

Questions and Answers to RFP 201401514 dated 20 May 2014

Question 6:

Does the scope of work for this engagement include the development of a new survey or will the proponent simply be responsible for renewing/refreshing the existing survey previously used by CMHC to assess employee engagement (along with other dimensions)?

Answer 6:

The scope of work for this RFP would be for the proponent to work with CMHC to develop a survey that meets the objectives outlined in the statement of work.

Question 7:

Is there currently, or has there been in relation to the most recent administration of this survey, an incumbent service provider assisting the CMHC with this work? If so for how many years was the incumbent in place? Can CMHC also confirm if they have previously worked with another company to update their talent management framework.

Answer 7:

There has been a service provider administering CMHC's previous employee engagement surveys from 2009-2013. CMHC did not work with another company to develop its talent management framework.

Questions 8:

Does the current employee engagement survey/ tool adequately support CMHC's new business priorities and talent management framework? If not, in what ways does it not support CMHC's needs?

Answer 8:

CMHC's employee survey has remained largely unchanged over the last five years in order to be able to directly compare results from year to year. At this time, CMHC is ready to update its survey methodology to assess employee engagement and commitment, identify key areas that drive the level of engagement and also solicit feedback on CMHC's workplace and business processes.

Question 9:

Translation of reports – are we to assume that **all reports are to be translated** and provided in both official languages, with the associated cost (i.e. up to 21 reports by region and sector, and 13 reports by functional area)?

Answer 9:

For the purpose of proposal submissions for this RFP, please assume that all reports are to be translated and provided in both official languages.

Question 10:

Action-planning – on page 18 the RFP states: “develop and facilitate training in English and French..for people managers on how to develop effective action plans and foster a working environment that engages employees”. Could you please provide more detail in terms of **the number and location of training workshops required** for the purposes of providing a cost estimate?

Answer 10:

Please assume that there will be 18 sessions at the following locations:

People Managers by Region	# of sessions req (20 per session)	
Atlantic (Halifax)	28	1
British Columbia (Vancouver)	37	2
Ontario (Toronto)	48	3
Prairies and Territories (Calgary)	36	2
Quebec (Montreal)	42	2
National Office (Ottawa)	209	8
		18

Question 11:

References: on page 22 the RFP states: “a list of all contracts of a similar size and scope which the proponent currently holds or has held over the past 24 months?”. Providing “all” contracts that meet this criteria can range into the several dozens – each requiring contacting the potential reference for approval. **Is there a minimum or maximum number of contracts that will satisfy this criteria?** Also, will points in the evaluation table be awarded based on the number of contracts provided, i.e. more is better? Again, is there a maximum number after which no more points will be awarded?

Answer 11:

Per appendix B, 7.2 Evaluation Table, all contracts are not necessary. Proponents are asked to provide a list of contracts of similar size and scope with contact information that would serve as a reference. There is not a minimum or maximum number of contracts. The purpose of the references is to obtain information regarding the quality of the work. Thus, points will be based on qualitative information related to the references rather than quantity of contracts.