



**RETURN BIDS TO:**

[IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca](mailto:IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca)

**Attn: Stephanie Hall**

**FOR ELECTRONIC BIDS:**

The 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**  
**Procurement and Contracting Services**  
**70 Crémazie**  
**Gatineau, Québec K1A 1L1**

<b>Title – Sujet</b>	
External Client Service Evaluation Surveys	
<b>Solicitation No. – N° de l'invitation</b>	<b>Date</b>
CIC-149855	November 21, 2018
<b>Solicitation Closes – L'invitation prend fin at – à</b>	<b>Time Zone Fuseau horaire</b>
2:00 PM on – January 7, 2019	EST
<b>F.O.B. - F.A.B.</b>	
Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
<b>Address Inquiries to: - Adresser toutes questions à :</b>	
<a href="mailto:IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca">IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca</a>	
<b>Telephone No. – N° de téléphone :</b>	
873-408-0510	
<b>Destination – of Goods, Services, and Construction:</b>	
<b>Destination – des biens, services et construction :</b>	
See Herein	
<b>Delivery required - Livraison exigée</b>	
See Herein	
<b>Vendor/firm Name and address</b>	
<b>Raison sociale et adresse du fournisseur/de l'entrepreneur</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>	
<b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur</b>	
(type or print)/ (taper ou écrire en caractères d'imprimerie)	
Signature	Date



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## PART 1 - GENERAL INFORMATION

### 1.1 Introduction

The bid solicitation is divided into seven parts plus attachments 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 and Additional Information: includes the certifications and additional information to be provided;

Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and

Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

### 1.2 Summary

**1.2.1** Citizenship and Immigration Canada's (CIC) objective is to acquire the services of a Contractor to conduct external client satisfaction survey through telephone and online surveys to help CIC evaluate its Passport Programs and Immigration and Citizenship Programs.

#### 1.2.2 Single Contract

Canada is seeking to establish a contract for external client service evaluation surveys as defined in Appendix "D", Statement of Work, for four (4) years including all options.

#### 1.2.3 Security

There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, Part 7 - Resulting Contract Clauses and Appendix "G". For more information on personnel and organization security screening or security clauses, bidders should refer to the [Contracting Security Program](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.



#### **1.2.4 Trade Agreements.**

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA).

#### **1.3 Debriefings**

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

#### **1.4 Mandatory Requirements**

Where the words “must”, “shall” or “will” appear in this RFP, the clause is to be considered as a mandatory requirement.



## PART 2 - BIDDER INSTRUCTIONS

### 2.1 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.

### 2.2 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 will not be accepted.**

### 2.3 Enquiries - Bid Solicitation

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

### 2.4 Applicable Laws

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



Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, 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.

## 2.5 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 FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

### Definitions

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

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

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

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

### Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes** ( ) **No** ( )



If so, the Bidder must provide the following information, for all FPSs 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.





## **PART 3 - BID PREPARATION INSTRUCTIONS**

### **3.1 Bid Preparation Instructions**

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

Section I:      Technical Bid (one (1) electronic copy by email)

Section II:     Financial Bid (one (1) electronic copy by email)

Section III:    Certifications (one (1) electronic copy by email)

**Canada requests that respondents submit their response in unprotected (i.e. no password) PDF format by email. Complete size of emails containing a response must not exceed 10MB. Emails exceeding 10MB will not be received. Should the size of email(s) exceed 10MB, respondents must contact the Contracting Authority at least 48 hours prior to the closing date to discuss alternatives.**

**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 a numbering system that corresponds to the bid solicitation; and
- (b) page numbering must be used on the bottom right of each page of the proposal

#### **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.

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

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



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

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

Financial proposals must clearly identify the personnel proposed and the associated category for evaluation purposes only. Proposed per diem rates or firm prices must be in Canadian dollars.

The Bidder's firm prices in response to this RFP and resulting contract(s) must include all overhead, general & administrative costs and profit. Included are the following costs that may be incurred in providing the required services: office space, computer hardware and software, word processing, preparation of reports, photocopying, courier services, facsimile services, telephone services, local travel expenses, and administration related to non-local travel expenses. "Local" as used here is defined as where the Work is to be performed in Canada as may be specified in the RFP and the resulting Contract(s).

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

### **3.2 SACC Manual Clauses**

#### **C3011T (2010-01-11) - Exchange Rate Fluctuation**

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

#### **Section III: Certifications**

Bidders must submit the required certifications and additional information required under Part 5.

#### **Section IV: Additional Information**

##### **1. Bidder's Proposed Sites or Premises Requiring Safeguarding Measures**

- 1.1 As indicated in Part 6 under Security Requirements, the Bidder must provide the full addresses of the Bidder's and proposed individuals' sites or premises for which safeguarding measures are required for Work Performance:

Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code  
Country



- 1.2      The Company Security Officer (CSO) must ensure through the [Contract Security Program](#) that the Bidder and proposed individual(s) hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.



## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 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.

#### 4.1.1 Technical Evaluation

##### 4.1.1.1 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.

<b>Mandatory Technical Criteria (MT)</b>			
For the purpose of the mandatory technical criteria specified below, the experience of the Bidder, its affiliates, employees, and sub-contractors will be considered in the evaluation process.			
<b>NOTE TO BIDDER: Beside each criterion, write the relevant page number(s) from your proposal that addresses the identified requirement</b>			
Item		MET / NOT MET	Cross Reference to Proposal (Page#)
MT1	<p><b><u>Telephone and Online Surveys</u></b></p> <p>The Bidder must demonstrate that it has successfully completed a minimum of three (3) bilingual (English and French) telephone and three (3) bilingual (English and French) online surveys, within the last five (5) years.</p> <p>Each of the six (6) surveys must have <b>a minimum of 2,000 respondents</b>; with a minimum of 300 respondents in French and a minimum of 300 respondents in English for each survey (projects must specify the number of English and French respondents).</p>		



	<p>Two (2) of the six (6) surveys must include the following criteria:</p> <ol style="list-style-type: none"> <li>a. The purpose was to measure customer satisfaction or gather customer feedback</li> <li>b. The surveys were conducted for a government department, agency, or crown corporation</li> </ol> <p>The Bidder must provide the following information in regards to each of the six (6) surveys:</p> <ol style="list-style-type: none"> <li>a. The name of the organization and type of client;</li> <li>b. The type of survey (telephone/online)</li> <li>c. The survey goal; and</li> <li>d. The number of successful respondents.</li> <li>e. The start and deadline dates for administering the survey</li> </ol> <p>The Bidder must submit reference letters for two (2) of the telephone and two (2) of the online survey projects; these reference letters must clearly demonstrate the following:</p> <ol style="list-style-type: none"> <li>a. The Bidder met all timelines;</li> <li>b. The Bidder met all project deliverables; and</li> <li>c. The Bidder provided regular feedback (e.g. daily, weekly or monthly, as required) regarding response rates, demographics captured, challenges or other issues, and recommended solutions arising during the administration of the survey.</li> </ol> <p>The following information for the reference must be included:</p> <ol style="list-style-type: none"> <li>a. Name of contact and organization;</li> <li>b. Title;</li> <li>c. Telephone number, and;</li> <li>d. E-mail address.</li> </ol> <p><b>If the Bidder cannot provide a reference letter that meets the requirements, CIC will disqualify the Bidder. Should the reference indicate that the survey was not conducted according to the requirements above (for survey size and/or administration channel), CIC will deem the bidder non-responsive.</b></p> <p><b>CIC may contact the reference should the need arise.</b></p>		
<p>MT2</p>	<p><b><u>Proposed Team</u></b></p> <p>The Bidder must demonstrate that their Project Team has the required skillsets by:</p> <ol style="list-style-type: none"> <li>a. Indicating that the Bidder has at least one Project Manager who can work in each official languages (English and French) in reading, writing and verbal interaction;</li> <li>b. Providing a curriculum vitae for each member of the proposed team, specifying their proposed role in the project and their respective security clearance level and certificate number (for those in contact with project data):</li> <li>c. Providing evidence that at least one Project Manager, alternate Project Manager, or Site Supervisor who will be</li> </ol>		



	<p>involved in the project holds the following experience:</p> <ul style="list-style-type: none"> <li>• Three (3) years in a Supervisor/Manager role related to surveys, and;</li> <li>• Completion of two (2) projects within the last five (5) years of similar size and scope stated in MT1, or an equivalent combination of larger and smaller projects over the same time period.</li> </ul>		
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**4.1.1.2 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.

<b>Point Rated Technical Criteria (RT) - Scores</b>				
<b>NOTE TO BIDDER: Beside each criterion, write the relevant page number(s) from your proposal that addresses the identified requirement. Point rated technical criteria not addressed will be given a score of zero.</b>				
Item		Scoring Methodology	Rating Standards	Cross Reference to Proposal (Page#)
RT1	<p><b><u>Survey Work Plan</u></b></p> <p>The Bidder should provide a project work plan for delivering the project that demonstrates the Bidder's understanding and commitment to project timelines and requirements.</p> <p>The following criteria should at a minimum be included in the Bidder's work plan:</p> <ol style="list-style-type: none"> <li>1. Breakdown of work phases, tasks and deliverables;</li> <li>2. Team members assigned to each phase/task (only personnel titles required); and</li> <li>3. Estimated of amount of time required for each phase and task.</li> <li>4. Indicate any other resources required to meet timelines and quality standards.</li> </ol>	A maximum of up to 5 points for RT1	<p><b>5 points =</b> Work plan well defined and includes all criteria</p> <p><b>4 points =</b> Work plan is clear and includes 4 of the criteria</p> <p><b>3 points =</b> Work plan is clear and includes 3 of the criteria</p> <p><b>2 points =</b> Work plan includes only 2</p>	



			<p>of the criteria</p> <p><b>1 point</b> = Work plan includes only 1 of the criteria</p> <p><b>0 points</b> = Work plan does not include any of the required criteria</p>	
RT2	<p><b><u>Data collection quality and methodology</u></b></p> <p>The Bidder should provide a Project Delivery Strategy that demonstrates the Bidder's data collection capability and quality assurance mechanisms. The following criteria should, at a minimum, be included in the Bidder's Strategy:</p> <ol style="list-style-type: none"> <li>1. A description of the technology used to ensure the efficiency and quality of data collection, and;</li> <li>2. A description of the method to be used to validate sampling methodology and ensuring the quality and reliability of responses.</li> </ol>	<p>A maximum of up to 10 points for RT2</p>	<p><b>10 points</b> = Excellent - The Strategy is clear, structured and well-defined. Description exceeds the requirement</p> <p><b>8 points</b> = Very Good - The Strategy is clear, structured and well- defined. Description meets the requirement</p> <p><b>6 points</b> = Good - The Strategy is partly clear, structured and well- defined. Description meets partly the requirement</p> <p><b>4 points</b> = Fair - The Strategy is indirectly related to the requirement</p> <p><b>2 points</b> = Fair - The Strategy has very little to do with the requirement</p>	



			<b>0 points</b> = The Strategy has nothing to do with the requirement.	
<b>Total Points (RT1 and RT2)</b>				<b>/15</b>

**4.1.2 Financial Evaluation**

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

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

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

The volumetric data included in the pricing schedule detailed in Appendix “E”, Basis of Payment is provided for bid evaluated price determination purposes only. They are not to be considered as a contract guarantee.

The “TOTAL EVALUATED PRICE” in Appendix “E”, Basis of Payment will be calculated by adding TABLE A, TABLE B1, TABLE B2, TABLE C1, TABLE C2, TABLE D1, and TABLE D2. The sum of the eight rows will be used to determine the financial evaluation.

**4.1.3 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.

**4.2 Basis of Selection**

**4.2.1 Basis of Selection - Highest Combined Rating of Technical Merit and Price**

4.2.1.2 To be declared responsive, a bid must:

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

4.2.1.3 Bids not meeting **(a) and (b)** will be declared non-responsive.

4.2.1.4 The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.

4.2.1.5 To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70%.





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

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

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

**The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/4 ratio of technical merit and price, respectively. The total available points equal's 135 and the lowest evaluated price is \$45,000 (45).**

**Basis of Selection - Highest Combined Rating of Technical Merit (70%) and Price (30%)**

		Bidder 1	Bidder 2	Bidder 3
<b>Overall Technical Score</b>		115/135	89/135	92/135
<b>Bid Evaluated Price</b>		\$55,000.00	\$50,000.00	\$45,000.00
<b>Calculations</b>	<b>Technical Merit Score</b>	115/135 x 70 = 59.63	89/135 x 70 = 46.15	92/135 x 70 = 47.70
	<b>Pricing Score</b>	45/55 x 30 = 24.54	45/50 x 30 = 27.00	45/45 x 30 = 40.00
<b>Combined rating</b>		84.17	73.15	87.70
<b>Overall rating</b>		2 <sup>nd</sup>	3 <sup>rd</sup>	1 <sup>st</sup>



## PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, 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 and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

### 5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

#### 5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity declaration form available on the Integrity Regime website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

### 5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information 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 provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

#### 5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the Ineligibility and Suspension Policy (<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.

#### 5.2.2 Integrity Provisions – List of Names

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide a completed List of Names in the Integrity Verification form available on the Integrity Regime website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/ln-form-eng.html>), to be given further consideration in the procurement process.



### **5.2.3 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 available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

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.

### **5.2.4 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.

### **5.2.6 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 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS

### 6.1 Security Requirement

- 1 At the date of bid closing, the following conditions must be met:
  - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses
  - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
  - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
  - (d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
  - (e) For additional information on security requirements, bidders should contact the Contracting Authority.
2. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.



## PART 7 - 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” – Security Requirement Checklist (SRCL);
- h) Appendix “G” – Vendor Information and Authorization Form;
- i) 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
<a href="#">CIC-SC-001(2015-02-16), Contractor Owns Intellectual Property (IP) Rights in Foreground Information</a>		

### B3. SACC Manual Clauses

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

ID	Date	Title
<a href="#">A9117C</a>	<a href="#">2007-11-30</a>	<a href="#">T1204 - Direct Request by Customer Department</a>
<a href="#">C0705C</a>	<a href="#">2010-01-11</a>	<a href="#">Discretionary Audit</a>

### B4. Security Requirement

The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Contract.

1. The contractor must, at all times during the performance of the contract hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of Protected A, issued by the Canadian Industrial Security Directorate (CISD), Public Services and Procurement Canada
2. The contractor’s personnel requiring access to protected information, assets or work site(s) must each hold a valid Reliability Status, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Services and Procurement Canada (PSPC)
3. The Contractor must not utilize its Information Technology systems to electronically process, produce or store protected information until the CISD/PSPC or CIC has issued



written approval. After approval has been granted or approved, these tasks may be performed up to the level of Protected A.

4. Subcontracts which contain security requirements are not to be awarded without the prior written permission of Citizenship and Immigration Canada
5. The contractor must comply with the provisions of:
  - A. Security Requirements Checklist and security guide (if applicable), attached at Annex G;
  - B. Industrial Security Manual (Latest edition)

### **Contractor's Sites or Premises Requiring Safeguarding Measures**

Where safeguarding measures are required in the performance of the Work, the Contractor must diligently maintain up-to-date the information related to the Contractor's and proposed individuals' sites or premises for the following addresses:

Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code  
Country

### **B5. Period of Contract**

The period of the Contract is from date of contract award to March 31, 2020.

#### **B5.1 Options to extend the Contract**

The Contractor grants Canada, the irrevocable right to extend the term of the Contract by up to three (3) additional one year option periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in Appendix "E", Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days before the Contract expiry date. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

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

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

### **B7. Certifications / Compliance and Additional Information**



Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

### **B7.1 Federal Contractors Program for Employment Equity - Default by the Contractor**

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

### **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. Closure of Government Offices**

Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered. Where Contractor's employees are providing services on government premises pursuant to this Contract and the said premises become non accessible and consequently no Work is being performed as a result of the closure, Canada will not be liable for payment to the Contractor for the period of closure.

### **B10. Statement of Work**

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

### **B11. Authorities**

#### **B11.1 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.

#### **B11.2 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.

### **B11.3 Technical Authority**

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

The Technical Authority will be responsible for providing guidance on the technical requirements and deliverables.

### **B12. Proactive Disclosure of Contract 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.



## APPENDIX "C", TERMS OF PAYMENT

### C1. Basis of Payment

#### Professional Fees

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price of CAN\$ \_\_\_\_\_ (*insert amount at contract award*). Customs duties are included and applicable taxes are extra.

#### Option to Extend the Contract

During the extended period of the Contract, the Contractor will be paid the firm price of CAN\$ \_\_\_\_\_ (*insert amount at contract award*) to perform all the Work in relation to the contract extension.

### C2. Method of Payment

Canada will pay the Contractor upon completion and delivery of the Work per survey in accordance with the payment provisions of the Contract if:

- a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b) all such documents have been verified by Canada;
- c) the Work delivered has been accepted by Canada.

### 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.
2. Invoices must be distributed as follows:
  - a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.



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

“Canada will not accept any travel and living expenses for:

- a) Work performed within the National Capital Region (NCR). The NCR is defined in the National Capital Act, R.S.C. 1985, c. N-4, S.2. The National Capital Act is available on the Justice Website: <http://laws.justice.gc.ca/en/N-4/>;
- b) Any travel between the Contractor’s place of business and the NCR; and
- c) Any relocation of resources required to satisfy the terms of the Contract.

These expenses are included in the firm price specified above.”



## APPENDIX “D”, STATEMENT OF WORK

### D1. Title

External Client Service Evaluation Surveys

### D2. Objective

Citizenship and Immigration Canada’s (CIC) objective is to acquire the services of a Contractor to conduct external client satisfaction surveys through telephone and online surveys to help CIC evaluate its Passport, Immigration, and Citizenship Programs.

### D3. Background

The Government of Canada emphasizes the importance of the evaluation function in assessing the effectiveness of federal policies, programs and services. This function is carried out under the authority of the 2016 Treasury Board Secretariat (TBS) *Policy on Results*.

Client satisfaction measurement will assist CIC to evaluate program performance while meeting its obligation under the Management Accountability Framework (MAF). The surveys generate information on many aspects of service delivery and create a reliable source of evidence to support forthcoming program evaluation.

#### Passport Program

Previous government studies have demonstrated that a best practice to improve service is to measure client satisfaction at regular intervals. The Treasury Board Secretariat (TBS) also recommends as a best practice that all institutions subject to the *Service Fees Act*, such as the Passport Program, set service standards and periodically assess their performance in meeting these service standards. The Passport Program Evaluation Surveys will help CIC better understand the diverse opinions related to regional and international passport services; allowing the Program to be responsive and ensuring that Canadians receive innovative, reliable, efficient, accessible and secure passport services across all application channels.

Passport Program Evaluation Surveys will yield information to assess the performance of Economic and Social Development Canada (ESDC) and Global Affairs Canada (GAC) in providing services on behalf of CIC, both directly at dedicated passport offices and through the receiving agent function at Service Canada centres and in missions abroad.

#### Immigration and Citizenship Programs

The Client Service Evaluation Survey will assist CIC in measuring the performance of its key immigration and citizenship programs as it relates to client satisfaction of its services. It will provide insights into use of services, areas of improvement, as well as clients’ expectations related to services. This information supports the development, the monitoring and reporting required to assess progress against the Departmental client service strategies.

The Client Service Evaluation Survey will also help to better understand diversity of service performance across CIC key business lines. The Survey generates information on specific service delivery channels, such as Visa Application Centres, the Client Support Centre and the CIC website and social media. By collecting information of this scale, CIC can better identify and respond to service delivery challenges



while capitalizing on opportunities for growth – ensuring that clients receive the most effective services possible.

#### **D4. Scope**

The Contractor will exercise three main functions: supporting survey methodology frameworks, administering the surveys, and performing consolidation and basic analysis of the data from both surveys.

#### **Passport Program**

##### *a. Telephone Survey (in Canada only)*

CIC will be responsible for the sample requirements to ensure that the sample is random and representative of all passport applicants. The contractor will be responsible for having the appropriate facilities and equipment to conduct telephone interviews. The contractor will also be responsible for the reverse telephone lookup from client addresses, as the telephone numbers of CIC clients are not recorded in CIC's database. A random sample, based on the developed sampling frame, will be drawn from the CIC Passport Program's client records. These clients, 18 years of age and older, will have applied and received a passport over a defined period of time.

CIC will design and provide the questionnaire in both official languages (English and French) to the Contractor. The Contractor will review the questionnaire and provide suggestions to strengthen the survey methodology and the reliability of the survey's result. The length of the questionnaire will correspond to a 15 minute (approx.) interview.

Prior to finalizing the survey, the Contractor will perform a pretest of the French and English questionnaires with a small sample of respondents by conducting telephone interviews in the same manner as planned for the full survey. Twenty (20) pretest interviews are required with clients in each language. The Contractor will provide feedback on the pre-test results and make recommendations, specifically on questions that were problematic, unclear or difficult for respondents to understand. The Contractor will then collect data and monitor responses to ensure that set sample targets are met for adequate coverage of CIC Passport Program's client base.

**See Section D5 for task and deliverable details.**

**See Section D11 for sample size details.**

##### *b. Online Survey*

Domestic and international clients will be invited to participate in an online survey via a notice inserted in their new passport. A unique online survey access code will be printed on each notice. These clients, 18 years of age and older, will have been issued a new passport within a set period of time.

CIC will provide the contractor with the survey questions in both official languages (English and French). The Contractor will:

- Assist with survey design;
- Code the survey in English and French for online delivery (various platforms);
- Conduct twenty (20) pretests of the survey in each language (English and French);
- Collect data and monitor responses to ensure set sample targets are met for adequate coverage of CIC's client base, and;
- Provide online technical support for clients experiencing technical difficulties with the survey, in English and French.

The online survey must be accessible through multiple web browsers such as Internet Explorer,



Microsoft Edge, Mozilla Firefox, Google Chrome, UC Browser, and Apple Safari, and accessible on mobile platforms.

**See Section D5 for task and deliverable details.**

**See Section D11 for sample size details.**

## **Immigration and Citizenship Programs**

### *Online survey*

CIC will provide the contractor with the survey questions in both official languages (English and French). The contractor will:

- Assist with survey design;
- Code the survey in English and French for online delivery (various platforms);
- Send invitations and reminder messages (electronically) in English and French to email addresses;
- Conduct pretests of the survey in each language;
- Collect data and monitor responses to ensure sample targets are met for adequate coverage of CIC's client base, and;
- Provide technical support via a help line for clients experiencing technical difficulties with the survey, in English and French.

The online survey must be accessible through multiple web browsers such as Internet Explorer, Microsoft Edge, Mozilla Firefox, Google Chrome, UC Browser and Apple Safari, and accessible on mobile platforms.

**See Section D5 for task and deliverable details.**

**See Section D11 for sample size details.**

## **D5. Tasks and Deliverables**

### **Passport Program Telephone Survey (In Canada only)**

The Contractor must complete the following list of tasks:

1. Attend a kick-off meeting to review draft questionnaire methodology and questions;
2. Submit a work plan;
3. Provide recommendations on the draft questionnaire (e.g., clarity of language, flow, etc.);
4. Submit programmed version of the questionnaires for review (in English and French) (Deliverable #1);
5. Receive and transmit client information through encrypted data between authorized persons only, or by department approved email systems or portal. Contractor must securely store all electronic and hard copy data in compliance with the Government of Canada's Policy on Government Security;
6. Prepare client sample file (cleaning, analysis, provision of unique identifiers for linkage to survey responses)
7. Use client addresses provided by CIC in order to reverse look up client phone numbers;
8. Conduct a pretest of the English and French questionnaire;



9. Provide feedback on the pre-test results, including any recommendations regarding changes to the questionnaire or overall methodology;
10. Submit final version of the questionnaires ( in English and French) (Deliverable #2);
11. Conduct telephone interviews in French and English using a computer-assisted telephone interviewing system to collect data;
12. Report and/or provide recommendations on adjusted approach in response to the response rate (sample size)/issues in survey administration; and provide weekly email update reports including any existing or expected concerns to CIC;
13. Data collection;
14. Close data collection and prepare weighting schema, clean data, label values, review data files (including open-ended text);
15. Submit a (1) draft methodology report (2) depersonalized raw data files of survey results linked to client profile data, and (3) basic analysis tabular report. (Deliverable #3)

### **Passport Program Online Survey**

The Contractor must complete the following list of tasks:

1. Attend a kick-off meeting to review draft questionnaire methodology and questions;
2. Review survey and submit a work plan;
3. Provide recommendations on the draft questionnaire (e.g., clarity of language, flow, etc.);
4. Submit programmed online questionnaire (English and French); (Deliverable #1)
5. Conduct a pretest of the English and French questionnaire;
6. Provide feedback on the pre-test results, including recommendations regarding changes to the questionnaire or overall methodology;
7. Submit final version of the questionnaires ( in English and French) (Deliverable #2);
8. Launch the online questionnaire, including invitations and reminders to participate in the survey;
9. Data collection;
10. Provide professional services in the administration of the online survey to support CIC including providing technical support to clients within 48 hours via email for any issues completing the online survey (English and French); and Provide weekly email update reports including any existing or expected concerns to CIC;
11. Close data collection and prepare weighting schema, clean data, label values, review data files (including open-ended text).
12. Submit a (1) draft methodology report (2) depersonalized raw data files of survey results linked to the client profile data, and (3) basic analysis tabular report. (Deliverable #3.)

### **Immigration & Citizenship Program Online Survey (in Canada & outside Canada)**

The Contractor must complete the following list of tasks:

1. Attend a kick-off meeting to review draft questionnaire methodology and questions;
2. Review survey and submit a work plan;
3. Submit programmed version of an online questionnaire for testing on all platforms (English only); (Deliverable #1)
4. Revise online survey, as required;
5. Submit programmed invitation and reminders emails (English and French) in all email formats;
6. Submit programmed version of an online questionnaire for testing on all platforms (French);
7. Receive client profile data for sample files;
8. Prepare clients sample files (cleaning, analysis, provision of unique identifiers for linkage to survey responses);
9. Perform a survey test launch using live link (in English and French);



10. Revise survey as required;
11. Submit final version of the questionnaires ( in English and French) (Deliverable #2);
12. Launch the online survey questionnaire, including invitations and reminders to participate;
13. Send email reminders to clients as required.
14. Provide professional services in the administration of the online survey to support CIC including providing technical support to clients within 48 hours via email for any issues completing the online survey (English and French); and Provide weekly email update reports including any existing or expected concerns to CIC;
15. Data collection and match to the client profile data;
16. Close data collection and prepare weighting schema, clean data, label values, review data files (including open-ended text);
17. Perform basic analysis with possible breakdown;
18. Submit a (1) draft methodology report (2) depersonalized raw data files of survey results linked to the client profile data, and (3) basic analysis tabular report. (Deliverable #3.)

## DELIVERABLE SCHEDULE

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

### Passport Program

#### *Telephone Survey (in Canada)*

Task	Deliverable	Details	Minimal Timelines	Method of Delivery
<b>Planning and Preparation</b>				
1		Attend a kick-off meeting to receive and review draft questionnaires in English and French from CIC and discuss the work plan.	Month #1	Teleconference or in-person meeting in Ottawa, ON.
2		Submit proposed work plan. Teleconference to follow to confirm/discuss.	Month #1	Electronically (in English)
3		Provide recommendations on the methodology and on drafted questionnaire.	Month #1	Electronically (in English)
<b>Development and Testing</b>				
4	1	Submit programmed version of the questionnaires for review.	Month #2	Electronically (in English & French)
<b>Client Sample Development</b>				
5		Transfer and transmission of client data	Month #2	Data will be provided via a secure format
6		Prepare clients sample files (cleaning, analysis, provision of unique identifiers for linkage to survey responses).	Month #2	N/A
7		Use client information provided by CIC to reverse look up client phone numbers.	Month #2	





<b>Final Testing</b>				
8		Perform a survey test (in English and French)	Month #3	Electronically (in English and in French)
9		Provide feedback on the pre-test results, including any recommendations regarding changes to the questionnaire or overall methodology	Month #3	N/A
10	2	Submit final version of the questionnaires (in English and French)	Month #3	Electronically (in English and in French)
<b>Launch, Monitoring and Data Collection</b>				
11		Launch official survey (English and French), and begin response monitoring and management of survey issues.	Month #3	Contractor to notify CIC of launch by email.
12		Report and/or provide recommendations on adjusted approach in response to the response rate (sample size)/issues in survey administration.	During weekly meetings or more frequently as appropriate	Electronically or by phone (in English)
13		Data collection	Month #3–5	N/A
<b>Data Preparation, Reporting and Closure</b>				
14		Close data collection and prepare weighting schema, clean data, label values, review data files (including open-ended text).	Month #5	N/A
15	3	Submit a (1) draft methodology report (2) depersonalized raw data files of survey results linked to the client profile data, and (3) basic analysis tabular report. Close out contract.	Month #5	Methodology report electronically in MS Word. Raw data files in MS Excel and SPSS. Basic tabular report in MS Word or MS Excel.

*Online Survey*

<b>Task</b>	<b>Deliverable</b>	<b>Details</b>	<b>Timelines</b>	<b>Method of Delivery</b>
<b>Planning and Preparation</b>				
1		Attend a kick-off meeting to receive and review draft questionnaires in English and French from CIC and discuss the work plan.	Month #1	Teleconference or in-person meeting in Ottawa, ON.
2		Submit proposed work plan. Teleconference to follow to confirm/discuss.	Month #1	Electronically (in English)
3		Provide recommendations on the methodology of drafted questionnaire.	Month #1	Electronically (in English)



<b>Development and Testing</b>				
4	1	Submit programmed version of an online questionnaire for testing on all platforms (English only).	Month #2	Electronically (in English)
5		Conduct a survey test launch (in English and French)	Month #3	Electronically (in English and in French)
6		Provide feedback on the pre-test results, including any recommendations regarding changes to the questionnaire or overall methodology	Month #3	N/A
7	2	Submit a final version of the questionnaires (in English and French)	Month #3	Electronically (in English and in French)
<b>Launch, Monitoring and Data Collection</b>				
8		Launch official survey (English and French), and begin response monitoring and management of survey issues.	Month #3	Contractor to notify CIC of launch by email.
9		Provide professional services in the administration of the online survey to support CIC including providing technical support to clients within 48 hours via email for any issues completing the online survey (English and French); provide weekly email update reports including any existing or expected concerns to CIC	Month #3–5	Electronically or by phone (in English)
10		Data collection	Month #3–5	N/A
<b>Data Preparation, Reporting and Closure</b>				
11		Close data collection and prepare weighting schema, clean data, label values, review data files (including open-ended text).	Month #5	N/A
12	3	Submit a (1) draft methodology report (2) depersonalized raw data files of survey results linked to the client profile data, and (3) basic analysis tabular report. Close out contract.	Month #5	Methodology report electronically in MS Word. Raw data files in MS Excel and SPSS or SAS. Basic tabular report in MS Word or MS Excel.

### Immigration and Citizenship Programs

#### Online Survey

Task	Deliverable	Details	Timelines	Method of Delivery
<b>Planning and Preparation</b>				
1		Attend Kick-off meeting to discuss methodology and a work plan and receive draft	Month #1	Teleconference or in-person meeting in



		questionnaire in English and French from CIC		Ottawa, ON.
2		Review survey and submit proposed work plan. Teleconference to follow to confirm/discuss.	Month #1	Electronically (in English)
<b>Development and Testing</b>				
3	1	Submit programmed version of an online questionnaire for testing on all platforms (English only).	Month #2	Electronically (in English)
4		Revise online survey as required.	Month #3	N/A
5		Submit programmed invitation and reminders emails (English and French) in all email formats.	Month #4	Electronically (in English and French)
6		Submit programmed version of an online questionnaire for testing on all platforms (French).	Month #4	Electronically (in French)
<b>Client Sample Development</b>				
7		Receive client profile data for sample file.	Month #5	Data will be provided via a secure format
8		Prepare clients sample files (cleaning, analysis, provision of unique identifiers for linkage to survey responses).	Month #5	N/A
<b>Final Testing</b>				
9		Perform a survey test launch using live link (in English and French)	Month #5	Electronically (in English and in French)
10		Revise survey as required	Month #5	N/A
11	2	Submit a final survey in live link (in English and French)	Month #5	Electronically (in English and in French)
<b>Launch, Monitoring and Data Collection</b>				
12		Launch official survey (English and French), including release of an invitation to clients and launch of response monitoring and management of survey issues.	Month #6	Contractor to notify CEB of launch by email.
13		Send email reminders to clients as required.	Month #6 and #7	Electronically (in English and in French)
14		Report and/or provide recommendations on adjusted approach in response to the response rate (sample size)/issues in survey administration.	During weekly meetings or more frequently as appropriate	Electronically or by phone (in English)
15		Data collection and match to the client profile data.	Month #6 and #7	N/A
<b>Data Preparation, Reporting and Closure</b>				
16		Close data collection and	Month #7	N/A



		prepare weighting schema, clean data, label values, review data files (including open-ended text).		
17		Perform basic analysis with possible breakdown.	Month #7	N/A
18	3	Submit a (1) draft methodology report (2) depersonalized raw data files of survey results linked to the client profile data, and (3) basic analysis tabular report. Closeout contract	End of month #7	Methodology report electronically in MS Word. Raw data file in MS Excel and SPSS or SAS. Basic tabular report in MS Word or MS Excel.

Each deliverable must be approved by the Project Authority. The Project Authority shall have the right to reject any deliverable(s) and request the Contractor to make changes to the deliverables.

**D6. CIC Support**

Following contract award, CIC will provide the Contractor with the following information, where possible, in order to provide supporting guidance for the upcoming surveys:

1. Previous survey questionnaires or draft survey questionnaires for current survey cycle
2. Survey reports from previous surveys

**D7. Work Location**

The Contractor must work from his/her location, but must also be available to attend at least one in-person meeting in the National Capital Region if required.

**D8. Contractor’s Obligation**

The Contractor will be required to conduct the work and meet the obligations described in this statement of work. The Contractor shall inform the Project Authority of any exceptional and/or unforeseen events that may have an impact on project activities as soon as is reasonably feasible. In such an event, the Contractor will work in close collaboration with the Project Authority to develop an appropriate and satisfying solution. In addition, the Contractor will be expected to:

- Work in close collaboration with CIC;
- Unless otherwise specified, the contractor shall use its own equipment and software for the performance of this SOW;
- Complete the work as outlined in this SOW;
- Provide the names and qualifications of all Contract personnel involved in the project;
- Participate in teleconferences as required;
- Maintain all documents and data sets in a secure area;
- Return all documents to the CIC contract authority or other CIC official upon Contract completion and/ or destroy all documents. This will be determined at the onset of the Contract.
- Adhere to the security requirements as set out by Federal Legislation, the Treasury Board Secretariat (TBS) and CIC.

**D9. Official Languages**

The Contractor must conduct all surveys in both official languages (English and French).



## D10. Travel

Work associated with this contract will be carried out on the contractor's premises. CIC will not pay for any travel or living expenses associated with performing the work.

## D11. Sample Details

### Passport Program

#### *Telephone Survey (in Canada only)*

Survey size will be based on a minimum representative sample of 2,500 passport applicants, aged 18 years and older for the initial contract period. The survey size will then be based on a minimum representative sample of 1,250 for the additional level of effort and for the first, second and third option period, if requested. The sample will be stratified equally amongst provinces to enable sub-national/regional analysis for all phases.

In order to achieve an adequate response rate ratio, a random sample will be drawn from approximately 25,000 passport applicants. CIC will provide lists of names of clients that received their passport within a set timeframe and applied in person or by mail.

#### *Online Survey*

For the domestic survey, a minimum of 1,250 completed online surveys are required for the additional level of effort and for the first, second and third option period, if requested. CIC may also request that Passport Program surveys be conducted using only the online method for the first, second and third option period. If requested, a minimum of 2,500 completed online survey might be required for those option periods. The completions will be stratified equally amongst provinces to enable sub-national/regional analysis.

For the international survey, a minimum of 3,000 completed online surveys are required:

- 2,000 completed surveys for clients living outside Canada (except U.S.); and
- 1,000 completed surveys for Canadians living in the U.S.

International and domestic respondents must have access to their respective online survey until the minimum completion requirements are met.

### Immigration and Citizenship Programs

For the Immigration and Citizenship Programs survey, a minimum of approximately 20,000 online surveys must be completed.

In order to achieve adequate response rates and to cover all areas of representation with a minimum margin of error, records of approximately 200,000\* clients will be made available for sample development. The breakdown\*\* is as follows:

- Citizenship Grant: 5,000
- Citizenship Proof: 5,000
- Permanent Resident Card: 7,000
- Permanent Resident: 50,000
- Temporary Resident: 50,000
- Other: 50,000

The overall response rate for the 2017 survey cohort was 15%; however, this varied by breakdown category.



\* This number is based on estimated decision output for the client sample period and is subject to change.

\*\* Breakdown is subject to change

## **D12. Availability of Personnel**

The Contractor certifies that he/she, its employees and subcontractors will be available to commence performance of the work from the Contract award date and will remain available to perform the work in relation to the fulfillment of this requirement.



## APPENDIX “E”, BASIS OF PAYMENT

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

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

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

The Bidder must complete this pricing schedule and include it in its financial bid. Other than completing required section(s) in the pricing table below, the bidder must not make any other changes or alternations. By doing so will render the bidder’s response non-compliant and will be eliminated from the competition.

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

**Table A: Initial period of contract (from contract award date to March 31, 2020)**

Description	Total Firm price
Passport Program - Telephone survey (sample of 2,500 in Canada) as described in Appendix “D”, Statement of Work.	<<to be completed by bidder>>
Passport Program - Online survey, (sample of 3,000 International) as described in Appendix “D”, Statement of Work.	<<to be completed by bidder>>
Immigration and Citizenship - Online survey (sample of 20,000) as described in Appendix “D”, Statement of Work.	<<to be completed by bidder>>
<b>Additional Level of Effort</b>	
Passport Program - Telephone survey (sample of 1,250 in Canada) as described in Appendix “D”, Statement of Work.	<<to be completed by bidder>>
Passport Program - Online survey (sample of 1,250 in Canada and 3,000 International) as described in Appendix “D”, Statement of Work.	<<to be completed by bidder>>
<b>Total in CAN\$ (applicable taxes excluded)</b>	



**Table B1: First Option period (April 1, 2020 to March 31, 2021)**

Description	Total Firm price
Passport Program - Telephone survey (sample of 1,250 in Canada) as described in Appendix "D", Statement of Work.	<i>&lt;&lt;to be completed by bidder&gt;&gt;</i>
Passport Program - Online survey (sample of 1,250 in Canada and 3,000 International) as described in Appendix "D", Statement of Work.	<i>&lt;&lt;to be completed by bidder&gt;&gt;</i>
Immigration and Citizenship - Online survey (sample of 20,000) as described in Appendix "D", Statement of Work.	<i>&lt;&lt;to be completed by bidder&gt;&gt;</i>
<b>Total in CAN\$ (applicable taxes excluded)</b>	

**Or Table B2: First Option period (April 1, 2020 to March 31, 2021)**

Description	Total Firm price
Passport Program - Online survey (sample 2,500 in Canada and 3,000 International) as described in Appendix "D", Statement of Work.	<i>&lt;&lt;to be completed by bidder&gt;&gt;</i>
Immigration and Citizenship - Online survey (sample of 20,000) as described in Appendix "D", Statement of Work.	<i>&lt;&lt;to be completed by bidder&gt;&gt;</i>
<b>Total in CAN\$ (applicable taxes excluded)</b>	

**Table C1: Second Option period (April 1, 2021 to March 31, 2022)**

Description	Total Firm price
Passport Program - Telephone survey (sample of 1,250 in Canada) as described in Appendix "D", Statement of Work.	<i>&lt;&lt;to be completed by bidder&gt;&gt;</i>
Passport Program - Online survey (sample of 1,250 in Canada and 3,000 International) as described in Appendix "D", Statement of Work.	<i>&lt;&lt;to be completed by bidder&gt;&gt;</i>





Immigration and Citizenship - Online survey (sample of 20,000) as described in Appendix "D", Statement of Work.	<<to be completed by bidder>>
<b>Total in CAN\$ (applicable taxes excluded)</b>	

**Or Table C2: Second Option period (April 1, 2021 to March 31, 2022)**

Description	Total Firm price
Passport Program - Online survey (sample 2,500 in Canada and 3,000 International) as described in Appendix "D", Statement of Work.	<<to be completed by bidder>>
Immigration and Citizenship - Online survey (sample of 20,000) as described in Appendix "D", Statement of Work.	<<to be completed by bidder>>
<b>Total in CAN\$ (applicable taxes excluded)</b>	

**Table D1: Third Option period (April 1, 2022 to March 31, 2023)**

Description	Total Firm price
Passport Program - Telephone survey (sample of 1,250 in Canada) as described in Appendix "D", Statement of Work.	<<to be completed by bidder>>
Passport Program - Online survey (sample of 1,250 in Canada and 3,000 International) as described in Appendix "D", Statement of Work.	<<to be completed by bidder>>
Immigration and Citizenship - Online survey (sample of 20,000) as described in Appendix "D", Statement of Work.	<<to be completed by bidder>>
<b>Total in CAN\$ (applicable taxes excluded)</b>	

**Or Table D2: Third Option period (April 1, 2022 to March 31, 2023)**

Description	Total Firm price
-------------	------------------



Passport Program - Online survey (sample 2,500 in Canada and 3,000 International) as described in Appendix "D", Statement of Work.	<<to be completed by bidder>>
Immigration and Citizenship - Online survey (sample of 20,000) as described in Appendix "D", Statement of Work.	<<to be completed by bidder>>
<b>Total in CAN\$ (applicable taxes excluded)</b>	

**TOTAL EVALUATED PRICE Table:**

<b>TABLE A – TOTAL (excluding taxes)</b>	To be provided by Bidder
<b>TABLE B1 – TOTAL (excluding taxes)</b>	To be provided by Bidder
<b>TABLE B2 – TOTAL (excluding taxes)</b>	To be provided by Bidder
<b>TABLE C1 – TOTAL (excluding taxes)</b>	To be provided by Bidder
<b>TABLE C2 – TOTAL (excluding taxes)</b>	To be provided by Bidder
<b>TABLE D1 – TOTAL (excluding taxes)</b>	To be provided by Bidder
<b>TABLE D2 – TOTAL (excluding taxes)</b>	To be provided by Bidder
<b>TOTAL EVALUATED PRICE = SUM OF TABLE A + TABLE B1 + TABLE B2 + TABLE C1 + TABLE C2 + TABLE D1 + TABLE D2 (excluding taxes)</b>	To be provided by Bidder



# APPENDIX "G", SECURITY REQUIREMENTS CHECKLIST (SRCL)

Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat <b>PR# 149955</b>
Security Classification / Classification de sécurité <b>unclassified</b>

SECURITY REQUIREMENTS CHECK LIST (SRCL)  
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

<b>PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE</b>		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine IRCC	2. Branch or Directorate / Direction générale ou Direction OPP / CEB	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Immigration, Refugees and Citizenship Canada's (IRCC's) objective is to acquire the services of a contractor to conduct and to collect survey data for two surveys; the Immigration and Citizenship Client Service Evaluation Survey and the Passport Program Evaluation Survey		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité <b>unclassified</b>
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Canada



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat <b>PR#149855</b>
Security Classification / Classification de sécurité <b>Unclassified</b>

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

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  No  Yes  
 Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  Non  Oui

If Yes, indicate the level of sensitivity:  
 Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  No  Yes  
 Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  Non  Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :  
 Document Number / Numéro du document :

**PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)**

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

- |   |   |   |  |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS<br>COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL<br>CONFIDENTIEL           | <input type="checkbox"/> SECRET<br>SECRET           | <input type="checkbox"/> TOP SECRET<br>TRÈS SECRET               |
| <input type="checkbox"/> TOP SECRET- SIGINT<br>TRÈS SECRET - SIGINT         | <input type="checkbox"/> NATO CONFIDENTIAL<br>NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET<br>NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET<br>COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS<br>ACCÈS AUX EMPLACEMENTS              |   |   |  |

Special comments:  
 Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.  
 REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  No  Yes  
 Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  Non  Oui  
 If Yes, will unscreened personnel be escorted?  
 Dans l'affirmative, le personnel en question sera-t-il escorté?  No  Yes  
 Non  Oui

**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)**

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  No  Yes  
 Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?  Non  Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  No  Yes  
 Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?  Non  Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  No  Yes  
 Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?  Non  Oui

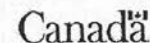
INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  No  Yes  
 Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?  Non  Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  No  Yes  
 Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?  Non  Oui

TBS/SCT 360-103(2004/12)

Security Classification / Classification de sécurité <b>Unclassified</b>
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Contract Number / Numéro du contrat <b>PR# 14955</b>
Security Classification / Classification de sécurité <b>unclassified</b>

**PART C - (continued) / PARTIE C - (suite)**

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.  
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.  
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO					COMSEC				
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	G			
Information / Assets / Renseignements / Biens / Production	✓															
IT Media / Support IT		✓														
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat PR# 149855
Security Classification / Classification de sécurité unclassified

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

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

Name (print) - Nom (en lettres moulées) Serge Joly	Title - Titre Directeur, BRIA	Signature 
Telephone No. - N° de téléphone 613-437-9337	Facsimile No. - N° de télécopieur n/a	E-mail address - Adresse courriel serge.joly@cic.gc.ca
		Date Oct. 12, 2018

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

Name (print) - Nom (en lettres moulées) Nigel Charles	Title - Titre Security Officer	Signature Nigel Charles
Telephone No. - N° de téléphone 613-437-7977	Facsimile No. - N° de télécopieur 613-954-9477	E-mail address - Adresse courriel nigel.charles@cic.gc.ca
		Date 6 November 2018
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?		
		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées) Stephanie Hall	Title - Titre Senior Procurement Officer	Signature Stephanie Hall
Telephone No. - N° de téléphone 873-408-0510	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Stephanie.hall@cic.gc.ca
		Date Nov 7, 2018

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

Name (print) - Nom (en lettres moulées) Nigel Charles	Title - Titre Security Officer	Signature Nigel Charles
Telephone No. - N° de téléphone 613-437-7977	Facsimile No. - N° de télécopieur 613-954-9477	E-mail address - Adresse courriel nigel.charles@cic.gc.ca
		Date 6 November 2018

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité unclassified
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Canada



# APPENDIX "I", VENDOR INFORMATION AND AUTHORIZATION FORM

## Vendor Name and Address

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

- Individual (Sole proprietor)
- Privately owned corporation
- Joint Venture or Corporate entity
- Other (specify): \_\_\_\_\_

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

\_\_\_\_\_

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

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

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

## Central Point of Contact

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

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

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

Email \_\_\_\_\_

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