

# Questions and Answer Document #2

## RFP Reference Number: P1600074

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CLOSING DATE: June 17, 2015

CLOSING TIME and TIME ZONE: 10:00AM EDT

PROJECT TITLE: Request for standing offer for Investigation services

To All Bidders:

The purpose of this document is to give effect to the following:

Questions and Answers: The following information is issued in response to questions received from bidders:

Q1:

For M3, can I use a current employee of the Canadian Human Rights Commission as a reference?

A1:

Yes, a Bidder may submit a reference from a current employee of the Canadian Human Rights Commission.

Q2:

For M4, how do I demonstrate capability in one of the official languages in writing?

A2:

The Bidder's capability in one of the official languages in writing will be determined through a careful assessment of the vocabulary, grammar, punctuation and syntax contained in the 2 sample reports submitted by the Bidder in accordance with requirement M1.

Q3:

Is acceptance of Section 10 "Security" met, simply by signing and dating the certification form attachment?

A3:

Yes.

Q4:

On page 8 it reads "In addition to providing the core group, the firm must demonstrate that it has an adequate pool of back-up personnel who meet the mandatory requirements of this proposal should it be necessary for replacements. This clause does not apply to sole investigators submitting a proposal." M5 also states "The bidder must demonstrate that it has an adequate pool of back-up personnel who meet the mandatory requirements of this proposal should it be necessary for replacements. This mandatory requirement does not apply to sole investigators submitting a proposal."

Since a sole investigator does not have to provide a backup for their services, why would a firm have to provide proof that it can provide backups? Would CRHC consider removing this requirement as it seems to favour submissions from sole investigators?

A4:

Since a Bidder with multiple resources will likely seek out a greater volume of work than would a sole investigator, and as the potential impact to the CHRC of any non-performance of work increases with the quantity of work assigned to the Bidder, in order to mitigate the risk, Bidders are required to demonstrate that they have an adequate pool of back-up personnel to meet the mandatory requirements. Since the potential impact on the CHRC is lesser in the case of non-performance by sole investigators, sole investigators do not have to meet this requirement. Therefore, this requirement for Bidders will not be removed.

Q5:

R1 asks for two sample reports, however, for confidentiality reasons, many clients will not allow for the release of such sample reports. Would CRHC consider modifying this requirement in order to account for this difficulty?

A5:

Since the purpose of the Department Individual Standing Offer is to create a pool of Bidders who have been found qualified to provide human rights complaints investigative services and prepare investigation reports setting out the evidence gathered and providing recommendations flowing from the evidence it is necessary that Bidders provide two sample reports so that their capacity to perform this work can be assessed. Bidders can submit copies of vetted reports with confidential and / or personal information blacked out. This requirement will remain because it is essential to the assessment of the Bidder's capacity.