



**Request for Proposal: ISED199171**

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Innovation, Science and Economic  
Development Canada  
Innovation, Sciences et Développement  
économique Canada

Email: [ic.cmmbidreceiving-  
receptiondesoffrescgm.ic@ised-isde.gc.ca](mailto:ic.cmmbidreceiving-receptiondesoffrescgm.ic@ised-isde.gc.ca)

**REQUEST FOR PROPOSAL**  
**DEMANDE DE PROPOSITION**

**Proposal To: Innovation, Science and  
Economic Development 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.

**Proposition à: Innovation, Sciences et  
Développement économique Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée au(x) prix indiqué(s).

**Comments – Commentaires**

**This document does not contain a  
Security Requirement - Ce document ne  
contient pas une exigence de sécurité**

**Issuing Office - Bureau de distribution**

Innovation, Science and Economic  
Development Canada / Innovation, Sciences  
et Développement économique Canada  
Contracts & Materiel Management / Contrats  
et gestion du matériel  
235 rue Queen Street  
Ottawa, Ontario, K1A 0H5

<b>Title - Sujet</b> Credit Conditions Survey	
<b>Solicitation No. - N° de l'invitation</b> ISED199171	<b>Date</b> July 27, 2021
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le September 7<sup>th</sup>, 2021</b>	<b>Time Zone</b> <b>Fuseau horaire</b>  Daylight Saving Time (DST)
<b>F.O.B. - F.A.B.</b> <b>Plant:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other:</b> <input type="checkbox"/>	
<b>Address Inquiries to : Adresser toutes questions à:</b>  Suzanne Gauthier	
<b>Telephone No. - N° de téléphone</b> 343-572-8946	
<b>Destination – of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>  See Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery required - Livraison exigée</b>  See Herein	<b>Delivered Offered - Livraison proposée</b>
<b>Vendor/firm Name and full 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 (type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
_____	_____
<b>Signature</b>	<b>Date</b>



# **Request for Proposal (RFP)**

**For the provision of**

**Credit Conditions Survey**

**for**

**Innovation, Science and Economic Development  
Canada**



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## **PART 1 - GENERAL INFORMATION**

### **1. Introduction**

The Request for Proposal (RFP) (also referred to herein as the “bid solicitation”) is divided into six parts plus attachments and appendices, 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; and
- Part 6 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Appendices include the Statement of Work, the Terms of Payment and any other appendices.

The Attachments include the Pricing Schedule, the Evaluation Criteria, the Certifications Required with the Bid, the Non-Disclosure Agreement and any other attachments.

### **2. Summary**

Innovation, Science and Economic Development Canada (ISED) is soliciting bids (also referred to as “proposals”) for the services of a Contractor to provide Credit Conditions Survey as defined in Appendix “A”, Statement of Work (the “Work”), for a period commencing from date of Contract award to October 31, 2022, with one (1) option to extend for one (1) year.

This requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the Canada-United States-Mexico Agreement (CUSMA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), the Canadian Free Trade Agreement (CFTA), the Canada-Chile Free Trade Agreement, the Canada-Colombia Free Trade Agreement, the Comprehensive and Progressive Agreement for Trans-Pacific Partnership, the Canada-Honduras Free Trade Agreement, the Canada-Korea Free Trade Agreement, the Canada-Panama Free Trade Agreement, the Canada-Peru Free Trade Agreement, the Canada-Ukraine Free Trade Agreement.

### **3. Debriefings**

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

### **4. Conflict of Interest**

Contractors who advised bidders or the Government of Canada on the Credit Conditions Survey will not be considered for this contract on the basis of potential conflicts of interest.



**PART 2 – INSTRUCTIONS TO BIDDERS**

**1. Glossary of Terms**

<b>TERM</b>	<b>DEFINITION / MEANING</b>
<b>RFP</b>	Request for Proposal
<b>ISED</b>	Innovation, Science and Economic Development Canada or the Department
<b>Mandatory requirements</b>	Whenever the words “shall”, “must”, “will” and “mandatory” appear in this document or any related document forming a part hereof, the item being described is a mandatory requirement. Failure to comply or demonstrate compliance with a mandatory requirement will render the bid non-responsive and the bid will not be considered further.
<b>Should</b>	The word “should” means an action that is preferred but not mandatory.
<b>Minister</b>	The Minister of Innovation, Science and Economic Development.
<b>Canada</b>	“means Her Majesty the Queen in right of Canada as represented by the Minister of ISED and any other person duly authorized to act on behalf of that Minister”.

**2. General Conditions**

The general conditions as set out in Innovation, Science and Economic Development Canada's General Conditions of a Service Contract will form part of and shall be incorporated into the resulting contract. This document is available at the following website: <http://www.ic.gc.ca/generalconditions-services>.

**3. Instructions, Clauses and Conditions**

Bidders who submit a bid agree to be bound by (a) the instructions, clauses and conditions of the bid solicitation and (b) the clauses and conditions of the resulting contract.

**4. Submission of Bids**

**4.1** Bids must be submitted only to Innovation, Science and Economic Development Canada by the date, time and place indicated on page 1 of the bid solicitation.

Electronic proposals must have separate PDF files attached for each section as detailed in Part 3 – Bid Preparation Instructions. The subject line must be in the following format: Subject Line: Proposal for RFP# **ISED1991791**. Total email file size cannot exceed 7MB.

Please note: Electronic Proposals must not be copied to any other address or individual. Failure to comply will be grounds for disqualification and the proposal will not be evaluated.

Ensure name, address, Closing Date, and Solicitation Number are clearly identified.

Failure to comply with 4. will be grounds for disqualification and proposal will not be evaluated.



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- 4.2 Canada requires that each bid, at closing time, be signed by the Bidder or by an authorized representative of the Bidder. In the event of a bid submitted by a contractual joint venture, the bid shall either be signed by all parties of the joint venture or a statement shall be provided to the effect that the signatory has the authority to bind all parties of the joint venture.
- 4.3 It is the Bidder's responsibility to:
- obtain clarification of any terms, conditions or technical requirements contained in the solicitation, if necessary, before submitting a bid;
  - prepare its bid in accordance with the instructions contained in the bid solicitation;
  - submit by closing date and time a signed complete bid;
  - send its bid only to the ISED Bid Receiving Area specified on Page 1 of the bid solicitation or to the address specified in the bid solicitation;
  - ensure that the Bidder's name, return address, the bid solicitation number, and bid solicitation closing date and time are clearly visible on the envelope(s) or the parcel(s) containing the bid;
  - provide a comprehensible and sufficiently detailed bid, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the bid solicitation; and
  - include the name and telephone number of a representative who may be contacted for clarification or other matters relating to the Bidder's proposal.
- 4.4 Bids will remain open for acceptance for a period of not less than one-hundred and twenty (120) calendar days from the closing date of the bid solicitation, unless specified otherwise in the bid solicitation. Canada reserves the right to seek an extension of the bid validity period from all responsive bidders in writing, within a minimum of three (3) business days before the end of the bid validity period. If the extension is accepted by all responsive bidders, Canada will continue with the evaluation of the bids. If the extension is not accepted by all responsive bidders, Canada will, at its sole discretion, either continue with the evaluation of the bids of those who have accepted the extension or cancel the solicitation.
- 4.5 Bid documents and supporting information must only be submitted in either English or French.
- 4.6 Pricing information must not be included in any section of the proposal other than the Financial Proposal section of the bid.
- 4.7 Bids received on or before the stipulated bid solicitation closing date and time will become the property of Canada and will not be returned. All bids will be treated as confidential, subject to legal obligations including the provisions of the *Access to Information Act*, R.S. 1985, c.A-1 and the *Privacy Act*, R.S. 1985, c. P-21, international obligations and judicial order.
- 4.8 Unless specified otherwise in the bid solicitation, Canada will evaluate only the documentation provided with a Bidder's proposal. Canada will not evaluate information such as references to website addresses where additional information can be found, or technical manuals or brochures not submitted with the bid.
- 4.9 Proposals received after the closing time and date shown will not be considered and will be returned unopened to the sender.
- 4.10 The Bidder's signature indicates acceptance of the terms and conditions governing the resulting contract and the Minister reserves the right to reject any proposal including any condition proposed by the Bidder that would not be, in the opinion of the Contracting Authority, in Canada's interest.

## 5. Notice to bidders

The following terms and conditions may apply to this solicitation:



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- 5.1 Bidders may be required to provide, prior to contract award, specific information with respect to their legal and financial status, and their technical capability to satisfy the requirement as stipulated in this solicitation.
- 5.2 a) For Canadian-based bidders, prices must be firm (in Canadian funds) with Canadian customs duties and excise taxes as applicable INCLUDED, and Goods and Services Tax (GST) or Harmonized Sales Taxes (HST) as applicable EXCLUDED.  
  
b) For Foreign-based bidders, prices must be firm (in Canadian funds) and EXCLUDE Canadian customs duties, excise taxes and GST or HST as applicable. CANADIAN CUSTOMS DUTIES AND EXCISE TAXES PAYABLE BY ISED WILL BE ADDED, FOR EVALUATION PURPOSES ONLY, TO THE PRICES SUBMITTED BY FOREIGN-BASED BIDDERS.
- 5.3 The contract term “Employment Equity” and any clause relating to international sanctions, if and when included in this document, apply to Canadian-based bidders only.

**6. Communications /Enquiries - Bid Solicitation Period**

- 6.1 To ensure the integrity of the competitive bid process, enquiries and other communications regarding the bid solicitation, from the issue date of the solicitation up to the closing date (the “bid solicitation period”), must be directed ONLY to the Contracting Authority identified in the bid solicitation. Enquiries and other communications are NOT to be directed to any other government official(s). Failure to comply with this request may (for that reason alone) result in the bid being declared non-responsive.
- 6.2 Bidders must reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care must 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 proprietary in 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.
- 6.3 All enquiries regarding this bid solicitation must be submitted in writing to the Contracting Authority named below as early as possible within the solicitation period to allow sufficient time to provide a response. All enquiries must be submitted in writing no later than seven (7) working days before the bid closing date. Enquiries received after that time may not be answered. Email are to be sent to the email below to the attention of the Contracting Authority.

Email : [ic.cmmbidreceiving-receptiondesoffrescgm.ic@ised-isde.gc.ca](mailto:ic.cmmbidreceiving-receptiondesoffrescgm.ic@ised-isde.gc.ca)

The Contracting Authority is:

Name: Suzanne Gauthier  
Title: Senior Contracts and Procurement Advisor

- 6.4 To ensure consistency and quality of information provided to bidders, the Contracting Authority will simultaneously distribute any information with respect to significant enquiries received and the replies to such enquiries without revealing the sources of the enquiries.
- 6.5 Meetings will not be held with individual bidders prior to the closing date and time of this RFP.
- 6.6 Amendments to the Bidder’s proposal will not be accepted after the RFP closing date and time.





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### 7. 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 Canadian territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or Canadian 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 Bidder.

### 8. Rights of Canada

Canada reserves the right to:

- a. reject any or all bids received in response to the bid solicitation;
- b. enter into negotiations with bidders on any or all aspects of their bids;
- c. accept any bid in whole or in part without negotiations;
- d. cancel the bid solicitation at any time;
- e. reissue the bid solicitation;
- f. if no responsive bids are received and the requirement is not substantially modified, re-tender the requirement by inviting only the bidders who bid to re-submit bids within a period designated by Canada;
- g. negotiate with the sole responsive Bidder to ensure best value to Canada;
- h. accept, or waive, a non-material error of form in a Bidder's proposal or, where practical to do so, request a Bidder to correct a non-material error of form in the Bidder's proposal provided there is no change in the price quoted;
- i. award more than one contract for the requirement if it is determined that no single proposal satisfies the project objectives; and
- j. retain all proposals submitted in response to this bid solicitation.

### 9. Price Support

In the event that the Bidder's proposal is the sole responsive bid received, the Bidder must provide, on Canada's request, one or more of the following price support if applicable:

- a. a current published price list indicating the percentage discount available to Canada; or
- b. copies of paid invoices for the like quality and quantity of the goods, services or both sold to other customers; or
- c. a price breakdown showing the cost of direct labour, direct materials, purchased items, engineering and plant overheads, general and administrative overhead, transportation, etc., and profit; or
- d. price or rate certifications; or
- e. any other supporting documentation as requested by Canada.

### 10. Bid Costs

No payment will be made for costs incurred in the preparation and submission of a bid in response to the bid solicitation. Costs associated with preparing and submitting a bid as well as any costs incurred by the Bidder associated with the evaluation of the bid, are the sole responsibility of the Bidder.

### 11. Conduct of Evaluation

In conducting its evaluation of the bids, Canada may, but will have no obligation to, do the following:

- a. seek clarification or verification from bidders regarding any or all information provided by them with respect to the bid solicitation;



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- b. contact any or all references supplied by bidders to verify and validate any information submitted by them;
- c. request, before award of any contract, specific information with respect to Bidder's legal status;
- d. conduct a survey of Bidder's facilities and/or examine their technical, managerial, and financial capabilities to determine if they are adequate to meet the requirements of the bid solicitation;
- e. correct any error in the extended pricing of bids by using unit pricing and any error in quantities in bids to reflect the quantities stated in the bid solicitation;
- f. verify any information provided by bidders through independent research, use of any government resources or by contacting third parties;
- g. interview, at the sole costs of bidders, any Bidder and/or any or all of the resources proposed by bidders to fulfil the requirement of the bid solicitation.

Bidders will have the number of days specified in the request by the Contracting Authority to comply with any request related to any of the above items. Failure to comply with the request may result in the bid being declared non-responsive.

**12. Conflict of Interest – Unfair Advantage**

In order to protect the integrity of the procurement process, bidders are advised that Canada may reject a bid in the following circumstances:

- a. if the Bidder, any of its subcontractors, any of their respective employees or former employees was involved in any manner in the preparation of the bid solicitation;
- b. if the Bidder, any of its subcontractors, any of their respective employees or former employees had access to information related to the bid solicitation that was not available to other bidders and that would, in Canada's opinion, give the Bidder an unfair advantage.

The experience acquired by a Bidder who is providing or has previously provided the goods and/or services described in the bid solicitation (or similar goods and/or services) will not, in itself, be considered by Canada as conferring an unfair advantage or creating a conflict of interest. This Bidder remains however subject to the criteria established above.

Where Canada intends to reject a bid under this section, the Contracting Authority will inform the Bidder and provide the Bidder an opportunity to make representations before making a final decision. Bidders who are in doubt about a particular situation should contact the Contracting Authority before bid closing. By submitting a bid, the Bidder represents that it does not consider itself to be in conflict of interest nor to have an unfair advantage. The Bidder acknowledges that it is within Canada's sole discretion to determine whether a conflict of interest or unfair advantage exists.

**13. Entire Requirement**

The bid solicitation documents contain all the requirements relating to the solicitation. Any other information or documentation provided to or obtained by a Bidder from any source are not relevant. Bidders should not assume that practices used under previous contracts will continue, unless they are described in the bid solicitation. Bidders should also not assume that their existing capabilities meet the requirements of the bid solicitation simply because they have met previous requirements.



## PART 3 – BID PREPARATION INSTRUCTIONS

### 1. STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS

- a. All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual \(https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual\)](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada (PWGSC).
- b. 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(s).
- c. The 2003 (2020-05-28) Standard Instructions – Goods or Services – Competitive Requirements are incorporated by reference into and form part of the bid solicitation, **with the following modifications: with Subsection 5.4 amended by deleting “sixty (60) days” and inserting “180 days”**. If there is a conflict between the provisions of 2003 and this document, this document prevails.

### 2. SUBMISSION OF BIDS

- a. Unless specified otherwise in the RFP, bids must be received by the Contract Authority at the location identified by the date, time and place indicated on page 1 of the solicitation.

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

Section I:	Technical Bid
Section II:	Financial Bid
Section III:	Certifications
Section IV:	Additional Information

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

All references to descriptive material, technical manuals and brochures must be included in the bid.

- b. If your bid is transmitted by facsimile or electronic mail, Canada will not be responsible for late bids received at destination after the closing date and time, even if it was submitted before.

### 3. ENQUIRIES – BID SOLICITATION

All enquiries must be submitted in writing **no later than seven (7) business days to the email address below**  
**Enquiries received after that time may not be answered.**

Email :

- b. 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.



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### Section I: Technical Bid

In their technical bid, bidders must demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders must demonstrate their capacity and describe their approach in a thorough, concise and clear manner for carrying out the Work.

The technical bid must address clearly and in sufficient depth the points that are subject to the evaluation criteria, contained in Part IV, 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, and 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.

**Curriculum vitae for proposed resources:** Unless specified otherwise in the RFP, the technical bid must include resumes for each of the proposed resources identified in the bid solicitation that demonstrate that each proposed individual meets the requirement(s).

#### Joint-Venture Experience

A joint venture or partnership bidder may rely on the experience of its members to meet the technical criterion of this bid solicitation.

### Section II: Financial Bid

The financial bid **must be submitted** as a separate package to the technical bid.

Bidders must submit their financial bid in Canadian funds and in accordance with the pricing schedule detailed in Attachment 1 to Part 3.

When the Bidder is required to bid a firm price for the work or any portion of the work, bidders must provide in their financial bid a price breakdown for the firm price quoted.

When preparing their financial bid, bidders must review the Terms of Payment in Appendix B.

#### Electronic Payment of Invoices – Bid

Canada requests that bidders:

1. select option 1 or, as applicable, option 2 below; and
2. include the selected option in Section II of their bid.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

#### **Option 1:**

The Bidder accepts to be paid by the following Electronic Payment Instrument(s):

- VISA Acquisition Card
- MasterCard Acquisition Card
- Direct Deposit (Domestic and International)
- Electronic Data Interchange (EDI)
- Wire Transfer (International Only)
- Large Value Transfer System (LVTS) (Over \$25M)

#### **Option 2:**

- The Bidder does not accept to be paid by Electronic Payment Instruments.



### Exchange Rate Fluctuation

[C3011T \(2013-11-06\), Exchange Rate Fluctuation](#)

### Section III: Certifications

Bidders must submit the certifications required under Part 5.

### Section IV: Additional Information

In section IV of their bid, bidders must provide the following information:

1. their legal name;
2. their Procurement Business Number (PBN) (for additional information on how to register to obtain a PBN, refer to the following website: <https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/register-as-a-supplier> );
3. their full mailing address;
4. the name of the contact person (including this person's mailing address, phone number and email address) authorized by the Bidder to enter into communications with Canada with regards to their bid, and any contract that may result from their bid.

## 4.0 ACCESSIBILITY STANDARDS

In accordance with the [Treasury Board Contracting Policy](#) and the *Accessible Canada Act*, federal departments and agencies must consider accessibility criteria and features when procuring goods or services. Therefore, bidders are encouraged to highlight all the accessibility features and components of their proposal for this requirement and must:

- (i) demonstrate how the proposed goods and/or services meet the accessibility requirement at delivery;
- or
- (ii) describe how it would deliver the proposed goods and/or services under any resulting contract in a way that satisfies the mandatory requirement.



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**ATTACHMENT 1 TO PART 3 - PRICING SCHEDULE**

The Bidder should complete this pricing schedule and include it in its financial bid. As a minimum, the Bidder must respond to this pricing schedule by inserting in its financial bid for each of the periods specified below its quoted all-inclusive rates (in CAD) for each item identified.

The Contractor shall be bound by the fixed cost prices quoted in its financial bid for the work. No increase in its rates or prices will be accepted during the period of the Contract.

Under any resulting contract, Canada will not accept travel and living expenses that may need to be incurred by the contractor for any relocation of resources required to satisfy its contractual obligations.

**CONTRACT PERIOD: From November 1, 2021 to October 31, 2022**

**Pricing Schedule 1A: Fixed Cost Prices**

<b>Deliverable Number</b>	<b>Description</b>	<b>Fixed Cost Price (\$ CAD)</b>
1	Finalized questionnaire December 10, 2021	
2	Approved sampling plan and weighting plan December 31 <sup>st</sup> 2021	
3	Completed data collection March 4, 2022	
4	Final deliverables March 31 <sup>st</sup> , 2022	
<b>Pricing Schedule 1A Total (TAX excluded):</b>		\$ _____ CAD

**Pricing Schedule 2A: Summary Pricing Schedule**

<b>BIDDER'S TOTAL EVALUATED PRICE - Sum of Schedule 1A (TAX excluded) =</b>	\$ _____ CAD
<b>APPLICABLE TAXES</b>	\$ _____ CAD



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**OPTION PERIOD: From November 1, 2022 to October 31, 2023**

**Pricing Schedule 2B: Fixed Cost Prices**

Deliverable Number	Description	Fixed Cost Price (\$ CAD)
1	Finalized questionnaire December 9, 2022	
2	Approved sampling plan and weighting plan December 30, 2022	
3	Completed data collection March 3, 2023	
4	Final deliverables March 31 <sup>st</sup> 2023	
<b>Pricing Schedule 2 Total (TAX excluded):</b>		\$ _____ CAD

**Pricing Schedule 2B: Summary Pricing Schedule**

<b>BIDDER'S TOTAL EVALUATED PRICE - Sum of Schedule 2B (TAX excluded) =</b>	\$ _____ CAD
<b>APPLICABLE TAXES</b>	\$ _____ CAD

\*\*\*For evaluation purposes only, ISED will use the following formula:

**Pricing Summary Schedule 2A of Original Contract Period + Pricing Summary Schedule 2B of Original Contract Period = Total Price to be Evaluated.**

As stated in Attachment 1 to Part 4 – Evaluation Criteria, Mandatory Financial Criteria MF1, the Bidder's total Evaluated Price must not exceed a budget of \$240,000.00 Canadian dollars, excluding applicable. The contract will include one (1) additional year for to be exercised at Innovation, Science and Economic Development Canada known as Industry Canada's discretion. For fiscal years 2021-2022 the maximum estimated amount will not exceed \$120,000.00. For fiscal year 2022-2023 the maximum estimated amount will not exceed \$120,000.00. All applicable taxes are excluded from the estimated amounts.

Proposals costing more will be rejected and will not be evaluated.



## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **1. Evaluation Procedures**

Proposals will be evaluated in three stages:

- (a) Evaluation of mandatory requirements. Only proposals that meet all requirements mandatory will proceed to step (b);
- (b) Assessment of rated requirements. Only proposals that obtained the minimum pass mark under the rated requirements will proceed to step (c);
- (c) Evaluation of the financial proposal.

The evaluation team reserves the right but is not obliged to seek clarification or verify any or all information provided by the Bidder with respect to this RFP.

#### **1.1 Technical Evaluation**

Mandatory and point rated technical evaluation criteria are included in Attachment 1 to Part 4.

#### **2.0 Basis of Selection - Highest Combined Rating of Technical Merit 80% and Price 20%**

##### **2.1** To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation;
- b. meet all the mandatory evaluation criteria; and
- c. obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria.

##### **2.2** Bids not meeting (a) or (b) or (c) will be declared non-responsive.

##### **2.3** The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 80 % for the technical merit and 20% for the price.

##### **2.4** 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 80%.

##### **2.5** To establish the pricing score, each responsive bid will be prorated against the lowest Evaluated Per Diem rate and the ratio of 20%.

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

##### **2.7** 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.





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**2.8** The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 80/20 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

**Highest Combined Rating of Technical Merit 80% and Price 20%**

		<b>Bidder 1</b>	<b>Bidder 2</b>	<b>Bidder 3</b>
<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>	$115/135 \times 80 = 68.15$	$89/135 \times 80 = 52.74$	$92/135 \times 80 = 54.52$
	<b>Pricing Score</b>	$45/55 \times 20 = 16.36$	$45/50 \times 20 = 18$	$45/45 \times 20 = 20.00$
<b>Combined Rating</b>		84.51	70.74	74.52
<b>Overall Rating</b>		1st	3rd	2nd



**ATTACHMENT 1 TO PART 4 - EVALUATION CRITERIA**

**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.

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

No points are awarded for the mandatory requirements, but each one must be met in order for the Bidder's proposal to proceed to receive consideration and points for the point-rated technical criteria.

ISED may choose terminate the evaluation upon the first finding of non-compliance of a mandatory requirement.

<b>Mandatory Technical Criteria (MT)</b>		
For the purpose of the mandatory technical criteria specified below, the experience of the Bidder and its subcontractors, affiliates and suppliers will be considered.		
<b>Number</b>	<b>Mandatory Technical Criterion</b>	<b>Referenced Section/Page in Bidder's Proposal</b>
<b>MT1</b>	<p>In their proposal, the Bidder <b>must</b> provide curriculum vitae for all proposed resources, including any backups identified that have performed a similar function to the one in which they are being proposed on a minimum of three (3) projects of a similar size and scope. The Bidder must provide for each proposed resource, the following information :</p> <ul style="list-style-type: none"> <li>• a short description of the project and the role of the proposed resource.</li> </ul> <p>All information <b>must</b> appear in a CV-style format. Supporting documents <b>must</b> be attached.</p>	
<b>MT2</b>	<p>The Bidder <b>must</b> provide three projects (3) demonstrating experience surveying businesses completed for three (3) separate clients over the last three (3) years.</p>	
<b>MT3</b>	<p>The Bidder <b>must</b> demonstrate that as a research company they have at least five (5) years of experience in offering the services described in this RFP. For each identified experience, they must identify the following:</p> <ul style="list-style-type: none"> <li>• Members of the team</li> <li>• The project on which work was done</li> <li>• The client for who the work was done</li> <li>• How the work was similar to the one identified in the RFP</li> </ul>	



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**2. Point Rated Technical Criteria**

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

In order to qualify for the rating process, bids should respond to the following point rated technical requirements in the order shown and should include the referenced Section/Page from the Statement of Work (Appendix A) in the Bidder's proposal.

In addition, the Bidder's proposal must obtain the required minimum number of points specified below for the point rated technical criteria.

Bids which fail to obtain the required minimum number of points will be declared non-responsive. Each point-rated technical criterion must be addressed separately.

ITEM	POINT RATED TECHNICAL REQUIREMENTS (RT)	Maximum Points Possible	Minimum Points Required	Referenced Section/Page in Bidder's Proposal
RT1	<p>The bidder should propose a work plan for this survey describing how the survey will be organized and a work schedule for each stage of the project. The plan should describe, at a minimum, the following key steps:</p> <ul style="list-style-type: none"> <li>• Questionnaire Design</li> <li>• Sampling Strategy</li> <li>• Data Collection</li> <li>• Data Cleaning</li> <li>• Tables with margin of error</li> <li>• Deliverables timeline</li> </ul> <p>If more than six (6) key steps are included in the proposal, then only the first six (6) key steps listed will be evaluated.</p> <p><b><u>Points will be allocated as follows:</u></b> Up to 6 points per key steps, to a maximum 36 points.</p>	<b>36</b>	<b>24</b>	
RT2	<p>The Bidder should propose a sampling strategy for this survey, including the source of the sample. The sampling strategy should include at a minimum the following:</p> <ul style="list-style-type: none"> <li>• Evidence that the business surveyed are representative of the region and the industries</li> <li>• Adequacy of the source to be used to stratify</li> <li>• How the sample will be drawn</li> <li>• Evidence demonstrating the effectiveness of the sample strategy</li> </ul> <p><b><u>Point Weight Breakdown</u></b></p>	<b>20</b>	<b>12</b>	



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	<p><b>Excellent (Between 166-20 points)</b> – The proposal indicates an outstanding understanding of sampling issues. The proposal demonstrates clearly that the survey would be representative of businesses by size province/region and industry. The proposal demonstrates the project requirements would be satisfied without a doubt.</p> <p><b>Good/ (Between 12-15 points)</b> – The proposal indicates a comprehensive understanding of the sampling issues. The proposal demonstrates that the survey would be representative of businesses by size, province/region and industry. The proposal demonstrates that the project requirements would be well satisfied.</p> <p><b>Acceptable (Between 6-11 points)</b> – The sampling strategy is partially defined and there is limited demonstration of their appropriateness. Representativeness issues (business size, province/region and industry) could not be reached and the collection methodology would have important weaknesses.</p> <p><b>Weak (Between 1-5 points)</b> – The sampling strategy is poorly defined and there is no demonstration of their appropriateness. Representativeness issues (business size, province/region and industry) would not be reached and the collection methodology would be inappropriate</p>			
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<p><b>RT3</b></p>	<p>The bidder should propose a data collection strategy (by telephone, Web, mail, etc.) for this survey and justification for the use of that particular method.</p> <p><b><u>Point Weight Breakdown</u></b></p> <p><b>Excellent (Between 24-30 points)</b> Exceptionally well thought strategy, described in details, making it likely that the project requirements will be exceptionally well satisfied.</p> <p><b>Good/ (Between 19-23 points)</b> –Good collection strategy, making it likely that the project requirements will be adequately satisfied.</p> <p><b>Acceptable (Between 15-18 points)</b> – The strategy is vaguely defined and do not demonstrated how the collection strategy will be carried out to meet all requirements. The bidder could complete the project without excessive assistance and guidance from the client.</p> <p><b>Weak (Between 1-14 points)</b> –The strategy is not articulated. The proposal does not address the bidder’s collection strategy.</p>	<p><b>30</b></p>	<p><b>21</b></p>	
<p><b>RT4</b></p>	<p>The bidder should propose an approach for this survey to develop the weighting required to estimate the total population of SMEs that are eligible to be surveyed.</p> <p>As part of the description of this approach, the bidder should also identify the database(s) that they will use to identify the total population of eligible SMEs that can be surveyed</p> <p><b><u>Point Weight Breakdown</u></b></p> <p><b>Excellent (Between 24-30 points)</b> –Exceptionally well thought weighting strategy, described in details, making it likely that the project requirements will be exceptionally well satisfied.</p> <p><b>Good/ (Between 19-23 points)</b> –Good weighting strategy, making it likely that the project requirements will be adequately satisfied.</p> <p><b>Acceptable (Between 15-18 points)</b> – The approach is vaguely defined and do not demonstrate how the weighting approach will be carried out to meet all requirements.</p> <p><b>Weak (Between 1-14 points)</b> –The weighting strategy is not articulated. The proposal does not address the bidder’s weighting strategy.</p>	<p><b>30</b></p>	<p><b>21</b></p>	



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<b>RT5</b>	<p>The bidder should outline a quality assurance strategy to guarantee the quality of the data collected and to guarantee that the data file will be cleaned and ready to be used by Innovation Science and Economic Development Canada.</p> <p>At a minimum the bidder should explain how it plans to:</p> <ul style="list-style-type: none"> <li>• identify outliers in a way to clean the dataset</li> <li>• maximize the number of completed questionnaires (number of call back)</li> <li>• insure that the survey is completed with the right respondent (CFO, owner, person in charge of business finance)</li> <li>• have the proper industrial and provincial sampling and firm size distribution</li> <li>• identify and mitigate the risks</li> </ul> <p><b><u>Points will be allocated as follows:</u></b> Up to 6 points per key steps, to a maximum 30 points</p>	<b>30</b>	<b>24</b>	
<b>RT6</b>	<p>Further to the samples of completed work submitted in Mandatory Requirement MT2, points will be awarded as follows:</p> <p>For each of the three (3) samples of completed works submitted in Mandatory Requirement MT2:</p> <ul style="list-style-type: none"> <li>• Six (6) points will be awarded for experience with surveys <ul style="list-style-type: none"> <li>○ Six (6) points for experience with businesses surveys</li> <li>○ Two (2) points for experience with consumers/individuals surveys</li> </ul> </li> <li>• Four (4) points will be awarded for the scale of the project as follows: <ul style="list-style-type: none"> <li>○ 4 points for more than 2,000 respondents</li> <li>○ 2 points for 2,000 respondents or less.</li> </ul> </li> </ul>	<b>30</b>	<b>24</b>	
	<b>Total Maximum points</b>	<b>176</b>		
	<b>Minimum points required (75%):</b>	<b>132</b>		



### 3. Mandatory Financial Criteria

Bids **must** meet the mandatory financial criteria specified in the table inserted below.

Bids which fail to meet the mandatory financial criteria will be declared non-responsive. Each criterion **must** be addressed separately.

Mandatory Financial Criteria (MF)		
Number	Mandatory Financial Criteria	Cross Reference to Proposal
MF1	<p>The total cost of the Bidder's financial proposal <b>must not exceed \$240,000.00</b> Canadian dollars excluding taxes. The Contractor must provide a full cost breakdown as per Attachment 1 to Part 3 – Pricing Schedule.</p> <p><b>Proposals exceeding the limits noted above will be rejected and will not be evaluated. No financial information from the financial proposal may appear in the technical proposal.</b></p>	



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### PART 5 – CERTIFICATIONS

Bidders must provide the required certifications and associated information to be awarded a contract. Canada shall declare a proposal non-responsive if the certifications are not submitted or completed as required.

The certifications provided by the Bidder to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare the Contractor in default in carrying out any of its obligations under the Contract, if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, 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 with any request will also render the bid non-responsive or constitute a default under the Contract.

#### 1. Certifications Required with the Bid

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

##### 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 [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

#### 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.

##### 2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<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.

##### 2.2 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.

The bidder must provide the contracting authority with the annex entitled [Federal Contractors Program for Employment Equity – Certification](#) completed prior to the award of the contract. If the bidder is a joint venture, it must provide the contracting authority with the Schedule federal contractors for employment equity - Certification completed for each member of the joint venture.





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**2.3 Additional Certifications Precedent to Contract Award**

**2.3.1 Status and Availability of Resources**

SACC Manual clause [A3005T](#) (2010-08-16), Status and Availability

**2.3.2 Education and Experience**

SACC Manual clause [A3010T](#) (2010-08-16), Education and Experience

By signing below, the Bidder hereby certifies that it has read the solicitation document and is in compliance with the above noted certifications, that all statements made in its proposal are accurate and factual, that it is aware that ISED reserves the right to verify all information provided in this regards, and that untrue statements may result in the proposal being declared non-responsive or in other action being taken which ISED deems appropriate.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_  
(Title of duly authorized representative of business)

Name of Business: \_\_\_\_\_



**ATTACHMENT 1 TO PART 5 - CERTIFICATIONS REQUIRED WITH THE BID**

**1. 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;



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- 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 6 – RESULTING CONTRACT CLAUSES**

The following clauses and conditions apply to and form part of any resulting contract resulting from the bid solicitation.

### **1. General Conditions**

The general conditions as set out in Innovation, Science and Economic Development Canada's General Conditions of a Service Contract will form part of and shall be incorporated into the resulting contract. This document is available at the following website: <http://www.ic.gc.ca/generalconditions-services>.

### **2. Non-Disclosure**

The Contractor must obtain from its employee(s) or subcontractor(s) the completed and signed non-disclosure agreement, Attachment 1 to Appendix A, and provide it to the Contracting Authority before they are given access to information by or on behalf of Canada in connection with the Work.

### **3. Security Requirements**

There is no security requirement applicable to the Contract.

### **4. Statement of Work**

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

### **5. Term of the Contract - Period of the Contract**

The Contractor shall, between November 1, 2021 and March 31, 2022, perform and complete with care, skill, diligence and efficiency the work that is described in the Statement of Work.

#### **5.1 Contract Extension Option**

The Contractor grants Canada the irrevocable option to extend the term of the Contract for up to 2 additional period(s) of 1 year(s) each, 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 of the Basis of Payment.

Canada may exercise this option at any time by sending written notice to the Contractor at least 30 calendar days prior to the expiry date of the Contract. This option may only be exercised by the contracting authority and will be confirmed, for administrative reasons only, by an amendment to the contract.

### **6. Authorities**

#### **6.1 Contracting Authority**

The Contracting Authority for the Contract is:

Name: Suzanne Gauthier  
Title: Senior Contracts and Procurement Advisor  
Department: ISED  
Telephone: 343-572-8946  
Email: [Suzanne.Gauthier@ised-isde.gc.ca](mailto:Suzanne.Gauthier@ised-isde.gc.ca)



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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.

### 6.2 Project Authority

*(to be completed at contract award)*

The Project Authority for the Contract is:

Name:  
Title:  
Organization:  
Telephone:  
Email:

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.

### 6.3 Contractor's Representative

*(to be completed at contract award)*

Name:  
Title:  
Telephone:  
Email:

## 7. Proactive Disclosure of Contracts 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.

## 8. Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid in accordance with the terms of payment, in Appendix B. Customs duties are included and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

## 9. Certifications and Additional Information - Compliance

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.

## 10. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in *(to be completed at contract award)*.



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**11. Priority of Documents**

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- a) the Articles of Agreement;
- b) the general conditions, Innovation, Science and Economic Development Canada's [General Conditions of a Service Contract](#);
- c) Appendix A, Statement of Work;
- d) Appendix B, Terms of Payment;
- e) Appendix C, Security Requirements Check List (SRCL);
- f) the Contractor's proposal dated \_\_\_\_\_ *(insert date of bid at contract award)*.

**12. FOREIGN NATIONALS (CANADIAN CONTRACTOR)**

SACC Manual clause [A2000C](#) (2006-06-16) Foreign Nationals (Canadian Contractor)

**Note to Bidders:** *Either this clause or the one that follows, whichever applies (based on whether the successful bidder is a Canadian Contractor or Foreign Contractor), will be included in any resulting contract.*

*or*

**12. [APPLIES IF REQUIRED] FOREIGN NATIONALS (FOREIGN CONTRACTOR)**

SACC Manual clause [A2001C](#) (2006-06-16) Foreign Nationals (Foreign Contractor)



## APPENDIX A - STATEMENT OF WORK

**1.0 Project Title:**  
Credit Conditions Survey

**2.0 Background:**

Innovation Science and Economic Development Canada (ISED) maintains close contact with the small business community as part of its monitoring and data collection activities. Since 2009, ISED has managed various surveys on the borrowing activities of small businesses. Two in particular include the Credit Conditions Survey (CCS) and the larger Survey on Financing and Growth of Small and Medium Enterprises (SFGSME), which is conducted every three years and also surveys medium-sized businesses. The CCS is implemented in years when the SFGSME is not conducted. The last iteration of the SFGSME is 2020. The CCS will be conducted for reference years 2021 and 2022. These surveys monitor small and medium-sized enterprises (SMEs) to provide key information on small-business-lending conditions to the business community, lenders, policy makers and academics

**3.0 Project Requirement / Objective:**

The purpose of this project is to collect factual data on credit availability conditions for small businesses (1 to 99 employees). The project aims to answer various questions regarding

- financing applications and approval rates;
- financing amounts requested and received;
- interest rates and length of loans;
- collateral required to obtain financing;
- intended use of required financing;
- business and owner characteristics;
- structure of the industry and region.

The initial reference period will be January 1 to December 31 2021. Data collection is expected to start in January 2022 so that the project can be completed by March 31 2022. One option year may be exercised by ISED's discretion. The reference period for the first option year will be January 1 to December 31 2022. Under that option, data collection is expected to start in January 2023 so that the project can be completed by March 31 2023..

**4.0 Scope of Work / Tasks:**

The Consultant will:

- Deliver a survey questionnaire approved by ISED that will have a maximum of 30 questions and which is largely based on the 2019 Credit Conditions Survey questionnaire.
- Develop a sampling strategy approved by ISED for the regions (Atlantic, Quebec, Ontario, Manitoba/Saskatchewan, Alberta and British-Columbia) and industries (Primary sector (mining, included), Construction, Manufacturing, Wholesale/Retail trade, Transportation/Warehousing, Professional Services, Accommodation and Food services, Other services, Other sectors).
- Establish the weighting required to ensure that the survey results are representative of the population of small businesses in Canada. A list of the industrial sectors that will not be included in this survey will be provided.
- Conduct the survey during the stipulated period using data collection strategy that is in the Contractor's bid (telephone interview, online survey, mail survey, etc).
- Deliver to ISED a progress report of data collection by industry sector and region periodically (weekly or bi-weekly).



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- Deliver to ISED a clean data file that can be used by ISED for analysis and cross-tabulations purposes. The data file will be in Excel format, containing all the survey results, for each questions. The record layout data or data dictionary will also be provided.
- Deliver to ISED the required data tables indicating the margins of error for all the results, displayed by industry, region and business size (1–4, 5–19, 20–99 employees).
- Deliver to ISED a methodology report that describes all of the key aspects of the survey process that is used for this project such as: the survey frame, the sampling strategy, the weights that were applied to the data, and the data collection details.

### 5.0 Deliverables / Timelines:

#### Initial Contract Period

- Finalize the survey questionnaire — December 2021
- Establish the sampling strategy for industry and region ; Determine the weights to apply to the data to produce representative results –December 2021
- Begin collecting data in January 2022 for the reference period of January 1 2021 to December 31 2021
- Send periodically a progress report on data collection by industry sector and region; Apply the weights to the data where required — January 2022 to March 2022
- Deliver a clean data file to ISED, as well as a record layout for the data or a data dictionary; Deliver to ISED the required data tables that include the margins or error; and
- Deliver to ISED the methodology report - March 2022

#### Option Year Period 1

- Finalize the survey questionnaire- December 2022
- Establish the sampling strategy for industry and region; Determine the weights to apply to the data to produce representative results - December 2022
- Begin collecting data in January 2023 for the reference period of January 1 2022 to December 31 2022
- Send periodically a progress report on data collection by industry sector and region; Apply the weights to the data where required— January 2023 to March 2023
- Deliver a clean data file to ISED, as well as a record layout for the data or a data dictionary Deliver to ISED the required data tables that include the margins or error; and
- Deliver to ISED the methodology report — March 2023

### 6.0 Client Support:

This project will be supported by the Small Business Branch: Research and BDC Policy Directorate.

### 7.0 Work Location:

The work will take place at the Contractor's place of work.

### 8.0 Official Languages:

The survey must be conducted in the preferred official language of the participants (English or French). It is imperative that the Contractor's resources are fluent in both official languages in order to communicate verbally and in writing in the preferred official language of the participants of the survey. The clean data file,





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data tables that include margins error, progress reports and methodology must be provided in either English or French.

**9.0 Travel:**

Travel by the Contractor is not required.

**10.0 Security:**

Security is not required.

**11.0 Intellectual Property:**

Innovation, Science and Economic Development Canada has determined that any intellectual property arising from the performance of the Work under the Contract will vest in Canada where the main purpose of the Crown Procurement Contract, or of the deliverables contracted for, is to generate knowledge and information for public dissemination.

**12.0 Management of the Project:**

This project will be managed by the Small Business Branch: Research and BDC Policy Directorate.

**13.0 Former Public Servant Certification:**

The Contractor will be requested to provide this form for all individuals to be working on the initiative.



**ATTACHMENT 1 TO APPENDIX A –  
NON-DISCLOSURE AGREEMENT**

, \_\_\_\_\_, recognize that in the course of my work as an employee or subcontractor of \_\_\_\_\_, I may be given access to information by or on behalf of Canada in connection with the Work, pursuant to Contract Serial No. \_\_\_\_\_ between Her Majesty the Queen in right of Canada, represented by the Minister of Innovation, Science and Economic Development Canada, including any information that is confidential or proprietary to third parties, and information conceived, developed or produced by the Contractor as part of the Work. For the purposes of this agreement, information includes but not limited to: any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form, recorded electronically, or otherwise and whether or not labeled as proprietary or sensitive, that is disclosed to a person or that a person becomes aware of during the performance of the Contract.

I agree that I will not reproduce copy, use, divulge, release or disclose, in whole or in part, in whatever way or form any information described above to any person other than a person employed by Canada on a need to know basis. I undertake to safeguard the same and take all necessary and appropriate measures, including those set out in any written or oral instructions issued by Canada, to prevent the disclosure of or access to such information in contravention of this agreement.

I also acknowledge that any information provided to the Contractor by or on behalf of Canada must be used solely for the purpose of the Contract and must remain the property of Canada or a third party, as the case may be.

I agree that the obligation of this agreement will survive the completion of the Contract Serial No.:

Name: \_\_\_\_\_  
Please Print

Signature: \_\_\_\_\_  
Digital signature are accepted

Date: \_\_\_\_\_



**APPENDIX B –  
TERMS OF PAYMENT**

**1.0 BASIS OF PAYMENT**

Her Majesty the Queen in right of Canada agrees to pay the Contractor a sum not to exceed \$ *(will be completed at contract award)*, plus applicable taxes, for the work performed in accordance to the Statement of Work.

**1.1 Pre-Authorized Travel and Living Expenses:**

Canada will not pay any travel or living expenses associated with performing the Work.

**1.2 Initial Contract Period** *(will be completed at contract award)*

During the Contract Period, for work performed in accordance with the Contract, the Contractor will be paid as specified below for work performed under the Contract. Progress payments will be made no more frequently than once a month

All payments will be contingent upon ISED's satisfaction with the deliverables.

1. Finalized questionnaire - due December 10<sup>th</sup>, 2021  
Fixed Price: \$
2. Approved sampling plan and weighting plan - due December 31<sup>st</sup>, 2021  
Fixed Price: \$
3. Completed data collection -m due date March 4<sup>th</sup>, 2021  
Fixed Price: \$
4. Final deliverables – due date of March 31, 2022  
Fixed Price: \$

**Total Estimated Cost - Contract Period** (excluding applicable taxes): \$ *(will be completed at contract award)*

**1.3 Option Period 1** *(will be completed at contract award)*

Payment will be made on delivery and acceptance of the deliverables. Progress payments will be made no more frequently than once a month, upon submission of an invoice in a form, and containing information, acceptable to the Project Authority specified herein.

All payments will be contingent upon ISED's satisfaction with the deliverables.

1. Finalized questionnaire - due December 9<sup>th</sup>, 2022  
Fixed Price: \$
2. Approved sampling plan and weighting plan - due December 30<sup>th</sup>, 2022  
Fixed Price: \$
3. Completed data collection -m due date March 3<sup>rd</sup>, 2023  
Fixed Price: \$



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4. Final deliverables – due date of March 31<sup>st</sup>, 2023  
Fixed Price: \$

**Total Estimated Cost Option Period 1** (excluding applicable taxes): \$ *(will be completed at contract award)*

## **2.0 LIMITATION OF EXPENDITURES**

No increase in the total liability of Her Majesty or in the price of the Work resulting from any design changes, modifications or interpretations of the specifications, will be authorized or paid to the Contractor unless such design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority prior to their incorporation into the Work. The Contractor shall not be obliged to perform any work or provide any service that would cause the total liability of Her Majesty to be exceeded without the prior written approval of the Contracting Authority.

## **3.0 METHOD OF PAYMENT – FIX PRICE**

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price, as specified in in Annex "B" for a cost of \$ \_\_\_\_\_ *(will be inserted at contract award)*. Customs duties are **no later than seven (7) business days Enquiries received after that time may not be answered**. Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work

## **3.1 ELECTRONIC PAYMENT OF INVOICES – CONTRACT *(will be completed at contract award)***

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);

## **4.0 INVOICING INSTRUCTIONS**

The invoices shall be sent to address indicated above. Each invoice should include the contract number, the Contractor's name, address, tax registration number(s) (if applicable), and a description of the work performed, including the number of days worked when the per diem rates are applicable, during the period covered by the invoice. The applicable tax(es) shall be submitted as a separate amount(s) on the invoice.

All of the above will be to the satisfaction of the Project Authority.