



**RETURN BIDS TO:**

Attn: [BRU@cic.gc.ca](mailto:BRU@cic.gc.ca)

**FOR ELECTRONIC BIDS:**

The [BRU@cic.gc.ca](mailto:BRU@cic.gc.ca) electronic mailbox is equipped to send an automatic reply to all messages received. If you do not receive an automatic response, please contact the Contracting Authority to ensure your bid was received. Please note that it is the bidder's sole responsibility to ensure that all bids submitted are received in their entirety by Citizenship and Immigration Canada by the closing date and time indicated in this RFP.

**IMPORTANT NOTICE TO SUPPLIERS**

The Government Electronic Tendering Service on [buyandsell.gc.ca/tenders](http://buyandsell.gc.ca/tenders) will be the sole authoritative source for Government of Canada tenders that are subject to trade agreements or subject to departmental policies that require public advertising of tenders.

**REQUEST FOR PROPOSAL**

**Proposal To: Citizenship and Immigration Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

**Instructions : See Herein**

**Instructions: Voir aux présentes**

**Issuing Office – Bureau de distribution**

**Citizenship and Immigration Canada**

**Passport Material Management Division**

**70 Crémazie**

**Gatineau, Québec K1A 0G3**

<b>Title</b>	
Research projects on immigration in Canada's Official Language Minority Communities (OLMCs)	
<b>Solicitation No.</b>	<b>Date</b>
CIC-145922	July 25, 2016
<b>Solicitation Closes</b>	<b>Time Zone</b>
2:00PM on September 15, 2016	Eastern Daylight Savings time (EDST)
<b>F.O.B.</b>	
Plant-Usine: <input checked="" type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
<b>Address Inquiries to:</b>	
<a href="mailto:BRU@cic.gc.ca">BRU@cic.gc.ca</a>	
<b>Telephone No.</b>	
819-934-3717	
<b>Destination – of Goods, Services, and Construction:</b>	
See Herein	
<b>Delivery required</b>	
See Herein	
<b>Vendor/firm Name and address</b>	
<b>Facsimile No. – N° de télécopieur</b>	
<b>Telephone No. – N° de téléphone</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm</b>	
_____	
(type or print)	
_____	_____
Signature	Date



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## **PART 1 - GENERAL INFORMATION**

### **1. Security Requirement**

There is no security requirement associated with this solicitation.

### **2. Summary**

Citizenship and Immigration Canada (CIC) is seeking proposals for research projects on the issue of immigration in Canada's Official Language Minority Communities

This research must enable CIC to broaden its expertise and knowledge in the field of immigration in OLMCs, in accordance with Part VII of the Official Languages Act, which states that CIC has an obligation to take positive measures to promote official languages and support the vitality of OLMCs. That research and the resulting knowledge are also intended to support CIC in its intention to achieve the objectives of the new Roadmap for Canada's Official Languages 2013-2018: Education, Immigration, Communities.

### **Multiple Contracts**

Canada is seeking to establish up to seven (7) contracts for Research Project Services as defined in Appendix "D", Statement of Work and Appendix "E", Basis of Payment.

### **3. Debriefings**

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



## PART 2 - BIDDER INSTRUCTIONS

### 1. Standard Instructions, Clauses and Conditions

All Citizenship and Immigration Canada (CIC) instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the CIC Website at <http://www.cic.gc.ca/english/transparency/index.asp>

All SACC manual clauses for specific instructions not covered by the standard instructions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions* Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

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

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

### 2. Submission of Bids

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

**Due to the nature of the bid solicitation, bids transmitted by facsimile to Citizenship and Immigration Canada will not be accepted.**

### 3. Enquiries - Bid Solicitation

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

### 4. Applicable Laws

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



## **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 (1 soft copy by email)

Section II:     Financial Bid (1 soft copy by email)

Section III:    Certifications (1 soft copy by email)

**Canada requests that respondents submit their response in unprotected (i.e. no password) PDF format by email and the size of the document cannot exceed 10MB. Emails exceeding 10MB will not be received.**

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

#### **Section I: Technical Bid**

In their technical bid, bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

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

#### **Section II: Financial Bid**

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

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

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



Proposed firm prices must be in Canadian dollars.

The Bidder's firm price in response to this RFP and resulting contract(s) must include all overhead, general & administrative costs and profit. Included are the following costs that may be incurred in providing the required services: office space, computer hardware and software, word processing, preparation of reports, photocopying, courier services, facsimile services, telephone services, and all travel expenses.

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

## **1.1 SACC Manual Clauses**

### **C3011T (2013-11-06) - Exchange Rate Fluctuation**

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

## **Section III: Certifications**

Bidders must submit the required certifications under Part 5 – Certifications.



## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 1. Evaluation Procedures

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

#### 1.1 Technical Evaluation

##### 1.1.1 Mandatory Technical Criteria

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

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

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





**Mandatory Technical Criteria are applicable to all seven (7) themes as identified in Appendix “D”, Statement of Work.**

ID	Requirement	Met	Not Met	Point of Reference in Proposal (Page No.)
<b>MC1</b>	<p>The bidder must demonstrate that the proposed researcher has at least a master’s degree from a recognized university, or at least ten (10) years of experience working in a field or specialty related to the statement of work.</p>			
<b>MC2</b>	<p>The bidder must demonstrate that the proposed researcher has had at least one (1) year of research experience in the past seven (7) years, independently or as part of a team of researchers.</p> <p>By the bid closing date, the bidder must provide sample projects, with appropriate dates, attesting to this experience.</p> <p>All of the experience indicated in the resumé must total twelve (12) months or more.</p> <p>By the bid closing date, the bidder must provide references as proof of the accumulated experience (name of company or government organization, telephone number and/or email address). CIC may contact references to confirm this experience.</p>			



### 1.1.2 Point Rated Technical Criteria

Each Technical Bid that meets all the Mandatory Requirements specified above will be evaluated and scored in accordance with the following point-rated evaluation criteria table(s). Each point rated technical criterion should be addressed separately.

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

**Point Rated Criteria are applicable to all seven (7) themes as identified in Appendix “D”, Statement of Work.**

ID	Description	Required Supporting Information	Points Breakdown	Maximum Points
<b>Relevance</b>				
<b>RC1</b>	The proposed research project is related to one of the seven research themes identified in the statement of work.	<ol style="list-style-type: none"> <li>1. The proposal demonstrates a relevant connection between the research project and the research theme;</li> <li>2. The proposal explains how the research project will make it possible to respond to this research theme.</li> </ol>	<p><b>5 points = Excellent – The proposal focuses directly and precisely on the research theme.</b></p> <p><b>4 points = Very good – The proposal is in line with the research theme.</b></p> <p><b>3 points = Good – The proposal is partly in line with the research theme.</b></p> <p><b>2 points = Fair – The proposal is indirectly related to the research theme.</b></p> <p><b>1 point = Very poor – The proposal has very little to do with research theme.</b></p> <p><b>0 points = The proposal has nothing to do with the research theme.</b></p>	<b>/5</b>



<b>Methodology</b>				
<b>RC2</b>	The methodology of the research project appears appropriate.	<p>The research proposal describes the following elements:</p> <ol style="list-style-type: none"> <li>1) The approach or method advocated to carry out the research project (maximum 3 points);</li> <li>2) The data or resources used, including the method of data collection and sample size (e.g., number of people interviewed, sites observed, etc.) [maximum 3 points];</li> <li>3) How the data or resources will be processed, developed or analyzed, and validated (maximum 3 points).</li> </ol>	<p><b>3 points = The methodological element is perfectly appropriate.</b></p> <p><b>2 points = The methodological element is somewhat appropriate.</b></p> <p><b>1 points = The methodological element is not very appropriate.</b></p> <p><b>0 points = The methodological element is inappropriate or absent.</b></p>	<p style="text-align: center;"><b>/9</b></p> <p style="text-align: center;"><b>(Pass mark : 6/9)</b></p>
<b>Feasibility</b>				
<b>RC3</b>	The research project is feasible in terms of goals and available resources.	<p>The research proposal describes:</p> <ol style="list-style-type: none"> <li>1) The objective of the research project and main execution stages, indicating the timelines for each (maximum 3 points);</li> <li>2) The human and material resources needed to carry out the research project (maximum 3 points).</li> </ol>	<p><b>3 points = The feasibility element is perfectly adequate.</b></p> <p><b>2 points = The feasibility element is partly adequate.</b></p> <p><b>1 point = The feasibility element is not really adequate.</b></p> <p><b>0 points = The feasibility element is totally inadequate.</b></p>	<p style="text-align: center;"><b>/6</b></p>



<b>Knowledge and Experience</b>			
<b>RC4</b>	The researcher demonstrates good knowledge and experience relating to the research topic.	The research proposal shows:  1) Knowledge related to the research theme (publications, research projects, conferences, teaching, etc.);  2) Experience and interest related to the research theme (academic, work, community and other experience)	<p><b>5 points = Excellent – The proposal shows an excellent match between knowledge and experience on the one hand and the research theme on the other.</b></p> <p><b>4 points = Very good – The proposal shows a very good match between knowledge and experience on the one hand and the research theme on the other.</b></p> <p><b>3 points = Good – The proposal shows a good match between knowledge and experience on the one hand and the research theme on the other.</b></p> <p><b>2 points = Fair – The proposal shows a partial match between knowledge and experience on the one hand and the research theme on the other.</b></p> <p><b>1 point = Very poor – The proposal shows a poor match between knowledge and experience on the one hand and the research theme on the other.</b></p> <p><b>0 points = The proposal shows an absence of any match between knowledge and experience on the one hand and the research theme on the other.</b></p>
<b>TOTAL SCORE</b> <b>(Pass Mark: 15/25 for each theme)</b>			<b>/5</b> <b>(Pass Mark : 3/5)</b>
<b>TOTAL SCORE</b> <b>(Pass Mark: 15/25 for each theme)</b>			<b>25</b>

## 1.2 Financial Evaluation

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

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

For the purposes of bid evaluation, Basis of Payment, Appendix “E” will be used. The Bidder must provide an all inclusive firm price for the services being proposed in accordance with the bid solicitation, for the contract period.



### 1.3 Formulas in Pricing Schedule

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

## 2.0 Basis of Selection

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

2.1.2 To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation; and
- b. meet all mandatory criteria; and
- c. obtain the required minimum points specified for criteria numbers RC2 and RC4 for the technical evaluation; and
- d. Obtain the required minimum of 15 points overall for the technical evaluation criteria which are subject to point rating.

The rating is performed on a scale of 25 points.

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

2.1.4 The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 90% for the technical merit and 10% for the price.

2.1.5 To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 90%

2.1.6 To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 10%

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

2.1.8 Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

**The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 90/10 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 (90%) and Price (10%)**

		Bidder 1	Bidder 2	Bidder 3
<b>Overall Technical Score</b>		<b>115/135</b>	<b>89/135</b>	<b>92/135</b>
<b>Bid Evaluated Price</b>		<b>\$55,000.00</b>	<b>\$50,000.00</b>	<b>\$45,000.00</b>
<b>Calculations</b>	<b>Technical Merit Score</b>	$115/135 \times 90 = 76.67$	$89/135 \times 90 = 59.33$	$92/135 \times 90 = 61.33$
	<b>Pricing Score</b>	$45/55 \times 10 = 8.18$	$45/50 \times 10 = 9.00$	$45/45 \times 10 = 10.00$
<b>Combined rating</b>		<b>84.85</b>	<b>68.33</b>	<b>71.33</b>
<b>Overall rating</b>		<b>1<sup>st</sup></b>	<b>3<sup>rd</sup></b>	<b>2<sup>nd</sup></b>

**3. Security Requirement**

There is no security requirement associated with this solicitation.



## PART 5 - CERTIFICATIONS

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

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default, if any certification made by the Bidder is found to be untrue whether during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with this request will also render the bid non-responsive or will constitute a default under the Contract.

### 1. Certifications Precedent to Contract Award

The certifications listed below must 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 so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

#### 1.1 Federal Contractors Program for Employment Equity – Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list ([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) available from Human Resources and Skills Development Canada (HRSDC) - Labour's website.

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

#### 1.2 Former Public Servant Certification

Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

#### Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:



- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means, a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c.S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c.C-17, the [Defence Services Pension Continuation Act](#), 1970, c.D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c.R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c.R-11, the [Members of Parliament Retiring Allowances Act](#), R.S., 1985, c.M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c.C-8.

### Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes** ( ) **No** ( )  
If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

### Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? **Yes** ( ) **No** ( )

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;





- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including applicable taxes.

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

### **Certification**

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

### **1.3 Status and Availability of Resources**

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

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

### **1.4 Education and Experience**

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



## PART 6 - RESULTING CONTRACT CLAUSES

### APPENDIX “A”, GENERAL TERMS AND CONDITIONS

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

#### A1. Standard Acquisition Clauses and Conditions Manual

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

A1.1 An electronic version of the SACC Manual is available on the Buy and Sell Website: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>

A1.2 An electronic version of the Citizenship and Immigration Canada (CIC) Contract Terms and Conditions is available on the CIC Website: <http://www.cic.gc.ca/english/transparency/index.asp>

#### A2. Terms and Conditions of the Contract

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

#### A3. Standard Instructions and Conditions

A3.1 The conditions set out in the [CIC-SI-001 \(2016-05-26\)](#) Standard Instructions – Goods or Services Competitive Requirements, are hereby incorporated by reference into and form part of this Contract.

#### A4. General Conditions

A4.1 General Conditions [CIC-GC-001 \(2016-05-26\)](#), Med/High Complexity Goods and Services Contract shall apply to and form part of this Contract.



## APPENDIX “B”, SUPPLEMENTAL TERMS AND CONDITIONS

### B1. Priority of Documents

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

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

### B2. CIC Clauses

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

ID	Date	Title
<i>CIC-SC-001</i>	<i>2015-02-16</i>	<i><u>Contractor Owns Intellectual Property (IP) Rights in Foreground Information</u></i>

### B3. SACC Manual Clauses

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

ID	Date	Title
<i>C0705C</i>	<i>2010-01-11</i>	<i><u>Discretionary Audit</u></i>

### B4. Security Requirement

There is no security requirement associated with the requirement.

### B5. Period of Contract

The period of the Contract is from date of contract award to December 4, 2017

### B6. Termination on Thirty (30) Days Notice

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



## **B7.      Certifications / Compliance**

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

## **B8.      Insurance Requirements**

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

## **B9.      Statement of Work**

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

## **B10.     Authorities**

### **B10.1   Contracting Authority**

The Contracting Authority for the Contract is:

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

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

### **B10.2   Project Authority**

The Project Authority for the Contract is:

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

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.



## APPENDIX “C”, TERMS OF PAYMENT

### C1. Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price, as specified in Annex E, Basis of Payment "for a cost of \$ \_\_\_\_\_ (*insert the amount at contract award*). Customs duties are included and applicable taxes are extra.

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

### C2. Method of Payment

For each identified theme, payments will be made upon successful completion of each deliverable and acceptance as detailed in Appendix “D”, Statement of Work, by the Project Authority as detailed in the Schedule of Payments below:

#### Theme I: Participation of French-Speaking Immigrants in Minority Situation

Milestone #	Description of Deliverables	Delivery Date	Percentage of Bidder's Firm Price
1	Work Plan	Within 30 days of Contract Award	10% of Bidder's Firm Price
2	Progress Report	120 days after contract award (March 4, 2017 at the latest)	25% of Bidder's Firm Price
3	Second Progress Report	210 days after contract award (June 6, 2017 at the latest)	10% of Bidder's Firm Price
4	Final Report Draft	On or before October 11, 2017	15% of Bidder's Firm Price
5	Final Report ( Report, Summary, Executive Summary and Presentation)	On or before November 15, 2017	40% of Bidder's Firm Price



**Theme II: Settlement and Integration Experiences of French-Speaking Immigrants and Refugees from Sub-Saharan Africa**

Milestone #	Description of Deliverables	Delivery Date	Percentage of Bidder's Firm Price
1	Work Plan	Within 30 days of Contract Award	10% of Bidder's Firm Price
2	Progress Report	120 days after contract award (March 4, 2017 at the latest)	26% of Bidder's Firm Price
3	Second Progress Report	210 days after contract award (June 6, 2017 at the latest)	10% of Bidder's Firm Price
4	Final Report Draft	On or before October 11, 2017	14% of Bidder's Firm Price
5	Final Report ( Report, Summary, Executive Summary and Presentation)	On or before November 15, 2017	40% of Bidder's Firm Price

**Theme III: A Study on French-Speaking Refugees in Winnipeg and Saint Boniface**

Milestone #	Description of Deliverables	Delivery Date	Percentage of Bidder's Firm Price
1	Work Plan	Within 30 days of Contract Award	15% of Bidder's Firm Price
2	Progress Report	120 days after contract award (March 4, 2017 at the latest)	22% of Bidder's Firm Price
3	Second Progress Report	210 days after contract award (June 6, 2017 at the latest)	10% of Bidder's Firm Price
4	Final Report Draft	On or before October 11, 2017	13% of Bidder's Firm Price
5	Final Report ( Report, Summary, Executive Summary and Presentation)	On or before November 15, 2017	40% of Bidder's Firm Price



**Theme IV: Access to Employment among Recent French-Speaking Immigrants in Atlantic Region**

Milestone #	Description of Deliverables	Delivery Date	Percentage of Bidder's Firm Price
1	Work Plan	Within 30 days of Contract Award	10% of Bidder's Firm Price
2	Progress Report	120 days after contract award (March 4, 2017 at the latest)	26% of Bidder's Firm Price
3	Second Progress Report	210 days after contract award (June 6, 2017 at the latest)	10% of Bidder's Firm Price
4	Final Report Draft	On or before October 11, 2017	14% of Bidder's Firm Price
5	Final Report ( Report, Summary, Executive Summary and Presentation)	On or before November 15, 2017	40% of Bidder's Firm Price

**Theme V: The “Community Learning Centre (CLC) Initiative” and English-Speaking Immigrants and Refugees in Quebec: A Case Study**

Milestone #	Description of Deliverables	Delivery Date	Percentage of Bidder's Firm Price
1	Work Plan	Within 30 days of Contract Award	10% of Bidder's Firm Price
2	Progress Report	120 days after contract award (March 4, 2017 at the latest)	25% of Bidder's Firm Price
3	Second Progress Report	210 days after contract award (June 6, 2017 at the latest)	10% of Bidder's Firm Price
4	Final Report Draft	On or before October 11, 2017	15% of Bidder's Firm Price
5	Final Report ( Report, Summary, Executive Summary and Presentation)	On or before November 15, 2017	40% of Bidder's Firm Price



**Theme VI: Re-settlement and Integration Experiences of English-Speaking Refugees in Quebec**

Milestone #	Description of Deliverables	Delivery Date	Percentage of Bidder's Firm Price
1	Work Plan	Within 30 days of Contract Award	10% of Bidder's Firm Price
2	Progress Report	120 days after contract award (March 4, 2017 at the latest)	25% of Bidder's Firm Price
3	Second Progress Report	210 days after contract award (June 6, 2017 at the latest)	10% of Bidder's Firm Price
4	Final Report Draft	On or before October 11, 2017	15% of Bidder's Firm Price
5	Final Report ( Report, Summary, Executive Summary and Presentation)	On or before November 15, 2017	40% of Bidder's Firm Price

**Theme VII: Access to Employment among Recent English-Speaking Immigrants in Quebec**

Milestone #	Description of Deliverables	Delivery Date	Percentage of Bidder's Firm Price
1	Work Plan	Within 30 days of Contract Award	10% of Bidder's Firm Price
2	Progress Report	120 days after contract award (March 4, 2017 at the latest)	26% of Bidder's Firm Price
3	Second Progress Report	210 days after contract award (June 6, 2017 at the latest)	10% of Bidder's Firm Price
4	Final Report Draft	On or before October 11, 2017	14% of Bidder's Firm Price
5	Final Report ( Report, Summary, Executive Summary and Presentation)	On or before November 15, 2017	40% of Bidder's Firm Price





### **C3. Applicable Taxes**

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

### **C4. Invoicing Instructions**

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

### **C5. Travel and Living Expenses**

Should travel be required, as determined by the Bidder, the Bidder is responsible for all associated travel and living expenses and must be included in the Bidder's proposed all inclusive firm price.



## APPENDIX “D”, STATEMENT OF WORK

### 1. Title

Research projects on immigration in Canada’s Official Language Minority Communities (OLMCs).

### 2. Objective

Citizenship and Immigration Canada (CIC) is seeking proposals for research projects on the issue of immigration in Canada’s Official language minority communities (OLMCs). OLMCs include Francophone Minority Communities (FMCs) and English-Speaking Communities in Quebec (ESCQs).

### 3. Background

This research must enable CIC to broaden its expertise and knowledge in the field of immigration in OLMCs, in accordance with Part VII of the Official Languages Act, which states that CIC has an obligation to take positive measures to promote official languages and support the vitality of OLMCs. That research and the resulting knowledge are also intended to support CIC in its intention to achieve the objectives of the new *Roadmap for Canada’s Official Languages 2013-2018: Education, Immigration, Communities*.

### 4. Scope

It is important for CIC to gain a better understanding of the challenges that immigrants face, specifically that of settling and living in a minority context. By relying on thorough, up-to-date expertise, knowledge and data, diverse and innovative approaches pertaining to immigration to OLMCs, CIC will better be able to contribute to the success of immigrants in OLMCs and, thereby, support the vitality of OLMCs.<sup>1</sup>

### 5. Task

The research projects must address one of the following seven themes:

Theme I: Participation of French-Speaking Immigrants in Minority Situation

Theme II: Settlement and Integration Experiences of French-Speaking Immigrants and Refugees from Sub-Saharan Africa

Theme III: A Study on French-Speaking Refugees in Winnipeg and Saint Boniface

Theme IV: Access to Employment among Recent French-Speaking Immigrants in Atlantic region

Theme V: The Community Learning Centre (CLC) Initiative” and English-Speaking Immigrants and Refugees in Quebec: A Case Study

Theme VI: Re-settlement and Integration Experiences of English-Speaking Refugees in Quebec

Theme VII: Access to Employment among Recent English-Speaking Immigrants in Quebec

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1. The research activities to be considered by this call for proposals are in no way intended to infringe on Quebec’s responsibilities under the *Canada-Quebec Accord Relating to Immigration*. The parameters of this call for proposals comply with the *Official Languages Act*, which sets out CIC’s responsibility regarding Quebec’s Anglophone minorities, and solely for that purpose.



Researchers must apply for a specific theme for each research project they propose. The theme of their project must be clearly indicated in their application. Key issues are identified for each theme as examples.

## 5.1 Research themes

### **Theme I: Participation of French-Speaking Immigrants in Minority Situation**

#### 5.1.1 Description

##### **Background :**

Considering that the Government of Canada encourages the full participation of immigrants in society and that several studies establish a link between the participation of immigrants and their civic and socio-economic integration, it seems essential to address this issue more fully in order to better support the active participation of French-speaking immigrants in minority situation within Canadian society. The purpose of this research is to shed light on the factors that influence the degree and forms of immigration participation in the host society,<sup>2</sup> and the impact of their participation on them and on society.

##### **Issue :**

To address this issue, the focus must be on the organizations, associations or community groups they are involved with in order to better understand the forces driving this involvement, and what the outcome is for the person, the community or the group they identify with, and society in general. The participation of French-speaking immigrants in the community can be analyzed based on paid activities or volunteer work in various settings and contexts. These activities could be carried out within public or private organizations, volunteer associations, or even more informal or casual events of any nature (cultural, religious, sports, educational, political, etc.). More generally, this research must contribute to analyzing the degree of openness, inclusiveness and representativeness of the host society in relation to the diversity of the French-speaking immigrant population, and how the immigrants react.

##### **Methodology :**

To address the theme, a comparative study of the participation of French-speaking immigrants within three different community organizations, associations or groups would be necessary. The organizations or associations selected should reflect a certain amount of diversity in terms of their mandate (cultural, religious, charitable, educational, etc.) and the proportion of immigrants involved in their activities. A qualitative or ethnographic approach should be taken, using the data from individual interviews (a minimum of 10 interviews with recent French-speaking immigrants per association, for a total of at least 30 interviews). Interviews will be conducted in person (in situ). If necessary, the research could also develop further data through observations, group interviews (focus group) and questionnaires. Interviews with representatives of the selected organizations or associations could also be beneficial.

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<sup>2</sup> "Host society" means any region, town, city or community in Canada, with the exception of Quebec.



### **5.1.2 Key questions :**

The following questions are examples and suggest different analytical angles to address the theme:

- a) What factors hinder, foster and motivate the participation of French-speaking immigrants in community associations or organizations?
- b) Does the immigrant participation within the community teach us anything about the degree of the immigrant's recognition by the host society as a stakeholder and full citizen?
- c) Do immigrants participate in known and well-established organizations within the host community, or associations or initiatives set up to address the specific needs and challenges of immigrants, including their culture of origin or identity referents? What is the explanation for this choice?
- d) What is the impact of civic participation primarily through ethno-cultural organizations or associations? Do they promote recognition, mobility and integration, or, on the contrary, a refusal to integrate among participants?
- e) According to the 2006 World Values Survey, recent immigrants are less likely to be members of volunteer associations than established immigrants and Canadians by birth, with the specific exception of ethnic associations, where they are more likely to volunteer. Why?
- f) What possibilities are there for immigrants to get involved in the leadership of the host society? To participate in the management of Francophone organizations? To run for elected positions or positions of responsibility?

## **Theme II: Settlement and Integration Experiences of French-Speaking Immigrants and Refugees from Sub-Saharan Africa**

### **5.2.1 Description**

#### **Background :**

The settlement and integration of immigrants and refugees is a priority of the Government of Canada's immigration strategy. Analysis and consultations with partners have identified a need for research on the French-speaking immigrants and refugees from Sub-Saharan African, which has become an important source of French-speaking newcomers to Canada.

The overall objective of this study is to document and enhance understanding of the settlement and integration experiences of French-speaking immigrants and refugees from Sub-Saharan Africa who have settled and established themselves in minority settings outside Quebec.

#### **Issue :**

The immigration trajectories of French-speaking immigrants and refugees from Sub-Saharan African will be examined, as well as how and why they came to settle and establish themselves in minority contexts outside Quebec. Emphasis will also be placed on the settlement and integration experiences of very recent (0-5 years), recent (6-10 years) and established (11 years +) immigrants and refugees.



### **Methodology :**

This study will consist of two case studies in two cities outside Quebec (excluding Winnipeg/Saint-Boniface). At least 20 individual interviews will be conducted in person in each city for a total of at least 40 individual interviews. Interviews will include a sample of French-speaking immigrants (economic and family class) and refugees from Sub-Saharan Africa. In-person focus-groups and a short questionnaire could also be included as part of the methodology.

### **5.2.2 Key questions :**

The following questions are examples that suggest different angles of analysis to examine this theme:

- a) What are the characteristics of very recent, recent and more established French-speaking immigrants (economic and family class) and refugees from Sub-Saharan African who live in minority settings outside Quebec?
- b) How and why do French-speaking immigrants and refugees from Sub-Saharan Africa settle and establish themselves in minority settings outside Quebec? What are their migration trajectories? Do they want to leave their current city/community and why?
- c) What challenges do French-speaking immigrants and refugees from Sub-Saharan Africa face in their settlement and integration experiences? (Examples: language tests availability, costs, information overseas/after landing, employment justification, Canadian work experience, social networks, cultural adjustment, social isolation, discrimination, etc.) What challenges are common and specific to immigrants (economic and family class) and refugees? Are there gender-based realities?
- d) What positive experiences have French-speaking immigrants and refugees from Sub-Saharan Africa experienced in their settlement and integration experiences (e.g. socio-economic, education, cultural, their children, etc.)? What positive experiences are common and specific to immigrants (economic and family class) and refugees? Are there gender-based realities?
- e) What governmental programs and policies (municipal, provincial, federal) and community-based initiatives a) helped in the past and b) could potentially help in the future French-speaking immigrants and refugees from Sub-Saharan Africa in their settlement and integration experiences?
- f) What recommendations would French-speaking immigrants and refugees from Sub-Saharan Africa give to their counterparts living in sub-Saharan Africa who are considering immigrating in minority contexts outside Quebec?

## **Theme III: A Study on French-Speaking Refugees in Winnipeg and Saint Boniface**

### **5.3.1 Description**

#### **Background :**

The re-settlement and integration of refugees is a priority of the Government of Canada's immigration strategy. Analysis and consultations with partners have identified



a need for research on the re-settlement and integration of French-speaking refugees in Winnipeg and Saint Boniface, Manitoba.

The overall objective of this study is to document and enhance understanding of the experiences of French-speaking refugees, the availability and access to French-language services, and the role that the French-speaking communities of Winnipeg and Saint Boniface play in welcoming refugees.

**Issue :**

The study will provide a descriptive portrait of French-speaking refugee re-settlement and integration in Winnipeg and Saint Boniface, MB. A socio-economic profile of refugees (e.g. country of origin, gender, age, education), socio-economic profiles of receiving communities (e.g. demographic data on immigrant, French-speaking, and overall population, employment/unemployment rates, etc.), and the French-language services and resources available to refugees, should be included in the study.

The study will also provide an analysis of the re-settlement and integration experiences of French-speaking refugees. The different factors and conditions which can impact these processes (e.g. the needs of refugees and access to services responding to their needs such as health care, religion, housing, child care, education; impact of discrimination; etc.) should be included as part of the analysis, in addition to an analysis of the role of French-speaking communities and resources, for example the organisation L'Accueil francophone du Manitoba, in supporting French-speaking refugees. The study should also examine the role and contributions of French-speaking refugees in supporting and enhancing the vitality of the welcoming communities, including French-speaking communities in Winnipeg and Saint Boniface.

**Methodology :**

This study will focus on French-speaking refugees in Winnipeg and Saint Boniface, MB. The study should focus on the settlement and integration experiences of recent (0-5 years) French-speaking refugees. At least 20-30 individual interviews will be conducted in person. Interviews will include a sample of French-speaking refugees, where possible, to reflect diversity in gender, age, country of origin, and other relevant variables. Separate interviews should also include members of the local French-speaking community who support the re-settlement and integration of French-speaking refugees. In-person focus-groups and a short questionnaire could also be included as part of the methodology.

**5.3.2 Key questions :**

The following questions are examples that suggest different angles of analysis to examine this theme:

- a) How and why were the French-speaking refugees re-settled in the identified communities? What were their migration trajectories?
- b) What role can or do French-speaking communities play in supporting the re-settlement and integration process and experiences of French-speaking refugees? What role does the majority English-speaking community play? Is there a relationship between communities in supporting French-speaking refugees?
- c) What services did French-speaking refugees use? What were the benefits and/or shortcomings? Were other services needed and why?
- d) What skills and resources do French-speaking refugees use to support and facilitate their re-settlement and integration processes and experiences?





- e) What challenges do French-speaking refugees encounter? Are they shaped or defined by their status as refugees? To what extent does their linguistic status as French-speaking refugees impact their experiences?
- f) What positive experiences have French-speaking refugees experienced in their settlement and integration experiences in the communities identified for study (e.g. socio-economic, education, cultural, their children, etc.)?
- g) What governmental programs and policies (municipal, provincial, federal) and community-based initiatives support French-speaking refugees in their settlement and integration experiences?
- h) What recommendations or insights would French-speaking refugees give to enhance our understanding of their re-settlement and integration experiences?

#### **Theme IV: Access to Employment among Recent French-Speaking Immigrants in Atlantic region**

##### **5.4.1 Description**

###### **Background :**

Considering that the Government of Canada encourages labour market access for immigrants, it seems essential to identify the best ways to encourage active and rewarding socio-economic participation on their part. The purpose of this research is to shed light on how recent French-speaking immigrants<sup>3</sup> in the Atlantic region become active members of society, and the factors hindering their full participation in the labour market.

###### **Issue :**

To address this issue, the focus must be on the paths and different experiences of recent French-speaking immigrants in terms of employment during their first five years in Canada, and the strategies implemented to access the labour market or to improve their chances of success (e.g. volunteer work, return to school, internship, setting up a business, precarious or underpaid employment). This entails analyzing how immigrants, and their immediate environment (couple, family), adapt or transform in order to try to satisfy formal and informal labour market requirements. It also involves looking at the various factors that structure recent immigrants' access and transition to the labour market. It will thus be important to shed light on structural constraints around the process of accessing the labour market, looking at both explicit rules and policies, as well as more implicit standards or values. The research must also take stock of the needs expressed by immigrants in this area, while also suggesting ways to improve the service offer in the host society. Analyzing the employment situation of recent immigrants will involve a more general examination of the degree of openness and inclusiveness of the host society in relation to the diversity of the Francophone immigration population.

###### **Methodology :**

To address the theme, a qualitative or ethnographic approach should be taken, using the data from individual interviews (a minimum of 20 interviews with recent French-speaking immigrants living in one or two cities in Atlantic Canada). Interviews must be conducted

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<sup>3</sup> "Recent immigrant" means any permanent resident who arrived in Canada in the last five years.



in person (in situ). The research could also develop further data through observations, group interviews (focus group) and questionnaires. Interviews with representatives of organizations, associations or service centres that work with immigrants could also be beneficial.

#### **5.4.2 Key questions :**

The following questions are examples and suggest different analytical angles to address the theme:

- a) What changes or adaptations must French-speaking immigrants and their families undertake in order to find a job? How does their professional downgrading or disqualification compare with that of other Canadians or more established immigrants? Among recent French-speaking immigrants, are some minorities more at risk than others?
- b) How do employment support services assist with this adaptation or transformation? Are these services able to provide sound advice to immigrants with respect to professional directions? New career choices to be considered? Employment areas or opportunities to be explored? A business to set up?
- c) Is entrepreneurship among immigrants a symptom of a lack of employment opportunities or openness on the part of the host society?
- d) What strategies will increase their chances of finding a satisfactory job (volunteer work, internship, courses, mentoring, etc.)? Is the first job important or decisive for the future?
- e) Does socio-professional downgrading or access to employment affect male and female recent immigrants the same way? What repercussions do these differences have on couple and family relationships?
- f) How important is fluency in the official languages for accessing the labour market? What lesson is being taught in terms of training and service offer?

### **Theme V: The “Community Learning Centre (CLC) Initiative” and English-Speaking Immigrants and Refugees in Quebec: A Case Study**

#### **5.5.1 Description**

##### **Background :**

Consultations with stakeholders and analysis point to the need to better understand the full range of services offered to English-speaking immigrants and refugees in the province of Quebec. “The Community Learning Centre (CLC) Initiative” has the dual role of promoting student perseverance and English-speaking community vitality in Quebec, provides an interesting model for the delivery of different services based on a community approach. Accordingly, the overall objective of this case study is to enhance understanding about the CLC Initiative, and the experiences of English-speaking immigrants and refugees who have used the services of this organization in Quebec.

##### **Issue :**

This case study will document the organizational structure, services, approaches, challenges and accomplishments of CLCs with respect to their role with English-





speaking immigrants and refugees. The settlement and integration experiences of English-speaking immigrants and refugees having used to the services of CLCs, as well as their overall immigration trajectories, will also be examined. Conclusions stemming from this case study will provide information on the factors that contributed to the success of CLCs in welcoming and integrating English-speaking immigrants and refugees in Quebec, and inform Immigration, Refugees and Citizenship Canada (IRRC)'s partners and stakeholders on best practices and the settlement and integration experiences of English-speaking immigrants and refugees in Quebec.

**Methodology :**

The organizational analysis of the CLC Initiative will include a documentary analysis, as well as in-person interviews with representatives of the organization and its partners. At least 20 individual interviews will be conducted in person with English-speaking immigrants and refugees having used the services of CLCs in at least 3 different regions of Quebec (approximately 7-10 interviews per region), with emphasis on ensuring diversity, e.g. gender, age, time of arrival in Canada, etc. In-person focus groups and a short questionnaire could also be included as part of the methodology.

**5.5.2 Key questions :**

The following questions are examples that suggest different angles of analysis to examine this theme :

- a) What is the organizational structure of the CLC Initiative? What are the services, approaches, accomplishments and challenges of the organization? How does the organization leverage relationships with stakeholders at the community, provincial, and national levels?
- b) What are the characteristics of English-speaking immigrants and refugees using the services of CLCs? What were their migration trajectories?
- c) What services did English-speaking immigrants and refugees use in CLCs? What were the benefits and/or shortcomings? Were other services needed and why?
- d) What are the community or regional differences in terms of service needs and delivery? What is the impact of local English-speaking community characteristics on the delivery of services and client settlement and integration experiences?
- e) What were the settlement and integration experiences (positive and challenges) of English-speaking immigrants and refugees using the services of CLCs? Do they want to leave or stay in their current city/community and why? Are there gender-based realities?
- f) What factors contributed to the success/challenges of CLCs in welcoming and integrating English-speaking immigrants and refugees in Quebec? (e.g. partnerships, welcoming process, geography, experiences of newcomers, etc.)?

**Theme VI: Re-settlement and Integration Experiences of English-Speaking Refugees in Quebec**

**5.6.1 Description**

**Background :**

The re-settlement of refugees is a priority of the Government of Canada's immigration strategy. Analysis and consultations with partners have identified a need for research on



the re-settlement, integration, and experiences of English-speaking refugees in Quebec, and how English-speaking communities in Quebec support re-settlement and integration.

The overall objective of this study is to enhance understanding of the unique experiences of English-speaking refugees who are re-settled in Quebec, and the factors which can impact their integration in their receiving communities, including English-speaking communities.

**Issue :**

The study will provide a descriptive portrait of English-speaking refugee re-settlement and integration in Quebec. Information on the migration trajectories of the refugees, a socio-economic profile of refugees (e.g. gender, age, education), socio-economic profiles of receiving communities (e.g. demographic data on immigrant, English-speaking, and overall population, employment/unemployment rates, etc.), and the services available to refugees, including English-language services and resources offered by English-speaking communities, should be included in the study.

The study will also provide an analysis of the re-settlement and integration experiences of English-speaking refugees. The different factors and conditions which can impact these processes (e.g. the needs of refugees and access to services responding to their needs such as health care, religion, housing, child care, education; impact of discrimination; local economic opportunities for newcomers/refugees, etc.) should be included as part of the analysis, in addition to an analysis of the role of local English-speaking communities and resources in supporting English-speaking refugees.

**Methodology :**

This study will focus on English-speaking refugees in Montreal and a second city with both a refugee population and an English-speaking community, such as Quebec City, Gatineau, or Sherbrooke. The study should focus on the settlement and integration experiences of very recent (0-5 years) English-speaking refugees. At least 20-30 individual interviews will be conducted in person for Montreal, and 10-15 for the second city selected. Interviews will include a sample of English-speaking refugees, where possible, to reflect diversity in gender, age, country of origin, and other relevant variables. Separate interviews should also include members of the local English-speaking community who support the re-settlement and integration of English-speaking refugees. In-person focus-groups and a short questionnaire could also be included as part of the methodology.

**5.6.2 Key questions:**

The following questions are examples that suggest different points of analysis to examine this theme:

- a) What are the socio-economic characteristics of recent English-speaking immigrants refugees in the two cities/communities identified for analysis?
- b) How and why were the English-speaking refugees re-settled in the identified communities? What were their migration trajectories?
- c) What role can or does the local English-speaking community play in supporting the re-settlement and integration process and experiences of English-speaking refugees? What role does the majority French-speaking community play? Is



there a relationship between communities in supporting English-speaking refugees?

- d) What services do English-speaking refugees use? What were the benefits and/or shortcomings? Were other services needed and why?
- e) What skills and resources do English-speaking refugees use to support and facilitate their re-settlement and integration processes and experiences?
- f) What challenges do English-speaking refugees encounter? Are they shaped or defined by their status as refugees? To what extent does their linguistic status as English-speaking refugees impact their experiences?
- g) What positive experiences have English-speaking refugees experienced in their settlement and integration experiences in the communities identified for study (e.g. socio-economic, education, cultural, their children, etc.)?
- h) What governmental programs and policies (municipal, provincial, federal) and community-based initiatives support English-speaking refugees in their settlement and integration experiences?
- i) What recommendations or insights would English-speaking refugees give to enhance our understanding of their re-settlement and integration experiences?

### **Theme VI : Access to Employment among Recent English-Speaking Immigrants in Quebec**

#### **5.7.1 Description**

##### **Background :**

The purpose of this research is to shed light on how recent English-speaking immigrants<sup>4</sup> in Quebec become active members of society, and the factors hindering their full participation in the labour market.

##### **Issue :**

To address this issue, the focus must be on the paths and different experiences of recent English-speaking immigrants in terms of employment during their first five years in Quebec, and the strategies implemented to access the labour market or to improve their chances of success (e.g. volunteer work, return to school, internship, setting up a business, precarious or underpaid employment). This entails analyzing how immigrants, and their immediate environment (couple, family), adapt or transform in order to try to satisfy formal and informal labour market requirements. It also involves looking at the various factors that structure recent immigrants' access and transition to the labour market. It will thus be important to shed light on structural constraints around the process of accessing the labour market, looking at both explicit rules and policies, as well as more implicit standards or values. The research must also take stock of the needs expressed by immigrants in this area, while also suggesting ways to improve the service offer in the host society. Analyzing the employment situation of recent immigrants will involve a more general examination of the degree of openness and inclusiveness of the host society in relation to the diversity of the English-speaking immigration population.

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<sup>4</sup> "Recent immigrant" means any permanent resident who arrived in Canada in the last five years.



### **Methodology :**

To address the theme, a qualitative or ethnographic approach should be taken, using the data from individual interviews (a minimum of 20 interviews with recent English-speaking immigrants living in one or two cities in Quebec). Interviews must be conducted in person (in situ). The research could also develop further data through observations, group interviews (focus group) and questionnaires. Interviews with representatives of organizations, associations or service centres that work with immigrants could also be beneficial.

### **5.7.2 Key questions :**

The following questions are examples and suggest different analytical angles to address the theme :

- a) What changes or adaptations must English-speaking immigrants and their families undertake in order to find a job? How does their professional downgrading or disqualification compare with that of other Canadians or more established immigrants? Among recent English-speaking immigrants, are some minorities more at risk than others?
- b) How do employment support services assist with this adaptation or transformation? Are these services able to provide sound advice to immigrants with respect to professional directions? New career choices to be considered? Employment areas or opportunities to be explored? A business to set up?
- c) Is entrepreneurship among immigrants a symptom of a lack of employment opportunities or openness on the part of the host society?
- d) What strategies will increase their chances of finding a satisfactory job (volunteer work, internship, courses, mentoring, etc.)? Is the first job important or decisive for the future?
- e) Does socio-professional downgrading or access to employment affect male and female recent immigrants the same way? What repercussions do these differences have on couple and family relationships?
- f) How important is fluency in the official languages for accessing the labour market? What lesson is being taught in terms of training and service offer?

## **6. Limitations**

Given the nature of the services required, the senior researcher must attend at least one launch meeting with the Project Authority, to be held via conference call.

CIC will not provide the premises for the research process.

## **7. Travel**

All travel expenses are the responsibility of the bidder.

## **8. Support Provided by the Client**

The Research and Evaluation Branch, CIC, has the responsibility and duty to provide feedback on the deliverables to ensure that the final product meets CIC's expectations.

## **9. Meetings**

The Project Authority representing CIC may also, on occasion, request conference calls with the senior researcher to maintain strong collaboration and facilitate of the achievement of the objectives set out in the contract.



## 10. Deliverables

The deliverables required by CIC will primarily be in the form of research reports. The researchers will also have to produce a work plan and two progress reports to ensure that the final outcome meets CIC's expectations and the terms of the agreement.

The researcher undertakes to prepare the following products and deliver them to CIC in keeping with the schedule provided for delivering these products:

1. A work plan (3 to 5 pages) setting out the main steps for planning and conducting the research, as well as a schedule. That plan must be submitted no later than 30 days after the contract is signed. After receipt of the work plan, the researcher undertakes to hold a conference call with the people in charge at CIC within the four weeks that follow in order to provide updates on the upcoming phases of the research project.
2. A progress report (5 to 8 pages) reporting on the progress of the research project, the work completed and the upcoming phases. That progress report must be submitted no later than 120 days after the contract is signed (no later than March 4, 2016).
3. A second progress report on the project's progress (5 to 8 pages) must be submitted no later than 210 days after the contract is signed (no later than June 6, 2016).
4. A final report draft (25 to 35 pages, excluding appendices and bibliography) must be submitted before October 11, 2016.
5. A final report (30 to 40 pages, excluding appendices and bibliography) along with all the analytical, documentary and methodological support needed for the project's completion (e.g. primary and secondary data, survey, interview questions and interview grid, bibliography, statistical tables) must be submitted before November 15, 2016. In addition to the report itself and the appendices, that report must also include:
  - a. A summary of the research project (15 to 20 lines) in French and English.
  - b. A two-page executive summary in French and English that summarizes the research and findings and, if applicable, the submitted recommendations.
  - c. An one page overview of the research highlights listed in bullet form
6. A PowerPoint presentation presenting the key aspects of the research (8 to 12 slides).

All deliverables must be approved by the CIC Project Authority.

## 11. Language Requirements

The Contractor must provide the required services in one of the official languages (English or French). However, we ask that the summary, executive summary and PowerPoint presentation be in both French and English to support the dissemination of the research.

## 12. Availability

The Contractor certifies that the Contractor, its employees and sub-contractors are prepared to start performing the work as of the contract award date and will remain available for completing the work in keeping with the contractual requirements.



## APPENDIX “E”, BASIS OF PAYMENT

During the period of the contract, the Contractor will be paid as specified below, for Work performed in accordance with the Contract.

All deliverables are F.O.B. Destination, and Canadian Customs Duty included and applicable taxes are extra.

Up to seven (7) contracts may be awarded as a result of this solicitation. Suppliers are to clearly indicate which theme they are bidding on. Bidders may submit proposals on one or more themes.

Should travel be required, as determined by the Bidder, the Bidder is responsible for all associated travel and living expenses and must be included in the Bidder's proposed all inclusive firm price.

Canada's total liability to the Contractor under the Contract shall not exceed  
**\$40,000.00 for Themes 1, 5 and 6**  
**\$50,000.00 for Themes 2, 4 and 7**  
**\$30,000.00 for Theme 3**

***Up to a maximum of seven (7) themes for a total potential maximum contract value of \$300,000.00, including all travel expenses and excluding applicable taxes. All cost/price proposals exceeding the totals per theme indicated above will render the bidder's cost/price proposal non-responsive, and eliminated from the competition.***

Payment will be made upon successful completion of each deliverable and acceptance by the Project Authority as detailed in the Schedule of Payments in Appendix “C”, Terms of Payment, Article C2. Method of Payment.

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

Theme I: Participation of French-Speaking Immigrants in Minority Situation

*Maximum Budget : \$40,000.00*

	<b>Period of Contract</b>	<b>Firm Price</b>
Theme I: <u>Participation of French-Speaking immigrants in minority situation</u>	From Contract Award to December 4, 2017	<to be completed by the bidder>
<b>TOTAL CONTRACT VALUE (Excluding Taxes)</b>		<to be completed by the bidder>





Theme II: Settlement and Integration Experiences of French-Speaking Immigrants and Refugees from Sub-Saharan Africa

Maximum Budget : \$50,000.00

	<b>Period of Contract</b>	<b>Firm Lot Price</b>
Theme II: <u>Settlement and Integration Experiences of French-Speaking Immigrants and Refugees from Sub-Saharan Africa</u>	From Contract Award to December 4, 2017	<to be completed by the bidder>
<b>TOTAL CONTRACT VALUE (Excluding Taxes)</b>		<to be completed by the bidder>

Theme III: A Study on French-Speaking Refugees in Winnipeg and Saint Boniface

Maximum Budget : \$30,000.00

	<b>Period of Contract</b>	<b>Firm Lot Price</b>
Theme III: <u>A Study on French-Speaking Refugees in Winnipeg and Saint Boniface</u>	From Contract Award to December 4, 2017	<to be completed by the bidder>
<b>TOTAL CONTRACT VALUE (Excluding Taxes)</b>		<to be completed by the bidder>

Theme IV: Access to Employment among Recent French-Speaking Immigrants in Atlantic Region

Maximum Budget : \$50,000.00

	<b>Period of Contract</b>	<b>Firm Lot Price</b>
Theme IV: <u>Access to Employment among Recent French-Speaking Immigrants in Atlantic Region</u>	From Contract Award to December 4, 2017	<to be completed by the bidder>
<b>TOTAL CONTRACT VALUE (Excluding Taxes)</b>		<to be completed by the bidder>



Theme V: The “Community Learning Centre (CLC) Initiative” and English-Speaking Immigrants and Refugees in Quebec: A Case Study

Maximum Budget : \$40,000.00

	<b>Period of Contract</b>	<b>Firm Lot Price</b>
Theme V: <u>The “Community Learning Centre (CLC) Initiative” and English-Speaking Immigrants and Refugees in Quebec: A Case Study</u>	From Contract Award to December 4, 2017	<to be completed by the bidder>
<b>TOTAL CONTRACT VALUE (Excluding Taxes)</b>		<to be completed by the bidder>

Theme VI: Re-settlement and Integration Experiences of English-Speaking Refugees in Quebec

Maximum Budget : \$40,000.00

	<b>Period of Contract</b>	<b>Firm Lot Price</b>
Theme VI: <u>Re-settlement and Integration Experiences of English-Speaking Refugees in Quebec</u>	From Contract Award to December 4, 2017	<to be completed by the bidder>
<b>TOTAL CONTRACT VALUE (Excluding Taxes)</b>		<to be completed by the bidder>

Theme VII: Access to Employment among Recent English-Speaking Immigrants in Quebec

Maximum Budget : \$50,000.00

	<b>Period of Contract</b>	<b>Firm Lot Price</b>
Theme VII: <u>Access to Employment among Recent English-Speaking Immigrants in Quebec</u>	From Contract Award to December 4, 2017	<to be completed by the bidder>
<b>TOTAL CONTRACT VALUE (Excluding Taxes)</b>		<to be completed by the bidder>





# APPENDIX "F", VENDOR INFORMATION AND AUTHORIZATION FORM

## Vendor Name and Address

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## Legal Status (incorporated, registered, etc.)

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

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

Print Name \_\_\_\_\_ Title \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

## Central Point of Contact

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

Name and Title \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

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