

Question 84:

On Page 17 of the RFP, under section 3.1.3 (All Costs (M)), the statement "The total costs submitted will be binding on the Proponent and available for CMHC to accept the offer at these prices. No additional costs of any kind will be considered by CMHC for whatever reason." Can the CMHC confirm it is soliciting for a fixed-priced contract? In a fixed price contract the client has to live up to its commitments and obligations, for example, reviewing and approving deliverables in the scheduled timeframe. Failure to do so may cause delays, extra effort and extra costs for the service provider. This would be a legitimate and justified scenario where the vendor would raise a change order to cover a cost and schedule change however the wording in the RFP rules this out. Does CMHC expect vendors to absorb the extra costs in such a scenario or is there room for some level of reasonableness?

Response:

The RFP indicates a forecasted amount of days and resources expected to deliver the Services. The rate(s) quoted in the Proponent(s) proposal for the (a) number of required resources; and (b) number of days; and (c) any additional costs shall be the bases for the total contract value awarded to the successful Proponent. Any additional resources and/or time required to deliver the Services, as outlined in the RFP, will not be reimbursed to the awarded Proponent.

For the purpose of clarity, if unforeseen changes and/or impacts are identified by the successful Proponent while delivering the Services, CMHC shall be notified immediately. Such notification shall include the reasons for the proposed changes, potential impacts for not addressing the requested changes and financial impact of such change. CMHC shall review any required changes and/or impacts through a CMHC approved change management process and deem, at their sole option, whether such additional cost is approved to move forward. No additional work shall commence until CMHC provides formal pre-approval.

Question 85:

On Page 20 of the RFP (revised April 24, 2015), there is mention of the use of "on-line tools" to assist employees during the **Go-Live and Support** (as part of the last stage of the on-boarding process described in section 3.2.1.3). What are these "on-line tools" and will they be made available (at no cost) to the winning proponent?

Response:

The on-line tools are user job aids, They may be "paper based" instructions and reference material available on-line, or they may be short recordings of typical InfoShare procedures. They will help answer user questions on "How do I do the following....." (e.g., how do I file a document). The recordings will be developed using commercially available software. The service provider may be tasked to help produce these reference materials or recordings as part of the training development and deployment activities. Once developed, these job aids will be available to the service provider for use strictly within CMHC.

Question 86:

On Page 4 of the RFP, section 1.3, CMHC identifies that the On-boarding is required for an estimated 2000 employees in approximately 50-60 individual business units within CMHC. Can CMHC provide a breakdown of the number of employees per each business unit?

Response:

Please see response to Question 65 and see attached pdf document.

Question 87:

On Page 8 of the RFP, section 2.3, item b), it states that the Proponents must include a completed Mandatory Compliance Checklist "G". However, there doesn't appear to be an Appendix G in the RFP. Should it be referring to Appendix "C" instead?

Response:

Please see response to Question 70.

Question 88:

We have the following questions regarding rated requirements scoring for the IM Business Analyst – Senior category and Appendix B of the RFP:

- a) The rated requirement 3.2.2.24 (on page 27) shows a score of "10/100/200" in the last column "Weight/max points available/*2 persons", however Appendix B, section 7.2 Evaluation table (page 113) is showing for 3.2.2.24 a Weighted Points Available of "400" and a Weights of "5". Please confirm if Appendix B is correct or if the information provided in the rated requirement is correct?
- b) The rated requirement 3.2.2.25 (on page 27) shows a score of "20/200/400" in the last column "Weight/max points available/*2 persons", however Appendix B, section 7.2 Evaluation table (page 113) is showing for 3.2.2.25 a Weighted Points Available of "200" and a Weights of "10". Please confirm if Appendix B is correct or if the information provided in the rated requirement is correct?
- c) If the information in the rated requirements is correct, please clarify/confirm the percentages provided in Appendix B.

Response:

- a) Appendix B is correct – the weight of 20 is associated with official language question. Requirement 3.2.2.24 has a maximum available point of 400.
- b) Appendix B is correct – the weight of 10 is associated with experience with RDIMS. Requirement 3.2.2.25 has a maximum available point of 200.
- c) No change for Appendix B

Question 89:

Appendix B of the RFP provides percentages in the last column for each category's rated requirements. While reviewing the percentages, we have noted that the percentages for each category do not necessarily add up to the exact figure showing in Appendix B:

- For example: Rated 3.2.2.8 to 3.2.2.15 (IM Business Analyst) totals 34.96% as opposed to 34.98%. Please provide clarification on the percentages provided for each "Total Section" for each category showing in Appendix B.

Response:

The individual percentage is calculated to a rounded percentage of 2 decimal points (which will have a minimal effect to the final number shown) – this is meant to be a guide to show the degree that each requirement is to CMHC to the overall importance of the RFP not to be an exact measurement that will be used in the evaluation