



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC**
11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government
Services 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 therefor.

**Proposition aux: Travaux Publics et Services
Gouvernementaux 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-annexée, au(x) prix indiqué(s).

Comments - Commentaires

Title - Sujet Other Survey	
Solicitation No. - N° de l'invitation EN966-162735/A	Date 2016-05-31
Client Reference No. - N° de référence du client EN966-16-2735	
GETS Reference No. - N° de référence de SEAG PW-\$\$CY-010-71026	
File No. - N° de dossier cy010.EN966-162735	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-06-20	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Mondoux, Glenn	Buyer Id - Id de l'acheteur cy010
Telephone No. - N° de téléphone (613) 991-5791 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA 5E ETAGE 975 BOUL.ST JOSEPH Gatineau Quebec K1A0S5 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Communication Procurement Directorate/Direction de
l'approvisionnement en communication
360 Albert St./ 360, rue Albert
12th Floor / 12ième étage
Ottawa
Ontario
K1A 0S5

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

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REQUEST FOR PROPOSAL (RFP)

Profile of the Canadian Language Industry

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PART 1 - GENERAL INFORMATION

1. Introduction

The bid solicitation is divided into six parts plus annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the: Statement of Work, Basis of Payment, Technical Evaluation Criteria, and Political Neutrality Certification.

2. Summary

Public Works and Government Services Canada (PWGSC) on behalf of the Translation Bureau (the Bureau) requires the services of a contractor specializing in surveys to develop a profile of the Canadian language industry using data collected from language services providers (LSPs) across Canada. The purpose of this bid solicitation is to meet the needs of the above-mentioned project by finding a consultant to design and test a data collection and analysis tool, and to collect and analyze the quantitative data needed for the study.

3. Debriefings

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

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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 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 (2014-09-25) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: one hundred and twenty (120) days

1.1 SACC Manual Clauses

<u>NUMBER</u>	<u>DATE</u>	<u>DESCRIPTION</u>
A3050T	2014-11-27	Canadian Content Definition
A9033T	2012-07-16	Financial Capability
A3015T	2014-06-26	Certifications - Bid

2. Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the Request for Proposal.

Bid Receiving Unit

Public Works and Government Services Canada

11 Laurier Street

Place du Portage, Phase III, Core 0B2,

Gatineau, Québec K1A 0S5

Fax No: (819) 997-9776

Please note that bids sent by email will not be accepted.

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3. 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.

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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.

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4. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than five (5) 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 question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

5. Applicable Laws

Any resulting contract must be interpreted and governed by the laws in force in the province of Ontario.

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

6. Basis for Canada's Ownership of Intellectual Property

The Department of Public Works and Government Services 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: the main purpose of the contract, or of the deliverables contracted for, is to generate knowledge and information for public dissemination.

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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 (four (4) hard copies)
Section II: Financial Bid (two (2) hard copy)
Section III: Certifications (one (1) hard copy)

A softcopy of the technical or financial bid may be requested (CD, DVD or USB). If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the 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.

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) (<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:

1. use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
2. 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 demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

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

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Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Basis of payment in Annex B. The total amount of Applicable Taxes must be shown separately.

Section III: Certifications

Bidders must submit the certifications required under Part 5.

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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

Mandatory and point rated technical evaluation criteria are included in **Annex "C"**.

1.2 Financial Evaluation

The financial evaluation is included in **Annex "B"**

2. Basis of Selection

- 1. To be declared responsive, a bid must:
 - (a) Comply with all the requirements of the bid solicitation;
 - (b) Meet all mandatory technical evaluation criteria; and
 - (c) obtain the required minimum score in each Rated Criteria which are subject to minimum point rating specified in this solicitation.
- 2. Bids not meeting (a) or (b) or (c) will be declared non responsive. The responsive bid with the lowest total aggregated cost for all periods will be recommended for contract award.

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PART 5 – CERTIFICATIONS

Bidders must provide the required certifications and associated information 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 in carrying out any of its obligations under the Contract, if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

1. Certifications required with the bid

1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide with its bid the required documentation, as applicable, to be given further consideration in the procurement process.

1.2 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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from [Employment and Social Development Canada \(ESDC\) - Labour's website](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml).

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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list at the time of contract award.

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2. Additional Certifications Required Precedent to Contract Award

The certifications listed below should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to comply with the request of the Contracting Authority and to provide the certifications within the time frame provided will render the bid non-responsive.

2.1 Integrity Provisions – Required Documentation

In accordance with the *Ineligibility and Suspension Policy*, the Bidder must provide the required documentation, as applicable. Consult sections [4.21](#), [5.16](#) and [8.70.2](#) of the Supply Manual for additional information.

In accordance with the [Ineligibility and Suspension Policy \(http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html\)](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

2.2 Canadian Content Certification

2.1.1. *SACC Manual* clause [A3050T \(2014-11-27\) Canadian Content Definition](#).

2.1.2. This procurement is limited to Canadian services.
The Bidder certifies that: () the service offered is a Canadian service as defined in paragraph 2 of clause A3050T.

2.3 Status and Availability of Resources

2.2.1 *SACC Manual* clause [A3005T \(2010-08-16\) Status and Availability of Resources](#)

2.4 Education and Experience

2.3.1 *SACC Manual* clause [A3010T \(2010-08-16\) Education and Experience](#)

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PART 6 - RESULTING CONTRACT CLAUSES

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

1. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A"

2. 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>) issued by Public Works and Government Services Canada.

2.1 General Conditions

2035 (2014-09-25), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

2.2 Supplemental General Conditions

4008 (2008-12-12), Personal Information, apply to and form part of the Contract.

2.3 Protection and Security of Data Stored in Databases

- a) The Contractor must ensure that all the databases containing any information related to the Work are located in Canada or, if the Contracting Authority has first consented in writing, in another country where:
 - a. equivalent protections are given to personal information as in Canada under legislation such as the Privacy Act, R.S. 1985, c.P-21, and the Personal Information Protection and Electronic Documents Act, S.C. 2000, c.5, and under any applicable policies of the Government of Canada; and
 - b. The laws do not allow the government of that country or any other entity or person to seek or obtain the right to view or copy any information relating to the Contract without first obtaining the Contracting Authority's written consent.

In connection with giving its consent to locating a database in another country, the Contracting Authority may, at its option, require the Contractor to provide a legal opinion (from a lawyer qualified in the foreign country) that the laws in that country meet the above requirements, or may require the Contractor to pay for Canada to obtain such a legal opinion. Canada has the right to reject any request to store Canada's data in a country other than Canada if there is any reason to be concerned about the security, privacy, or integrity of Canada's data. Canada may also require that any data sent or processed outside of Canada be encrypted with Canada-approved cryptography and that the private key required to decrypt the data be kept in Canada in accordance with key management and storage processes approved by Canada.

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- b) The Contractor must control access to all databases on which any data relating to the Contract is stored so that only individuals with the appropriate security clearance are able to access the database, either by using a password or other form of access control (such as biometric controls).
- c) The Contractor must ensure that all databases on which any data relating to the Contract is stored are physically and logically independent (meaning there is no direct or indirect connection of any kind) from all other databases, unless those databases are located in Canada (or in another country approved by the Contracting authority under subsection 1) and otherwise meet the requirements of this article.
- d) The Contractor must ensure that all data relating to the Contract is processed only in Canada or in another country approved by the Contracting Authority under subsection 1.
- e) The Contractor must ensure that all domestic network traffic (meaning traffic or transmissions initiated in one part of Canada to a destination or individual located in another part of Canada) is routed exclusively through Canada, unless the Contracting Authority has first consented in writing to an alternate route. The Contracting Authority will only consider requests to route domestic traffic through another country that meets the requirements of subsection 1.
- f) Despite any section of the General Conditions relating to subcontracting, the Contractor must not subcontract (including to an affiliate) any function that involves providing a subcontractor with access to any data relating to the Contract unless the Contracting Authority first consents in writing.

3. Security Requirement

There is no security requirement applicable to this contract.

4. Term of Contract

4.1 Period of the Contract

The period of the contract is from date of contract award to **March 31, 2017** inclusive.

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5. Authorities

5.1 Contracting Authority

The Contracting Authority is:

Public Works and Government Services Canada
Communication Procurement Directorate
Constitution Square
360 Albert Street, 12th Floor
Ottawa, Ontario K1A 0S5

Attn.: Glenn Mondoux
Tel.: 613-991-5791
Fax: 613-991-5870
E-Mail Address: glenn.mondoux@tpsgc-pwgsc.gc.ca

The Contracting Authority (or delegated representative) is responsible for the management of this Contract. Any changes to the Contract must be authorised in writing by the Contracting Authority. The Contractor is not to perform work in excess of or outside the scope of this Contract based on verbal or written requests or instructions from any government personnel other than the aforementioned officer.

5.2 Project Authority

The Project Authority for the Contract is:

Name:
Title:
Organization:
Address:
Tel.
Fax.
E-Mail Address:

The Project Authority is responsible for all matters concerning the technical content of the Work under this contract. Any proposed changes to the scope of the Work are to be discussed with the Project Authority, but any resulting change can only be confirmed by a contract amendment issued by the Contracting Authority.

5.3 Contractors Representative

Name:
Title:
Organization:
Address:
Tel.
Fax.
E-Mail Address:

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6. Proactive Disclosure of Contracts with Former Public Servants

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.

7. Payment

7.1 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____. Customs duties are included and Applicable Taxes are extra.

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.

7.2 Discretionary Audit

SACC Manual clause C0705C (2010-01-11) Discretionary Audit

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8. Invoicing Instructions

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

Each invoice must be supported by:

- I. a copy of time sheets to support the time claimed;
- II. a copy of the release document and any other documents as specified in the Contract;
- III. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
- IV. a copy of the monthly progress report.

Invoices must be distributed as follows:

- A. The original and one (1) copy must be forwarded to the Project Authority identified under the section entitled "Authorities" of the Contract.
- B. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

9. Certifications

SACC Manual Clause A3015C (2014-06-26) Certifications – Contract
SACC Manual Clause A3060C (2008-05-12) Canadian Content Certification

10. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of Ontario.

11. 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) the supplemental general conditions 4008 (2008-12-12)
- (c) the general conditions 2035 (2016-04-04);
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) The Contractor's bid dated _____.

12. Political Neutrality Certification

The Contractor must complete and submit the Political Neutrality Certification in **Annex "D"** with the final report submitted to the Project Authority.

ANNEX A

1. Project title

Profile of the Canadian Language Industry

2. Purpose

The Translation Bureau (the Bureau) requires the services of a firm specializing in surveys and industry analysis to develop a profile of the Canadian language industry using data collected from language services providers (LSPs) across Canada. Along with the profile, the firm will be required to produce a comparative analysis between new and existing data to identify emerging trends, as well as to make meaningful recommendations aligned with the Bureau's objectives, mission statement and overall business plan. The purpose of this bid solicitation is to meet the needs of the above-mentioned project by finding a firm to design and test a data collection and analysis tool, and to collect and analyze the quantitative data needed for the study.

3. Organization

The Bureau is the federal organization responsible for supporting the Government of Canada in its efforts to communicate with and provide services for Canadians in the official language of their choice. The Bureau is one of the leading translation organizations in the world and the largest employer of language professionals in Canada. Since its founding in 1934, the Bureau has become the federal government's centre of expertise in translation and linguistic services.

4. Scope

This statement of work specifies the work to be performed to design a study targeting LSPs across Canada. *Language services providers* are defined as companies or freelancers providing translation, revision, interpretation or terminology services.

5. Background

In recent years, the Bureau has been conducting a transformation process to confirm its position as a centre of excellence for linguistic services across Canada, advance linguistic duality in Canada and help strengthen the Canadian language industry. This process involves:

- creating a new business model in which the Bureau will position itself as the coordinator of linguistic services across the federal government;
- strengthening links with the language industry by means such as the increased outsourcing of translation services;
- improving the effectiveness of the contract management mechanism;
- adopting modern technolinguistic tools that are adapted to government needs.

The Bureau offers linguistic services to a wide range of federal government departments, agencies and Crown corporations. The services cover a variety of subject areas, including law, administration, avionics and the environment. The Bureau takes all the necessary steps to ensure it has qualified internal resources to meet the needs of its clients in terms of quality and volume of work. When internal resources are unavailable, it uses LSPs through supply arrangements (SAs). To ensure smooth delivery of linguistic services government-wide, the Bureau needs sound knowledge of its industry partners, more specifically, their production capacity, language combinations, service lines, adherence to quality standards and use of technolinguistic tools.

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The Bureau needs current data of this type to establish an up-to-date portrait of Canadian LSPs. The data will help the Bureau direct its strategic partnership initiatives with the industry so as to best meet the linguistic service needs of Canadians. The most recent industry profile was established approximately 10 years ago, and the industry has continued to evolve since then. The Bureau is striving to develop closer links with the industry, so it needs current, relevant data to implement strategies accordingly.

6. Project rationale and intended use

The project is aligned with the pillars of the *Roadmap for Canada's Official Languages 2013–2018*, more specifically, enhancing access to services in both official languages, strengthening Canada's language technology industry and providing tools to increase the effectiveness of communications in both official languages.

The project also complies with principles set out in the Blueprint 2020 vision: *an open and networked environment that engages citizens and partners for the public good; a whole of government approach that enhances service delivery and optimizes resources; and a modern workplace that makes smart use of new technologies to improve networking, access to data, and customer service.*

The study findings will give the Government of Canada access to current data on the Canadian language industry, which employs tens of thousands of people across the country. The Bureau will be able to use these data to establish strategies for connecting with the industry to increase outsourcing of, among others, translation services. This process will promote the use of official languages in Canada in that the Bureau will be able to leverage industry capacity to translate more documents of interest to Canadian citizens. The results will also help strengthen the industry, which will see a rise in work volume through increased outsourcing by the Bureau.

7. Project objectives

The purpose of the project is to collect factual information on the Canadian language industry and draw up a profile based on the following aspects:

- Production capacity and service line
 - To direct outsourcing of services to the LSPs, the Bureau has to know the production capacity and service lines of the latter.
- Language combinations
 - By knowing the LSPs' language combinations, the Bureau will be in a better position to manage standing offer processes.
- Adherence to quality standards
 - The Bureau requires that its suppliers have their own quality assurance process or that they be certified in accordance with industry quality standards. The Bureau therefore wants to know the extent to which LSPs have quality assurance processes in place.
- Use of technolinguistic tools
 - Language technologies are changing the landscape of the linguistic services industry, which is using them more and more. The Bureau wants to keep pace with these changes and adopt tools to enhance its service line. The Bureau wants to know the extent to which LSPs keep up with the changes and adopt the tools.

The project is also expected to lead to the identification of trends, by way of comparing new and existing data, as well as to acquire recommendations to influence the Bureau's activities as a result of this study.

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8. Target population

The target population includes LSPs across Canada. The project will mainly target LSPs that are members of various language associations and professional orders in Canada. It is estimated that there are more than 4,000 potential respondents.

9. Methodology

Data collection through a survey questionnaire for LSPs.
Data collection strategy to be determined by the firm.
The questionnaire will consist of some 25 closed questions.

It will contain questions on the following:

- Size of the LSPs
- Geographical distribution
- Language combinations
- Service line
- Sources of income
- Production capacity
- Adherence to quality standards
- Use of technolinguistic tools

10. Project cost

The project cost is not to exceed \$200,000 (including applicable taxes).

11. Procurement method

Request for proposal

12. Project schedule

STEPS	TIMELINE
Preparation (initial meeting, validation of terms of reference, identification of objectives)	June 2016
Questionnaire design/validation	June 2016
Pretest	July 2016
Pretest analysis	July 2016
Survey (data collection)	August 2016
Data analysis	September 2016
Preparation of final report	October 2016
Submission of final report	October 2016

13. Requirements

The successful firm will carefully, competently, diligently and effectively carry out all of the project's required tasks to the satisfaction of the Translation Bureau:

1. Attend meetings with the Project Authority to discuss research objectives, design issues, research schedule, draft report, etc;
2. Provide client liaison in either official language;
3. Provide advice on the questionnaire design, including size, weighting, definition of survey respondents and other aspects of the research method; consult with Bureau experts, as needed, to validate questions;
4. Prepare the questionnaire (in English and French) and edit it, if necessary;
5. Provide an analysis plan that links the questions and analytical methods used in the study to the research objectives;
6. Prepare and send bilingual invitations to potential respondents for the pretests (among other things, the message must inform respondents of their rights under the *Privacy Act* and *Access to Information Act* and ensure that these rights are protected throughout the research process. This also involves informing respondents of the purpose of the research; identifying the sponsoring department or agency and the research supplier; and indicating that participation in the survey is voluntary and that the information collected will be administered in accordance with the *Privacy Act*);
7. Conduct a questionnaire pretest, analyze the data collected, make the necessary adjustments to the questionnaire and submit a progress report;
8. Prepare and email the invitations to potential survey respondents (in preparing the message, follow the same instructions as for the invitation to the pretest);
9. Collect the data;
10. Ensure the data are stored on Canadian servers and back-up servers. The database must be located and accessible only in Canada. It must also be physically independent from all other databases, directly or indirectly, that are located outside Canada;
11. Ensure that all aspects of data processing are conducted and accessible only in Canada;
12. Set up effective bilingual quality control measures;
13. Send up to three reminders to respondents;
14. Submit progress reports to the Project Authority at each milestone of the process;
15. Analyze the data in accordance with the proposed analysis strategy;
16. Submit a draft of the final report to the Project Authority for approval (the report should provide details of the entire process, including the final results of the survey and the comparative analysis, as well as the recommendations);
17. Submit a final electronic copy of the report in English and French following receipt of the Project Authority's comments on the draft copy;
18. Remove all personal information/identifiers from the datasets;
19. Provide a complete copy of the data tables and/or raw data in machine-readable form;
20. Give a presentation on the results to Bureau senior management;

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14. Deliverables

- Methodology
- Survey questionnaire
- Introductory message about the survey for the purpose of liaising with the Industry Representatives Advisory Panel (IRAP)
- Invitation to participate in the pretest and survey
- Reminder
- Electronic copy of the data tables and data file
- Methodological report
- Data analysis
- Progress reports
- Final analysis report (including comparative analysis and recommendations)

15. Stakeholders

Various stakeholders will be involved in this project:

- Industry Canada: consulting role for the study, including revision of the scope of the study, methodology, questionnaire and data analysis.
- Industry Representatives Advisory Panel: collaboration to facilitate exchanges with the industry.
- Professional associations: access to member directories (approximately 15).

16. Project Authority

Name: Louise Dumont, Director, Business Development
Address: 70 Crémazie Street, 9th Floor, Room 909, Gatineau, Quebec K1A 0S5
Agency: Translation Bureau
Telephone: 819-953-8745
Email: louise.dumont@tpsgc-pwgsc.gc.ca

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ANNEX B

Basis of Payment

B1 NOTE TO BIDDERS

Bidders are requested to submit hourly and other fees detailed herein. The names of resources identified in any resulting contract must be those that are submitted as part of this bid.

The Supplier will be paid in accordance with the following Basis of Payment for Work performed pursuant to any resulting contract. The hourly and any other rates are firm and will be used in the evaluation where applicable.

Cost Proposal Requirements:

The costing proposal must be submitted as a separate section within the proposal.

- 1) The Costing Proposal must be for the Contract Period and each Option Period and must include:
 - i. a detailed work plan showing the dates when all phases of the tasks, **as described in the Statement of Work at Annex "A"**, will be completed.
 - ii. a detailed breakdown of the costs associated with each task outlined above, including person hours and hourly rates by resource, broken down by employees expected to work on this project, travel expenses (if required, identified separately) and other expenses (clearly delineated), such as translation, printing, etc. to complete the project, including all taxes.

Note. The Project Authority will not provide - Support Services. Travel expenses, which meet [National Joint Council Travel Directive](#) guidelines, are to be built into the costing proposal.

B1.1 HOURLY RATES

The firm hourly rates are all inclusive. They include the cost of labour, fringe benefits, general and administrative expenses, overhead, profit and the like, excepting only GST and HST if applicable. All expenses normally incurred in providing the services (i.e. project office space [including supplier's hardware and software], word processing, reports, work estimates, photocopying, courier and telephone charges, local travel and the like) are included in the firm hourly rates identified hereunder, and will not be permitted as direct charges under any contract. Suppliers are not permitted to charge hourly rates to prepare work estimates or for travel time.

B1.2 SUBCONTRACTED SERVICES

The Supplier will be reimbursed at cost for any actual expenditures reasonably and properly incurred to acquire goods and services from outside suppliers at the supplier's price, net of any trade or prompt payment discounts.

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B1.3 DIRECT EXPENSES

In certain cases and at the sole discretion of the Minister, where services outside of normal overhead expenses are required to complete the Work, such expenses may be allowable as direct expenses given the service(s) is/are documented in the approved contract. All such direct expenses must have prior authorization of the Project Authority and will be invoiced at cost with no allowance therein for overhead or profit.

B1.4 TRAVEL AND LIVING EXPENSES

The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the [National Joint Council Travel Directive](#) and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

All travel must have prior authorization of the Project Authority.

All payments are subject to government audit.

ANNEX C

TECHNICAL EVALUATION CRITERIA

Mandatory Criteria

To be considered responsive, a proposal must meet all of the mandatory criteria of this request for proposal (RFP). Proposals not meeting all of the mandatory criteria will be given no further consideration. The Translation Bureau may choose to terminate the evaluation upon the first finding of non-compliance with a mandatory criteria.

	Criteria (Bidder's proposal should repeat exactly as defined in RFP; a copy and pasted version of the RFP wording will not be accepted)	Referenced Section/Page in Bidder's proposal
MC-1	<p>The Bidder must provide, in its proposal, a curriculum vitae for the proposed project manager, and for each team member assigned to the project.</p> <p>The project manager must have participated in at least three (3) projects of similar size and scope to the project under this RFP. The Bidder must provide the following information for the proposed project manager:</p> <ul style="list-style-type: none"> Professional experience, including employment history starting with the present (in months/years) with a brief description of each role Education and qualifications, including the field of study, memberships, publications, certification and training Description of the projects in which it has participated (a minimum of three) and of its role in each project* <p>* The description must give an overview of the project (context, scope, methodology and deliverables) and describe the role played by the proposed project manager).</p>	
MC-2	<p>The Bidder MUST provide three (3) projects samples demonstrating experience conducting quantitative surveys over the past five (5) years.</p> <p>For each project, the Bidder must describe the following elements:</p> <ul style="list-style-type: none"> Project Background Methodological approach How the project was similar to the project in this RFP <p>The 3 samples will be evaluated in the Rated Criteria section, where a "Project Sample Format" is indicated.</p>	

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Rated Criteria

In order to qualify for the rating process, proposals **MUST** respond to the following rated criteria (RC) IN THE ORDER SHOWN and **SHOULD** include the referenced Section/Page in the Bidder's proposal. Any proposal which fails to achieve the required minimum score for **EACH** rated criteria will be eliminated from further consideration. In addition, to be further evaluated, the Bidder's proposal must achieve an overall minimum rating of **70%**. The Translation Bureau may choose to terminate the evaluation upon the first non-compliance with a rated requirement.

RC-1 – Understanding the project requirements (minimum 35 points; maximum 50 points)

The Bidder is to provide a narrative summary which reflects their understanding of the Statement of Work. Simply repeating the Statement of Work content, in whole or in part, does not indicate an understanding of the project's scope and objectives or the ability to carry it out.

Points	Rating level description
Not met (0 points)	Bidder did not provide the narrative summary
Weak (25 points)	Bidder demonstrates minimal understanding of the Statement of Work. Elements are missing or unclear.
Met (35 points)	Bidder clearly demonstrates an understanding of the Statement of Work. Their summary includes proposed approach, methodology, discussion of challenges and difficulties anticipated.
Exceeded (50 points)	Bidder provides a clear and detailed understanding of the Statement of Work. Their summary includes proposed approach, methodology, discussion of challenges and difficulties anticipated. In addition, the bidder has provided a rationale for the proposed approach and methodology and has provided possible solutions to each of the challenges and difficulties anticipated.
TOTAL	___/50

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RC-2 – Project samples (minimum 126 points; maximum 180 points)

With respect to the project samples submitted in accordance with item 2 of the mandatory criteria, points will be awarded based on the following scale. Bidders are requested to use the following “Project Sample Format” for each project submitted.

PROJECT SAMPLE FORMAT

Section I – Project Background (5 points)

- Project Title; client requirements; deliverables

Section II – Methodological approach (10 points for each item for a maximum of 40 points)

- Description of the target population
- Description of the sampling strategy
- Description of the data collection and analysis
- Description of the results presentation

Section III – Description of how the project was similar to the project in this RFP (10 points)
(Similarities to be evaluated against the scope, objectives, requirements, etc. stated in the Request for Proposal).

Section IV – Project Size

- o Five (5) points for projects with more than 2,000 respondents
- o Two (2) points for projects with 2,000 respondents or less

	Section I (max 15 points)	Section II (max 120 points)	Section III (max 30 points)	Section IV (max 15 points)	Total points
Project 1 (max 60 points)					/60
Project 2 (max 60 points)					/60
Project 3 (max 60 points)					/60
Total points	/15	/120	/30	/15	/180

RC-3 – Work plan (minimum 35; maximum 50 points)

The Bidder must propose a work plan describing the way in which the survey will be conducted and the work schedule for all steps in the project as per the Statement of Work Annex A. The plan must describe, at a minimum, the following main steps:

Methodological approach (max 10 points)	___/10
Sampling strategy (max 10 points)	___/10
Data collection strategy and rationale for the preferred data collection strategy (max 10 points)	___/10
Data analysis strategy (max 10 points)	___/10
Schedule for all steps of the project, including submission of deliverables (max 10 points)	___/10
TOTAL	___50

Points	Rating level description
Not met (0 points)	Information is not provided .
Weak (15 points)	Minimal information is provided. Elements are missing or unclear, as per the Statement of Work.
Met (35 points)	Information is clearly provided, as per the Statement of Work.
Exceeded (50 points)	Information provided is clear and detailed , as per the Statement of Work.

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RC-4 – Project manager’s education/qualifications (minimum 35 points; maximum 50 points)

(If more than one (1) project manager is included, points will be averaged across them)

		Academic Qualifications								
Name of Project Manager	High School (30 points) College – not related* (35 points) College – related* (39 points) University – not related* (44 points) University – related* (47 points)					Certifications / Training (Accreditations , certifications, etc. / Courses / Workshops / Seminars / Conferences)	Publications (Academic papers, professional association articles, reports for any and all levels of gov't, etc.)	Awards and Memberships (i.e.: Marketing Research Intelligence Association, etc.)	Total Points	
	/30 pts	/35 pts	/39 pts	/44 pts	/47 pts					(Max 3 points, any combination of the above will receive maximum points)
Total Points										

*Related academic qualification = specialization/major in disciplines such as: social sciences, economics, and statistics.

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RC-5 – Project manager’s experience (minimum 70 points; maximum 100 points)

(If more than one (1) project manager is included, points will be averaged across them)

Name of Project Manager	Number of years overall of relevant experience					Total Points
	Less than 5 years	Equal to 5 years but less than or equal to 6 years	Greater than 6 years but less than or equal to 7 years	Greater than 7 years but less than or equal to 8 years	Greater than 15 years	
	60 points	70 points	80 points	90 points	100 points	
Total Points						

Note: No points will be awarded for compliance with mandatory requirements, but each requirement must be met in order for the Bidder's proposal to receive consideration and points for the rated evaluation criteria.

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ANNEX D

POLITICAL NEUTRALITY CERTIFICATION

Political Neutrality Certification

This certification is to be submitted with the final report submitted to the Project Authority.

I hereby certify as Senior Officer of _____ that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the *Communications Policy of the Government of Canada and Procedures for Planning and Contracting Public Opinion Research*. Specifically, the deliverables do not include information on electoral voting intentions, political party preferences, standings with the electorate or ratings of the performance of a political party or its leaders.

Signed _____

Date _____