



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 003)	2023-06-16
Solicitation Closes – L'invitation prend fin at – à	Time Zone
2:00 PM	Fuseau horaire
on – 2023-06-23	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	
<i>See Herein</i>	
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;
- Change appendix E

- 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)	<i><<to be completed by bidder>></i>
Passport Program Online insert survey (approximately 20,000 completed surveys)	<i><<to be completed by bidder>></i>
Passport Program Online email survey (approximately 20,000 completed surveys)	<i><<to be completed by bidder>></i>
Immigration and Citizenship - Online survey (Approximately 20 000 completed surveys)	<i><<to be completed by bidder>></i>
Administrative costs (meetings, work plan, feedback sessions, etc)	<i><<to be completed by bidder>></i>
Table A total in CAN\$ (applicable taxes excluded)	<i><<to be completed by bidder>></i>

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>>
Administrative costs (meetings, work plan, feedback sessions, etc)	<<to be completed by bidder>>
Table B total in CAN\$ (applicable taxes excluded)	<<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>>
Administrative costs (meetings, work plan, feedback sessions, etc)	<<to be completed by bidder>>
Table C total in CAN\$ (applicable taxes excluded)	<<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>>
Administrative costs (meetings, work plan, feedback sessions, etc)	<<to be completed by bidder>>
Table D total in CAN\$ (applicable taxes excluded)	<<to be completed by bidder>>

Table E: Total evaluated price

Description	Total firm Price
Sum of TABLE A , TABLE B, TABLE C and TABLE D totals (excluding taxes)	<<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\$
Total	406,000.00\$	52,780.00\$	458,780.00\$

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED