

Question 5:

Please confirm that client references are not required with respect to 4.2 (c) (i) through (iii).

Response:

During the RFSA process, CMHC will not require references from your clients.

Question 6:

Please confirm that the term "examples" used throughout 4.2 (c) (i) through (iii) is synonymous with subcontractor placements which were staffed under a Master Services Agreement similar to that being put in place by CMHC.

Response:

The term "examples" means examples of services within the service streams listed in section 3.2 that an Offeror provided to his clients. An example may include setting up a shared services centre for disbursements with additional details about this service.

CMHC is not in a position to comment on the services provided under the Master Services Agreement that you are referring to. We recommend that the terms and conditions of the RFSA are read carefully because the RFSA is for the provision of business consulting and professional services for Finance, Information & Technology and Human Resources.

Question 7:

Please clarify whether the "duration of the contract" required in 4.2 (c) (i) through (iii) pertains to the example placement or to the overall Master Services Agreement under which the placement was completed?

Response:

The "duration of the contract" under 4.2(c)(i) to (iii) refers to the time period it has taken an Offeror to perform the service. Continuing with the example of setting up a shared services centre for disbursements, the duration of the contract may be 9 months, if that was the time required to perform the service.

Question 8:

Please confirm that Bidders can use one (1) client to meet the criteria in each of 4.2 (c) (i) through (iii) so long as the one (1) client demonstrates five (5) relevant example placements. For example: One (1) Financial Services client substantiates criteria ID 4.2 (c) (i) and the Bidder provides five example placements for each stream being bid on.

Response:

As indicated under section 4.2, CMHC will accept the same example as it may apply to more than one service stream.

Question 9:

Can the Crown clarify if the travel and expenses are to be billed separately or are they supposed to be part of the administration and other “add on” charges?

Response:

Travel expenses should be identified separately as part of administration and other “add-on” charges.

Question 10:

Please confirm the interpretation of the qualifications to submit: an offerer can provide 5 examples per sector, per service stream; therefore a total of 75 examples (5 examples x 5 streams x 3 sectors).

Response:

An offeror is required to provide maximum 5 examples for each sector per service stream. The same example can be used for more than one service stream if applicable. Examples are required only for the service stream for which the Offeror is making a submission.

Question 11:

The financial section requires pricing per 3 levels of professionals. Where Offeror staff levels are broader than 3 levels, is it possible to provide rates along with a mapping to CMHC levels shown in the RFSA. For example, CMHC level 1 may map to an Offeror’s level A, B, C, CMHC level 2 may map to an Offeror’s level D,E, F.

Response:

The Offeror is requested to provide pricing per the 3 levels as outlined in the RFSA. The Offeror can provide a range of prices for each level, if applicable.

Question 12:

The financial section of the RFSA requires to state the ceiling rate. Would it be acceptable to table ceiling rates per year for the 5 years (possibly 6 years) of the contract duration?

Response:

Section 4.2(b) of RFSA states that the ceiling prices are applicable for the Term of the RFSA, which is five years plus one year renewal.