# Public Services and Procurement CanadaQuestionnaire for Canadian Businesses Owned or Led by Persons with Disabilities

Public Services and Procurement Canada is carrying out initiatives to increase the participation of businesses owned or led by persons with disabilities in federal procurement. To ensure that program development reflects the lived experiences and requirements of persons with disabilities who either own or lead a business, Public Services and Procurement Canada is working closely with disability organizations and disability communities from across Canada to learn about their experiences with federal procurement.

## About the questionnaire

Are you a Canadian who identifies as having a disability and owns or leads a business? Please provide information about your business by answering the questions below.

For the purposes of this questionnaire, disability includes, but is not limited to “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.”

The results of the questionnaire will help us develop ways to increase the participation of businesses owned or led by persons with disabilities in federal procurement opportunities. Public Services and Procurement Canada will share a summary report of the information gathered on the [Consultations and Reports](https://buyandsell.gc.ca/consultations_and_reports) page of Buyandsell.gc.ca and any published data will be anonymized.

For more information about the questionnaire, please see the Frequently Asked Questions attached to the [Request for Information](https://buyandsell.gc.ca/procurement-data/tender-notice/PW-21-00976335) on Buyandsell.gc.ca.

## If you require assistance

This questionnaire uses software that adheres to Web Content Accessibility Guidelines 2.1 level AA. If you require any accommodations to access or fully participate in the questionnaire, or if you have any additional questions about the questionnaire, please contact: TPSGC.PACRAAccessible-APAccessiblePRC.PWGSC@tpsgc-pwgsc.gc.ca.

## Completing the questionnaire

Please email your completed questionnaire by **March 31, 2022 14:00 Eastern Standard Time** to TPSGC.PACRAAccessible-APAccessiblePRC.PWGSC@tpsgc-pwgsc.gc.ca.

Throughout the questionnaire, you will be asked to select a choice from a series of options; for these questions, please indicate your response by placing an “X” next to your selection. Other questions will ask you to write an answer; in these cases, please write your response in the space provided.

The terms “your business” and “the business” are used to represent incorporated or unincorporated businesses and sole proprietorships.

The Request for Information (RFI) questionnaire is voluntary and all responses will be kept anonymous and confidential. This is not a bid solicitation process and no contract will result from this questionnaire. This RFI is not a condition or prerequisite for your participation in any possible subsequent solicitation. Respondents will not be reimbursed for any cost incurred by responding to this RFI.

## Privacy Notice

Personal information is collected on a voluntary basis, pursuant to the *Department of Public Works and Government Services Canada Act*. The personal information will be used by the Acquisitions Program of Public Services and Procurement Canada to help us develop ways to increase the participation of businesses owned or led by persons with disabilities in federal procurement opportunities. Personal information is described in the Personal Information Bank PSU 914 [Public Communications](https://www.tbs-sct.gc.ca/hgw-cgf/oversight-surveillance/atip-aiprp/ai/iapih-rpfr-eng.asp). Your personal information is protected, used, and disclosed in accordance with the [*Privacy Act*](http://laws-lois.justice.gc.ca/eng/acts/P-21/). Under the *Privacy Act*, you have the right to access and correct your personal information, if erroneous or incomplete. The personal information provided in this questionnaire will be retained for a period of 3 years after the last administrative action, and then destroyed.

If you require clarification about this privacy notice, you may contact the Public Services and Procurement Canada’s Access to Information and Privacy Directorate by email at TPSGC.ViePrivee-Privacy.PWGSC@tpsgc-pwgsc.gc.ca, or by regular mail at the following address: Access to Information and Privacy Directorate, Place du Portage, Phase III, 3A1, 11 Laurier St, Gatineau, Quebec, K1A 0S5. If you are not satisfied with the response to your privacy concern or if you want to file a complaint about the handling of your personal information, contact the [Office of the Privacy Commissioner of Canada](https://www.priv.gc.ca/en/).

# Section A - Federal Procurement Experience

## Question A1

Have you ever sold goods or services to the federal government?

○ Yes (skip to question A4)

○ No

## Question A2

Are you interested in doing business with the federal government?
○ Yes

○ No

## Question A3

If you have never sold goods or services to the federal government, please indicate the reasons.

Select all that apply.

□ Unaware of the potential for my business to sell to the government (skip to question A5)

□ I did not know how to find opportunities for my business to sell to the government (skip to question A5)

□ My business provides subcontracting services to other businesses that sell to the government

□ I have bid on tender opportunities but was not awarded a contract

□ The process to bid on a contract is too complicated

□ The process to bid on a contract is too time consuming

□ Not interested in selling to the federal government (skip to question B1)

□ I encountered barriers to accessibility in the process; please indicate the barriers you encountered:

□ Other, please specify:

## Question A4

How did you become aware of federal government procurement opportunities?

Select all that apply.

□ Word of mouth

□ [Buyandsell.gc.ca](http://www.buyandsell.gc.ca) and its email notification service

□ Public Services and Procurement Canada’s Office of Procurement Assistance Canada (PAC)

□ Third-party tendering websites (e.g. private services such as OMX, MERX, Biddingo)

□ Social media

□ Government buyers

□ Prime contractors (businesses under contract to the government) that employ my business as a subcontractor

□ Business networks, please specify:

□ Industry associations, please specify:

□ Newspapers

□ Other, please specify:

□ Not aware of federal government opportunities

## Question A5

Are you aware of any of the following federal government services and resources to assist businesses with federal procurement?

Select all that apply.

□ Free seminars and workshops on how to do business with the government

□ Online or in-person assistance

□ Trade fairs

□ National Infoline (1-800-811-1148)

□ [Buyandsell.gc.ca](http://www.buyandsell.gc.ca) website

□ Assistance available from the Procurement Assistance Canada (PAC)

□ Not aware of federal government services and resources

## Question A6

What are your preferred methods of receiving information about federal government procurement opportunities?

Select all that apply.

□ Automated email notifications

□ Social media platforms (e.g. Facebook, Twitter, LinkedIn, etc.)

□ Business networks

□ Information posted on federal websites (e.g. Buyandsell.gc.ca, Canadabuys.canada.ca)

□ Industry association communications (e.g. association alerts and/or newsletters)

□ Learning events (e.g. seminars, workshops)

□ Other, please specify:

□ None of the above

## Question A7

Do you have accessibility concerns with any of the above methods (Question A6)? If yes, please specify which method(s) and what your concerns are.

# Section B: Tell us about your business

## Question B1

Please describe your business structure:

○ Sole proprietorship

○ Partnership

○ Corporation

○ Other; please specify:

## Question B2

Approximately how many workers does your business currently have? (Enter numbers)

Employees who receive a T4 slip:

Contract workers:

## Question B3

For approximately how many years has your business been operating? (Enter a number)

## Question B4

Does your business provide goods, services or construction services? Select all that apply:

□ Goods (answer question B5)

□ Services (answer question B6)

□ Construction services (answer question B7)

## Question B5

What types of goods does your business sell?

## Question B6

What types of services does your business offer?

## Question B7

What types of construction services does your business offer?

## Question B8

Are you aware of accessibility standards or guidelines related to the goods, services or construction provided by your business?

□ Yes

□ No

□ Do not know

Question B9

Is the head office of your business located in Canada?

○ Yes; please provide the first three (3) characters of the postal code of the address:

○ No; please identify the country in which your head office is located:

### Question B10

Prior to the onset of Covid-19, to what extent was your business affected by the following conditions?

### Barriers to accessibility

□ Not at all

□ To a small extent

□ To a moderate extent

□ To a great extent

□ Do not know

□ Not applicable

If your answer is small, moderate OR great extent, please answer question B11, otherwise please skip to question B12.

### Reliable Internet access

□ Not at all

□ To a small extent

□ To a moderate extent

□ To a great extent

□ Do not know

□ Not applicable

### Financing

□ Not at all

□ To a small extent

□ To a moderate extent

□ To a great extent

□ Do not know

□ Not applicable

### Lack of networking opportunities for the business

□ Not at all

□ To a small extent

□ To a moderate extent

□ To a great extent

□ Do not know

□ Not applicable

### Difficulty finding staff to meet business requirements

□ Not at all

□ To a small extent

□ To a moderate extent

□ To a great extent

□ Do not know

□ Not applicable

### Capacity for bid preparation

□ Not at all

□ To a small extent

□ To a moderate extent

□ To a great extent

□ Do not know

□ Not applicable

### Sufficient time for bid preparation

□ Not at all

□ To a small extent

□ To a moderate extent

□ To a great extent

□ Do not know

□ Not applicable

### Other condition; please specify:

□ Not at all

□ To a small extent

□ To a moderate extent

□ To a great extent

□ Do not know

□ Not applicable

Question B11

What barriers to accessibility affected your business?

### Question B12

Thinking of your experience with federal procurement, what are the top three challenges you experienced with the procurement process?

1.

2.

3.

○ No challenges

○ Not applicable

### Question B13

In 2019, what was the average gross sales revenue for your business?

### Business-to-business sales (B2B)

□ Less than $40,000

□ $40,000 to $100,000

□ Greater than $100,000

□ Do not know

□ Not applicable

□ Prefer not to answer

### Business-to-customer sales (B2C)

□ Less than $40,000

□ $40,000 to $100,000

□ Greater than $100,000

□ Do not know

□ Not applicable

□ Prefer not to answer

## The Government of Canada is striving to increase supplier diversity through inclusive federal procurement opportunities for traditionally under-represented business communities. As such, the following questions ask about diversity and your business. A diverse group can include persons who self-identify as any of the following: persons with disabilities, Indigenous Peoples, Black persons, other visible minorities, women, LGBTQ2+ and veterans. As a reminder, all data will be kept confidential and all data will be kept anonymous.

### Question B14

Describe the ownership of your business. Indicate if at least 51 percent of the business is owned by person(s) who self-identify as a member of any of the following diverse groups.

Select all that apply.

□ Persons with disabilities

□ Indigenous Peoples – First Nations

□ Indigenous Peoples – Métis

□ Indigenous Peoples – Inuit

□ Black persons

□ Other visible minorities (The Employment Equity Act defines visible minorities as persons, other than Indigenous Peoples, “who are non-Caucasian in race or non-white in colour.” In addition to Black persons, visible minority groups include, but are not limited to, persons who identify as South Asian, Chinese, Filipino, Latin American, Arab, Southeast Asian, West Asian, Korean and Japanese.)

□ Women

□ LGBTQ2+ persons

□ Veterans

□ None of the above

□ Do not know

□ Prefer not to answer

### Question B15

Describe the management of your business (e.g. individual(s) with long-term control and active in both strategic and day-to-day decision making). Indicate if at least 51 percent of the business is managed or controlled by person(s) who self-identify as a member of any of the following diverse groups.

Select all that apply.

□ Persons with disabilities

□ Indigenous Peoples – First Nations

□ Indigenous Peoples – Métis

□ Indigenous Peoples – Inuit

□ Black persons

□ Other visible minorities (The Employment Equity Act defines visible minorities as persons, other than Indigenous Peoples, “who are non-Caucasian in race or non-white in colour.” In addition to Black persons, visible minority groups include, but are not limited to, persons who identify as South Asian, Chinese, Filipino, Latin American, Arab, Southeast Asian, West Asian, Korean and Japanese.)

□ Women

□ LGBTQ2+ persons

□ Veterans

□ None of the above

□ Do not know

□ Prefer not to answer

### Question B16

Does your business employ members who have self-identified as belonging to any of the following groups?

Select all that apply:

Person(s) with disabilities

□ Indigenous Peoples – First Nations

□ Indigenous Peoples – Métis

□ Indigenous Peoples – Inuit

□ Black persons

□ Other visible minorities (The Employment Equity Act defines visible minorities as persons, other than Indigenous Peoples, “who are non-Caucasian in race or non-white in colour.” In addition to Black persons, visible minority groups include, but are not limited to, persons who identify as South Asian, Chinese, Filipino, Latin American, Arab, Southeast Asian, West Asian, Korean and Japanese.)

□ Women

□ LGBTQ2+ persons

□ Veterans

□ None of the above

□ Do not know

□ Prefer not to answer

### Question B17

How likely is it that you would complete a voluntary and confidential self-identification form as part of a bid submission to the Government of Canada? (The self-identification form allows bidders to attest that their business is physically located in Canada and is at least 51 percent owned, operated or controlled by person(s) who self-identify as a member of a diverse group.)

○ Very likely

○ Somewhat likely

○ Somewhat unlikely

○ Very unlikely

○ Do not know

○ Prefer not to answer

If your answer for B17 = somewhat unlikely OR very unlikely, please answer question B18, otherwise please skip to question C1.

### Question B18

Please indicate the reason(s) why you would be unlikely to complete a voluntary self-identification form as part of a bid submission to the Government of Canada?

Select all that apply.

□ Privacy concerns

□ Data security concerns

□ Unsure how the information will be used

□ Not interested in describing the ownership as part of a bid submission

□ Other reason, please specify:

# Section C – Conclusion

### Question C1

If you wish to add comments or thoughts about this questionnaire or how the federal government might increase procurement opportunities for businesses owned or led by persons with disabilities, please enter them here. (A maximum of 2,000 characters is permitted, including spaces).

Thank you for completing this questionnaire.

Please email your completed questionnaire by **March 31, 2022 14:00 Eastern Standard Time** to: TPSGC.PACRAAccessible-APAccessiblePRC.PWGSC@tpsgc-pwgsc.gc.ca.

If you wish to hear back from us and continue to be involved in Canada’s efforts to increase the diversity of bidders on federal government contracts, please send us an email with your name and contact information to TPSGC.PAPiloteSocioEconomique-APSocioEconomicPilot.PWGSC@tpsgc-pwgsc.gc.ca (Do not disclose sensitive personal information, such as your Social Insurance Number, about yourself or other individuals.)

If you need help understanding the federal procurement process or registering as a supplier, contact [Procurement Assistance Canada (PAC)](https://buyandsell.gc.ca/support-smaller-businesses) or call the InfoLine at 1-800-811-1148. We have a network of offices across Canada.