

# Questions and Answer Document #5

## RFP Reference Number: P1600074

---

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:** What is the total volume per year (in total fees) for the year ending Mar 31, 2015?

**A.1:** For the period of April 1, 2014 to March 31, 2015, the Commission spent \$ 125,000.00 in total fees to contract investigators.

**Q.2:** Professional fees imposed by CHRC per file is defined at Annex B. However, the amount of work required to complete a case will vary widely. Can you confirm the average time (hours) spent on a file by investigator in the past year to complete a case, based on the CHRC investigation procedures? Can you provide a minimum and maximum of time (hours) for the smallest and largest file?

**A.2:** We do not have data that would allow us to provide the average hours of time spent on files by investigators for the past year. Based on previous analysis done, and the fact that files sent to contractors usually have some information already on file (respondent's defence and complainant's rebuttal), we estimate the average to be approximately 50 hours. We do not have any information regarding a minimum or maximum number of hours. This would depend on the nature of the file and the investigator.

**Q.3:** The investigation work includes fact-finding procedures and reporting on cases. Please confirm whether the CHRC in-house investigators are responsible for making a professional recommendation to the Commission on the disposition of the complaint, based on the work provided by the successful bidder.

**A.3:** In house and contract investigators are both responsible for completing investigations and drafting investigation reports which include a recommendation to the Commission on the disposition of the complaint. As such, in cases where a contract investigator has completed the investigation and the investigation report, an in-house investigator would not be called upon to make a recommendation on that given case.

**Q.4:** Regarding rated requirement R2 – on which factors will CHRC measure how the proposed resources CV will meet the breadth, depth, extent, and relevance in experience and knowledge related to the Scope of Work?

**A.4:** The Request for standing offer indicates how the rated requirement R2 will be evaluated. As stated:

*The C.V.'s of the Bidder's Proposed Agent(s) provided in response to Mandatory Requirement M2, will be evaluated independently on the basis of each agent's demonstrated education, experience, knowledge, skills, and abilities, in the provision of services relevant to the CHRC's requirements (as described within the RFSO) in accordance with the evaluation factors below.*

*Up to twenty (20) points, based on the extent and relevance of the Proposed Agent's knowledge, experience, education, skills and abilities with respect to the following as they apply to the requirements of this RFSO:*

*a) The breadth, depth, extent and relevance of the Proposed Agent's experience in providing the services relative to the requirements of this RFSO; and*

*b) The extent and relevance of specific knowledge, education, skills and expertise of the Proposed Agent relative to the requirements of this RFSO.*

*Points for the above evaluation factors will be awarded based on the following scale:*

- Excellent – Fully addressed and consistent with the CHRC's requirements: 20 points.*
- Moderate – Partially addressed and moderately consistent with the CHRC's requirements: 10 points.*
- Not Addressed – Not at all addressed or consistent with the CHRC's requirements: 0 points.*

*For Bidders with multiple agents, an average score will be applied for R2.*

**Q.5:** Please confirm the basis of selection in the event that multiple bidders achieve or exceed the minimum points requirements. For example, if two bidders score 65 points, or if multiple bidders score in a range between 48.75 to 65 points: how will the CHRC allocate the standing offer? Will there be a first right of refusal for the highest ranking?

**A.5:** Scores are used to qualify contractors. Once qualified, the list does not include a ranking. Files are assigned to contractors based on a number of factors, such as : location of incidents, language of the parties, availability, etc.

**Q.6:** In the mandatory #1 and rated requirements #1, you are requesting that two reports be provided demonstrating the experience of the consultants to complete investigations. However, the majority of our resources do not have copies of their reports as they had to return all documents to the organizations and could not retain any copies due to the confidential nature of the work. It is even indicated in the request for proposal of the CHRC that investigators must return all documentation to the CHRC and must not keep any copies. As such, in this case, would it be possible to remove M1 and R1?

If it is not possible to remove M1 et le R1, would you accept that we provide you with two project descriptions demonstrating the experience of the investigator in the following fields : investigations related to harassment in the workplace, human rights, discrimination in the workplace, etc. instead of providing two reports?

**A. 6:** It is not possible to eliminate the imperative and rated requirements associated with M1 and R1. It is important that contractors provide two copies of investigation reports. It is not sufficient to provide project descriptions.

In cases where the contractors do not have these documents in their possession, we suggest that they contact their clients and request copies of the reports. In this case, the reports can be vetted so as to block out the name of the parties as well as any other information that could help in identifying the parties or any other third party associated with the investigation.