,000 clients will be provided resulting in approximately 20,000 completed surveys

Passport Program option C (if the option to use client emails to send survey invitations is available)

- Passport Program - Online email survey a sample list of approximately 250,000 clients will be provided resulting in approximately 20,000 completed surveys

The Immigration & Citizenship Program below will always be included with whichever option above is chosen:

Immigration & Citizenship Programs (data collection method used for past surveys)

- Immigration and Citizenship - Online email survey a sample list of approximately 250,000 clients will be provided resulting in approximately 20,000 completed surveys

**Second Option period (April 1, 2025 to March 31, 2026)**

Passport Program (The Project Authority will decide which of the following option(s) will be requested for this contract period)

Passport Program option A (data collection method used for past surveys)

- Passport Program - Telephone survey - a sample list of approximately 10,000 clients in Canada will be provided to reach a required minimum of 1,250 completed surveys in Canada
- Passport Program - Online insert survey - a sample of approximately 300,000 clients in Canada and abroad will be provided resulting in approximately 20,000 completed surveys

Passport Program option B (if the option to use client emails to send survey invitations is available)

- Passport Program - Telephone survey - a sample list of approximately 10,000 clients in Canada will be provided to reach a required minimum of 1,250 completed surveys in Canada
- Passport Program - Online insert survey - a sample of approximately 300,000 clients in Canada and abroad will be provided resulting in approximately 20,000 completed surveys
- Passport Program - Online email survey a sample list of approximately 250,000 clients will be provided resulting in approximately 20,000 completed surveys

Passport Program option C (if the option to use client emails to send survey invitations is available)

- Passport Program - Online email survey a sample list of approximately 250,000 clients will be provided resulting in approximately 20,000 completed surveys



The Immigration & Citizenship Program below will always be included with whichever option above is chosen:

Immigration & Citizenship Programs (data collection method used for past surveys)

- Immigration and Citizenship - Online email survey a sample list of approximately 250,000 clients will be provided resulting in approximately 20,000 completed surveys

**Third Option period (April 1, 2026 to March 31, 2027)**

Passport Program (The Project Authority will decide which of the following option(s) will be requested for this contract period)

Passport Program option A (data collection method used for past surveys)

- Passport Program - Telephone survey - a sample list of approximately 10,000 clients in Canada will be provided to reach a required minimum of 1,250 completed surveys in Canada
- Passport Program - Online insert survey - a sample of approximately 300,000 clients in Canada and abroad will be provided resulting in approximately 20,000 completed surveys

Passport Program option B (if the option to use client emails to send survey invitations is available)

- Passport Program - Telephone survey - a sample list of approximately 10,000 clients in Canada will be provided to reach a required minimum of 1,250 completed surveys in Canada
- Passport Program - Online insert survey - a sample of approximately 300,000 clients in Canada and abroad will be provided resulting in approximately 20,000 completed surveys
- Passport Program - Online email survey a sample list of approximately 250,000 clients will be provided resulting in approximately 20,000 completed surveys

Passport Program option C (if the option to use client emails to send survey invitations is available)

- Passport Program - Online email survey a sample list of approximately 250,000 clients will be provided resulting in approximately 20,000 completed surveys

The Immigration & Citizenship Program below will always be included with whichever option above is chosen:

Immigration & Citizenship Programs (data collection method used for past surveys)

- Immigration and Citizenship - Online email survey a sample list of approximately 250,000 clients will be provided resulting in approximately 20,000 completed surveys

**D7. Limitations and Constraints**

The Contractor will be required to conduct the work and meet the obligations described in this statement of work. The Contractor shall inform the Project Authority of any exceptional and/or unforeseen events that may have an impact on project activities as soon as is reasonably feasible. In such an event, the Contractor will work in close collaboration with the Project Authority to develop an appropriate and satisfying solution. In addition, the Contractor will be expected to:

- Work in close collaboration with IRCC;
- Unless otherwise specified, the contractor shall use its own equipment and software for the performance of this Statement of Work;
- Complete the work as outlined in this Statement of Work;
- Provide the names and qualifications of all Contract personnel involved in the project;
- Participate in teleconferences as required;
- Maintain all documents and data sets in a secure area listed on the contract that holds the proper security clearance and using only information technology systems approved by the contract security program of Public Services and Procurement Canada. In addition, for all personnel who contact clients for the telephone



survey from off-site locations, all security clauses remain in practice and only the minimum amount of information required to contact clients should be provided;

- Return all documents to the IRCC contract authority or other IRCC official upon Contract completion and/ or destroy all documents. This will be determined at the onset of the Contract.

**D8. Official Languages**

The Contractor must conduct all surveys in both official languages (English and French).

**D9. Location of work and Travel**

Work associated with this contract will be carried out on the contractor’s premises. IRCC will not pay for any travel or living expenses associated with performing the work

**D.10 Availability of Personnel**

The Contractor certifies that they, their employees and subcontractors will be available to commence performance of the work from the Contract award date and will remain available to perform the work in relation to the fulfillment of this requirement.

**D11. Environmental Considerations**

The initial kick-off meeting and all subsequent communications will be done virtually. No travel will be necessary. In addition, data and reports will be exchanged electronically. No paper copy will be required.

**D12. Accessibility Requirements**

Provide eligible respondents with a means to communicate their specific accessibility needs to enable survey participation, for example through an alternative mode of data collection or assistive technology.

The contractor must make online questionnaires accessible for all eligible respondents and facilitate their participation as feasible, using assistive technologies or alternative modes of data collection. Researchers should inform respondents of the available assistive technologies or alternatives.

**D13. Diversity**

IRCC is committed to making our Department more inclusive for everyone and fostering an equitable workplace culture that values diversity and creates an environment that is welcoming and rewarding for all. We encourage the businesses that work with us to reflect these values. More information can be found at:

<https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/diversity-inclusion-public-service2.html>

**- Delete Appendix E in its entirety and replace it by:**

**APPENDIX “E”, BASIS OF PAYMENT**

During the period of the contract, the Contractor will be paid as specified below, for Work performed in accordance with the Contract.

All deliverables are F.O.B. Destination, and Canadian Customs Duty included and applicable taxes are extra.

For bid evaluation and contractor(s) selection purposes only, the evaluated price of a bid will be determined in accordance with this Basis of Payment, Appendix “E”.



Canada's total liability to the Contractor under the Contract shall not exceed \$ 458,780.00, including all options, travel expenses and all applicable taxes.

The Bidder must complete this pricing schedule and include it in its financial bid. Other than completing required section(s) in the pricing tables below, the bidder must not make any other changes or alternations. By doing so will render the bidder's response non-compliant and will be eliminated from the competition.

**Note: Text in RED denotes instructions to bidders and selections for completion**

**Table A: Initial period of contract (from contract award date to March 31, 2024)**

Description	Total Firm price
Passport Program Telephone survey (1,250 completed surveys in Canada minimum)	<<to be completed by bidder>>
Passport Program Online insert survey (approximately 20,000 completed surveys)	<<to be completed by bidder>>
Passport Program Online email survey (approximately 20,000 completed surveys)	<<to be completed by bidder>>
Immigration and Citizenship - Online survey (Approximately 20 000 completed surveys)	<<to be completed by bidder>>
<b>Table A total in CAN\$ (applicable taxes excluded)</b>	<<to be completed by bidder>>

**Table B: First Option period (April 1 2024 to March 31, 2025)**

Description	Total Firm price
Passport Program Telephone survey (1,250 completed surveys in Canada minimum)	<<to be completed by bidder>>
Passport Program Online insert survey (approximately 20,000 completed surveys)	<<to be completed by bidder>>
Passport Program Online email survey (approximately 20,000 completed surveys)	<<to be completed by bidder>>
Immigration and Citizenship - Online survey (Approximately 20 000 completed surveys)	<<to be completed by bidder>>
<b>Table B total in CAN\$ (applicable taxes excluded)</b>	<<to be completed by bidder>>

**Table C: Second Option period (April 1 2025 to March 31, 2026)**



Description	Total Firm price
Passport Program Telephone survey (1,250 completed surveys in Canada minimum)	<<to be completed by bidder>>
Passport Program Online insert survey (approximately 20,000 completed surveys)	<<to be completed by bidder>>
Passport Program Online email survey (approximately 20,000 completed surveys)	<<to be completed by bidder>>
Immigration and Citizenship - Online survey (Approximately 20 000 completed surveys)	<<to be completed by bidder>>
<b>Table C total in CAN\$ (applicable taxes excluded)</b>	<<to be completed by bidder>>

**Table D: Third Option period (April 1 2026 to March 31, 2027)**

Description	Total Firm price
Passport Program Telephone survey (1,250 completed surveys in Canada minimum)	<<to be completed by bidder>>
Passport Program Online insert survey (approximately 20,000 completed surveys)	<<to be completed by bidder>>
Passport Program Online email survey (approximately 20,000 completed surveys)	<<to be completed by bidder>>
Immigration and Citizenship - Online survey (Approximately 20 000 completed surveys)	<<to be completed by bidder>>
<b>Table D total in CAN\$ (applicable taxes excluded)</b>	<<to be completed by bidder>>

**Table E: Total evaluated price**

Description	Total firm Price
<b>Sum of TABLE A , TABLE B, TABLE C and TABLE D totals (excluding taxes)</b>	<<to be completed by bidder>>

**Budgetary limitation per contract period**

Contract period	amount excluding taxes	Taxes	total amount including taxes
Initial contract	100,000.00\$	13,000.00\$	113,000.00\$
First option period	101,000.00\$	13,130.00\$	114,130.00\$
Second option period	102,000.00\$	13,260.00\$	115,260.00\$
Third option period	103,000.00\$	13,390.00\$	116,390.00\$
<b>Total</b>	<b>406,000.00\$</b>	<b>52,780.00\$</b>	<b>458,780.00\$</b>





- Delete Appendix F in its entirety and replace it by:

APPENDIX "F", SECURITY REQUIREMENTS CHECKLIST (SRCL)

Government of Canada / Gouvernement du Canada	Contract Number / Numéro du contrat <div style="text-align: center;">155162</div> Security Classification / Classification de sécurité <div style="text-align: center;">Unclassified</div>			
<b>SECURITY REQUIREMENTS CHECKLIST (SRCL)</b> <b>LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)</b>				
PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE				
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine <b>IRCC</b>	2. Branch or Directorate / Direction générale ou Direction <b>CEB</b>			
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant			
4. Brief Description of Work - Brève description du travail The objective is to acquire the services of a Contractor to conduct external client satisfaction surveys through telephone and online surveys				
5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées? <span style="float: right;"><input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui</span>				
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <span style="float: right;"><input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui</span>				
6. Indicate the type of access required - Indiquer le type d'accès requis				
6. a) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. (Specify the level of access using the chart in Question 7. c) / Le fournisseur et ses employés (p.ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <span style="float: right;"><input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui</span>				
6. b) Will the supplier and its employees (e.g. couriers, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. (Specify the level of access using the chart in Question 7. c) / Le fournisseur et ses employés (p.ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <span style="float: right;"><input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui</span>				
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <span style="float: right;"><input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui</span>				
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès				
<table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:33%; text-align: center;">Canada <input checked="" type="checkbox"/></td> <td style="width:33%; text-align: center;">NATO / OTAN <input type="checkbox"/></td> <td style="width:33%; text-align: center;">Foreign / Étranger <input type="checkbox"/></td> </tr> </table>		Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>		
7. b) Release restrictions / Restrictions relatives à la diffusion				
<table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:33%; vertical-align: top;">           No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>             Not releasable / À ne pas diffuser <input type="checkbox"/>             Restricted to: / Limité à: <input type="checkbox"/>            Specify country(ies): / Préciser le(s) pays:         </td> <td style="width:33%; vertical-align: top;">           All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>              Restricted to: / Limité à: <input type="checkbox"/>            Specify country(ies): / Préciser le(s) pays:         </td> <td style="width:33%; vertical-align: top;">           No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>              Restricted to: / Limité à: <input type="checkbox"/>            Specify country(ies): / Préciser le(s) pays:         </td> </tr> </table>		No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>  Not releasable / À ne pas diffuser <input type="checkbox"/>  Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>   Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>   Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>  Not releasable / À ne pas diffuser <input type="checkbox"/>  Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>   Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>   Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:		
7. c) Level of information / Niveau d'information				
<table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:33%; vertical-align: top;">           PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>            PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>            PROTECTED C / PROTÉGÉ C <input type="checkbox"/>            CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>            SECRET / SECRET <input type="checkbox"/>            TOP SECRET / TRÈS SECRET <input type="checkbox"/>            TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/> </td> <td style="width:33%; vertical-align: top;">           NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>            NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>            NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>            NATO SECRET / NATO SECRET <input type="checkbox"/>            COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/> </td> <td style="width:33%; vertical-align: top;">           PROTECTED A / PROTÉGÉ A <input type="checkbox"/>            PROTECTED B / PROTÉGÉ B <input type="checkbox"/>            PROTECTED C / PROTÉGÉ C <input type="checkbox"/>            CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>            SECRET / SECRET <input type="checkbox"/>            TOP SECRET / TRÈS SECRET <input type="checkbox"/>            TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/> </td> </tr> </table>		PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/> PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET / SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/> NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/> NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/> NATO SECRET / NATO SECRET <input type="checkbox"/> COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/> PROTECTED B / PROTÉGÉ B <input type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET / SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/> PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET / SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/> NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/> NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/> NATO SECRET / NATO SECRET <input type="checkbox"/> COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/> PROTECTED B / PROTÉGÉ B <input type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET / SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		



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

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

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  
Short Title(s) of material / Titre(s) abrégé(s) du matériel:  No  Yes  
Document Number / Numéro du document:

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

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

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE HABILITE	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SILENT TRÈS SECRET - SILENT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS	Special comments: Commentaires spéciaux: _____		

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

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

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

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

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



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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	Confidential / Confidential	Secret	Top Secret / Très Secret	NATO Restricted / NATO Diffusion Restreinte	NATO Confidential / NATO Confidential	NATO Secret	COSMIC Top Secret / COSMIC Très Secret	Protected / Protégé			Confidential / Confidential	Secret	Top Secret / Très Secret
											A	B	C			
Information / Assets / Renseignements / Biens	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media / Support TI	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link / Lien électronique	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  No / Non  Yes / Oui  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée.
12. b) Will the document attached to this SRCL be PROTECTED and/or CLASSIFIED?  No / Non  Yes / Oui  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Security Classification / Classification de sécurité Unclassified
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Contract Number / Numéro du contrat <b>155162</b>
Security Classification / Classification de sécurité <b>Unclassified</b>

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
<b>13. Organization Project Authority / Chargé de projet de l'organisme</b>			
Name (print) • Nom (en lettres mouillées) <b>Sylvain Beauchamp</b>		Title - Titre <b>Director General</b>	Signature <b>Beauchamp, Sylvain</b> <small>Digitally signed by Beauchamp, Sylvain Date: 2023.05.29 14:25:44 -0400</small>
Telephone no. - N° de téléphone <b>(343) 548-7270</b>	Facsimile - Télécopieur	E-mail address - Adresse courriel <b>sylvain.beauchamp@cic.gc.ca</b>	Date <b>2023-05-29</b>
<b>14. Organization Security Authority / Responsable de la sécurité de l'organisme</b>			
Name (print) • Nom (en lettres mouillées) <b>Tyler Young</b>		Title - Titre <b>Security Officer</b>	Signature <b>Young, Tyler</b> <small>Digitally signed by Young, Tyler Date: 2023.05.30 07:48:32 -0400</small>
Telephone no. - N° de téléphone <b>(343) 572-9157</b>	Facsimile - Télécopieur	E-mail address - Adresse courriel <b>Tyler.Young@cic.gc.ca</b>	Date <b>2023-05-30</b>
<b>15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? / Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?</b>			<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
<b>16. Procurement Officer / Agent d'approvisionnement</b>			
Name (print) • Nom (en lettres mouillées) <b>Steven French</b>		Title - Titre <b>Procurement Officer</b>	Signature <b>French, Steven</b> <small>Digitally signed by French, Steven Date: 2023.05.30 08:43:59 -0400</small>
Telephone no. - N° de téléphone <b>(613) 293-2493</b>	Facsimile - Télécopieur	E-mail address - Adresse courriel <b>steven.french@cic.gc.ca</b>	Date <b>2023-05-30</b>
<b>17. Contracting Security Authority / Autorisé contractante en matière de sécurité</b>			
Name (print) • Nom (en lettres mouillées)		Title - Titre	Signature <b>GaudreauRitlop, Patrick</b> <small>Digitally signed by GaudreauRitlop, Patrick Date: 2023.05.31 13:12:47 -04'00'</small>
Telephone no. - N° de téléphone	Facsimile - Télécopieur	E-mail address - Adresse courriel	Date



Multiple Personnel security screening levels Security Classification Guide			
Level of Personnel Security screening	Position / Description/Tasks / type of information accessed	Access to restricted access areas and/or information and/or assets. Levels of Information and/or assets and/or restricted access areas to be accessed.	Citizenship Restriction (if any)
Reliability status	All contractor personnel (except interviewers)	Access to information and/or assets up to the level of Protected B only.	<u>N/A</u>
No personnel security screening level required	Interviewers	No access to protected information and/or asset. Only access to client name and/or telephone number to perform telephone interviews.	<u>N/A</u>

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**