



Question # 4

How many unique shoppers were used to complete 422 shops in the 2020 Secret Shopper Project?

Answer # 4

As noted in section 6.6 of the current statement of work, “This estimate can assume that one secret shopper may conduct multiple shops at different Service Providers and/or retail locations.” The CRTC notes the previous RFP process had this same condition and that it is unaware how many unique shoppers were used to complete the 422 nationwide shops under the four different scenarios in the 2020 Secret Shopper Project.

Question # 5

Were flanker brands included in the CRTC Sales Practices Review – 2020 Secret Shopper Project Detailed Findings Report? The report only shows results for the main brands of the six of the largest Service Provider

Answer # 5

Flanker brands were not included in the 2020 Secret Shopper Project.

Question # 6

Are the requested costs on Table 1 (reference: Attachment “1” to Part 3, Pricing Schedule) based on the required 240 mystery shops only?

Answer # 6

As noted below Table 1 “The bidder must provide a bid based on the required 240 mystery shops.” The CRTC notes that the number of proposed additional shops are considered in the rated criteria R7. Proposed number of mystery shops.

Question # 7

Is the request cost on Table 2 (reference: Attachment “1” to Part 3, Pricing Schedule) based on one additional shop or based on the max number of shops that can be completed for the yearly budget of \$120,000?

Answer # 7

Information provided in Table 2 must be per additional shop as noted in the table. The CRTC notes that the number of proposed additional shops are considered in the rated criteria R7. Proposed number of mystery shops.