

# Questions and Answer Document #4

## 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:

### **Q.1**

Are investigators also responsible for assessing the complaint before starting the investigation, or has a team already reviewed the complaint and found it to be appropriate for investigation? Will the complaint be written, and will the respondent be aware of it?

### **A.1**

All files assigned for investigation have been reviewed in advance by Commission staff and have been deemed appropriate for investigation. The complaint will be written and the respondent will be aware of the allegations. All investigation files will contain the following: a written complaint (the Complaint Form), the name and contact information for the complainant and the respondent (the Parties), of their lawyers (if the parties are represented by legal counsel), the names and contact information of potential witnesses put forth by the parties. Each file will also contain the respondent's written position (the Defence), and the complainant's written response (the Rebuttal).

### **Q.2**

It is stated that interviews can be done by telephone, or in person. Is it possible to determine what proportion of investigations will require in-person interviews?

### **A.2**

Most interviews are conducted by telephone, however there may be times when an in-person interview is requested, or appears necessary. In those case it is necessary to advise the responsible manager and obtain his / her prior approval. Given the unique nature of each complaint it is not possible to determine in advance what proportion of complaints may require in-person interviews.

**Q.3**

Does the CHRC have a set format for investigation reports?

**A.3**

Yes, the Commission has template investigation report forms which will be provided to Bidders /Resources when files are assigned to them for investigation.

**Q.4**

Will Bidders / Resources receive one investigation file at a time, or several?

**A.4**

Files are generally assigned one at a time. However, if more than one file is assigned at any given time, this will be a function of the number of files to be assigned, and the Bidders's capacity (resources) for taking on more than one file at a time.

**Q.5**

Could you provide more detail on what your expectations are for a completed investigation. Specifically the following information would be helpful:

On average how many interviews would an investigation require?

Are the interviews to be done in person or are they phone interviews?

**A.5**

Investigations are deemed to be complete when the responsible manager advises the Bidder / Resource that the investigation is complete. This will occur when the following steps have been completed: all relevant information submitted by the parties has been carefully assessed; all witnesses with relevant information have been contacted and, when possible, interviewed; all relevant allegations have been described in a written report and analyzed in light of the evidence gathered, and the recommendation which flows from the evidence has been approved by the responsible manager as an appropriate recommendation.

There is no way to determine how many interviews will be required on average for an investigation. The facts and circumstances of each complaint render all investigations unique.

Telephone interviews are generally preferred however, in those circumstances where an in-person interview is requested or required this has to be discussed with the responsible manager in order to obtain his or her prior permission.