



Question # 1

We would like to submit the following question for Sol. CRTC FY/AF 2020/21 RFP/DP #21-0080 titled Secret Shopper Program:

Our understanding is that a pilot program/study was previously conducted by CRTC for the secret shopper program. Can the Crown confirm the name of the firm who provided these services and further, confirm if this firm will be invited/allowed to bid on this solicitation?

Answer 1

The company that conducted the 2020 secret shopper program was Forum Research. They are allowed to bid on this solicitation as it is open to the supplier community at large.