

Q&A #1 - Development of De-Escalation Techniques Policy and Training (19-146253)

The following questions have been received, and the department hereby answers as follows:

QUESTION 1:

In Annex A, part 10, it mentions that Training and Documentation must be provided in both official languages. I'm wondering if you could specify what is included within Documentation. Is this just the training material (workbook or handouts), or would it also include the Policy, the Guidelines, the FAQs?

And how about our proposal itself?

ANSWER 1:

Documentation consists of the following stated in Section 7.1 of Annex A Statement of Work:

Departmental Policy Guidelines, Two-page Guidelines document, FAQs, and Diagrams.

The proposal can be submitted in either English or French.

QUESTION 2:

Do you anticipate that ALL training workshops will need to be available in both languages (mixed participants, requiring a bilingual facilitator), or are you thinking some sessions would be in English, and others in French?

ANSWER 2:

The training sessions are to be conducted in English; however, we require that someone (the presenter or their assistant) capable of understanding and responding in French is present at each session.

The documentation is to be provided in both official languages.

QUESTION 3:

I have a strong desire to compete for this project however I do not speak French. Please advise if this deficit would exclude me from the process or if I could potentially still be considered due to my experience level in this field.

ANSWER 3:

Please see answer #2.

QUESTION 4:

CPI does not offer training on Armed guards; are we still able to respond with a Bid?

ANSWER 4:

Training must consider both unarmed and armed guards. For example, armed guards may have different considerations for how they are perceived by clients as well as body language. These are important considerations, and will require the Contractor to have some degree of familiarity with armed personnel. However, the training is not intended to instruct guards on how to use weapons.

QUESTION 5:

Which members of your staff are expected to be trained via a train-the-trainer model?

ANSWER 5:

Expected staff members are select Headquarters staff in the Mission Security Program division at DFATD.

QUESTION 6:

Are there any specific, relevant guidelines documentation that you are looking for with regards to the "Two-page guidelines document for Mission security guards"?

ANSWER 6:

The guidelines required for security guards should be a brief summary of the background knowledge and relevant techniques. While there will likely be significant overlap with the in-class course modules for staff, the Contractor is expected to work in collaboration with the Project Authority to refine these to be more specific for security guards.