

**Question 19:**

Section 6.1 Overview of Section 6: CMHC states - CMHC reserves the right to issue a RFS, RFQ or SOW to one Supply Arrangement or limited number of Supply Arrangement Holders in accordance with the terms set out in this SA.

Will CMHC accept a two/multi tiered pricing arrangement as part of Appendix A (Offer submission form)? A potential supplier may be willing to offer "better price" ceiling rates if more than one service stream is awarded.

**Response:**

Pursuant to subsection 4.2(b), an Offeror must provide ceiling rates for each of their qualified service stream. This does not preclude the Offeror (SA Holder) from submitting lower rates during the response to a particular RFS, RFQ or SOW under the terms and conditions of the Supply Arrangement.

**Question 20:**

Section 5.7 Request for Services 5.7.1 CMHC reserves the right to supply more information to those SA Holders who are short-listed.

Will a potential supplier be allowed to amend their proposal based in "more information" provided? This amendment could be for resources/citations/ceiling price/ etc.

**Response:**

Section 5.7 Request for Services applies to Offerors who will become SA Holders and who may be requested to respond to a RFS, RFQ or SOW. The terms and conditions of a RFS, RFQ or SOW will determine if short-listed suppliers will be able to provide more information.

**Question 21:**

Section 1.4 Purpose of RFSA CMHC states - CMHC may, at their sole discretion, refresh the list of SA Holders on an annual basis.

Can you expand on what this process will potentially entail?

**Response:**

Should CMHC choose to refresh the list of SA Holders on the anniversary of the award of the SA, the RFSA requirements will be re issued in a manner similar to the issuance of the original RFSA.

**Question 22:**

When does CMHC anticipate awarding the Supply Arrangement?

**Response:**

CMHC anticipate announcing the list of SA Holders by the end of January or early February.

**Question 23:**

What is CMHC's ideal number of qualified suppliers to form the pool for this Supply Arrangement?

**Response:**

CMHC will make the best effort to award a SA to all compliant submissions. However, in the case of a high volume of compliant submissions, CMHC, at its discretion, may limit the number of SA Holders.

**Question 24:**

What are the items that CMHC expects to see from a response in order for supplier to meet this requirement: *"Minimum three (3) points in Financial Services Sector, Government Sector or Other Sectors"*

**Response:**

The response to the above requirement is provided in the sample table forming part of Appendix A, Offer Submission Form. For each service stream, Offerors are requested to provide maximum of five (5) examples for any (or all) of the 3 sectors in the following format:

- (a) describe the service provided under this stream;
- (b) year(s) service completed or service in progress;
- (c) size of the client (revenue/employees) /level of government; and
- (d) duration of contract.

**Question 25:**

For Appendix A, Offer Submission Form tables, is it possible to use the same organization in more than one sector, for the same Service Stream? For example, an organization identified in the financial services sector may also be in the government sector.

**Response:**

It is possible to use the same organization in more than one sector for the same service stream, if applicable.

**Question 26:**

CMHC is not requesting client names in reference to past projects but were an offeror has previously done work for CMHC is it appropriate to mention this as part of the description?

**Response:**

An Offeror can use services previously provided to CMHC as examples for the various service streams, where applicable.

**Question 27:**

Section 3.2 (a) b. states: “standing up new process or capabilities”. Please confirm that this should read “setting up new processes or capabilities”.

**Response:**

Standing up new process or capabilities means establishing new processes, functions or capabilities.

**Question 28:**

With respect to Section 5 and 6 of the RFP, it is clear that CMHC intends to rank all Compliant bidders, and the final SA Holder list will then be determined. Clearly pricing is part of the evaluation, and likewise it is clear that the ranking will determine if a bidder is included on the SA Holder list. Can CMHC please provide an indication of the maximum number of bidders that will be awarded SA Holder status?

**Response:**

Please refer to question/response #23.

**Question 29:**

With respect to Appendix C - Evaluation Table, will CMHC please validate that the Upset Score is calculated as Weight times Points, for example for 6.1 Technical evaluation - Financial Services Sector this would be  $30 \times 4$  (Very Good) = 120.

**Response:**

The technical upset score has been set as an overall upset score of 135. The final score for the first criteria ‘Financial Services Sector’ will be entered in Column D and be the result of the weight (30) times the points awarded (0-5). The same process will apply to the remaining criteria and the total of all criteria must meet or exceed 135 points.

**Question 30:**

In reference to 4.2 Submission Requirements (c) Technical Requirements, CMHC is requesting that offerors identify “the size of the client on a no name basis”. Please confirm that the maximum 75 examples should not include a client name.

**Response:**

Clients’ names are not required when providing examples of services provided under the various service streams.

**Question 31:**

With respect to the technical requirements in 4.2(c), would services provided to health care organizations (e.g., hospitals) be considered services in a government sector or an “other” sector?

**Response:**

An Offeror may include the same example in more than one sector, if applicable. The example from health care organizations can be included in the Government Sector and Other Sectors.

**Question 32:**

On page 11, 4.2 ciii you refer to non gov't clients with a size similar to CMHC. Would you consider experience with Crown Corporations to qualify here as non-federal government experience, equivalent to private sector experience? Kindly clarify.

**Response:**

Examples of services provided to Crown Corporations can be included in the Government Sector **and either** the Financial Services Sector **or** Other Sectors, if applicable.