



QUESTIONS AND ANSWERS (Q&A) – v4

RFSO for Indian Act Election Appeal Field Investigation Services

Date: 2020-07-10

Department: Indigenous Services Canada (ISC)

Standing Offer Authority: Shuo Chen

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Q1: Based on our review of the Request for Proposal (RFP), Indigenous Services Canada (ISC) will be granting up to six (6) Standing Offers to Bidders. We further note that the evaluation criteria is based on 70% technical and 30% price, providing ISC with the Best Value.

We further note that subsequent to the awarding of the six (6) Standing Offers, it is unclear as to how ISC will be issuing call-ups/awarding contracts. It is our position that the failure to disclose this process may contravene the entire RFP process in establishing Best Value and fairness, as the opportunity exists for a lower ranked party (i.e. #6 on the Standing Offer list) to underbid all of the higher rated “Best Value” firms.

We respectfully request that ISC consider amending the RFP to clarify the awarding of call-ups/contracts, which may be based on a percentage according to evaluation ranking, similar to other ISC contracts.

A1: ISC can award a call-up by selecting any available Standing Offer that best meets its requirements. The call-up allocation in the RFSO will be kept as it is (please refer to Part 7, article 7.9.1).

Q2: In the Mandatory Requirements (M1, M2 & M3), ISC is seeking bidders to have a provincial private investigator license. Based on our review of the Scope of Work, ISC is seeking investigation services to be conducted, which includes conducting interviews, reconciling facts, writing reports, which is consistent with the training and experience that Certified Fraud Examiners (CFE) have. Our resources, with CFE credentials, have conducted numerous investigations within the Federal Government and ISC.

We respectfully request that ISC consider amending the mandatory requirements to include proposed resources with CFE accreditation.



A2: ISC agrees with the proposed change and has amended the present process to accept the Certified Fraud Examiners (CFE). Please refer to M1 (page 15/43) of the RFSO v1.4.

Q3: Regarding 4.5.1 Mandatory Technical Criteria, M1 – to allow for a wider pool of candidates, would the Crown consider amending the M1 criteria to read the following:

“Each of the proposed resource(s) MUST be in compliance with their provincial licensing statutes, and MUST provide a minimum of one (1) photocopy of one valid investigator license or must have two (2) years within the last five (5) years of experience providing investigative services in a related field, including police work (i.e. Federal Departments, or provincial or municipal police).?”

A3: ISC requires that each proposed resource be in compliance with its provincial licensing statute, for every certification now accepted under M1 and present a photocopy of a valid license. Please refer to M1 (page 15/43) of the RFSO v1.4.

Q4: Section 4.3 - Basis of Evaluation, indicates that three resources will be evaluated. Section S.W.9 - Language Requirement, indicates that for the Quebec regions, the proposed resource must be able to work, communicate effectively and efficiently (reading, oral and in writing) in both English and French. There are no Mandatory or Point Rated Technical Criteria requiring a bilingual resource to be proposed. We respectfully request that ISC consider, as part of the Mandatory Technical Criteria, requiring that at least one proposed resource be bilingual, to ensure that the Offeror can work in all provinces, including Quebec?

A4: Criteria will remain as is and successful bidders not able to supply bilingual resource for a potential call-up in Quebec will have to decline the said call-up.

Q5: The Certified in Financial Forensics (CFF) professional designation is a credential accredited by the Chartered Professional Accountants of Canada (CPA Canada), replacing the former Investigative Forensic Accounting (IFA) designation. Our resources with CFF credentials have conducted numerous investigations within the Federal Government and ISC with similar Scope of Work. We respectfully request that ISC consider amending the mandatory requirements to include proposed resources with CFF accreditation.

A5: ISC agrees to amend Mandatory Criteria to now include, in addition to CFE, holders of Financial Forensics Certification. Photocopy of all certification is still required for each proposed resource. Please refer to M1 (page 15/43) of the RFSO v1.4.

Q6: Regarding Mandatory Technical Criteria 1 (“M1”), would Canada consider also accepting the Certified in Financial Forensics (“CFF”) credential that is administered by the Chartered Professional Accountants of Canada (“CPA Canada”) in association with the American Institute of Certified Public



Accountants (“AICPA”)? The CFF credential is granted exclusively to professional accountants (as deemed by a governing body) who demonstrate considerable expertise in forensic accounting through their knowledge, skills and experience. The CFF credential encompasses fundamental and specialized forensic accounting skills that practitioners apply in a variety of service areas, including investigative and forensic accounting services (i.e. “investigations related to fiscal or financial audits”), and that encompasses a wide range of investigation processes and techniques that includes conducting interviews of witnesses and other persons who may have information regarding the matter under investigation.

A6: the same answer with A5.

Q7: Private Investigator’s licenses are specific to the province they are licensed in. How will Tasking work in other provinces as a Private Investigator when their license is for Ontario, or will the PIs only work in the province of his/her license?

A7: ISC requires the bidders to demonstrate that they possess a valid private investigation in one of the regions defined in the present RFSO. Based on experience over the last 10 years, inter-provincial investigative work has not resulted in jurisdictional conflict or inability to perform the duties.

Q8: Refer to mandatory criteria M3. Fax Machine is seldom use now a days and since there is COVID less people will be using fax. Would Canada consider amending the 3rd bullet under M3 criteria to read the following “name of the contract information Project Authority to whom the Offeror reported with correct and up to date telephone number or email address.”

A8: ISC agrees with the requested change. M3 will be amended accordingly.

Q9: Can a firm offer his services for a specific province or region?

A9: ISC expected that bidders be in a position to offer services in all Regions enumerated in this RFSO. If resources cannot be deployed in a specific Region at a certain point of time, a successful SO holder could negotiate with the Project Authority who can then find an alternative solution.

Q10: Would you accept that a bidder who wishes to qualify to investigate in the Province of Quebec only may submit a bid prior to obtaining an investigator's permit in Quebec?

A10 : All bidders must meet M1 which requires a photocopy of a valid licence. See amended M1 for list of accepted licences.

Q11: M1 of the subject evaluation criteria requires the bidder to submit a photocopy of the resource's valid licence.



Due to the COVID-19 event, it is continuing to cause significant delays on the government (Solicitor General) side in renewing (submitting) up-dated licences. Therefore, even though our resources have been and continue to perform their investigative work, they may not receive updated copies of their renewed licences in time for this bid submission. The bidder has been informed that new licences may not be issued (delayed) for 90 days or more. Dues to this unexpected delay, the Ministry has advised that current licences are still valid, even though they may be expired by date.

Will the crown accept photocopies of any resource's and bidder's licences that may be expired at the time of submitting their offers. However, upon receiving new issued licences from the Ministry, the bidder can forward copy(s) of relevant renewed licences to the RFSO Authority upon receipt.

A11: Given the COVID-19 situation, the bidders must provide an written approval / confirmation (email is acceptable) from the organization/ministry that the licenses are ongoing but due to COVID-19 the current licenses are still valid, even though they may be expired by date. The requirement for a photocopy remains. Successful bidders with expired and non replaced licences will be required to provide a photocopy of the renewed licence prior to accept its first call-up.

Q12: R4 of Point Rated Technical Criteria states that 2 points are awarded for including tabs between sections of the Offer. I could understand the insertion of tabs if the submissions were being sent in hard copy but since they are being delivered electronically inserting tabs seems to be a moot suggestion. Any thoughts? Maybe the points could be allocated otherwise?

A12: ISC expects that TABS be inserted as per the requested format. Electronic submissions will most likely be printed for evaluation purposes. Many options still exist for tabs insertion in an electronic submission.

Q13: M2 of the subject RFSO states "Each of the proposed resource(s) MUST have at least two (2) years within the last five (5) years of substantiated experience related to private investigations or a related field including police work..."

M3 requires the bidder to provide information on 3 projects which includes:

- the name of the client organization for whom the work was performed
- the dollar-value of the contract (to the Offeror)
- the name of the contact information of the Project Authority to whom the Offeror reported with correct and up to date telephone number, fax number and email address
- the extent to which the private investigation services were provided on time, on budget and in direct response to the established project objective.

Police investigative work is not the same as contracted project work performed by private firms and would not include the information with underlines above.



For police investigative work experience would the Crown accept the following:

- **the name of the Police organization for whom the work was performed**
- **the name and contact information of the proposed resource's supervisor including correct and up to date telephone number, fax number and email address**
- **the extent to which the private investigation services were provided on time and in direct response to the established project objective.**

A13:

ISC is willing to receive, for police investigative work, the requested information in the form provided here, but still requires that a descriptive summary using general terms be provided. For example: Police investigation services targeting a potential network of counterfeit drug traffickers in an Aboriginal community located in the province of XX between March 2018 and April 2019.

As a result, we will not change the requirement on the M3.