



Procurement and Contracting Services  
30 Victoria Street  
Gatineau, Quebec K1A 0M6

## REQUEST FOR STANDING OFFER AMENDMENT

The Request for Proposal is hereby amended; unless otherwise indicated, all other terms and conditions of the Request for Proposal remain the same.

<b>RFP Amendment No.</b>  3	<b>RFP Amendment Date:</b>  August 28, 2020
<b>Office of the Chief Electoral Officer File No.</b>  ECGZ-RFSO-20-0013	
<b>Title:</b>  Temporary Help Services for Electoral Events	
<b>Request for Proposal Closing Date:</b>  September 16, 2020 @ 13:00 (Gatineau Time)	
<b>ENQUIRIES – address enquiries to the Contracting Authority:</b>  <b>Office of the Chief Electoral Officer of Canada</b> Procurement and Contracting Services 30 Victoria Street Gatineau, Quebec K1A 0M6  <a href="mailto:proposition-proposal@elections.ca">proposition-proposal@elections.ca</a>	
<b>Attention:</b>  Galina Zhukov Senior Advisor, Procurement and Contracting Services	<b>Tel No.</b>  343-550-0548

## **Part 1. Interpretation**

- 1.1** Elections Canada hereby amends in accordance with this amendment the Request for Standing Offer for Temporary Help Services for Electoral Events bearing number ECGZ-RFSO-20-0013 and dated July 24, 2020 (the “RFSO”). This amendment hereby forms part of the RFSO.
- 1.2** Unless defined herein or unless the context otherwise requires, all of the words and phrases defined in the RFSO and used in this amendment shall have the same meanings assigned to them in the RFSO.

## **Part 2. Questions and Answers**

The following question(s) have been asked in response to the Request for Standing Offer and Elections Canada hereby answers as follows:

### **2.13 Question No. 13**

Question:

What is Elections Canada’s projected spend in the event that it requests 250 resources?

Answer:

The projected spend cannot be estimated at this time.

### **2.14 Question No. 14**

Question:

Please provide the resource distribution per position if Elections Canada should require 250 resources.

Answer:

This cannot be anticipated at this time.

### **2.15 Question No. 15**

Question:

Reference is made here to a soft copy and a hard copy. Please confirm that Offerors can choose one (1) method to submit their offer, either electronically on ePost Connect or delivered to 30 Victoria Street, Gatineau, QC K1A 0M6.

Answer:

Elections Canada confirms that Offerors can choose one (1) method to submit their

offer, either electronically on ePost Connect or delivered to 30 Victoria Street, Gatineau, QC K1A 0M6.

**2.16 Question No. 16**

Question:

Should an individual be working on a statutory holiday during an electoral event, the agency must pay said individual time and a half (1.5 their hourly rate). Please confirm that the Offeror can bill Elections Canada for this amount.

Answer:

Elections Canada confirms that contracted resources will not be working on a statutory holidays.

**2.17 Question No. 17**

Question:

What is Elections Canada's billing address? Can it be either:

- i. 30 rue Victoria, Gatineau, Québec; or
- ii. 440 Coventry Road, Ottawa, Ontario?

Answer:

Elections Canada's Head Office is 30 rue Victoria, Gatineau, Québec. However, all invoices are to be sent electronically via email.

**2.18 Question No. 18**

Question:

Is the distribution centre placement business billed to the Coventry address?

Answer:

Elections Canada confirms that all invoices are to be sent electronically via email.

**2.19 Question No. 19**

Question:

On January 1, 2019, new provisions under Ontario's Bill 148 came into effect. One of these provisions requires employers to pay three (3) hours if a scheduled shift is cancelled less than 48 hours prior to the commencement of the shift. Will Elections Canada allow the Offeror to invoice said three (3) hours should a cancellation of a scheduled shift occur with insufficient notice?

Answer:

Elections Canada confirms that contracted resources will be paid for the hours they

work.

**2.20 Question No. 20**

Question:

We are unclear regarding the formula for overtime in Quebec. Please confirm by means of an example, as follows:

Regular time pay rate: \$20.00

Regular time bill rate: \$25.00

Approved overtime hours: 5 (i.e. 45 hours worked)

Please confirm the Result:

Answer:

Elections Canada confirms that overtime rate will be \$25.00 x 1.5 x 5 hours.

**2.21 Question No. 21**

Question:

We are unclear regarding the formula for overtime in Ontario. Please confirm by means of an example, as follows:

Regular time pay rate: \$20.00

Regular time bill rate: \$25.00

Approved overtime hours: 6 (i.e. 50 hours worked)

Please confirm the Result:

Answer:

Elections Canada confirms that overtime rate will be \$25.00 x 1.5 x 6 hours.

**2.22 Question No. 22**

Question:

We note that Firm Hourly Base Rates will be adjusted in response to changes to the Consumer Price Index (CPI), at the time that any option years are exercised. Would Elections Canada also accept adjustments during the term of the contract (including any subsequent renewals), in the event of a legislated increase in employer contributions?

Answer:

Elections Canada's pricing would remain as established during the term of the contract and any option periods.

**2.23 Question No. 23**

Question:

With respect to the statement, “The Contractor must except for Elections Canada Property, supply everything necessary to perform the Work,” please clarify the following:

- 1) What equipment is considered necessary for the positions listed?
- 2) Must Contractors also supply PPE? If yes, please specify the type of PPE required for each position.

Answer:

- 1) This would include a Lap top, keyboard, mouse and power bar and access to Elections Canada network- provided by Elections Canada.
- 2) PPE items would be provided only at Elections Canada work locations - ECHQ or at Elections Canada Distribution Centre (440 Coventry Road, Ottawa, ON K1K 2C4) should the contracted resource be required to work on site.

**2.24 Question No. 24**

Question:

Please define “third parties” in this context. I.e. Does this refer to voters, the Contractor’s temporary employees, or a different group?

Answer:

Third party in the context of this requirement refers to collecting personal information from the general public. Note that this only applies to certain resource categories.

**2.25 Question No. 25**

Question:

If “third parties” is referring to the Contractor’s temporary employees, please explain how Elections Canada would have ownership of Personal Information collected by the Contractor during the recruitment and employment processes, given that the Contractor is the official Employer of Record.

Answer:

Third parties do not refer to the Contractor’s temporary employees. Please see the previous answer provided in Question No. 24.

**2.26 Question No. 26**

Question:

If “third parties” is not referring to the Contractor’s temporary employees, please specify what Personal Information the Contractor would be expected to collect

Answer:

The personal information the Contractors temporary employee would be collecting is could consist of an Individual's name, mailing address, phone number, email address.

**2.27 Question No. 27**

Question:

Please explain in what context a Contractor would collect Personal Information over the phone or by using a request for consent form for Elections Canada.

Answer:

The Contractors temporary employee may collect Personal Information over the phone by fulfilling the resource category 5 Call Center Agent and category 6 Call Center Supervisor. As stated in the Appendix A to Annex A – Statement of Work, these resources categories would be receiving inbound calls from and place outbound calls to the general public related to the registration and voting process for the special voting rules. Each time the call center agent receives an inbound call, it is recorded in a case management system which is where personal information will be recorded.

**2.28 Question No. 28**

Question:

Whose Personal Information will Contractors be reporting? I.e. Does this refer to voters, the Contractor's temporary employees, or a different group?

Answer:

Please refer to Part 6 – Annex D Security Requirement Checklist.

**2.29 Question No. 29**

Question:

Please confirm that this section does not apply if Contractors will not be collecting Personal Information from voters.

Answer:

Please refer to Part 6 – Annex D Security Requirement Checklist.

**2.30 Question No. 30**

Question:

Please specify the file format and delivery method the Contractor is to use to share copies of Personal Information with Elections Canada.

Answer:

Please refer to Part 6 – Annex D Security Requirement Checklist.

**2.31 Question No. 31**

Question:

Please confirm that this section does not apply if Contractors will not be collecting Personal Information from voters.

Answer:

Please refer to Part 6 – Annex D Security Requirement Checklist.

**2.32 Question No. 32**

Question:

Where are Contractors to store Personal Information for Elections Canada? Will Contractors be given access to a portal to store Personal Information related to the project?

Answer:

Please refer to Part 6 – Annex D Security Requirement Checklist.

**2.33 Question No. 33**

Question:

We note that Column F in this table shows the estimated number of hours per resource. Would Elections Canada please provide an estimate of the hours for the total resources per position category?

Answer:

Elections Canada confirms that this is not available.

**2.34 Question No. 34**

Question:

Is the cumulative total of Column G in this table the unique basis for determining the Total Offer Price?

Answer:

Yes, Elections Canada confirms that.

**2.35 Question No. 35**

Question:

Please confirm that the formula for Column E is as follows:  
 $(C \times (1 + D)) = \text{Firm All-Inclusive Hourly Rate Per Resource}$

Answer:  
Elections Canada confirms that.

As such, the Request for Standing Offer is amended in accordance with Section 3.2 of this amendment.

**2.36 Question No. 36**

Question:  
Please confirm that the date should be changed to “effective to September 30, 2021” in Part 8 - Annex A – Financial Offer Table.

Answer:  
Annex A – Financial Offer Table has been corrected.

As such, the Request for Standing Offer is amended in accordance with Section 3.1 of this amendment.

**2.37 Question No. 37**

Question:  
Please confirm whether or not PPE for temporary resources will be provided by Elections Canada.

Answer:  
See response to Question No. 23.

**2.38 Question No. 38**

Question:  
If the Offeror is to supply the PPE, can they bill Elections Canada for this expense?

Answer:  
No.

**2.39 Question No. 39**

Question:  
Is there an opportunity to ask follow-up questions to Elections Canada’s responses to suppliers’ questions?

Answer:  
All enquiries regarding the solicitation must be submitted in writing, by email to the Contracting Authority at [proposal-proposition@elections.ca](mailto:proposal-proposition@elections.ca) no later than **fifteen (15)**



**calendar days** prior to closing date time to allow sufficient time to provide a response. Enquiries received after that time may not be answered prior to the bid closing date.

#### **2.40 Question No. 40**

Question:

Could there be an error in the documents for this solicitation (ECGZ-RFSO-20-0013)? After reviewing the same solicitation issued in 2015, I note that, in ANNEX A – Financial Offer Tables, Column C (“Firm Hourly Base Rate”) of that solicitation, **Elections Canada provided rates to help us calculate the mark-up.**

In the current solicitation, **no rates are provided.** Yet Clause 1.4 of Part 8 reads, “The ‘Firm Hourly Base Rate’ set out in Column C of the Financial Offer Tables is fixed and cannot be modified by Offerors.” (But there are no rates.) How can we calculate Column E if you have not provided rates in Column C?

Answer:

Elections Canada confirms that unlike the previous solicitation done in 2015, Elections Canada is requesting the bidder to provide a rate in Column C of the financial offer table. Clause 1.4 in Part 8 was removed.

As such, the Request for Standing Offer is amended in accordance with Section 3.1 of this amendment.

### **Part 3. Amendments**

#### **3.1 Amendment to Part 8 – Annex A – Financial Offer Table**

The Request for Standing Offer is hereby amended by deleting in its entirety Part 8 – Annex A – Financial Offer Table and replacing it with the attached Part 8 – Annex A – Financial Offer Table (Revised August 28, 2020).

#### **3.2 Amendment to Part 6 – Annex B – Pricing Table**

The Request for Standing Offer is hereby amended by deleting in its entirety Part 6 – Annex B – Pricing Table and replacing it with the attached Part 6 – Annex B – Pricing Table (Revised August 28, 2020).



## Temporary Help Services for An Electoral Event

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### ANNEX B

#### Pricing Table

(revised August 28, 2020)

## Annex B – Pricing Table

**[TO BE COMPLETED AT ISSUANCE OF STANDING OFFER]**

### Resource Rates

A	B	C	D	E
	Resource Category	Firm Hourly Base Rate	Agency Firm Mark-Up Rate (percentage)	Firm All-Inclusive Hourly Rate Per Resource (C x (1+ D))
1.	Data Entry Clerk			
2.	Data Entry Supervisor			
3.	Administration Clerk - Junior			
4.	Administration Clerk - Intermediate			
5.	Call Centre Agent			
6.	Call Centre Supervisor			
7.	Administrative Assistant			
8.	Correspondence Officer			
9.	Assembly Room Clerk			
10.	Junior Stores Services Personnel			

**ANNEX A – Financial Offer Tables**  
(Revised August 28, 2020)

**Resource Rates**

A	B	C	D	E	F	G
	Resource Category	Firm Hourly Base Rate	Agency Firm Mark-Up Rate (percentage)	Firm All-Inclusive Hourly Rate Per Resource (C x (1+D))	Estimated Level of Effort in Hours Per Resource	Price Per Resource (column E x F)
1.	Data Entry Clerk				240	
2.	Data Entry Supervisor				300	
3.	Administration Clerk - Junior				240	
4.	Administration Clerk - Intermediate				300	
5.	Call Centre Agent				300	
6.	Call Centre Supervisor				300	
7.	Administrative Assistant				300	
8.	Correspondence Officer				300	
9.	Assembly Room Clerk				240	
10.	Junior Stores Services Personnel				290	
						<p align="center"><b>Total Offer Price</b> (Cumulative Total of Column G)  \$ _____</p>



# Temporary Help Services for Electoral Events

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## Part 8

### Financial Evaluation Criteria

(Revised August 28)

## **Part 8 - Financial Evaluation Criteria**

### **1. General Instruction with respect to the Financial Offer Tables**

- 1.1 All Offerors must submit prices by completing the table in Annex A (“Financial Offer Tables”).
- 1.2 Prices in the Financial Offer Tables must include all direct and indirect costs to provide the Work described in the SOW, including without limitation, all necessary material, supplies, equipment, labour, wages, salaries, management fees, overhead, profit, and taxes, Canadian custom duties and excise taxes, where applicable (collectively, “Costs”).
- 1.3 All prices indicated in the Financial Offer Tables must be in Canadian Dollars; include amounts representing Canadian custom duties and excise taxes, where applicable; and exclude applicable sales tax.

### **2. No Guarantee**

- 2.1 All volumes, durations or cost factors inserted in the Financial Offer Tables are only included as weighting factors for financial evaluation purposes and are not a minimal commitment by Elections Canada to purchase according to these quantities.

### **3. Resource Rates**

- 3.1 All Offerors must include a “Firm Mark-up Rate” under Column D of the Financial Offer Tables for each Resource Category as well as the “Firm All-Inclusive Hourly Rate Per Resource” under Column E of the Financial Offer Tables for each Resource Category.
- 3.2 All Offerors must provide the “Price Per Resource” under Column G of the Financial Offer Tables by multiplying the “Firm All-Inclusive Hourly Rate Per Resource” under Column E of the Financial Offer Tables for each Resource Category by the “Estimated Level of Effort in Hours Per Resource” under Column F of the Financial Offer Tables for each Resource Category.

### **4. Determination of Total Offer Price for Evaluation Purposes**

- 4.1 All Offerors must provide a “Total Offer Price” by submitting the cumulative sum of the “Price Per Resource” for all Resource Categories under Column G of the Financial Offer Tables.
- 4.2 The “Total Offer Price” will be used for the purpose of determining the highest ranked Offeror, in accordance with Subsection 4.4.5 of Part 4 of the RFSO.