



REQUEST FOR SUPPLIER QUALIFICATION ADDENDUM #1

RFSQ #DC- DC-2020-CD-03 Canadian Recruitment and Placement Services

Close Date/Time:

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From: CTC Procurement

To: All Vendors

E-mail: procurement@destinationcanada.com

Below are answers to question(s) submitted in regards to the above noted RFSQ as of August 20, 2020.

Q1. With the CTC having four other offices internationally, is the intent for suppliers to support these recruits as well if they have operations in the respective countries?

Answer: No, the intention for the RFSQ is to solicit proposals for Canadian Recruitment and Placement Services. Therefore, please refer to the RFSQ Scope of Work Sections C.3.1 and C.3.2; the services are to support recruitment and placement services for the CTC's Canadian requirements (i.e. various provinces/territories within Canada).

Q2. Can you please confirm that all placements are for Canada only?

Answer: Correct as stated in the RFSQ Scope of Work Sections C.3.1 and C.3.2; the services are to support recruitment and placement services for the Canadian Tourism Commission's (CTC's) Canadian requirements (i.e. various provinces/territories within Canada).

Q3. How many agencies do you plan to add to your roster following this RFP?

Answer: Please refer to the RFSQ document Section B.2.2 Proposed Pricing (Section F): Following evaluation, the CTC may select a limited number of top ranked proponents to be included on the Canadian Recruitment and Placement Services Roster. The CTC reserves the right to select more than or less than ten (10) top ranked proponents for the Roster to ensure those selected for the Roster can best meet all of the CTC's requirements.

Q4. With regard to F.3 Pricing Strategies, in order to understand alternative pricing strategies, we need to have a better understanding of volume?

Answer: The CTC does not provide details regarding its contract expenditures. We are unable to predict the volume of staffing requests that will require agency support.

Q5. What is CTC's typical timeframe from the submission of a candidate to the decision to hire or not hire?

Answer: Our average time to hire is currently under 75 days for long term and indeterminate hires. Temporary staff are typically decided within 2 weeks of submission, if the agency is able to provide

information/organize assessments, reference checking, security verification and interviews in a responsive manner.

Q6. With regard to Section D.1.2 Resource Type Table: How many placements were made by agencies in 2019 across these Resource Type?

Answer: During 2019, we had six (6). In 2020, to date, we have had three (3).

Q7. With regard to Section D.1.2 Resource Type Table: What is the anticipated volume of placements to be made by agencies in 2020, 2021 and 2022, across these Resource Types

Answer: We are unable to predict the volume of staffing requests that will require agency support.

Q8. With regard to Section D.1.2 Resource Type Table: Can you provide a breakdown of anticipated volume of requirements by location in Canada?

Answer: We are unable to predict the volume of staffing requests that will require agency support.

Q9. With regard to Section D.1.2 Resource Type Table: Can you provide a breakdown of job titles for these Resource Types?

Answer: The CTC has over 60 active job titles and descriptions.

Some additional information can be found on our corporate website: <https://www.destinationcanada.com/en/our-people>.

Q10. With regard to Section D.1.2 Resource Type Table: How many temporary resources did you convert to permanent employees in 2019?

Answer: In 2018, we had three (3) converted temporary resources. In 2019, no staff were converted.

Q11. Regarding Account Management Team resumes. Will you accept bios instead of resumes?

Answer: Account Management Team bios are acceptable as long as they cover the elements of a resume for the purpose of understanding how they will best work with our team and their professional capabilities. These include: Skills, Competencies, Education, Experience and Specializations.

Q12. There is reference to an ATS throughout the RFP; it would be great to understand the name of the ATS used by the CTC – can this be provided?

Answer: The CTC is currently using Oracle's Applicant Tracking System (ATS).

Q13. Can the CTC indicate whether there is an expiration on "Known candidates" (those existing in the CTCs applicant pool prior to submission by a contractor)? I.e. are they no longer "known" after a specific timeframe – a year, six (6) months, etc.?

Answer: When Candidates submit their information into the Applicant Tracking System (ATS), they can consent to their information being accessible to the CTC for a two (2) year period, after which they are able to renew and update their information. Candidates can withdraw this consent at any time.

Q14. Pricing tables; for temporary placement there are conversion tables to be filled out, but there doesn't seem to be a way to provide a rate card or information about markup/burden per Resource type on Page 11. What is the best way to indicate markup/hr or how would the CTC like temporary placement

rates to be provided?

Answer: Proponents are expected to submit the pricing in the format requested in the RFSQ document. Proponents may submit additional pricing details, such as rate cards, in Section F.3 Pricing Strategies.

Q15. The CTC has indicated that it may have staffing needs in various locations in Canada (as well as remote positions); can data be provided from previous years (2018, 2019) to add context to where those roles have been located, and the number of roles by resource type?

Answer: The CTC has offices in Vancouver and Ottawa as well as staff who work remotely from home-based offices across Canada. With the current global climate, our operations have shifted to a full work-from-home model. This is subject to change.

Q16. There is a reference to 'appropriate insurance'; can the CTC share their insurance requirements so that we can validate our program is aligned with what is needed?

Answer: Comprehensive coverage commercial general liability (including bodily injury and death) insurance on an occurrence basis of not less than CAN \$1,000,000 per occurrence, or equivalent amount in local currency, and in such form and with such insurers as are satisfactory to the CTC, naming the CTC and its Representatives as additional insureds and shall name the CTC and its Representatives as loss payees on any endorsements

Q17. Are you anticipating changes in your hiring volume?

Answer: Our staffing and funding has been at consistent levels for several years. We are unable to predict future staffing volumes.

Q18. What spend are you anticipating this year?

Answer: The CTC does not provide details regarding its contract expenditures.

Q19. Are you planning to see an influx of temp roles?

Answer: We are unable to predict the volume of staffing requests that will require agency support.

Q20. Are you planning to see an influx of perm roles?

Answer: We are unable to predict the volume of staffing requests that will require agency support.

Q21. What percentage of positions are going to be perm vs temp?

Answer: Our staffing and funding has been at consistent levels for several years. We are unable to predict future staffing volumes.

Q22. Are you planning on releasing jobs in each category listed in Section D (1.2)?

Answer: The CTC has over 60 active job titles and descriptions.

Some additional information can be found on our corporate website: <https://www.destinationcanada.com/en/our-people>.

Q23. Are there any new cost constraints the CTC is under, since it last went to RFP?

Answer: Our staffing and funding has been at consistent levels for several years.

Q24. What would you say are the CTC's top five (5) pain points?

Answer: As a small-to-medium sized federal employer outside of the National Capital Region, our challenges are no different than other federal employers. Assuming your question is referring to recruitment specifically, we would consider the following to be the top 5:

1. Finding bilingual staff: Many of our roles require both English and French fluency.
2. Employment branding, we are not well known in the BC region.
3. Many of our roles are term roles and it might discourage new candidates to apply.
4. The culture at the CTC is fast paced and it is a culture of learning. The perception of working for the federal sector is the opposite – it can be difficult to find individuals who can adapt to this and understand the balance needed in to work in a crown corporation.
5. As a flat organization, there are limited career opportunities. Our creative focus and work lends us to a nimble, shifting, technical and agile workforce that is eager for growth, challenges and opportunity.

If the question is being asked from the lens of working with agencies, areas where we would want to see consistent approaches have been addressed through the criteria in the RFSQ.

Q25. E.1.2 What details are you looking for in the annual update?

Answer: Please refer to the RFSQ document Section C.9 Reporting and Communication: The Contractor will provide annual (or more frequent if necessary) updates to the CTC Project Authority on an annual basis. The updates will include, but not be limited to, staffing changes, procedural or administrative changes and implementation of new technologies. Updates may be conducted via a remote meeting or other format agreed upon between the Contractor and the CTC.

Q26. E.1.2 What date are you referring to?

Answer: There is no date in this question. If this is a reference to the annual update, the date will be determined between the CTC Project Authority and the Contractor upon onboarding the Contractor to the CTC.