

Solicitation 1000204879 - Innovation, Social Innovation and Social Financing Training
Q&A #13 to #28

Question #13

What are some IT restrictions we should consider?

- a) Would there be IT concerns or restrictions if we use zoom.us or other video conference software?
- b) Would there be IT concerns or restrictions if we use Northpass or other learning management systems for course content delivery?

Answer #13

Upon awarding the contract, PHAC will gain access to the necessary IT approvals to implement web-based learning management systems and videoconferencing services.

Question #14

It is expected that everything can be delivered or translated into French upon request. Did you want us to build in the cost of creating all content in French in the Financial Bid File or keep that as a separate item if the request is made?

Answer #14

PHAC will absorb the cost of any translation

Question #15

We were hoping to get a better understanding of the people who will receive this training.

- a) What is their previous experience with in the fields of social innovation or finance?
 - i. Have workshops been hosted in the past? If so, what were some of the topics covered?
- b) What does executive level mean?
 - i. What are the general titles of these executives (i.e. Director, VP, Lead)?
 - a) What is their range of responsibility?

Answer #15

- a) The bidder should assume that participants have not received prior training in social innovation and social finance. However, certain programs have experience with innovative approaches, such as a social impact bond (See: <https://www.canada.ca/en/public-health/news/2016/10/minister-health-announces-social-impact-bond-heart-stroke-health.html>), and prizes/challenges (See for example: <https://www.canada.ca/en/news/archive/2014/02/government-canada-launches-play-exchange-canada-active-living-challenge.html>; https://www.canada.ca/en/public-health/news/2017/04/health_data_challenges0.html; <https://www.ic.gc.ca/eic/site/101.nsf/eng/00030.html>), among others.
- b) Participants in the executive learning program will be a minimum of director-level or higher, a position which equates with the EX-01 occupational group and level. Please see the following link for more information on competencies expected of executives: <https://www.canada.ca/en/treasury-board-secretariat/services/professional-development/key-leadership-competency-profile.html>.

PHAC executives have a range of responsibilities, which can be divided into core commitments and key commitments. Core commitments are such things such as financial (budget) management, human resource management, business planning, policy development and operational program delivery, and are relatively stable from year-to- year. These commitments are standard across organizations. Key commitments may include initiatives such as change management, and are often linked to business plans, corporate and federal priorities, which

would differ from year-to-year. This could include funding programs (see for example: <https://www.canada.ca/en/public-health/services/funding-opportunities/grant-contribution-funding-opportunities.html>), as well as policy and other program responsibilities related to the delivery of PHAC's departmental plan (see: <https://www.canada.ca/en/public-health/corporate/transparency/corporate-management-reporting/reports-plans-priorities/2018-2019-report-plans-priorities.html#a3.1>) and the Minister's mandate commitments (see: <https://pm.gc.ca/eng/minister-health-mandate-letter>).

Question #16

With regards to page 18 - Schedule of Milestones, under Milestone Payment #2, the payment percentage is marked as 60%. However, under Annex B, schedule of Milestones (page 29), under Milestone #2, the payment percentage is marked as 15%. Can you confirm which percentage is correct?

Answer #16

This was in error please refer to Q&A #8

Question #17

On page 17, re: Sections 6.5.2. and 6.5.3., is this information required now in the RFP response or would it be required later if we are awarded the bid?

Answer #17

"6.5.2 Project Authority" will be inserted at contract award. "6.5.3 Contractor's Representative" will be the contract for the bidder, this must be filled out and included in your bid.

Question #18

Can we co-bid for this work (with an external learning partner) and can the Award (of this RFP) be split two vendors? Please refer to Annex A Section 1.2

Answer #18

The contract will go to one company which, it is fine if the company is a joint venture or subcontracts as long as the terms within or clauses are followed regarding either of the two.

Question #19

Is there a required number of hours face-to-face delivery for either of the targeted groups/ programs? Please refer to Annex A Section 2.1.1

Answer #19

Please refer to Question #4

Question #20

Is PHAC able to share its strategic objectives/business imperatives in relation topics covered in these programs? Please refer to Annex A Section 1.1

Answer #20

Please see Answer 3:

For more information on PHAC business priorities, please see: <https://www.canada.ca/en/public-health/corporate/transparency/corporate-management-reporting/reports-plans-priorities/2018-2019-corporate-information.html>

Question #21

Related to the last point, what are the key deliverables for both populations? Please refer to Annex A Section 2.4

Answer #21

With regard to Annex A, s.2.4, please see s. 2.1.2. Key Deliverables Phase 1-5. The Contractor will develop the syllabus in conjunction with the Contract Authority. The Contracting Authority will ensure that the syllabus fully reflects what was discussed in Phase 1 and 2 in terms of developing the course (Phase 3).

Question #22

Who does PHAC Benchmark itself against in these areas (of social and financial innovation)? Please refer to Annex A Section 1.3

Answer #22

As noted in Q15, PHAC has experience with social innovation and social finance that it wishes to broaden and deepen through the proposed training for its employees and executives. There are many promising examples of social innovation and social finance across the Government of Canada. Selected examples include Employment and Social Development Canada (see: <https://www.canada.ca/en/employment-social-development/programs/social-innovation-social-finance/strategy.html>), the Impact Canada initiative (see: <https://www.canada.ca/en/innovation-hub/topics/impact-canada-initiative.html>) and Treasury Board Secretariat (see: <https://www.canada.ca/en/treasury-board-secretariat/services/innovation/enabling-innovative-use-transfer-payments.html>), among others. See Question 10 as well.

Question #23

Is alignment to a qualification going to impact on evaluation of the technical bid? Please refer to Annex A Section 2.1.2

Answer #23

No

Question #24

Please can Elaborate on 'advisory services' (definition and scope) and pricing expectations in this regard Please refer to Annex A Section 2.1.2 (Phase 7)

Answer #24

Please see Question 6. The intent of the coaching and/or advisory services under Section 2.1.1.c of the Statement of Work is to support employees in developing innovative approaches to address business priorities of the Public Health Agency of Canada. This would be included in price for delivering the training (15%).

As this requirement relates to the team-based/experiential learning component, we would expect that the coaching and/or advisory services would be delivered to the teams undertaking the work. We expect approximately 30 employees per cohort for the employee program, which we would anticipate being divided into teams of 5-6 for the team-based experiential component.

We would encourage bidders to be creative about how the coaching and/or advisory services could be delivered, which could include delivery through a range of methods e.g. in-person, digital, video and/or teleconference, etc.

For the sake of simplicity, please structure the hours of coaching and/or advisory services at the cohort level rather than on a per person basis.

Coaching and/or advisory services were not specifically requested under Section 2.1.1.e of the Statement of Work. Bidders are free to propose that Executives would be eligible to use remaining hours not used by employees under 2.1.1.c. Alternatively, bidders could propose additional hours and/or services under Section 2.1.1.h, should they wish. We expect the size of each executive cohort to be between 10-20.

Question #25

Does vendor pricing have to remain fixed for the duration of the contract period, regardless of whether PHAC exercises its rights on alternative (later) delivery timeframes? Please refer to 6.4.2

Answer #25

The pricing will be fixed as inputted by the vendor in Appendix B as indicated at "PART 3 - BID PREPARATION INSTRUCTIONS - Section II: Financial Bid"

Question #26

Is there scope for the vendor to propose a change to the classroom based learning space (currently the Boardroom at PHAC)? Please refer to Annex A Section 3.3

Answer #26

The vendor may propose a change to the classrooms if it is provided at no cost to PHAC and located in the National Capital Region.

Question #27

If the bid is submitted electronically, should it be emailed to you (as per section 2.2) or should it be submitted by ePost pursuant to Section 8 of the 2003 standards (as quoted in Section 3.1)

Answer #27

Please follow the instructions as explained under "PART 2 - BIDDER INSTRUCTIONS - 2.2 Submission of Bids".

Section 8 of 2003 standards states "Unless specified otherwise" for both Facsimile and ePost Connect, I'll remove this wording to avoid confusion. Please refer to RFP amendment #2.

Question #28

Does PHAC have any other training currently in place (in social innovation and social financing) and if so, can you provide further details. Please refer to Annex A Section 1.3

Answer #28

No, there is no current social innovation and social finance training in place.