

# **Amendment # 002 to Request for Proposal # CIC – 149855**

**This solicitation amendment is raised to answer questions from bidders.**

## **Question 1**

For telephone interviews, if I understood correctly, we will have to search for the telephone numbers since no number is provided. Will you provide the name, the full address, and the postal code?

## **Answer 1**

Yes. The name, full residential address and postal code will be provided.

## **Question 2**

For references, is an employee satisfaction survey for a government organization acceptable as a reference for customer satisfaction?

## **Answer 2**

Yes, an employee satisfaction survey of a government organization is an acceptable measure of client satisfaction.

## **Question 3**

Is this the first time CIC has conducted the Passport Program evaluation surveys (telephone and/or online)? If not, when were the previous surveys conducted and did the previous survey(s) use the same methodology being proposed in this RFP?

## **Answer 3**

CIC has been conducting Passport Program Evaluation surveys since 2014. The survey for Canadians Living in Canada is conducted through telephone interviews, while the survey for Canadians living outside Canada is conducted online. In 2018, it was the first time we were surveying clients who have applied for their Passport outside of Canada, including clients living in the U.S. applying via the mail channel.

## **Question 4**

For Passport online survey, how many domestic and international clients respectively, will be sent the online survey invitation notice?

## **Answer 4**

The number of online survey notice sent to clients will depend on the response rates. To give you an order of magnitude, for last year's online survey of clients living outside Canada, around 80,000 invitation notices were sent for which we received 4,000 completed online surveys.

## **Question 5**

Is it CIC's intent that the domestic clients who receive the invitation to the online survey to be included or excluded from the sample pull for the telephone survey?

## **Answer 5**

A specific approach to ensure respondents do not participate in both the online and phone questionnaire will be developed.

**Question 6**

For the telephone survey, the reverse telephone lookup will only identify landlines. No cell phone households would be identified. This introduces a bias into the sample. Is CIC aware of this limitation?

**Answer 6**

IRCC is well aware of this limitation. However, due to constraints related to extracting some passport data from our system, no other alternatives are possible.

**Question 7**

With regards to MT1, if an 'online' or 'telephone' survey has to have been completed *exclusively* by this mode, or if mixed mode is allowed. If mixed mode is allowed, is the requirement that the project must have had a minimum of 2,000 online *or* 2,000 phone completions, or is it sufficient for the project to have at least 2,000 completions across all modes. If it's allowed that the project have at least 2,000 completions across all modes, is the intent that, for example, an online project could be defined as a project with at least 2,000 completions *overall* but at least 300 of those surveys are completed online in French and at least 300 are completed online in English?

**Answer 7**

Mixed-mode surveys will be accepted. These will count for either an online survey project or a telephone survey project. The project should have at least 2,000 completions across all modes (with a minimum of 300 respondents in French and a minimum of 300 respondents in English across all modes).

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**