



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

procurement@pptc.gc.ca
Attn: Annie Ouellette

IMPORTANT NOTICE TO SUPPLIERS

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**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

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.

Proposition aux: Citoyenneté et Immigration Canada

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

Instructions : See Herein
Instructions: Voir aux présentes
Issuing Office – Bureau de distribution
Citizenship and Immigration Canada
Passport Material Management Division
70 Crémazie
Gatineau, Québec K1A 0G3

Title – Sujet	
Passport Program-Evaluation Client Satisfaction Measurement	
Solicitation No. – N° de l'invitation	Date
PPT-146125A	April 15, 2014
Solicitation Closes – L'invitation prend fin at – à	Time Zone Fuseau horaire
2:00PM on – May 5 th , 2014	EST
Address Inquiries to: - Adresser toutes questions à:	
procurement@pptc.gc.ca	
Telephone No. – N° de téléphone :	
819-934-3717	
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. Security Requirement

There is a security requirement associated with this solicitation. For additional information, consult Part 6 – Resulting Contract Clauses and Appendix “G”.

2. Summary

Canada is seeking to establish a contract for on-demand client satisfaction surveys for the Passport Program. The survey will assist Citizenship and Immigration Canada (CIC) to evaluate the program outcomes and the modernization of the Passport Program. The Client Survey will generate information on many aspects of the service delivery of Passport Program and will create a reliable source of evidence to support forthcoming program evaluation. The contract period is from date of award to March 31st, 2015 and includes 3 one (1) year options to extend the contract under the same terms and conditions.

3. Debriefings

After contract award, 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.

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Passport Canada Website at <http://passportcanada.gc.ca/publications/index.aspx?lang=eng#entreprise>

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* (<https://buyandsell.gc.ca/policy-and-guidelines/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 [PPTC-SI-001 \(2013-07-15\)](#) Standard Instructions – Goods or Services Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

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 to Citizenship and Immigration Canada will not be accepted.

3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than three (3) 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.

4. Applicable Laws

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



PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

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

Section I: Technical Bid (one (1) soft copy);

Section II: Financial Bid (one (1) soft copy);

Section III: Certifications (one (1) soft copy).

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 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation; and
- (c) page numbering must be used on the bottom right of each page of the proposal

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders are encouraged to use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Bid

In their technical bid, bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work. 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. 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, and under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific page number and paragraph 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 "I", Vendor Information and Authorization and include it with their bid:

1. Their legal name;
2. Their Procurement Business Number (PBN); 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 per diem rates 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.

1.1 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 under Part 5 – Certifications.



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

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.

1.1 Technical Evaluation

1.1.1 Mandatory Technical Criteria

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

Note to bidder:

When the required supporting information calls for "supported by reference", the bidder has to provide the name, company or government organization, phone number and e-mail. The reference provided may be used to confirm the information provided in the bid.

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

Number	Mandatory Technical Criterion	MET	NOT MET	Cross Reference to Proposal (Page #)
MT1	<p>The bidder must provide a single point of contact for all related issues in regards to this solicitation. The following information must be provided:</p> <p>Name: Title: Phone number: Fax number: E-mail address:</p>			



MT2	<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 reference (i.e. name, title, phone number, email address).</p> <p>Should a reference provide negative feedback regarding the description provided of the project, CIC reserves the right to deem the Bidder Non-Responsive.</p>			
MT3	<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 reference (i.e. name, title, phone number, email address).</p> <p>Should a reference provide negative feedback regarding the quality of the linguistic delivery of the telephone survey projects, CIC reserves the right to deem the Bidder Non-Responsive.</p>			



<p>MT4</p>	<p>The bidder MUST demonstrate a minimum of two (2) telephone survey projects where telephone number identification was required.</p> <p>Project Definition for each survey: -Minimum of 500 respondents.</p> <p>Provide detailed example of projects for which the bidder has experience in conducting telephone surveys projects where telephone number identification was a required task. Each example must be supported by reference (i.e. name, title, phone number, email address).</p> <p>Should a reference provide negative feedback regarding the quality of the telephone number identification of the telephone survey projects, CIC reserves the right to deem the Bidder Non-Responsive.</p>			
<p>MT5</p>	<p>The bidder MUST submit one (1) reference letter from previous client that clearly demonstrates the bidder's ability to complete a telephone survey project within the last five (5) years, in terms of research quality and time.</p> <p>Reference letter must include a description that will support at a minimum the following;</p> <ul style="list-style-type: none"> -The contractor has met all timelines. - The contractor has provided high-quality deliverables. -The contractor has provided regular feedback and updates during the project. <p>Project Definition for the survey: -Minimum of 2500 respondents -Minimum of 200 interviews in French -Minimum of 200 interviews in English</p> <p>If the bidder cannot provide a reference letter and/or if the research quality and time objectives are not clearly indicated, CIC reserves the right to disqualify the bidder.</p>			
<p>MT6</p>	<p>At bid closing, the bidder MUST submit a Canadian and Industrial Security Directorate (CISD) letter certifying a valid Designated Organization Screening (DOS) with approved Document safeguarding at the minimum Level of PROTECTED A.</p>			



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.

Point Rated Technical Criteria - Scores

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

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

Item	Description	Scoring Methodology	Maximum points	Cross Reference to Proposal
RT1	<p>Experience</p> <p>To demonstrate research experience, the bidder should submit a maximum of five (5) quantitative telephone surveys 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> <p>C1. Project consisted of contacting a minimum of 1000 respondents and a maximum duration of one year.; (2 pts)</p> <p>C2. Survey purpose was to measure quality of service / customer satisfaction; (2 pts)</p> <p>C3. Using client lists where the bidder had to locate phone numbers for qualified respondents. (2 pts)</p> <p>C4. Conducted the survey in both official languages, in French and English. (2 pts)</p> <p>C5. Experience in conducting governmental surveys (2 pts)</p>	<p>A maximum of up to 10 points per project.</p> <p>-2 points per criteria (RT1 - C1 to C5) if criteria is addressed</p> <p>-0 point per criteria (RT1 - C1 to C5) if criteria is not addressed.</p>	50	



RT2	<p>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> <p>C1. Description of facilities, personnel and other resources required to meet time lines and quality standards of a previous survey with a minimum of 1,000 respondents(5 points)</p> <p>C2. Description of support provided to ensure that the interviewers have appropriate training and tools (5 points)</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). (5 points)</p> <p>C4. Description of the method that was used to develop the sampling frame to ensure quality of responses (5 points)</p> <p>C5. Description of the procedures used to mitigate the risks of data loss and human errors. Description of the control systems that were used to ensure the security of data capture, transmission and handling (5 points)</p>	<p>A maximum of up to 25 points.</p> <p>-5 points per criteria (RT2 - C1 to C5) if criteria is addressed</p> <p>-0 point per Criteria (RT2 - C1 to C5) if criteria is not addressed.</p>	25	
TOTAL POINTS		75		



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 fixed price per survey for the work being proposed in accordance with the bid solicitation, for the initial contract period and all option periods.

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

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.

2.0 Basis of Selection

2.1 Basis of Selection - Highest Combined Rating of Technical Merit and Price

2.1.2 To be declared responsive, a bid must:

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

2.1.3 Bids not meeting **(a)** or **(b)** will be declared non-responsive.

2.1.4 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.

2.1.5 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 %.

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

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

2.1.8 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 135 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		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 70 = 59.63$	$89/135 \times 70 = 46.15$	$92/135 \times 70 = 47.70$
	Pricing Score	$45/55 \times 30 = 24.55$	$45/50 \times 30 = 27.00$	$45/45 \times 30 = 30.00$
Combined rating		84.18	73.15	77.70
Overall rating		1st	3rd	2nd

3. Security Requirement

At the date of bid closing, the following conditions must be met:

- a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - 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 6 - 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.

For additional information on security requirements, bidders should contact the Contracting Authority



PART 5 - CERTIFICATIONS

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

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default, 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 with this request will also render the bid non-responsive or will constitute a default under the Contract.

1. Certifications Required with the Bid

Bidders must submit the following duly completed certifications with their bid.

1.1 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 (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from Human Resources and Skills Development Canada (HRSDC) - Labour's website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

1.2 Former Public Servant Certification

Contracts with 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 with FPS, bidders must provide the information required below.



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 FPS 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 Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? **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 reduction 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.

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.

Certification

By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

I certify that the above statement is true and consent to its verification upon request by Canada.

Printed name of owner and/or employee

Signature of owner and/or employee

Date



PART 6 - 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: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>

A1.2 An electronic version of the Citizenship and Immigration Canada Contract Terms and Conditions is available on the Passport Canada Website: <http://passportcanada.gc.ca/publications/index.aspx?lang=eng#entreprise>

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. Standard Instructions and Conditions

A3.1 The conditions set out in the [PPTC-SI-001 \(2013-07-15\)](#) Standard Instructions – Goods or Services Competitive Requirements, are hereby incorporated by reference into and form part of this Contract.

A4. General Conditions

A4.1 General Conditions [PPTC-GC-001 \(2013-07-15\)](#), 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 “A” – General Terms and Conditions;
- c) Appendix “B” – Supplemental Terms and Conditions;
- d) Appendix “C” – Terms of Payment;
- e) Appendix “D” – Statement of Work;
- f) Appendix “E” – Basis of Payment
- g) Appendix “F” – Vendor Information and Authorization Form;
- h) Appendix “G” – Security Requirement Checklist (SRCL);
- i) the Contractor’s proposal dated _____(To be determined)

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
<i>PPTC-SC-001</i>	<i>2013-07-15</i>	<i>Contractor Owns Intellectual Property (IP) Rights in Foreground Information</i>

B3. SACC Manual Clauses

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

ID	Date	Title
<i>A9117C</i>	<i>2007-11-30</i>	<i>T1204 - Direct Request by Customer Department</i>
<i>C0705C</i>	<i>2010-01-11</i>	<i>Discretionary Audit</i>
<i>4008</i>	<i>2008-12-12</i>	<i>Personal Information</i>
<i>A9122C</i>	<i>2008-05-12</i>	<i>Protection and Security of Data Stored in Databases</i>



B4. Security Requirement

Document Safeguarding – with Computer Systems

1. The Contractor/Offeror must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of **PROTECTED A**, issued by the Canadian Industrial Security Directorate, Public Works and Government Services Canada.
2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by CIC Corporate Security or the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed up to the level of **PROTECTED A**.
4. The Contractor/Offeror must not remove any Protected information or assets from the identified and approved work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
5. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CIC.
6. The Contractor/Offeror must comply with the provisions of the:
 1. Security Requirements Check List and security guide (if applicable), attached at Appendix "G";
 2. *Industrial Security Manual* (Latest Edition).

B5. Period of Contract

The period of the Contract is from date of contract award to March 31st, 2015.

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 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

Compliance with the certifications and related documentation provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification, provide the related documentation or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

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. Statement of Work

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

B10. Authorities

B10.1 Contracting Authority

The Contracting Authority for the Contract is:

Annie Ouellette
Citizenship and Immigration Canada, Passport Program
70 Cremazie Street
Gatineau, QC
K1A 0G3

Tel: 819-934-3717
Fax: 819-934-3892
Email: procurement@pptc.gc.ca

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



B10.2 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.



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 an all inclusive firm price of \$ _____ (*insert amount at contract award*) per survey as specified in Appendix “E”, Basis of Payment. Customs duties are included and applicable taxes are extra.

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

Option to Extend the Contract

During the extended period of the Contract, the Contractor will be paid as determined in accordance with the Basis of Payment in Appendix “E” to perform all the Work in relation to the contract extension.

C2. Limitation of Expenditure

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment in Appendix “E”, to a limitation of expenditure of **\$ 65,000.00** per telephone survey. Customs duties are included and applicable taxes are extra.

1. Canada's total liability to the Contractor under the Initial Contract Period and all option periods must not exceed **\$ 65,000.00** per telephone survey. Customs duties are included and applicable taxes are extra, if applicable.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a) when it is 75 percent committed, or
 - b) four (4) months before the contract expiry date, or
 - c) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.



C3. Method of Payment

Canada will pay the Contractor upon completion and delivery 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.

C4. 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.

C5. 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.

C6. 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. The National Capital Act is available on the Justice Website: <http://laws.justice.gc.ca/en/N-4/>;
- 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

1. Project Title

Passport Program Evaluation Client Satisfaction Measurement

2. Background Information, rationale and intended use

The Government of Canada has emphasized the importance of the evaluation function in assessing the effectiveness of federal policies, programs and services.

Previous government studies have demonstrated that a best practice to improve service is to measure client satisfaction at regular intervals. The Treasury Board Secretariat (TBS) also recommends as a best practice that all institutions subject to the *User Fees Act*, such as the Passport Program, set service standards and periodically assess their performance in meeting their service standards.

Following the transition of the Passport program to the department of Citizenship and Immigration (CIC), it was determined that the Passport Program will need to be evaluated as per Treasury Board Secretariat’s (TBS) 2009 evaluation policy. To properly evaluate the program, the Program will need to conduct a benchmark satisfaction survey of pre-transition applicants. The results of this benchmark survey would then be compared against future satisfaction surveys of post-transition applicants.

This Client Satisfaction Survey is a data collection mechanism to support a program evaluation and falls under the evaluation plan of CIC.

Prior to Passport Canada’s transition to CIC, Client Satisfaction Measurement Program served a different purpose. The results were used to inform continuous improvement activities and various corporate documents, including the Management Accountability Framework (MAF), Departmental Performance Review (DPR) and Passport Canada’s Annual Report. In contrast, the current purpose of the survey is to fulfill our obligations under the TBS Program Evaluation Policy, and to inform continuous improvement activities. The current Memorandum of Understanding between CIC and Service Canada (ESDC) indicates that CIC is responsible for the evaluation of its programs.

The results of these surveys will be used:

- To support departmental evaluation obligations;
- To provide essential baseline data for client satisfaction, including the perceptions about program and service improvements;
- To evaluate the overall efficiency and effectiveness of the program;
- To clearly understand and assess the impact of Passport modernization initiatives, including the forthcoming online application process; and



- In collaboration with our partner, Employment and Social Development Canada (ESDC), the survey will assist both organizations to measure the impact of program modernization on client service and to provide a better understanding of users' satisfaction.

3. Timing of the Survey

The first survey must be conducted in spring 2014 and must assess client satisfaction with a random selection of passport holders, who received their passports within the six-months before July 2nd (from January to June, 2013).

It is therefore anticipated to undertake surveys twice a year: the first survey in early spring 2014. The survey schedule for the remainder of the surveys will be determined with the collaboration of the Project Authority and the Contractor.

4. Methodology

The Operational Performance Management Branch (OPMB) will work with the contractor to develop an appropriate sampling frame. The Project Authority will be responsible for the sample requirements in order to ensure the sample is random and representative of all passport applicants. The contractor will be responsible for having the appropriate facilities and equipment to conduct telephone interviews. The contractor will also be responsible for telephone number identification since the telephone number of CIC clients is not part of a recorded data field and, consequently, cannot be extracted from CIC's database. A random sample, based on the developed sampling frame, will be drawn from the CIC passport program records of clients. These clients, 16 years of age and older, applied and received a new passport within six months prior to July 2nd (January to June 2013). Each survey size will be based on a minimum representative sample of 2,500 passport applicants, aged 16 years and older.

In order to achieve 2,500 completed surveys, an appropriate sample of names and addresses will be shared for the purpose of telephone number identification. CIC will provide lists of names of clients that received their passport between January and June, 2013 and applied in person, by mail, or by receiving agents (Service Canada, Canada Post).

All clients are notified on their passport application form that they may be contacted for consultation about the service they received.

The Project Authority will design and provide the questionnaire in both official languages (English and French) to the contractor. The questionnaire will be revised with the contractor and could be modified for each survey. The length of the questionnaire will correspond to a 15 minute interview.

Prior to finalizing the survey, a pretest of the French and English questionnaire will be completed for each survey with "live" respondents. This will involve conducting the telephone interviews in the same manner as planned for the full survey. Twenty (20) interviews (out of the list of passport applicants) will have to be conducted with clients in

each language. The Contractor will have to provide, to the Project Authority feedback of the pre-test results, and make recommendations on any changes to the questionnaire or the overall methodology.

This methodology will apply to all surveys included in this requirement.

5. Constraints

5.1 Based on the nature of the services required, the Contractor must be ready to participate in at least 1 Kick-off meeting per survey with the Project Authority which will be held on-site at CIC's headquarters at 70 Crémazie Street, Gatineau, Québec. If required, kick-off meetings could be done via teleconference depending on the Contractor's location and preferences.

5.2 CIC will not provide a workplace for the telephone survey process

5.3 CIC will not reimburse any travel under this contract.

6. Tasks

The Contractor will:

6.1 Attend to a Kick-off meeting to revise sample questionnaires and methodology before each telephone survey Project;

6.2 Collect all telephone number identification of the clients identified by CIC;

6.3 Conduct a pretest of the English and French questionnaire for each survey;

6.4 Collect data using computer-assisted telephone interviewing system (Complete 2,500 telephone surveys with Passport clients);

6.5 Conduct telephone interviews in French and English;

6.6 Provide the appropriate facilities and equipments to conduct telephone interviews;

6.7 Develop the sampling frame with the collaboration of the Project Authority;

6.8 Recommend methodological enhancements to design, if required;

6.9 Provide weekly update reports to the Project Authority.



7. Deliverables

The Contractor must provide the following deliverables to the Project Authority, by email.

7.1 Data file including responses for all questions to the survey in SPSS or SAS format (raw data) in English only;

7.2 Methodological Report, if required;

7.3 Weekly status progress reports including any challenges.

*****All deliverables must be approved by CIC Project Authority.*****

8. Security Requirements

The Contractor will be provided with information regarding CIC approved procedures for the secure transfer, storage, and use of personal information once the contract will be awarded. The transfer and transmission of data will be carried out using encrypted data between authorized personnel only, or by department approved email systems (password protected). Storage will be on secure premises and access to and use of personal information will be restricted to authorized personnel only.

The Contractor will securely store all electronic and hard copy data in compliance with the Government of Canada's Policy on Government Security <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578§ion=text>

The Contractor will promptly notify the Project Authority of any unauthorized access to, disclosure, use, theft or loss of the information, as well as providing full details of the unauthorized access, disclosure use, theft or loss of that information.

At the end of the contract, any copies of information will be destroyed by the Contractor, as per Treasury Board Secretariat's Operational Standard on Physical Security (OSPS), the Operational Security Standard: Management of Information Technology Security (MITS), as well as the Electronic Documents and Records Management Solutions Standard (EDRMS), which fall under the Policy on Government Security

The Contractor will be required to return all telephone survey notes and any tape-recorded media to the Project Authority at no additional cost. All personal identifiers will be removed by the Contractor. All other data files/notes provided to and collected by the Contractor will be destroyed by the Contractor, with written confirmation to the Project Authority that the Contractor no longer possesses any copies of records that resulted from the data analysis component or from the telephone survey component.



9. Timelines for Initial Contract and all option periods.

The Following timelines should applied for each Survey

Deliverables / Tasks	Timelines
1. Kick-off meeting to revise sample, questionnaire and methodology	During the first week of each upcoming survey, identified by the Project Authority
2. Telephone number identification (look-up)	1 week following the reception of the client list
3. Data Collection – Telephone Survey Interview Period (2-3 weeks)	2-3 weeks following the telephone identification (Look-up) completion
4. Data File of Telephone Survey Results (data file including responses for all questions to the survey in SPSS or SAS format (raw data) with a methodological report)	1 week following the data collection completion

10. Language Requirements

The Contractor's interviewers will conduct the interviews in both official languages, English and French.

11. Period of Contract

- Initial contract period – From date of contract award to March 31st, 2015.
- Option period 1 – From April 1st 2015 to March 31st, 2016
- Option period 2 – From April 1st 2016 to March 31st, 2017
- Option period 3 – From April 1st 2017 to March 31st, 2018

12. Availability of Personnel

The Contractor certifies that he/she, its 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.



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 total 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 **\$65,000.00** per telephone survey, including all the options. Applicable taxes are extra. All cost/price proposals exceeding this value will render the bidder's cost/price proposal non-responsive, and eliminated from the competition.

1. The Bidder should complete this pricing schedule and include it in its financial bid. As a minimum, the Bidder must respond to this pricing schedule by inserting in its financial bid for each of the periods specified below its quoted firm all inclusive firm price (in Cdn \$) for each survey.
2. The prices or rates specified below, when quoted by the Bidder, include any of the following expenses that may need to be incurred to satisfy the terms of any contract that may result from its bid:
 - a) All deliveries as described in Appendix “D”, Statement of Work.
3. The volumetric data included in the pricing schedule detailed in Appendix “E”, Basis of Payment is provided for bid evaluated price determination purposes only. They are not to be considered as a contract guarantee.

Note: Text in RED denotes instructions to bidders and sections for completion.

Table 1: Initial period of contract (from contract award date to March 31st, 2015)

Description	Cost per Survey (A)	Quantity (B)	Total (A)X(B)
Evaluation Client Satisfaction Measurement Telephone survey as described in Appendix “D”, Statement of Work.	<<to be completed by bidder>>	Up to 2	<<to be completed by bidder>>
SUM of the table 1 (applicable taxes excluded)			\$ <<to be completed by bidder>>



Table 2: Option period 1 (from April 1st, 2015 to March 31st, 2016)

Description	Cost per Survey (A)	Quantity (B)	Total (A)X(B)
Evaluation Client Satisfaction Measurement Telephone survey as described in Appendix "D", Statement of Work.	<<to be completed by bidder>>	Up to 2	<<to be completed by bidder>>
SUM of the table 2 (applicable taxes excluded)			\$ <<to be completed by bidder>>

Table 3: Option period 2 (from April 1st, 2016 to March 31st, 2017)

Description	Cost per Survey (A)	Quantity (B)	Total (A)X(B)
Evaluation Client Satisfaction Measurement Telephone survey as described in Appendix "D", Statement of Work.	<<to be completed by bidder>>	Up to 2	<<to be completed by bidder>>
SUM of the table 3 (applicable taxes excluded)			\$ <<to be completed by bidder>>

Table 4: Option period 3 (from April 1st, 2017 to March 31st, 2018)

Description	Cost per Survey (A)	Quantity (B)	Total (A)X(B)
Evaluation Client Satisfaction Measurement Telephone survey as described in Appendix "D", Statement of Work.	<<to be completed by bidder>>	Up to 2	<<to be completed by bidder>>
SUM of the table 4 (applicable taxes excluded)			\$ <<to be completed by bidder>>



Table Summary

Tables	PERIOD OF CONTRACT	COSTS
Table 1	Initial Contract Period (Contract Award to March 31 st , 2015)	<i>SUM of Table 1</i>
Table 2	Option 1 – April 1 st , 2015 – March 31 st , 2016	<i>SUM of Table 2</i>
Table 3	Option 2 – April 1 st , 2016 – March 31 st , 2017	<i>SUM of Table 3</i>
Table 4	Option 3 – April 1 st , 2017 – March 31 st , 2018	<i>SUM of Table 4</i>
	TOTAL EVALUATED PRICE	<i>SUM of Tables 1, 2, 3 and 4</i>



APPENDIX "F", VENDOR INFORMATION AND AUTHORIZATION FORM

Vendor Name and Address

Legal Status (incorporated, registered, etc.)

GST or HST Registration Number and/or Procurement Business Number (Revenue Canada)

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.



APPENDIX "G", SECURITY REQUIREMENTS CHECKLIST (SRCL)

Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat PPT-146125
Security Classification / Classification de sécurité

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 Passport Program - CIC	2. Branch or Directorate / Direction générale ou Direction PPPS-Strategic and Business Research & Analysis	
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 proposed approach and the methodology to conduct 2,500 telephone interviews per survey. An outsourced call center will administer the survey and collect data. Then, the questionnaire as well as the sample design, the analysis and the reporting will be done in-house. The first survey would be conducted in fall/Winter 2013 and should assess client satisfaction with a random selection of passport holders.		
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? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / 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 releasable / À ne pas diffuser <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <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:	
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 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"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité





Contract Number / Numéro du contrat PPT-146125
Security Classification / Classification de sécurité

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 CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	C			
Information / Assets / Renseignements / Biens / Production	✓															
IT Media / Support TI	✓															
IT Link / Lien électronique																

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 « Classification de sécurité » au haut et au bas du formulaire.
12. b) Will the documentation 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 indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Government of Canada / Gouvernement du Canada

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PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Darren Goodyear	Title - Titre Manager PPPD-PPPS	Signature <i>[Signature]</i>	
Telephone No. - N° de téléphone 819-953-1075	Facsimile No. - N° de télécopieur 819-934-3838	E-mail address - Adresse courriel darren.goodyear@cic.gc.ca	Date
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) DANICK ST-PIERRE	Title - Titre A/SECURITY MANAGER	Signature <i>[Signature]</i>	
Telephone No. - N° de téléphone 819-997-0755	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date OCT-29-2013
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 type="checkbox"/> No / <input type="checkbox"/> Yes Non / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées) Annie Ouellette	Title - Titre Senior Contracting officer	Signature <i>[Signature]</i>	
Telephone No. - N° de téléphone 819-934-3717	Facsimile No. - N° de télécopieur 819-934-3892	E-mail address - Adresse courriel annie.ouellette@PPTC.gc.ca	Date OCT. 29th, 2013
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées) DANICK ST-PIERRE	Title - Titre A/SECURITY MANAGER	Signature <i>[Signature]</i>	
Telephone No. - N° de téléphone 819-997-0755	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date OCT-29-2013

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
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