

Questions and Answers issue 3 to RFP 201303022

- Q32. CMHC is asking for “quantitative and qualitative analysis in both official languages”. Can you confirm whether we need to provide these services in either French or English (participant’s choice), or we need to provide a single “bilingual” output report?
- A32. The quantitative and qualitative analysis must be in the language of choice of the participants (recipients).
- Q33. CMHC is asking for résumés of our proposed personnel. Would a more succinct “bio” that contains the same information on education, experience and credentials be acceptable?
- A33. Proponents can provide succinct “bio” provided it contains the information required by CMHC to properly assess the proposed personnel’s qualifications.
- Q34. Are hard copy reports required for recipients or are electronic copies sufficient?
- A34. Electronic copies of reports can be sent provided recipients can print them.
- Q35. Will we be required to review the verbatim comments provided by the respondents for inappropriate comments?
- A35. Proponents must demonstrate the capacity to provide appropriate confidentiality mechanisms throughout the process.
- Q36. In Section 4.10, Table 1, how are items #5 and #6 different than item #3?
- A36. Cost associated with item #3 would be for general information material for employees and managers. Cost associated with items 5 and 6 are more specific to recipients and supervisors. In responding to Table 1, list any factors or assumptions in the “Notes” column.
- Q37. Section 4.10, Table 1, item #4 asks for the design of a Corporate Results Report, but there are no line items on table 2 for the cost to run the report and analyze the data. Should these costs be included as item #7 on Table 2? Is it the expectation that we only quote the cost for one report (consistent with the costing for only 30 people per year)?
- A37. All additional costs should be added in the space provided for this purpose in each Table. In responding to the question above, should there be a cost for producing or running corporate reports, the cost should be included in #7 and any factors or assumptions should be included in the “Notes” column. Proponents can expect to complete one corporate report annually.

Q38. We are concerned with one of the requirements asking for the feedback tool to be in French and English. If the tool is only available in English will this restrict us from applying? In addition, the requirement for the questions to be available in hard and soft copy; is this also a mandatory requirement. We are primarily focused on providing this tool electronically but would look at providing a soft copy version as well.

A38a. As indicated in the Statement of Work, the ability to provide all services, consultations and materials in both official languages is a mandatory requirement.

A38b. A small population of employees at CMHC do not have access to a computer. In the event that some of these employees be asked to respond to a 360 questionnaire, a paper version of the questionnaire would be required. Although this is not a mandatory requirement, the successful proponent will need to work with CMHC in making the questionnaire and other materials as required available in a paper format.