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Office of the Commissioner of Official  
Languages  
30 Victoria Street, 6<sup>th</sup> floor,  
Gatineau, QC, K1A 0T8

**REQUEST FOR PROPOSAL  
DEMANDE DE PROPOSITION****Proposal To:  
Office of the Commissioner of  
Official Languages**

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Office of the Commissioner of Official  
Languages  
30 Victoria Street, 6<sup>th</sup> floor,  
Gatineau, QC, K1A 0T8

<b>Title – Sujet</b> Public opinion research to know Canadians' views on official languages and bilingualism in Canada	
<b>Solicitation No. – N° de l'invitation</b> GET591-15-03	<b>Date</b> 2015-11-23
<b>Client Reference No. – N° référence du client</b>	
<b>GETS Reference No. – N° de reference de SEAG</b> GET591-15-03	
<b>File No. – N° de dossier</b>	<b>CCC No. / N° CCC - FMS No. / N° VME</b>
<b>Solicitation Closes – L'invitation prend fin</b> <b>at – à 02 :00 PM</b> <b>on – le 2016-01-05 (January 5)</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
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<b>Name and title of person authorized to sign on behalf of Vendor/firm</b> <b>(type or print)-</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de</b> <b>l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>



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30 rue Victoria / 30 Victoria Street, Gatineau, Quebec, Canada K1A 0T8 Tel: (877) 996-6368

## REQUEST FOR PROPOSAL

**Solicitation # GET591-15-03**

**Title:** Public opinion research to know Canadians' views on official languages and bilingualism in Canada

**Solicitation closes at 2:00PM EST on January 5, 2015.**

**Address inquiries to:** [Procurement-Contracting@clo-ocol.gc.ca](mailto:Procurement-Contracting@clo-ocol.gc.ca)

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## **PART 1 - INFORMATION AND INSTRUCTIONS**

### **1. Security Requirement**

There is a security requirement associated with the requirement. For additional information, consult Part 1 - Information and Instructions, clause 6.4, Security Requirement, and Part 2 - Resulting Contract Clauses.

### **2. Statement of Work**

Canada is seeking to establish a contract to gauge Canadians' views on official languages and bilingualism and to obtain a more precise profile of opponents and proponents of official languages and bilingualism as defined in Appendix "A", Statement of Work.

### **3. 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 *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 2003 (2015-07-03) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

### **4. Submission of Bids**

Bids must be submitted electronically to [Procurement-Contracting@ocol-clo.gc.ca](mailto:Procurement-Contracting@ocol-clo.gc.ca) by January 5 at 2:00PM EST.

Bids must be submitted in three separate sections as follows:

Section I: Technical Bid  
Section II: Financial Bid  
Section III: Certifications (Appendix "C")

### **5. Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to [Procurement-Contracting@ocol-clo.gc.ca](mailto:Procurement-Contracting@ocol-clo.gc.ca) no later than seven (7) calendar days before the bid closing date. Enquiries received after that date may not be answered.

### **6. Evaluation Procedures**

Bids received will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria specified below.

#### **6.1 Technical Evaluation**

All bids must be completed in full and provide all of the information requested in the bid solicitation to enable full and complete evaluation.



### 6.1.1 Mandatory Technical Criteria

Mandatory requirements are evaluated on a 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.

Mandatory Technical Criteria (MTC)			
Item	Requirement	Bid Preparation Instructions	Rating PASS / FAIL
MTC1	Presentation of all required elements and in required format (See Appendix A2)	All required elements are present and follow the order indicated, in the required format (see Appendix A2)	
MTC2	Professional presentation of proposal	Quality of layout Proper use of grammar and syntax Clear and concise writing	
MTC3	The proposal is tailored to OCOL's needs	The proposal is aimed at meeting the specific needs of OCOL, considering its mandate, the context and the objectives of the research.  There is no copy-and-paste	
MTC4	The experience and skills of the Consultant and the members of the Consultant's team are described as per the instructions provided.	Information specified in the mandatory rated criteria (RPTC) and desired rated criteria (DPTC) below is provided on the Consultant and the members of the Consultant's team.	
MTC5	The supporting documents are relevant.	The appendices are relevant to the project (references and résumés)	



### 6.1.2 Point Rated Technical Criteria

Each Technical Bid that meets all the Mandatory Requirements specified above will be evaluated and scored on a scale of 0 to 5 for each requirement in accordance with the following point-rated evaluation criteria table. Each point rated technical criterion should be addressed separately. Those that obtain the passing mark (3 out of 5) for each criterion will then be evaluated for the desired competencies using the same rating scale, and the mark obtained will be added to that obtained for the point rated competencies.

Required Point Rated Technical Criteria (RPTC)					
Item	Requirement	Bid Preparation Instructions	Rating Scale <sup>1</sup> (0-5)	Weighting (Points)	Cross Reference to Proposal
RPTC 1	Detailed description of the methodology proposed for Component I (National random survey); rationale for proposing it; and its scope and limitations	Evaluation based on:  Clarity and accuracy of the information provided, including the questionnaire design, sampling and recruiting; administration of the survey, compilation, analysis and presentation of data; the scope and limitations of the methodology; etc.,	Rating scale 0 to 5	Rating Scale points x 3  Minimum 9 points Maximum 15 points	Bidder must indicate where this information can be found in the proposal.
RPTC 2	Detailed description of the methodology proposed for Component II (Administration of the same questionnaire and collection of additional socio-cultural data through on online panel or by other means); rationale for proposing it; its scope and limitations; and an indication of the socio-cultural data the Consultant has or could collect	Evaluation based on:  Clarity and accuracy of the information provided, including sampling, recruiting and questionnaire administration according to the methodology proposed; compilation, analysis and presentation of data; the scope and limitations of the methodology; etc.,	Rating scale 0 to 5	Rating Scale points x 3  Minimum 9 points Maximum 15 points	Bidder must indicate where this information can be found in the proposal.
RPTC 3	Experience in public	Evaluation based on:  • Number of		Rating Scale points x 3	

<sup>1</sup> 0 = No evidence that criteria is met; 1 = Very Unsatisfactory (minimal evidence of criteria being met); 2 = Somewhat Unsatisfactory (Partially meets the criterion); 3 = Satisfactory (Meets the criteria but nothing more); 4 = Very Satisfactory (Meets the criterion and in certain respects exceeds it); 5 = Excellent (Significantly exceeds the criterion).



	<p>opinion research using a probability survey</p> <ul style="list-style-type: none"> <li>Description, using relevant examples, of the experience of the Consultant and/or the Consultant's team members in conducting public opinion research using a probability survey</li> </ul> <p>The examples provided must include: project title, project value, year and period in which the project was executed, project client, Consultants assigned and a summary description of the project including the context, objective, methodology and results</p>	<p>examples</p> <ul style="list-style-type: none"> <li>Relevance of examples in terms of context, nature and scope</li> </ul> <p>Involvement of proposed team members in the examples provided and described</p>	<p>Rating scale 0 to 5</p>	<p>Minimum 9 points Maximum 15 points</p>	
<p><b>RPTC 4</b></p>	<p>Experience in public opinion research using other quantitative methods, such as online panels</p> <ul style="list-style-type: none"> <li>Description, using relevant examples, of the experience of the Consultant and/or the Consultant's team members in conducting public opinion research using other quantitative methods, such as online panels</li> </ul> <p>The examples provided must include: project title, project value, year and period in which the project was executed, project client, consultants</p>	<p>Evaluation based on:</p> <ul style="list-style-type: none"> <li>Number of examples</li> <li>Relevance of examples in terms of context, nature and scope</li> </ul> <p>Involvement of proposed team members in the examples provided and described</p>	<p>Rating scale 0 to 5</p>	<p>Rating Scale points x 3</p> <p>Minimum 9 points Maximum 15 points</p>	



	assigned and a summary description of the project including the context, objective, methodology and results				
<b>RPTC 5</b>	<p>Ability to conduct the overall project, including all related activities, in both official languages</p> <ul style="list-style-type: none"> <li>Description, using relevant examples, of the Consultant's experience or capability (and, as applicable, that of the Consultant's team members) to conduct quantitative research in both official languages in contexts similar to this one, specifying the level of written and oral communication skills. (See Appendix A1)</li> <li>Demonstration of how the activities will be carried out in both official languages as to ensure availability and equal quality of services and their active offer.</li> </ul>	<p>Evaluation based on:</p> <ul style="list-style-type: none"> <li>Extent and nature of experience or ability to conduct surveys and/or online panels in both official languages.</li> <li>Nature and extent of the demonstration of how the activities will be carried out in both official languages including insuring an active offer.</li> </ul>	<p>Rating scale 0 to 5</p>	<p>Rating Scale points x 3</p> <p>Minimum 9 points Maximum 15 points</p>	
<b>RPTC 6</b>	<p>Capability to successfully deliver the research project, including both of its components</p>	<p>Evaluation based on:</p> <ul style="list-style-type: none"> <li>Allocation of resources appropriate to the tasks</li> </ul> <p>Thorough and realistic work plan</p>	<p>Rating scale 0 to 5</p>	<p>Rating Scale points x 2</p> <p>Minimum 6 points Maximum 10 points</p>	
<b>Total (Minimum Score: 51 / 85)</b>					



**6.1.3 Desired Point Rated Criteria**

Desired Point Rated Technical Criteria (DPTC)					
Item	Requirement	Bid Preparation Instructions	Rating Scale <sup>2</sup> (0-5)	Weighting (Points)	Cross Reference to Proposal
DPTC 1	<p>Experience conducting national public opinion research</p> <ul style="list-style-type: none"> <li>Description, using relevant examples, of the experience of the Consultant and/or the Consultant's team members in conducting national public opinion research</li> <li>The examples provided must include: project title, project value, year and period in which the project was executed, project client, consultants assigned and a summary description of the project including the context, objective, methodology and results</li> </ul>	<p>Evaluation based on:</p> <ul style="list-style-type: none"> <li>Number of examples</li> <li>Relevance of examples in terms of context, nature and scope</li> </ul> <p>Involvement of proposed team members in the examples provided and described</p>	Rating scale 0 to 5	<p>Rating Scale points x 1.5</p> <p>Minimum 4.5 points Maximum 7.5 points</p>	Bidder must indicate where this information can be found in the proposal.
DPTC2	<p>Experience conducting public opinion research in the area of public policy</p>	<p>Evaluation based on:</p> <ul style="list-style-type: none"> <li>Number of examples</li> <li>Relevance of examples in terms of context, nature and scope</li> </ul> <p>Involvement of proposed team</p>	Rating scale 0 to 5	<p>Rating Scale points x 1.5</p> <p>Minimum 4.5 points Maximum 7.5 points</p>	Bidder must indicate where this information can be found in the proposal.

<sup>2</sup> 0 = No evidence that criteria is met; 1 = Very Unsatisfactory (minimal evidence of criteria being met); 2 = Somewhat Unsatisfactory (Partially meets the criterion); 3 = Satisfactory (Meets the criteria but nothing more); 4 = Very Satisfactory (Meets the criterion and in certain respects exceeds it); 5 = Excellent (Significantly exceeds the criterion).





		members in the examples provided and described			
<b>Total (Minimum Score: 9 / 15 )</b>					

**Total points technical criteria \_\_\_/100** (Point Rated Technical Criteria + Desired Point Rated Technical Criteria)

### 6.2 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 excluded.

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

Mandatory Financial Requirements	
Item	Requirement
F1	<p>OCOL's budget for both components is approximately \$50,000, excluding applicable tax. For each component, according to the methodology, costs must be broken down into the individual tasks according to: the team members assigned, their daily rates and their level of effort, and other costs (travel, administrative, and accessory, as applicable). A subtotal must be indicated for each component, plus a total for both components, before and after tax.</p>

### 6.3 Basis of Selection

#### Highest Combined Rating of Technical Merit and Price

To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation; and
- b. meet all mandatory criteria; and
- c. obtain the required minimum of 60 points overall for the technical evaluation criteria which are subject to point rating.

The rating is performed on a scale of 100 points.

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



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.

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%.

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

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

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		1 <sup>st</sup>	3 <sup>rd</sup>	2 <sup>nd</sup>

**6.4 Security Requirement**

1. 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 2 - 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 2 - 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;



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For additional information on security requirements, bidders should consult the “Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders” (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the [Departmental Standard Procurement Documents](#) website.

## **7. Debriefings**

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

## **8. Trade Agreements**

Trade Agreements do not apply to this requirement.



## PART 2 - RESULTING CONTRACT CLAUSES

### 1. Security Requirement

1.1 The following security requirement (SRCL and related clauses) applies and form part of the Contract.

1.1.1 The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer/Supply Arrangement, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

1.1.2 The Contractor/Offeror personnel requiring access to PROTECTED information, assets or sensitive work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.

1.1.3 The Contractor/Offeror MUST NOT remove any PROTECTED information or assets from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.

1.1.4 Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.

1.1.5 The Contractor/Offeror must comply with the provisions of the:

- a) Security Requirements Check List and security guide (if applicable), attached at Annex B;
- b) *Industrial Security Manual* (Latest Edition).

### 2. Statement of Work

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

### 3. Standard Clauses and Conditions

All clauses and conditions identified in the Contract 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) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

#### 3.1 General Conditions

2010B (2015-09-03) General Conditions - Professional Services (Medium Complexity) apply to and form part of the Contract.

#### 3.2 Supplemental General Conditions

4007 (2010-08-16) Canada to Own Intellectual Property Rights in Foreground Information



The Office of the Commissioner of Official Languages has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, on the following grounds: 6.4.1 Generate knowledge and information for public dissemination.

#### **4. Term of Contract**

##### **4.1 Period of the Contract**

The period of the Contract is from date of contract award to March 31, 2016.

#### **5. Authorities**

##### **5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Department: Office of the Commissioner of Official Languages  
Address: 30 Victoria Street, Gatineau, QC K1A 0T8  
  
Telephone: (819) 420-\_\_\_\_\_  
E-mail address: \_\_\_\_\_@clo-ocol.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.

##### **5.2 Project Authority**

The Project Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Department: Office of the Commissioner of Official Languages  
Address: 30 Victoria Street, Gatineau, QC K1A 0T8  
  
Telephone: (819) 420-\_\_\_\_\_  
E-mail address: \_\_\_\_\_@clo-ocol.gc.ca

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.



### 5.3 Contractor's Representative

The Contractor's Representative for the Contract is:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

E-mail address: \_\_\_\_\_

## 6. Payment

### 6.1 Basis of Payment

#### Firm Price

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a \_\_\_\_\_ (firm price) for a cost of \$ \_\_\_\_\_ insert the amount at contract award. 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.

### 6.2 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.

### 6.3 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.

### 6.4 Other Direct Expenses

The Contractor will not accept any other direct expenses. These expenses must be included in the firm price for professional fees specified above.



## 6.5 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.

## 6.6 Invoicing Instructions

The Receiver General for Canada requires departments and agencies to pay supplier invoices by direct deposit. Before submitting your first invoice, **please contact the following Finance employee** who will inform you of the form and procedures to complete: [Amelie.Duffy@clo-ocol.gc.ca](mailto:Amelie.Duffy@clo-ocol.gc.ca) or [Denis.Lalande@clo-ocol.gc.ca](mailto:Denis.Lalande@clo-ocol.gc.ca).

1. Invoices must be submitted in the Contractor's name. The Contractor must submit invoices for each delivery or shipment; invoices must only apply to the Contract. Each invoice must indicate whether it covers partial or final delivery.
2. Invoices must show:
  - a. the date, the name and address of the client department, item or reference numbers, deliverable/description of the Work, contract number, Client Reference Number (CRN), Procurement Business Number (PBN), and financial code(s);
  - b. details of expenditures (such as item, quantity, unit of issue, fixed time labour rates and level of effort, subcontracts, as applicable) in accordance with the Basis of Payment, exclusive of Applicable Taxes;
  - c. deduction for holdback, if applicable;
  - d. the extension of the totals, if applicable; and
  - e. if applicable, the method of shipment together with date, case numbers and part or reference numbers, shipment charges and any other additional charges.
3. Applicable Taxes must be specified on all invoices as a separate item along with corresponding registration numbers from the tax authorities. All items that are zero-rated, exempt or to which Applicable Taxes do not apply, must be identified as such on all invoices.
4. By submitting an invoice, the Contractor certifies that the invoice is consistent with the Work delivered and is in accordance with the Contract.

## 7. Certifications

### 7.1 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.



## 8. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in \_\_\_\_\_ (insert Province or Territory specified in bidder's proposal).

## 9. Priority of Documents

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

- (a) The Articles of Agreement;
- (b) 4007 (2010-08-16) Canada to Own Intellectual Property Rights in Foreground Information;
- (c) 2010B (2015-09-03) General Conditions - Professional Services (Medium Complexity);
- (d) Appendix A, Statement of Work;
- (e) Appendix B, Security Requirements Check List;
- (f) The Contractor's bid dated \_\_\_\_\_ (insert date of bid).





## APPENDIX “A”, STATEMENT OF WORK

### A1. Title

Public opinion research to know Canadians' views on official languages and bilingualism in Canada

### A2. Objectives

The Office of the Commissioner (OCOL) has two objectives:

1. Through public opinion research, gauge Canadians' views on official languages and bilingualism. OCOL wishes to take the current pulse of Canadians as a whole, as well as according to certain demographic characteristics, especially in preparation for the 150th Anniversary of Confederation.
2. With a view to promote bilingualism among Canadians and better target messages, OCOL wishes to obtain a more precise profile of opponents and proponents of official languages and bilingualism. Socio-cultural data, such as attitudes towards certain values, consumer habits and topics of interest to respondents, would be useful to OCOL in order to refine its communication strategies directed at Canadians according to subgroups.

For the first objective, OCOL would like the results of the survey to be generalized to the entire Canadian population, which requires a random and representative survey. The second objective, which is to obtain additional socio-cultural data, could be achieved by means of a survey or by other means, such as an online panel. OCOL therefore suggests a two-tiered methodology, as described below.

- Component I: National random survey on Canadians' opinions of and experiences in connection with official languages and bilingualism.
- Component II: Administration of the same questionnaire and collection of additional socio-cultural data through on online panel or by other means. A methodology other than probability sampling may be used under this component.

This does not exclude the possibility of both objectives being achieved using a single survey method or methods other than those suggested here. OCOL will consider all proposals with valid methodologies that satisfy the above objectives.

### A3. General information

#### A3.1 Background

In 2006, OCOL participated in a Decima omnibus survey to poll Canadians' opinions on official languages and bilingualism.<sup>3</sup> At the time of the survey, Canadians' attitudes in this regard were relatively positive. OCOL therefore wishes to poll Canadians again, but this time gathering more complete information on the respondents.

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<sup>3</sup> Decima Research, omnibus survey, 2006, [http://www.ocol-clo.gc.ca/html/evolution\\_opinion\\_summ\\_somm\\_e.php](http://www.ocol-clo.gc.ca/html/evolution_opinion_summ_somm_e.php)



Also, various public opinion surveys<sup>4</sup> have demonstrated that certain demographic variables (such as area of residence, language, age and place of birth) influence perceptions surrounding the topic of official languages and bilingualism. Therefore, OCOL considers that the sampling should take those variables into account.

OCOL used surveys already administered on the topic of official languages to prepare a list of potential questions. The Consultant can use this list to develop the survey questionnaire.

### **A3.2 Summary of each component**

In Component I – National random survey: OCOL would like the survey to be based on probability sampling that is representative of the Canadian population in order to be able to generalize the results. The Consultant will determine the appropriate survey technique. The survey can be administered using a single- or a multi-mode method, using landline and/or cellular telephone and/or Internet.

In Component II – Online panel: The same questionnaire will be administered, while also obtaining data on the socio-cultural characteristics of respondents (e.g. attitudes towards certain values, cultural goods consumption patterns, media use habits, etc.). The Consultant can also use pre-existing data on the respondents, as long as they correspond to the type of information OCOL wants to obtain.

For both components, the Consultant must describe in detail the data collection methodology proposed, including the socio-cultural data it has or could obtain; provide a rationale for the proposed methodology; and explain its scope and limitations in the Mandatory Rated Criteria section

## **A4. Tasks**

### **A4.1 Initial meeting**

An initial face-to-face meeting, in Gatineau, between the Consultant and OCOL staff will serve to confirm the specifics of the contract and share relevant information. As needed, the Consultant will adapt the work plan and submit a revised version to OCOL.

### **A4.2 Review of existing surveys**

In order to become familiar with the topic, the Consultant will review relevant surveys administered in the last 10 years. No deliverables are required at this stage.

### **A4.3 Sampling**

OCOL would like the samples for both components to be as representative of the Canadian population as possible, for example in terms of area of residence, age, language and place of birth. The Consultant can advise OCOL on other potentially relevant variables.

For both components, oversampling of official language minority groups (English in Quebec and French in the rest of Canada) will not be necessary, since the consultation is targeted to the

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<sup>4</sup> Environics, 2012 Focus Canada survey, <http://www.environicsinstitute.org/uploads/institute-projects/focus%20canada%202012%20-%20banner%20tables%20-%20february%201-2013.pdf>



linguistic majorities, that is, Francophone respondents in Quebec and Anglophone respondents in the rest of Canada.

#### **A4.4 Questionnaire design**

OCOL already has a list of potential questions that it will provide to the Consultant. However, the Consultant will be responsible for designing and administering the questionnaire. The same questionnaire will be used for both components, including standard socio-demographic and socio-economic questions. For the second component, sociocultural questions may have to be added should the Consultant not already have relevant data..

OCOL will be responsible for revising and translating the questionnaire.

#### **A4.5 Programming**

The Consultant will be responsible for all technical aspects of preparing to administer the questionnaire (programming and posting of the questionnaire online, training interviewers as needed, etc.) in both official languages.

#### **A4.6 Questionnaire pre-test**

The Consultant will be responsible for administering a questionnaire pre-test, according to the technique(s) developed for each component. The pre-test will have to be conducted in both official languages. Any necessary adjustments will be made on the basis of the pre-test results.

#### **A4.7 Communication and recruitment**

The Consultant will be responsible for contacting potential respondents and recruiting them in both official languages. OCOL can provide support in the drafting of formal messages in both official languages. The Consultant must be able to communicate with respondents informally and formally in an equal manner in both official languages, both orally and in writing.

#### **A4.8 Questionnaire administration**

The methodology proposed and developed by the Consultant for the collection of data must allow sufficient numbers and proportions of target populations to be contacted and surveyed using the most appropriate means.

OCOL would like data collection to take place in winter 2016.

Regardless of the methodology used, the questionnaire must be administered in respondents' official language of choice, and with the same quality in both official languages. To comply with the *Official Languages Act*, an active offer in both official languages will have to be made on first contact with respondents. OCOL can provide the wording to be used.

#### **A4.9 Analysis of results**

Regardless of the method used, OCOL would like the answers for both components to be analyzed according to standard socio-demographic and socio-economic variables and the answers for the second component to be additionally analyzed for more specific socio-cultural variables among respondents.

#### **A4.10 Submission of full report(s)**

The Consultant will have to submit to OCOL a full report that includes an explanation of the methodology used, its scope and limitations, a description and analysis of the results, complete



data tables, and raw data for each component in a single document or in two separate documents, depending on the methodology(ies) used.

#### A4.11 Meeting to discuss results

The Consultant will meet with OCOL representatives to discuss the results of the research.

#### A4.12 Presentation of results

The Consultant will have to present the research results to OCOL executives.

### A5. Deliverables and schedule

#### A5.1 Deliverables

##### A5.1.1 Revised work plan

As needed, depending on the discussions held at the initial meeting, the Consultant will submit to OCOL an accordingly revised work plan.

##### A5.1.2 Questionnaire

OCOL will provide the Consultant with a list of potential questions. From this list, the Consultant will develop a draft questionnaire. OCOL will review the questionnaire and provide the Consultant with feedback. The Consultant will finalize the questionnaire accordingly.

##### A5.1.3 Full report(s)

The Consultant will have to submit to OCOL a full report that includes an explanation of the methodology used, its scope and limitations, a description and analysis of the results, complete data tables, and raw data for each component in a single document or in two separate documents, depending on the methodology(ies) used.

##### A5.1.4 Presentation of results

The Consultant will prepare a bilingual PowerPoint presentation to present the research results to OCOL executives.

#### A5.2 Schedule

OCOL would like the work to be completed by March 31, 2016, assuming a contract start date of January 15, 2016. The Consultant will determine how this requirement will be met. Deliverables are subject to revision and requests for modifications by OCOL prior to approval and acceptance.

PHASE	ACTIVITY	DATE	DELIVERABLE
<b>Project preparation</b>	<ul style="list-style-type: none"> <li>Initial meeting</li> <li>Review of existing surveys</li> </ul>	<ul style="list-style-type: none"> <li>January 15, 2016</li> </ul>	Revised work plan, as required
	<ul style="list-style-type: none"> <li>Determination of target population and sampling</li> </ul>		
<b>Survey preparation</b>	<ul style="list-style-type: none"> <li>Design and finalization of questionnaire</li> </ul>		Finalized questionnaire
	<ul style="list-style-type: none"> <li>Preparation for questionnaire administration</li> </ul>		



	(programming and pre-test)		
<b>Survey administration</b>	• Communication with and recruitment of sample respondents		
	• Questionnaire administration and data collection and analysis		
<b>Project conclusion</b>	• Submission of full report(s) for both components	• March 2016	Database; technical and descriptive reports for each component
	• Meeting with OCOL representatives	• March 2016	
	• Presentation of research results to OCOL executives	• March 2016	Bilingual PowerPoint presentation

**A6. Reporting**

In addition to the reports described above, the Consultant will have to report to OCOL on the progress of the work on a weekly basis by email.

**A7. Limitations and constraints**

**A7.1 Standards**

Regardless of the methodology being used, the Consultant will comply with the [Standards for the Conduct of Government of Canada Public Opinion Research - Telephone Surveys](#) and/or, as applicable, the [Standards for the Conduct of Government of Canada Public Opinion Research - Online Surveys](#).

**A7.2 Subcontracting**

As needed, the Consultant may subcontract some of the work to third party. In such a case all information required on the members of the team, their roles and their tasks must be provided in the proposal. The Consultant’s language obligations in delivering the project also apply to subcontractors.

**A7.3 Sequence of activities**

The design and administration of each component may be done sequentially or simultaneously, depending on the Consultant’s approach.



## A8. Official languages

The project is conducted on behalf of the Commissioner of Official Languages whose mandate is to ensure the recognition of the status of each of the official languages and compliance with the spirit and intent of the *Official Languages Act (OLA)*. Hence, the Consultant must conduct all aspects of the project in full accordance with the *OLA*, specifically Part IV, Communications with and Services to the Public.

The Consultant must manage the overall project as to ensure active offer of services in both official languages as well as the availability and equal quality of services, products, and communications intended for the public. Responsible team members and those in contact with the public must have an advanced level of proficiency in both official languages. (See Appendix A1 for a description of language proficiency levels)

With all respondents, regardless of the region, the Consultant must offer to administer the questionnaire in either official language. The Consultant must make an active offer in both official languages on first contact. The first language used in Quebec must be French, and in the rest of Canada, English, followed immediately by the other official language.

The progress report and final report may be submitted in English or in French; however, the Consultant must be able to present the results and discuss them with OCOL staff in both official languages.

## A9. Work location

All of the work will be done from the Consultant's offices.

## A10. Travel

The Consultant must travel to OCOL's headquarters in Gatineau on three occasions:

- At the initial meeting with OCOL representatives;
  - At the meeting with OCOL representatives to discuss the results of both components; and
  - At the final meeting to present the results of both components to OCOL executives.
- Travel expenses are included in the firm price for professional fees.

## A11. Security

1. Are there security requirements for this Request? Yes  No
2. If you answered "Yes" to Question 1, please answer the following questions:
  - I. Will the Consultant be required to travel within OCOL's offices, either here in the NCR or in one of our regional offices? Yes  No
  - II. If you answered "Yes" to Question 2.I, please indicate whether the Consultant will be escorted at all times. Yes  No
3. Will the Consultant need any of the following?
  - a. A user account on OCOL's network Yes  No
  - b. An OCOL laptop Yes  No



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- c. VPN access Yes  No
- d. If you answered "No" to questions 3a, 3b and 3c and the Consultant will work outside of OCOL's offices and will have access to protected information, how will that information be transmitted?
  - i. USB key with password
  - ii. Regular mail
  - iii. Courier



## APPENDIX A1: DESCRIPTION OF LANGUAGE PROFICIENCY LEVELS

Legend	Verbal Communication	Comprehension	Written Communication
<b>Basic</b>	<p>A person speaking at this level can:</p> <ul style="list-style-type: none"><li>• ask and answer simple questions;</li><li>• give simple instructions; and</li><li>• give uncomplicated directions relating to routine work situations.</li></ul>	<p>A person reading at this level can:</p> <ul style="list-style-type: none"><li>• fully understand very simple texts;</li><li>• grasp the main idea of texts about familiar topics; and</li><li>• read and understand elementary points of information such as dates, numbers, or names from relatively more complex texts to perform routine job-related tasks.</li></ul>	<p>A person writing at this level can:</p> <ul style="list-style-type: none"><li>• write isolated words, phrases, simple statements or questions on very familiar topics using words of time, place or person.</li></ul>
<b>Intermediate</b>	<p>A person speaking at this level can:</p> <ul style="list-style-type: none"><li>• sustain a conversation on concrete topics; report on actions taken;</li><li>• give straightforward instructions to employees; and</li><li>• provide factual descriptions and explanations.</li></ul>	<p>A person reading at this level can:</p> <ul style="list-style-type: none"><li>• grasp the main idea of most work-related texts;</li><li>• identify specific details; and</li><li>• distinguish main from subsidiary ideas.</li></ul>	<p>A person writing at this level can:</p> <ul style="list-style-type: none"><li>• deal with explicit information on work-related topics since they have sufficient mastery of grammar and vocabulary.</li></ul>
<b>Advanced</b>	<p>A person speaking at this level can:</p> <ul style="list-style-type: none"><li>• support opinions; and understand and express hypothetical and conditional ideas.</li></ul>	<p>A person reading at this level can:</p> <ul style="list-style-type: none"><li>• understand most complex details, inferences and fine points of meaning; and</li><li>• have a good comprehension of specialized or less familiar material.</li></ul>	<p>A person writing at this level can:</p> <ul style="list-style-type: none"><li>• write texts where ideas are developed and presented in a coherent manner.</li></ul>





## APPENDIX A2: REQUIRED FORMAT FOR TECHNICAL PROPOSALS

Technical proposals must include the following, and in the order indicated below.

### 1. General information

- 1.1. Title page
- 1.2. Table of contents
- 1.3. The name, contact information and HST number of the principal Consultant or firm
- 1.4. The firm's, team members', and as applicable the subcontractor's security clearance

### 2. Criteria

- 2.1. An executive summary, including the Consultant's understanding of the context and objectives of the research to be undertaken.
- 2.2. A description of how the Consultant or the Consultant's team members satisfy the required point-rated technical criteria (RPTC):
  - RPTC1) Detailed description of the methodology proposed for Component I – National random survey, the rationale for proposing it, and its scope and limitations;
  - RPTC2) Detailed description of the methodology proposed for Component II - Administration of the same questionnaire and collection of additional socio-cultural data through an on online panel or by other means, the rationale for proposing it, its scope and limitations, and an indication of the socio-cultural data the Consultant has or could collect;
  - RPTC3) Experience in public opinion research using a probability survey;
  - RPTC4) Experience in public opinion research using other quantitative methods, such as online panels
  - RPTC5) Ability to conduct the research, including all related activities, in both official languages;
  - RPTC6) Capability to successfully deliver the research project, including both of its components.
- 2.3. A description of how the Consultant or the Consultant's team members satisfy the desired point-rated technical criteria (DPTC):
  - DPTC1) Experience conducting national public opinion research;
  - DPTC2) Experience conducting public opinion research in the area of public policy.

### 3. Proposed team

- 3.1. Team composition, with a short, targeted biography of each member
- 3.2. Organizational chart of team structure
- 3.3. Description of team members' roles and responsibilities

### 4. Detailed work plan

- 4.1. Description of how the project will be carried out
- 4.2. Submission of a detailed work plan, with the phases and tasks, including meetings, presentations and deliverables broken down by the team members responsible, their level of effort and the time line



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## **5. Appendices**

Appendix A: References and full contact information of two (2) previous clients as well as a short description of projects completed for them that are relevant to this research

Appendix B: Targeted résumés of the consultant and team members based on the mandatory and desired rated criteria set out in the request for proposals.



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**APPENDIX "B", SECURITY REQUIREMENT CHECK LIST (SRCL)**

<http://www.tbs-sct.gc.ca/tbsf-fsct/350-103.pdf>



Contract Number / Numéro du contrat GET591-15-03
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 <b>Commissariat aux langues officielles</b>	2. Branch or Directorate / Direction générale ou Direction <b>Direction des politiques et communications</b>
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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  
Une firme de sondage sera engagée pour effectuer un sondage d'opinion national auprès de la population canadienne.

5. a) Will the supplier require access to Controlled Goods?  
Le fournisseur aura-t-il accès à des marchandises contrôlées?  No / Non  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?  No / Non  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)  No / Non  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.  No / Non  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?  No / Non  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 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"/>



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

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  
If Yes, indicate the level of sensitivity:  
Dans l'affirmative, indiquer le niveau de sensibilité :  No / Non  Yes / Oui
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<br>COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL<br>CONFIDENTIEL           | <input type="checkbox"/> SECRET<br>SECRET           | <input type="checkbox"/> TOP SECRET<br>TRÈS SECRET               |
| <input type="checkbox"/> TOP SECRET- SIGINT<br>TRÈS SECRET - SIGINT         | <input type="checkbox"/> NATO CONFIDENTIAL<br>NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET<br>NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET<br>COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS<br>ACCÈS AUX EMPLACEMENTS              |   |   |  |
- Special comments:  
Commentaires spéciaux : voir note ci-jointe
- 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



**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 indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Contract Number / Numéro du contrat GET591-15-03
Security Classification / Classification de sécurité

**PART D - AUTHORIZATION / PARTIE D - AUTORISATION**

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées) Danielle Ferron		Title - Titre Gestionnaire de la recherche	Signature <i>Danielle Ferron</i>
Telephone No. - N° de téléphone 819-420-4696	Facsimile No. - N° de télécopieur 819-420-4828	E-mail address - Adresse courriel danielle.ferron@clo-ocol.gc.ca	Date 2015-11-23

14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées) Christine Brazeau		Title - Titre Gestionnaire	Signature <i>CBrazeau</i>
Telephone No. - N° de téléphone 819-420-4728	Facsimile No. - N° de télécopieur 819-420-4873	E-mail address - Adresse courriel christine.brazeau@clo-ocol.gc.ca	Date 2015-11-23

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?

No / Non     Yes / Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

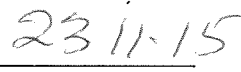
Note pour le LVERS GET591-15-03

10. a. Les gestionnaires du projet et les personnes responsables de la préparation et de la présentation des données ont besoin de la cote « fiabilité ». Le rapport a besoin de la cote de sécurité « fiabilité ».

10. b. Les personnes qui récoltent les données (font les appels téléphoniques) n'ont pas besoin de cote de sécurité.



Danielle Ferron



Date



10. a. Les gestionnaires du projet ainsi que les personnes responsables de préparer et présenter le rapport avec les données ont besoin d'un statut « fiabilité ».

The project managers and the persons responsible to prepare and present the report require a « Reliability Status ».

10. b. Les personnes qui récoltent les données (par téléphone) n'ont pas besoin de cote de sécurité.

The persons who will be collecting the data (by telephone) are not required to have a security clearance.



## APPENDIX “C”, 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.

### **Certifications Required Before Contract Award**

#### **C1. Code of Conduct and Certifications - Related documentation**

By submitting a bid, the Bidder certifies that the Bidder and its affiliates are in compliance with the provisions as stated in Section 01 Code of Conduct and Certifications - Bid of Standard Instructions 2003. The related documentation therein required will assist Canada in confirming that the certifications are true.

#### **C2. Status and Availability of Resources**

By submitting a bid, 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. Failure to comply with the request may result in the bid being declared non-responsive.

#### **C3. 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.

#### **C4. Former Public Servant**

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 FPS, 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 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 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.



**C5. Proactive Disclosure**

The Guidelines on the Proactive Disclosure of Contracts, which support the Contracting Policy requirement to proactively disclose all contracts and amendments over \$10,000.00, have been amended in Section 4.2.1g.ii to have service contracts with former public servants in receipt of a PSSA pension identified as such.

Any service contracts and amendments over \$10,000.00, including service contracts and amendments over \$10,000.00 with former public servants in receipt of a PSSA pension will be identified on the OCOL website at [www.officiallanguages.gc.ca](http://www.officiallanguages.gc.ca).

**C6. Office of the Procurement Ombudsman**

**Contract Award**

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000 for goods and under \$100,000 for services. You have the option of raising issues or concerns regarding the solicitation, or the award resulting from it, with the OPO by contacting them by telephone at 1-866-734-5169 or by e-mail at [boa.opo@boa.opo.gc.ca](mailto:boa.opo@boa.opo.gc.ca). You can also obtain more information on the OPO services available to you at their website at [www.opo-boa.gc.ca](http://www.opo-boa.gc.ca).

**Dispute Resolution**

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the **Department of Public Works and Government Services Act** will, on request, and consent of the parties, to participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term and condition of this contract and their consent to bear the cost of such process, provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at [boa.opo@boa.opo.gc.ca](mailto:boa.opo@boa.opo.gc.ca).

**C7. Certification Acknowledgment**

The Contractor certifies that he or she has:

- read, understands and acknowledges the instructions, the clauses and conditions contained in all parts of this document and certifies that the information submitted is accurate and complete; and
- the authority to sign on behalf of the bidder.

Name of Authorized Company Official	Signature	Date
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