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**Revision to a Request for a Standing Offer**

**Révision à une demande d'offre à commandes**

Departmental Individual Standing Offer (DISO)

Offre à commandes individuelle du département(OCID)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre demeurent les mêmes.

**Comments - Commentaires**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Communication Procurement Directorate/Direction de l'approvisionnement en communication  
360 Albert St./ 360, rue Albert  
12th Floor / 12ième étage  
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<b>Title - Sujet</b> Public Engage. / Consult. Services		
<b>Solicitation No. - N° de l'invitation</b> EN578-181138/C	<b>Date</b> 2019-09-30	
<b>Client Reference No. - N° de référence du client</b> EN578-18-1138	<b>Amendment No. - N° modif.</b> 007	
<b>File No. - N° de dossier</b> cy016.EN578-181138	<b>CCC No./N° CCC - FMS No./N° VME</b>	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$CY-016-77563		
<b>Date of Original Request for Standing Offer</b>		2019-08-08
<b>Date de la demande de l'offre à commandes originale</b>		
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2019-10-18</b>		<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>Address Enquiries to: - Adresser toutes questions à:</b> Schou, Christian		<b>Buyer Id - Id de l'acheteur</b> cy016
<b>Telephone No. - N° de téléphone</b> (613) 995-2278 ( )	<b>FAX No. - N° de FAX</b> ( ) -	
<b>Delivery Required - Livraison exigée</b>		
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> See herein		
<b>Security - Sécurité</b> This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.		

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Acknowledgement copy required</b>	<b>Yes - Oui</b>	<b>No - Non</b>
<b>Accusé de réception requis</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

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**This reason for this amendment is to advise all potential offerors of the questions and answers pertaining to this Request for Standing Offer (RFSO) in Part 001, and to revise the RFSO in Part 002.**

**Please note that a clean version of the full RFSO document, which includes all the previous amendments to the clauses and conditions, including those identified herein, has been added to the attachment section of the buyandsell page in a zipped folder entitled "RFSO-DOC Documentation (Oct-1-2019)". The zipped folder also includes all the latest electronic copies of documentation relevant for an Offeror's submission.**

**Version 4 of Appendix 1 was also added to the attachment section of the buyandsell page. This version supersedes the previous version.**

**Please note the solicitation closing date has been extended.**

### **PART 001 – QUESTIONS AND ANSWERS**

Q82 In A28 of Solicitation Amendment 005, it says that the requirement for the contractor to have capacity to deliver in English and French is waived for indigenous led-contractors conducting indigenous engagement.

Does this mean that an aboriginal firm is not required to demonstrate services offered in both official languages (for the sub-categories where this is a requirement) if all example projects provided as part of the RFSO submission are related to indigenous engagement?

A82 Please see each criterion for exact language requirements that will be evaluated. Each criterion for Optional Services – Engaging with Indigenous People includes detail on the language requirements. The criteria also includes notes for situations where an Offeror would simply want to offer services that would engage Indigenous people only. If an Offeror provides an Offer responding to the criteria for engagement with Indigenous people only, they would only be considered for projects where the Client determines at the onset that only Indigenous People would be engaged. The Optional Services criteria were revised from the initial RFSO document, so please ensure you review the latest version posted on buyandsell.gc.ca.

Q83 Must we submit a project for each of the criterion for Gender Based Analysis Plus or is it an optional service?

A83 Offerors should respond to the criterion for Gender Based Analysis Plus (GBA+) for each of the subcategories that include criteria for GBA+. Offerors that do not obtain the minimum pass mark for an applicable GBA+ criterion will not be considered for a Standing Offer under its subcategory. GBA+ is not an optional service.

Q84 Do we need to fill out the form referred to in this paragraph? (Part 5, 5.1.1.):

Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all offerors must provide with their offer, **if applicable**, the declaration form available on the Forms for the Integrity Regime website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

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The instructions that explain whether or not it must be filled out are not clear. Can you provide clarification?

A84 The Integrity Declaration form is only required if:

1. the supplier, one of its affiliates<sup>Footnote1</sup> or a proposed first-tier subcontractor<sup>Footnote2</sup> has, in the past three years, been charged with or convicted of a criminal offence in a country other than Canada that, to the best of the supplier's knowledge and belief, may be similar to one of the listed offences in the [Ineligibility and Suspension Policy](#) (the "policy"); and/or
2. the supplier is unable to provide any of the certifications under Part 5, 5.2.1 Integrity Provisions – Required Documentation.

Q85 Do we need certification for the organization and the employees or just the employees?

#### 6.1 Security Requirements

1. Before proceeding with Work under the standing offer, the following conditions must be met (only cleared suppliers **can perform work that requires clearance**).

A85 Exact details of the security requirement were included in previous solicitation amendment 006.

Q86 We know that we have to use the headings and the subheadings provided. However, do we need to use it verbatim? I.e. Instead of verbatim using the sub-heading "Provided work plans and schedules that illustrated the critical path for activities and deliverables", we can use "Work plans and schedules"

A86 We would prefer the use of the exact subheadings to ensure evaluators can easily find information in the offer. However, Offerors will not be penalized for using a shortened or paraphrased version of the subheading. Please note that evaluators will be scoring the content of the offer against what was requested in the subheadings included in the RFSO.

Q87 Can we highlight ongoing projects that are not yet completed?

A87 Projects submitted must be completed at the time of the closing date of the solicitation. A public engagement project is deemed completed when all the requirements for deliverables have been met and approved by the client.

Q88 We are considering a joint venture with another firm. If we submit a response with this firm and then a different response from just our company will these responses be considered as separate responses?

A88 Yes. In this instance two separate offers would need to be submitted. One for the joint venture, and one for just your company on its own.

Q89 A number of our projects no longer have a reference as our clients have left government and there is no back-up reference or the back-up has also left government. Will projects with no remaining client contact still be eligible for inclusion? If so, should we still provide the contact information for our client even though they are no longer available?

A89 You may still include these projects. If the client is no longer available and you are unable to locate a replacement contract, please still provide the client contact information you have, as well as the specific group within the department that the project was completed for.

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- Q90 Although we routinely provide services in both English and French (and other languages as the project needs dictate), some of our engagement projects are unilingual based on the client's request/what would be most suitable based on the project's target population. Would it be acceptable to include projects that were bilingual/multilingual as well as unilingual as examples of our content development and facilitation experience as long as we can demonstrate that, as a company, we are able to provide these services in multiple languages when project needs dictate?
- A90 The language requirements for the content development criteria and both the online and in-person facilitation services criteria were revised in previous amendments. Please refer to the latest version of these criteria.
- Q91 The RFSO structure with categories and sub-categories (and sub-sub categories) is VERY complicated and we are worried our interpretation of the requirements (including the numerous amendments) is not entirely correct. Is it possible to convene an in-person meeting to go over the requirements and be able to ask questions directly to the procurement authorities?
- A91 A clean updated version of the RFSO, which reflects all the previous amendments, has been included on the buyandsell page in the attachments section. It also includes a zip file of all the latest relevant attachments. Any specific questions pertaining to the submission of an offer can be asked in writing to the Standing Offer Authority.
- Q92 Based on the complexity of the requirements and the number of questions and answers that are also complex in nature, can the Department please extend the submission deadline.
- A92 The RFSO solicitation period was extended in this solicitation amendment.
- Q93 In A57 (response to Q57) you state that the project being submitted for Subcategory-A **WOULD** include the following headings: Background Information; Project Management\*; Logistics Planning; Two-way dialogue engagement design and implementation. This seems very prescriptive. This example would require all cases to include both logistics and two-way dialogue. Based on our understanding of the requirements we thought we could include (3) separate cases to demonstrate our logistics work and (3) separate cases to demonstrate our two-way dialogue work – and that not each case would be required to have both services.
- For example, we provided logistic services for a Government of Canada client but did not perform the facilitation. Conversely, we provided two-way dialogue facilitation services however the client (Government of Canada) managed the logistics. Can you confirm that we can include a project that is only for two-way dialogue and a separate case that is only for logistics? Both would also include Background Information \*and could include Project management, as required.
- Can you confirm that we can provide 3 separate projects for logistics and 3 separate projects for two-way dialogue?
- A93 The example at A57 was used to explain the structure of Appendix 1 for an Offeror that would be submitting a project for all criteria under Subcategory 2A- In-person. Offerors can submit different projects for Logistics Planning and Two-way dialogue engagement design and implementation if they choose to.
- Q94 If a company wants to reference a project done under contract for a non-profit and a member of the company carrying out the project is a Director of the non-profit, is the project admissible?

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A94 If being a Director of the nonprofit helped achieve the results or could be perceived as having helped to achieve the results, then it would not be acceptable as it would not demonstrate that the same results would have been achieved under different conditions.

Q95 Can organizations that are successful in the Standing Offer onboard onto new sub-categories in the future? Many organizations are growing and rapidly developing new capacities and skills which may not be eligible at this specific time.

For example, an organization may not have done virtual engagement in both French and English to allow them to respond to the Online category. However, in a year's time, they may have extensive experience in this regard.

A95 There will be periodic opportunities for future qualification under the Supply Arrangement as indicated under article 8.7 On-going opportunity for qualification in the RFSO. However, this will not be possible under the Standing Offer.

Q96 Can Canada confirm that a project that involves federal public sector employees across multiple departments and agencies is admissible as a project in our response?

A96 A sample project engaging government employees is acceptable if it: "involv[es] those who are affected by a decision in the decision-making process. [It] promotes sustainable decisions by providing participants with the information they need to be involved in a meaningful way, and it communicates to participants how their input affects the decision."

Q97 We are very interested in earning a spot on this GOC public engagement contractor list for work in Alberta and Western Canada.

We have not however completed public engagement planning, content development, implementation, or analysis in both English and French. Therefore, our case studies could not demonstrate proficiency in using the French language. That being said, we would have the ability to add a resource to our team to help us with this requirement.

I would like to know right away, if possible, if this disqualifies our firm or puts in an "unlikely" position.

A97 For the three (3) project examples, if two (2) are in English only, the third project should include French, or include both English and French. For certain criteria, there is the option for one of the projects to be in an Indigenous language instead of a second official language. For more details, please refer to the latest version of each subcategory's "Firm's Experience" criterion as well and each criterion for optional service for Engagement with Indigenous People.

Offerors should be submitting projects that meet the requirements outlined in each point rated criteria. Any elements that are not explained or included will be scored accordingly. The evaluation team will be scoring each project using the criterion's evaluation grid.

Any requirement that a firm cannot meet on its own has the option to create a joint venture with another firm that would have that past project experience.

Q98 We're an Indigenous firm that has completed work exclusively with Indigenous clientele. A great deal of our work centres around consultations and community engagement.

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In our experience, we've never been asked by the First Nations or the Political Treaty Organizations we've worked for to provide engagement material in their 'local language', be it in Cree or Ojibwe.

There have been times when a translator has been arranged for at engagement meetings we've facilitated at the request of the First Nation, or Political Treaty Organization. By having a translator, First Nation or Political Treaty Organization sufficiently met their own 'local language' requirements.

Given our experience in engaging with Indigenous communities and given that we are an Indigenous-owned consulting and facilitation - we would very much like to submit our response to the RFSO, but we are hesitant given the 'local language' requirement listed.

A98 Please see the revisions to the optional service criteria for engaging with Indigenous People. They are included in the new clean version of the Full RFSO, as well as below in Part 002 of this solicitation amendment.

Q99 Within ANNEX "E" - FINANCIAL PROPOSAL FORM can you please describe in detail what the following terminology relates to?

- Project Management Hourly Rate (specifically '**Project Management**')
- Digital Platform/Tool Technical Services Hourly Rate (specifically '**Technical Services**')
- Digital Facilitation Services Hourly Rate (specifically '**Facilitation Services**')

A99 Please see Annex "A" Statement of Work, A1.5 Services required, in the new clean version of the Full RFSO for detailed tasks that would fall under each of the three Hourly Rate categories mentioned. Offerors must provide an amount for all hourly rates of the subcategory of service(s) they wish to offer. If certain offerors typically provide multiple services under one hourly rate, the same amount can be submitted for different individual hourly rate categories in Annex E.

## **PART 002 - THE FOLLOWING CHANGES FORM PART OF THE RFSO**

### **1) At Annex "A" Statement of Work, A1.5 Services required, Category two: Implementation and Facilitation-**

#### **DELETE:**

#### **B. Online**

Implementation and facilitation services for online-only public engagement may include:

1. implementing and facilitating the use of digital platforms or tools, **as part of other services listed in this Statement of Work**, such as:

- 1.1. web presence platforms and tools that support engagement objectives, which could include but are not limited to:
  - 1.1.1. facilitating participatory and deliberative processes
  - 1.1.2. identifying or qualifying participants
  - 1.1.3. authenticating participants' identities
  - 1.1.4. determining how the location of the participants impacts their perspectives
  - 1.1.5. implementing privacy-by-design standards, which require thinking of privacy at every stage, including the planning stage, rather than only the end

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- 1.1.6. seeking ideas from a large pool of people, especially those outside the organization and its partners
  - 1.1.7. thinking of every step of how a situation is lived, which may require using data
  - 1.1.8. getting feedback on online prototypes or involving participants in the development of virtual prototypes before they are implemented
2. identifying, testing, selecting and deploying online tools appropriate to support of planned consultation activities in both official languages
  3. testing of user acceptance, functionality, security, load and live environment, as well as procurement of necessary security certificates
  4. moderation, which may include 24/7 monitoring
  5. designing and scheduling activities, such as adding new material
  6. developing and applying rules of engagement ensuring a safe space (for example, no cyberbullying)
  7. translating or providing materials and services in other languages
  8. collecting and monitoring of web analytics, including for:
    - 8.1. course correction
    - 8.2. collection, storage, maintenance and protection of information
    - 8.3. maintenance of tools
    - 8.4. technical support of clients and participants
    - 8.5. formatting of data that is not proprietary and can be easily analyzed

**AND REPLACE WITH THE FOLLOWING:**

**B. Online**

Implementation and facilitation services for online-only public engagement may include:

1. Digital Platform/Tool Technical Services, including:
  - 1.1 web presence platforms and tools that support engagement objectives, which could include but are not limited to:
    - 1.1.1 identifying or qualifying participants
    - 1.1.2 authenticating participants' identities
    - 1.1.3 determining how the location of the participants impacts their perspectives
    - 1.1.4 implementing privacy-by-design standards, which require thinking of privacy at every stage, including the planning stage, rather than only the end
    - 1.1.5 seeking ideas from a large pool of people, especially those outside the organization and its partners
    - 1.1.6 thinking of every step of how a situation is lived, which may require using data
    - 1.1.7 getting feedback on online prototypes or involving participants in the development of virtual prototypes before they are implemented
  - 1.2 identifying, testing, selecting and deploying online tools appropriate to support of planned consultation activities in both official languages
  - 1.3 testing of user acceptance, functionality, security, load and live environment, as well as procurement of necessary security certificates
  - 1.4 translating or providing materials and services in other languages
  - 1.5 collecting and monitoring of web analytics, including for:
    - 1.5.1 course correction
    - 1.5.2 collection, storage, maintenance and protection of information
    - 1.5.3 maintenance of tools
    - 1.5.4 technical support of clients and participants
    - 1.5.5 formatting of data that is not proprietary and can be easily analyzed
2. Digital Facilitation Services, including:

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- 2.1 facilitating participatory and deliberative processes
  - 2.2 moderation, which may include 24/7 monitoring
  - 2.3 designing and scheduling activities, such as adding new material
  - 2.4 developing and applying rules of engagement ensuring a safe space (for example, no cyberbullying)

**2) At Annex “D” Technical and Financial Evaluation, Article 1.2 Point-Rated Technical Criteria, R1B.Optional Services – Engaging with Indigenous People**

**DELETE:**

To offer this optional service under Content Development in the Standing Offer, one (1) of the three (3) public engagement projects submitted under R1B.1 must include engagement with Indigenous people.

The Offeror must include:

- detailed information on how it ensured that content would be effective in reaching and engaging Indigenous people.

*Note: For this project, materials/tools do not need to have been provided in both French and English, but in one of these two official languages and at least one (1) local indigenous language.*

*Note2: To offer content development for **only** the engagement of Indigenous people, three (3) projects must still be assessed against R1B.1 and obtain the minimum pass mark. Materials/tools/ do not need to have been developed in both French and English.*

**AND REPLACE WITH THE FOLLOWING:**

To offer this optional service under Content Development in the Standing Offer, one (1) of the three (3) public engagement projects submitted under R1B.1 must include engagement with Indigenous people.

The Offeror must include:

- detailed information on how it ensured that content would be effective in reaching and engaging Indigenous people.

*Note: For this project, materials/tools do not need to have been provided in both French and English, but in the language(s) of choice of the community being engaged, which could include one or several Indigenous language(s).*

*Note2: To offer content development for **only** the engagement of Indigenous people, three (3) projects must still be assessed against R1B.1 and obtain the minimum pass mark. Materials/tools do not need to have been developed in both French and English.*

**3) At Annex “D” Technical and Financial Evaluation, Article 1.2 Point-Rated Technical Criteria, R2A.2.Optional Services – Engaging with Indigenous People**

**DELETE:**

To offer this optional service of two-way dialogue engagement design and implementation as part of the Standing Offer, one (1) of the three (3) public engagement projects submitted under R2A.2.1 must include engagement with Indigenous people.

The Offeror must include:



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- detailed information on how it ensured that the two-way dialogue engagement design and implementation project would be effective in reaching and engaging Indigenous people.

*Note: For this project, facilitation does not need to have been provided in both French and English, but in one of these two official languages and at least one (1) indigenous language.*

*Note2: To offer two-way dialogue engagement design and implementation services for **only** the engagement of Indigenous people, three (3) projects must still be assessed against R2A.2.1 and obtain the minimum pass mark. If this is the case, facilitation would not need to have been provided in both French and English.*

**AND REPLACE WITH THE FOLLOWING:**

To offer this optional service of two-way dialogue engagement design and implementation as part of the Standing Offer, one (1) of the three (3) public engagement projects submitted under R2A.2.1 must include engagement with Indigenous people.

The Offeror must include:

- detailed information on how it ensured that the two-way dialogue engagement design and implementation project would be effective in reaching and engaging Indigenous people.

*Note: For this project, facilitation does not need to have been provided in both French and English, but in the language(s) of choice of the community being engaged, which could include one or several Indigenous language(s).*

*Note2: To offer two-way dialogue engagement design and implementation services for **only** the engagement of Indigenous people, three (3) projects must still be assessed against R2A.2.1 and obtain the minimum pass mark. If this is the case, facilitation would not need to have been provided in both French and English.*

**4) At Annex “D” Technical and Financial Evaluation, Article 1.2 Point-Rated Technical Criteria, R3.Optional Services – Engaging with Indigenous People**

**DELETE:**

To offer this optional Analysis, Reporting and Evaluation service as part of the Standing Offer, one (1) of the three (3) public engagement projects submitted under R3.1 must include engagement with Indigenous people.

The Offeror must include:

- detailed information on how it analyzed, reported and evaluated engagement with Indigenous people. The reporting must have been available in the language of the Indigenous people who were engaged.

*Note: For this project, reporting does not need to have been available in both French and English.*

*Note2: To offer analysis, reporting and evaluation services for **only** the engagement of Indigenous people, three (3) projects must still be assessed against R3.1 and obtain the minimum pass mark. Reporting does not need to have been available in both French and English.*

**AND REPLACE WITH THE FOLLOWING:**

Solicitation No. - N° de l'invitation  
EN578-181138/C  
Client Ref. No. - N° de réf. du client  
EN578-18-1138

Amd. No. - N° de la modif.  
007  
File No. - N° du dossier  
cy016.EN578-181138

Buyer ID - Id de l'acheteur  
cy016  
CCC No./N° CCC - FMS No./N° VME

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To offer this optional Analysis, Reporting and Evaluation service as part of the Standing Offer, one (1) of the three (3) public engagement projects submitted under R3.1 must include engagement with Indigenous people.

The Offeror must include:

- detailed information on how it analyzed, reported and evaluated engagement with Indigenous people. The reporting must have been available in the language(s) of choice of the community being engaged, which could include one or several Indigenous language(s).

*Note: For this project, reporting does not need to have been available in both French and English.*

*Note2: To offer analysis, reporting and evaluation services for **only** the engagement of Indigenous people, three (3) projects must still be assessed against R3.1 and obtain the minimum pass mark. Reporting does not need to have been available in both French and English.*

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.**