



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

SOLICITATION AMENDMENT MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

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

Title - Sujet Quantitative & Qualitative	
Solicitation No. - N° de l'invitation 51019-164009/A	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 51019-16-4009	Date 2016-12-20
GETS Reference No. - N° de référence de SEAG PW-\$\$CY-010-72008	
File No. - N° de dossier cy010.51019-164009	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-12-29	Time Zone Fuseau horaire Eastern Standard Time EST
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:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	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

Solicitation No. - N° de l'invitation
51019-164009/A

Amd. No. - N° de la modif.
003

Buyer ID - Id de l'acheteur
cy010

Client Ref. No. - N° de réf. du client
51019-16-4009

File No. - N° du dossier
cy010 51019-164009

CCC No./N° CCC - FMS No./N° VME

Amendment 003 Veterans Affairs Canada National Survey 2016

This amendment is raised to response to a questions.

Question # 6

What is the structure of the Veterans Affairs Canada list? What contact information is included?

Response # 6

The Veterans Affairs Canada list will be drawn from administrative data and will include:

- a. the client's name
- b. the client's land-line and/or cellphone number
- c. service type (War Service, Canadian Armed Forces, RCMP, and survivors),
- d. demographics such as age, language, province etc. and
- e. program indicators for recipients of the
 - i. Veterans Independence Program,
 - ii. Disability Benefits,
 - iii. Health Care Benefits, and
 - iv. Rehabilitation Services

Question # 7

What are Veterans Affairs Canada's communications strategies with these groups? What is the cadence of contact?

Response # 7

Veterans Affairs Canada is planning a low key proactive communications approach for the VAC National Survey with a social media plan and information for front line staff. The social media will be disseminated a week or two before the start of the survey and will continue for its duration.

Question # 8

Are there any expected response rates from previous studies that we could tap into?

Response # 8

The last national client survey conducted by Veterans Affairs Canada in 2010 had a 29% response rate.

Question # 9

Where are the presentations scheduled to take place?

Response # 9

As mentioned in the Statement of Work, the supplier is to make presentations by teleconference.

All other Clauses and Conditions Remain the Same.