



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	2023-04-17
Solicitation Closes – L'invitation prend fin at – à 2:00 PM on – 2023-05-27	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



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PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments 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 bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

1.2 Summary

1.2.1 Citizenship and Immigration Canada (CIC), known under its applied name Immigration, Refugees and Citizenship Canada (IRCC) has a requirement to acquire the services of a Contractor to conduct external client satisfaction survey through telephone and online surveys to help CIC evaluate its Passport Programs and Immigration and Citizenship Programs.

1.2.2 Single Contract

Canada is seeking to establish a contract for external client service evaluation surveys as defined in Appendix "D", Statement of Work, for 4 years *including all options*.

1.2.3 Security

There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, Part 7 - Resulting Contract Clauses and Appendix "F". For more information on personnel and organization security screening or security clauses, bidders should refer to the [Contracting Security Program](#) of Public Works and Government Services Canada [Security requirements for contracting with the Government of Canada](#).

1.2.4 Trade Agreements

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), the Canadian Free Trade Agreement (CFTA), Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP), Canada-Chile Free Trade Agreement, Canada-Columbia Free Trade Agreement, Canada-Honduras Free Trade Agreement, Canada-Korea Free Trade Agreement, Canada-Panama Free Trade Agreement, Canada-Peru Free Trade Agreement, Canada-Ukraine Free Trade Agreement and Canada-United Kingdom Trade Continuity Agreement



1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within fifteen (15) working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone, or in person.

1.4 Mandatory Requirements

Where the words “must”, “shall” or “will” appear in this RFP, the clause is to be considered as a mandatory requirement.



PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All Citizenship and Immigration Canada (CIC) instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out on the [CIC Website](#).

All SACC manual clauses for specific instructions not covered by the standard instructions 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.

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

The [CIC-SI-001 \(2016-05-26\)](#) Standard Instructions – Goods or Services Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

2.2 Submission of Bids

Bids must be submitted only to Citizenship and Immigration Canada by the date, time and place indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile will not be accepted.

2.3 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than **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 questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.4 Applicable Laws

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

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

2.5 Former Public Servant (*If applicable*)

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. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, 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 in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

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.



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

Section I: Technical Bid (one (1) electronic copy by email)

Section II: Financial Bid (one (1) electronic copy by email)

Section III: Certifications (one (1) electronic copy by email)

Canada requests that respondents submit their response in unprotected (i.e. no password) PDF format by email. Complete size of emails containing a response must not exceed 10MB. Emails exceeding 10MB will not be received. Should the size of email(s) exceed 10MB, respondents must contact the Contracting Authority at least 48 hours prior to the closing date to discuss alternatives.

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

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use a numbering system that corresponds to the bid solicitation; and
- (b) page numbering must be used on the bottom right of each page of the proposal

In accordance with the *Treasury Board Contracting Policy* and the *Accessible Canada Act*, federal departments and agencies must consider accessibility criteria and features when procuring goods or services. Therefore, bidders are encouraged to highlight all the accessibility features and components of their proposal for this Statement of Work (SOW) and must:

- (i) demonstrate how the bidder's proposed goods and/or services meet the accessibility requirement at delivery; or
- (ii) describe how the bidder would deliver its goods and/or services under any resulting contract in a way that satisfies the mandatory requirement.

Section I: Technical Bid

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

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

Section II: Financial Bid



Bidders must submit their financial bid in accordance with Appendix “E”, Basis of Payment. The total amount of applicable taxes must be shown separately, if applicable.

Bidders should include the following information in their financial bid by completing Appendix “G”, Vendor Information and Authorization and include it with their bid:

1. Their legal name;
2. Their [Business Number](#) (BN); and
3. The name of the contact person (including this person's mailing address, phone and facsimile numbers, and email address) authorized by the Bidder to enter into communications with Canada with regards to:
 - a) their bid; and
 - b) any contract that may result from their bid.

Financial proposals must clearly identify the personnel proposed and the associated category for evaluation purposes only. Proposed per diem rates or firm prices must be in Canadian dollars.

The Bidder's firm price in response to this RFP and resulting contract(s) must include all overhead, general & administrative costs and profit. Included are the following costs that may be incurred in providing the required services: office space, computer hardware and software, word processing, preparation of reports, photocopying, courier services, facsimile services, telephone services, local travel expenses, and administration related to non-local travel expenses. "Local" as used here is defined as where the Work is to be performed in Canada as may be specified in the RFP and the resulting Contract(s).

Bidders must provide in their financial bid a price breakdown as detailed in Appendix “E”, Basis of Payment.

3.2 SACC Manual Clauses

C3011T (2010-01-11) - Exchange Rate Fluctuation

The requirement does not provide for exchange rate fluctuation protection. Any request for exchange rate fluctuation protection will not be considered and will render the bid non-responsive.

Section III: Certifications

Bidders must submit the required certifications and additional information required under Part 5.

Section IV: Additional Information

1. Bidder's Proposed Sites or Premises Requiring Safeguarding Measures

- 1.1 As indicated in Part 6 under Security Requirements, the Bidder must provide the full addresses of the Bidder's and proposed individuals' sites or premises for which safeguarding measures are required for Work Performance:

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

- 1.2 The Company Security Officer (CSO) must ensure through the [Contract Security Program](#) that the Bidder and proposed individual(s) hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Mandatory requirements are evaluated on a simple pass or fail basis. Failure by a Bidder to meet any one of the mandatory requirements will render the Bidder's proposal **non-responsive and will not be given further consideration**. The treatment of mandatory requirements in any procurement process is absolute. Each mandatory technical criterion should be addressed separately.

For each project summary provided, Bidders are required to provide specific dates (month and year) of experience as well as the total duration of project (number of months). The month(s) of experience listed for a project whose timeframe overlaps that of another referenced project will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.

4.1.1.2 Point Rated Technical Criteria

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.

For each project summary provided, Bidders are required to provide specific dates (month and year) of experience as well as the total duration of project (number of months). The month(s) of experience listed for a project whose timeframe overlaps that of another referenced project will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.

4.1.2 Financial Evaluation

Only the proposals that are technically responsive will be considered for financial evaluation.

The price of the bid will be evaluated in Canadian dollars, applicable taxes are excluded.

For the purposes of bid evaluation, Basis of Payment, Appendix "E" will be used. The Bidder must provide all inclusive firm price for the services being proposed in accordance with the bid solicitation, for the initial contract period and option period(s)

The "TOTAL EVALUATED PRICE" in Appendix "E", Basis of Payment will be calculated by adding the initial contract period total (Table A total), Option Year 1 total (Table B), Option year 2 (Table C) and Option year 3 (Table D). The sum of the four rows will be used to determine the financial evaluation.



4.1.3 Formulas in Pricing Schedule

If the Pricing Schedule provided to bidders include any formulae, Canada may re-input the prices provided by bidders into a fresh table, if Canada believes that the formulae may no longer be functioning properly in the version submitted by a bidder.

4.2 Basis of Selection

4.2.1 Basis of Selection - Highest Combined within budget

4.2.1.1 To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation; and
- b. meet all mandatory criteria; and

4.2.1.2 Bids not meeting (a) or (b) will be declared non responsive.. The responsive bid with the highest number of points will be recommended for award of a contract, provided that the total evaluated price does not exceed the budget available for this requirement.

4.2.1.3 The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70 % for the technical merit and 30 % for the price.

4.2.1.4 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 70 % .

4.2.1.5 To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30 %

4.2.1.6 For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.

4.2.1.7 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 70/30 ratio of technical merit and price, respectively. The total available points equal's 130 and the lowest evaluated price is \$45,000 (45).

Basis of Selection - Highest Combined Rating of Technical Merit (70%) and Price (30%)

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/130	89/130	92/130
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	115/130 x 70 = 61.92	89/130 x 70 = 47.92	92/130 x 70 = 49.54
	Pricing Score	45/55 x 30 = 24.54	45/50 x 30 = 27.00	45/45 x 30 = 30.00
Combined rating		86.45	74.92	79.54
Overall rating		1st	3rd	2nd



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 #)
<p>MT1</p>	<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>			



MT3	<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:</p> <ul style="list-style-type: none"> -Minimum of 2500 respondents -Minimum of 200 interviews in French -Minimum of 200 interviews in English <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>			
MT4	<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:</p> <ul style="list-style-type: none"> -minimum of 1,000 successful respondents <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
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<p>RT1</p>	<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>	<p>50</p>	
<p>RT2</p>	<p>Experience</p> <p>To demonstrate survey experience, the bidder must submit a maximum of three (3) 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"> C6. Project had a minimum of 1000 respondents and a maximum duration of one year. (2 pts) C7. Survey purpose was to measure quality of service / customer satisfaction. (2 pts) C8. Experience in conducting a survey using a client list. (2 pts) C9. Conducted the survey in both official languages, in French and English. (2 pts) C10. 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 (RT2 – C6 to C10) if criteria is addressed</p> <p>0 point per criteria (RT2 – C6 to C10) if criteria is not addressed.</p>	<p>50</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 	<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>18</p>	



	<p>quality standards of a previous survey with a minimum of 1,000 respondents</p> <p>C2. Description of the support provided to interviewers to ensure that they have appropriate training and tools</p> <p>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).</p> <p>C4. Description of the method that was used to develop the sampling frame to ensure quality of responses.</p> <p>C5. Description of the procedures used to mitigate the risks of data loss and human errors.</p> <p>C6. Description of the control systems that were used to ensure the security of data capture, transmission and handling</p>	<p>0 point per Criteria (RT3 - C1 to C6) if criteria is not addressed.</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>12</p>	



		<p>2 pts - Bidder has demonstrated at least the existence of 4 out of 5 activities.</p> <p>1pt – Bidder has demonstrated at least 2 of the 5 activities.</p>		
TOTAL POINTS			130	



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. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default, if any certification made by the Bidder is found to be untrue whether 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 will render the bid non-responsive or constitute a default under the Contract.

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity declaration form available on the [Forms for the Integrity Regime](#) website, to be given further consideration in the procurement process.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](#), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Integrity Provisions – List of Names

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide a completed List of Names in the Integrity Verification form available on the [Integrity Regime website](#), to be given further consideration in the procurement process.

5.2.3 Federal Contractors Program for Employment Equity – Bid Certification

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 available at the bottom of the webpage.

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 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the



proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability.

5.2.5 Education and Experience

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.



PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirement

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
 - (d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (e) For additional information on security requirements, bidders should contact the Contracting Authority.
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](#) of Public Works and Government Services Canada website.



PART 7 - RESULTING CONTRACT CLAUSES

APPENDIX "A", GENERAL TERMS AND CONDITIONS

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

A1. Standard Acquisition Clauses and Conditions Manual

All instructions, general terms, conditions and clauses identified herein by title, number and date are set out in the Standard Acquisition Clauses and Conditions (SACC) Manual issued by Public Works and Government Services Canada (PWGSC) and in the Citizenship and Immigration Canada Terms and Conditions Manual.

A1.1 An electronic version of the [SACC Manual](#) is available on the Buy and Sell Website.

A1.2 An electronic version of the Citizenship and Immigration Canada (CIC) Contract Terms and Conditions is available on the [CIC Website](#).

A2. Terms and Conditions of the Contract

A2.1 The general terms, conditions and clauses identified herein by title, number and date, are hereby incorporated by reference into and form part of this Contract, as though expressly set out herein, subject to any other express terms and conditions herein contained.

A3. General Conditions

A3.1 General Conditions [CIC-GC-001 \(2020-12-02\)](#), Med/High Complexity Goods and Services Contract shall apply to and form part of this Contract.



APPENDIX “B”, SUPPLEMENTAL TERMS AND CONDITIONS

B1. Priority of Documents

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

- a) The Articles of Agreement;
- b) Appendix “B” – Supplemental Terms and Conditions;
- c) Appendix “A” – General Terms and Conditions;
- d) Appendix “C” – Terms of Payment;
- e) Appendix “D” – Statement of Work;
- f) Appendix “E” – Basis of Payment
- g) Appendix “F” – Security Requirement Checklist (SRCL);
- h) Appendix “G” – Vendor Information and Authorization Form;
- i) the Contractor's proposal dated _____(TBD)

B2. CIC Clauses

The following Citizenship and Immigration Canada Terms and Conditions are incorporated by reference and form part of this Contract:

ID	Date	Title
CIC-SC-001(2015-02-16), Contractor Owns Intellectual Property (IP) Rights in Foreground Information		

B3. SACC Manual Clauses

The following SACC manual Clauses are incorporated by reference and form part of this Contract:

ID	Date	Title
A9117C	2007-11-30	T1204 - Direct Request by Customer Department
C0705C	2010-01-11	Discretionary Audit

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 Appendix **E**;
 - b) *Contract Security Manual* (Latest Edition)

Contractor's Sites or Premises Requiring Safeguarding Measures

Where safeguarding measures are required in the performance of the Work, the Contractor must diligently maintain up-to-date the information related to the Contractor's and proposed individuals' sites or premises for the following addresses:

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

B5. Period of Contract

The period of the Contract is from date of contract award to **March 31st 2024**.

B5.1 Option to Extend the Contract

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

Canada may exercise this option at any time by sending a written notice to the Contractor at least **thirty (30)** calendar days before the Contract expiry date. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

B6. Termination on Thirty (30) Days Notice

1. Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.
2. In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.

B7. Certifications / Compliance and Additional Information

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.



B8. Insurance Requirements

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

B9. Closure of Government Offices

Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered. Where Contractor's employees are providing services on government premises pursuant to this Contract and the said premises become non accessible and consequently no Work is being performed as a result of the closure, Canada will not be liable for payment to the Contractor for the period of closure.

B10. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work in Appendix "D".

B11. Authorities

B11.1 Contracting Authority

The Contracting Authority for the Contract is:

<The Contracting Authority for the Contract is to be identified at Contract award>

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.

B11.2 Project Authority

The Project Authority for the Contract is:

<The Project Authority for the Contract is to be identified at Contract award>

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.

B11.3 Technical Authority

<The Technical Authority for the Contract is to be identified at Contract award>

The Technical Authority will be responsible for providing guidance on the technical requirements and deliverables.

B12. Proactive Disclosure of Contract with Former Public Servants *(If applicable)*

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, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.



APPENDIX "C", TERMS OF PAYMENT

C1. Basis of Payment

Professional Fees

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price of \$ _____ (*insert amount at contract award*). Customs duties are included and applicable taxes are extra.

Option to Extend the Contract

During the extended period of the Contract, the Contractor will be paid the firm price of \$ _____ (*insert amount at contract award*) to perform all the Work in relation to the contract extension.

C2. Method of Payment

Canada will pay the Contractor upon completion of the work in accordance with the payment provisions of the Contract if:

- a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b) all such documents have been verified by Canada;
- c) the Work delivered has been accepted by Canada.

C3. Applicable Taxes

Applicable taxes are not included in the amounts shown in the Basis of Payment. Applicable taxes, which are estimated at \$ _____ (to be determined at contract award), are included in the total contract amount. Applicable taxes are to be shown as separate items on all invoices and claims for progress payments and will be paid by Canada. The Contractor agrees to remit to appropriate tax authorities any amounts of Applicable Taxes paid or due.

C4. Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- a) A copy of the release document and any other documents as specified in the Contract;
2. Invoices must be distributed as follows:
 - a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

C5. Travel and Living Expenses

"Canada will not accept any travel and living expenses for:

- a) Work performed within the National Capital Region (NCR). The NCR is defined in the [National Capital Act](#), R.S.C. 1985, c. N-4, S.2.;
- b) Any travel between the Contractor's place of business and the NCR; and
- c) Any relocation of resources required to satisfy the terms of the Contract.

These expenses are included in the firm price for professional fees specified above."



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
Planning and Preparation of all Passport Program surveys				
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)
Development and Internal Testing of Online surveys				
4	1	Online Insert and Online Email surveys only - Submit programmed version of an online landing pages and questionnaire for testing (English only).	Month #2	Electronically (in English)
Client Sample Development of Online surveys				
		Online Insert Survey only - 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		Online Email Survey only - Receive client profile data for sample file	Month #5	Data will be provided via a secure format
6		Online Email Survey only - Prepare clients sample files (cleaning, analysis, provision of unique identifiers for linkage to survey responses).	Month #5	N/A



Test Launch of Online surveys				
7		Online Insert and Online Email surveys only - Perform a survey test (in English and French)	Month #3 Online insert Month #5 Online email	Electronically (in English and in French)
8		Online Insert and Online Email surveys only - 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	Online Insert and Online Email surveys only - Submit final version of the questionnaires (in English and French)	Month #3 Online insert Month #5 Online email	Electronically (in English and in French)
Full Launch, Monitoring and Data Collection of Online surveys				
10		Online Insert and Online Email surveys only - 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		Online Insert and Online Email surveys only - 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		Online Email surveys only - 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
Development and Internal Testing of Telephone survey				
14	1	Telephone survey only - Submit programmed version of an online landing pages and questionnaire for testing (English only).	Month #5	Electronically (in English)
Client Sample Development of Telephone survey				
15		Telephone Survey only - Receive client profile data for sample file	Month #5	Data will be provided via a secure format
16		Telephone Survey only - Prepare clients sample files (cleaning, analysis, provision	Month #5	N/A



		of unique identifiers for linkage to survey responses).		
Test Launch of Telephone survey				
17		Telephone survey only - Perform a survey test (in English and French)	Month #5	Electronically (in English and in French)
18		Telephone survey only - Provide feedback on the pre-test results, including any recommendations regarding changes to the questionnaire or overall methodology	Month #5	N/A
19		Telephone survey only - Submit final version of the questionnaires (in English and French)	Month #5	Electronically (in English and in French)
Full Launch, Monitoring and Data Collection of Telephone survey				
20		Telephone survey only - Launch official survey (English and French), and begin response monitoring and management of survey issues.	Month #6	Contractor to notify IRCC of launch by email.
21		Telephone survey only - 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
Data Preparation, Reporting and Closure of all Passport Program surveys				
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
Planning and Preparation				
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)
Development and Testing				
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)
Client Sample Development				
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
Final Testing				
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)
Launch, Monitoring and Data Collection				
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
Data Preparation, Reporting and Closure				
16		Close data collection and prepare weighting schema, clean data, label	Month #7	N/A



		values, review data files (including open-ended text).		
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 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

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 option A

- 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

Immigration & Citizenship Programs

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 option A

- 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 surveys

Immigration & Citizenship Programs

- 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 option A

- 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

Immigration & Citizenship Programs

- 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>



Attachment 1 to Appendix Dstatement of work

- 1) Passport Client List – Regular variable List:
 - APPLICANT_ID
 - FOLDER_ID
 - LAST_NAME
 - FIRST_NAMES
 - HOME_TEL_NBR – “Day telephone” number on application form
 - BUSINESS_TEL_NBR – “Other” telephone number on application form
 - BUSINESS_EXT_NBR – “Other Ext” telephone extension number on application form
 - GENDER_CD
 - AGE
 - AGE_GROUP – Derived (categories: 0-5, 6-10, 11-15 and then 16-24, 25-34, 35-44, 45-54, 55-64, 65-74, 75+ years old)
 - APP_TYPE - Application Type (i.e. 1 (general), 2 (renewal), G (child))
 - RFI – Reason for issuance (e.g. replace lost TD, replace cancelled TD, renewal, new)
 - SERVICE_TYPE - (e.g. Call-Back, regular, express, urgent)
 - PENDING_STATUS - the ‘Pending’ value means if ever in pending
 - VALIDITY_PERIOD - Generated by ExpiryDate minus IssueDate (in whole years)
 - RECEIVED_DT – Received date of application
 - RECEIVED_OFFICE_CD – Receiving office code
 - RECEIVED_OFFICE_DESC – Receiving office city
 - RECEIVED_CHANNEL - (i.e. Mail-in, MP, OT, RA, Walk-in)
 - ISSUE_DT – Issue date of passport
 - ISSUING_OFFICE_CD – Issuing office code
 - ISSUING_OFFICE_DESC - Issuing office city
 - ISSUING_OFFICE_PROV - Issuing office province
 - EXPIRY_DT – Expiry date of issued passport
 - POSTAL_CODE_TXT - Postal code
 - POSTAL_CODE_TYPE – Description of postal code e.g. mail, residence)
 - PROVINCE_CD – Province of residence
 - TD_TYPE - Passport Type should all be eRegular

- 2) Potential additional variables – from JPEG passport scanned copy of page 1

Below is a list of additional information that would be available to the contractor, if we provide the jpeg application cover pages to them.

General application information on all applications:

- Applicant former surnames
- Applicant mother’s surname at birth
- Applicant date of travel
- Applicant place of birth
- Applicant eye colour
- Applicant height
- Applicant home address, email address
- Applicant signature (or signature of guardian, if child applicant)

For general adult application, this information in addition to the general applicant information above:

- Guarantor name
- Guarantor birthdate
- Guarantor passport #, issue date, expiry date
- Guarantor relationship to applicant and number of years known to applicant
- Guarantor home address, telephone number



- Guarantor signature

For general child application, this information in addition to the general applicant information above:

- Child applicant's adoption or custody status, if applicable
- Child applicant's parents/guardians relationship to child and date of marriage, if applicable
- Child applicant's parents/guardians names, including former surnames
- Child applicant's parents/guardians birth date
- Child applicant's parents/guardians country of birth
- Child applicant's parents/guardians home address, telephone number, email address
- Child applicant's parents/guardians signature



Attachment 2 to Appendix D statement of work

Citizenship and Immigration Client List - Variable List:

- Party applicant type [principal applicants only]
- Program (TR, PR, Citizenship)
- Application type (i.e. Line of business)
- Application Type/Category subcomponent description (including PR EE and non-EE, PR card renewal and replacement, TR Work Permit GSS program and IEC program)
- Client identification number
- Family name
- Given name
- Postal/zip code of party
- Country of residence
- Country of citizenship
- Country of birth
- Gender
- Age at final decisions (calculated from date of birth to date of decision, no birthdate)[ONLY clients over 18 years of age]
- Age group (18-24, 25-34, 35-49, 50+)
- Level of education (if applicable)
- Official language description
- Mother tongue description (if applicable)
- Email address [NO blanks or duplicate email addresses]
- TR App Primary Office (if applicable) [only TR App Primary Office for IRCC (not CBSA)]
- Visa Application Centre (VAC)
- Application received date (just date with no time)
- Final decision date (just date with no time)
- Final decision (positive, negative or withdrawn applications)
- Final decision office
- Citizenship effective date/ceremony date (if applicable)
- Renewal Date (if applicable)
- COPR become PR date (if applicable)
- Channel/application received method
- Representative (if applicable)
- Sponsor or Co-sponsor (Yes/No) (if applicable)
- Number of applicants, including the principal applicant (if applicable)
- Medical exam complete or Medicals received (Yes/No) (if applicable)
- Org ID of employer (Yes/No) (if applicable)
- Presence in the iCARE database (Yes/No)



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 option A : Telephone survey (1,250 completed surveys in Canada minimum) Online insert survey (approximately 20,000 completed surveys)	<i><<to be completed by bidder>></i>
Passport Program option B: Telephone survey (1,250 completed surveys in Canada minimum) Online insert survey (approximately 20,000 completed surveys) Online email survey (approximately 20,000 completed surveys)	<i><<to be completed by bidder>></i>
Passport Program option C: 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>
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 option A : Telephone survey (1,250 completed surveys in Canada minimum) Online insert survey (approximately 20,000 completed surveys)	<<to be completed by bidder>>
Passport Program option B: Telephone survey (1,250 completed surveys in Canada minimum) Online insert survey (approximately 20,000 completed surveys) Online email survey (approximately 20,000 completed surveys)	<<to be completed by bidder>>
Passport Program option C: 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>>
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 option A : Telephone survey (1,250 completed surveys in Canada minimum) Online insert survey (approximately 20,000 completed surveys)	<<to be completed by bidder>>
Passport Program option B: Telephone survey (1,250 completed surveys in Canada minimum) Online insert survey (approximately 20,000 completed surveys) Online email survey (approximately 20,000 completed surveys)	<<to be completed by bidder>>
Passport Program option C: 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>>
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 option A : Telephone survey (1,250 completed surveys in Canada minimum) Online insert survey (approximately 20,000 completed surveys)	<<to be completed by bidder>>
Passport Program option B: Telephone survey (1,250 completed surveys in Canada minimum) Online insert survey (approximately 20,000 completed surveys) Online email survey (approximately 20,000 completed surveys)	<<to be completed by bidder>>
Passport Program option C: 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>>
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)	

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\$



APPENDIX "F", SECURITY REQUIREMENTS CHECKLIST (SRCL)

Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat PR#155162
Security Classification / Classification de sécurité Unclassified

SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine IRCC		2. Branch or Directorate / Direction générale ou Direction CEB	
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?		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
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?		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
6. Indicate the type of access required - Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) / Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No / Non	<input checked="" type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? / 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.		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
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?		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
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			
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	
Not releasable / À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>	
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	

Security Classification / Classification de sécurité Unclassified
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TBS/SCT 350-103 (2004/12)





Contract Number / Numéro du contrat PR#155162
Security Classification / Classification de sécurité Unclassified

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? No / Non Yes / Oui
 If Yes, indicate the level of sensitivity: / Dans l'affirmative, indiquer le niveau de sensibilité :

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? No / Non Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

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 FIABILITÉ | <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 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 / Non Yes / Oui

If Yes, will unscreened personnel be escorted? / Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

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 / Non Yes / Oui

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 / Non Yes / Oui

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 / Non Yes / Oui

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 / Non Yes / Oui

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 / Non Yes / Oui



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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 / Confidentiel	Secret	Top Secret / Très Secret	NATO Restricted / NATO Diffusion Restreinte	NATO Confidential	NATO Secret	COSMIC Top Secret / COSMIC Très Secret	Protected / Protégé			Confidential / Confidentiel	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?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
- 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?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
- 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 PR#155162
Security Classification / Classification de sécurité Unclassified

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Sylvain Beauchamp	Title - Titre Director General	Signature Beauchamp, Sylvain	Digitally signed by Beauchamp, Sylvain Date: 2023.01.25 20:07:50 -05'00'
Telephone no. - N° de téléphone (343) 548-7270	Facsimile - Télécopieur	E-mail address - Adresse courriel sylvain.beauchamp@cic.gc.ca	Date 2022-02-07
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Tyler Young	Title - Titre Security Officer	Signature Young, Tyler	Digitally signed by Young, Tyler Date: 2023.02.03 10:52:47 -05'00'
Telephone no. - N° de téléphone (343) 572-9157	Facsimile - Télécopieur	E-mail address - Adresse courriel Tyler.Young@cic.gc.ca	Date 2023-02-03
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?			<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées) Steven French	Title - Titre Procurement Officer	Signature French, Steven	Digitally signed by French, Steven Date: 2023.02.03 12:07:00 -05'00'
Telephone no. - N° de téléphone	Facsimile - Télécopieur	E-mail address - Adresse courriel steven.french@cic.gc.ca	Date 2022-02-03
17. Contracting Security Authority / Autorisé contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées) Patrick Gaudreau-Ritlop Contract Security Officer Patrick.Gaudreau-Ritlop@tpsgc-pwgsc.gc.ca	Title - Titre	Signature Gaudreau Ritlop, Patrick	Digitally signed by GaudreauRitlop, Patrick Date: 2023.02.08 09:25:28 -05'00'
		E-mail address - Adresse courriel	



APPENDIX "G", VENDOR INFORMATION AND AUTHORIZATION FORM

Vendor Name and Address

Four horizontal lines for entering vendor name and address.

Legal Status (incorporated, registered, etc.)

- Four checkboxes for legal status: Individual (Sole proprietor), Privately owned corporation, Joint Venture or Corporate entity, Other (specify):

GST or HST Registration Number and Business Number (Revenue Canada)\

Horizontal line for entering GST or HST Registration Number and Business Number.

Name and Title of Person authorized to sign on behalf of Vendor

Print Name _____ Title _____

Signature _____ Date _____

Central Point of Contact

The Vendor has designated the following individual as a central point of contact for all matters pertaining to the proposed contract, including the provision of all information that may be requested:

Name and Title _____

Telephone _____ Fax _____

Email _____

Each proposal must include a copy of this page properly completed and signed.