

RFSO-000166

FOR STAFFING AGENCIES TO PROVIDE PERSONNEL RECRUITING SERVICES

Addendum #1

Questions and Answers:

1. In both Category 1: Temporary Help Services and Category 2: Employee Search Services, does one have to bid in all 10 Roles indicated?

Answer: CMHC is looking for respondent's who have capabilities in all ten (10) fields as identified in Appendix C, Section B. the Deliverables, although not mandatory. Please refer to the following:

- a. Appendix C, Section H, MTR.5
"Range of Positions and Roles. Respondents must have "Expert" level experience in at least 5 out of the 10 fields described in Appendix C – Section B. The Deliverables."
 - b. Appendix C, Section J, R.2
"Response to Area of Expertise Self-Assessment (See Appendix E)"
2. On Page 25 & 26, under Section J RATED CRITERIA for both Categories 1 & 2, against R5-"Experience and qualifications of the proposed resources "- a weightage of 20% is indicated, could you let us know how this will be evaluated? Is the expectation that we will provide resumes for each Role, each Level in each Category?

Answer: Please refer to Appendix C, Section J, R.5. Please provide the information as detailed in the response requirements for the account manager and the supporting team. It is up to the respondent to propose the best suited team to manage CMHC's mandates.

3. For Category 2: Employee Search Services, would this assignment cover executive-level roles (i.e., Director and above)?

Answer: While it is CMHC's intention to handle executive searches separately from this RFSO, CMHC may leverage the RFSO under Category 2 for higher level roles (such as a Director) if deemed appropriate.

4. With respect to MTR.3 "Respondents must demonstrate that they have provided services under Category 1 and/or Category 2 for Canadian private sector companies or Canadian public sector organizations, for a minimum of eight (8) consecutive years from the issuance of the RFSO."

The company name we would be responding under is currently in its 8th year of consecutive business, would this be accepted?

Answer: No. It is mandatory that companies have completed a minimum of 8 years of business from the issuance of the RFSO.

5. Within category 1- Temporary Help which lists 10 position and roles, we would like to know if bidders are required to provide pricing quotes for each position and role listed or if we can bid pricing quotes for 5 out of the 10 listed or is the submission on category 1 an "all or nothing" requirement?

Answer: Please refer to the answer under question 1. CMHC will accept pricing for less than all ten (10) fields.

6. Regarding MTR.4, would the CMHC allow an Account Manager model that allows us to propose two (2) account managers with combined experience and language proficiency, to meet the requirement (i.e. one account manager is bilingual with 5 years experience and one is English speaking with 5 years experience, or some other combination to cover the 10+ year period)?

Answer: It is up to the respondent to propose the number of account managers responsible for CMHC's account and mandates. However, at least one (1) account manager must have all the experience and language proficiency required as described in MTR 4.

7. Could CMHC please provide the volume of temp placements by role and/or field made through outside vendors in 2019?

Answer: Category 1: Estimated 15 positions. This varies based on new initiatives and projects at CMHC.

8. Could CMHC please provide the volume of perm placements by role and/or field made with the assistance of outside vendors in 2019?

Answer: Category 2: Estimated 25-50 positions. This varies based on new initiatives and projects at CMHC.

9. Could CMHC please provide the projected number of temp and/or perm placements you anticipate using this SO for in the next 12 months?

Answer: Work volumes are not disclosed at this stage. This RFSO serves the purpose of establishing an eligibility list of qualified staffing agencies and does not provide a guarantee for volume of work awarded.

10. Could CMHC please provide additional details with regard to the 10. Others category (Volume recruitment for special projects). What types of roles/projects are included in this category?

Answer: Special projects would involved any projects that CMHC would be mandated to support governmental initiatives. Those projects would be to recruit already existing roles at CMHC but for a bigger volume i.e.: a call center or an underwriting new team.

11. Is there a management scorecard?

Answer: Recruitment metrics are in place and monitored.

12. Are we required to submit three candidates against every requirement? Is this a mandatory requirement?

Answer: As per Appendix C, Section B, Scope of Work, 1. Pre-vetting, CMHC expects the selected SO Holder to provide CMHC with a diverse list of the top three (3) Candidates. While this is CMHC's expectation, exemptions may be made. However, respondents must comply with the following mandatory requirement:

MTR. 7

Responsiveness and Diversity. The selected SO Holder must provide CMHC with a **diverse pool of pre-vetted** candidates within 10 business days after issuance of a Call-up.

13. Does CMHC currently have any vendor management or applicant tracking software or recruitment PMO?

Answer: Yes, we have a tracking software.

14. Due to the amount of information requested by CMHC:

14.1 We respectfully request an extension to due date of the response.

Answer: An extension to the Submission Deadline is not granted.

14.2 We respectfully request that questions are answered as swiftly as possible as they will inform our ability to respond to the RFSO.

Answer: This Addendum will be posted at the latest by September 9 as per Section 1.5 of the RFSO.

15. Referencing page 20, Section B. Deliverables, if we do not support all “Range of Positions and Roles” (i.e. provision of IT Services, but not Legal Services) are we still eligible to bid on either category?

Answer: Please refer to the answer under question 1.

16. Referencing page 23, Section Account Management; and page 24 Section H. Mandatory Technical Requirements, subsection MTR. 4 Account Manager: Please clarify if the entire team presented must be bilingual or only our Account Manager? Also, must Federal level SLE testing of C-B-C be provided or will our own testing of reading, writing, and oral be considered acceptable?

Answer: Only the Account Manager must comply with MTR. 4. Either the SLE testing or an equivalent proof will suffice.

17. Referencing page 24, Section F. CMHC Data & Section H. Mandatory Technical Requirements, subsection MTR. 1 Data Residency: We are an international company, we are not a data storage facility, nor do we house any data outside of business communication. What is CMHC’s position of data does travel outside of Canada, but not storable data and only business communication?

Answer: As a Federal Crown Corporation, CMHC must comply with Canada’s data security and privacy legislation. Therefore, CMHC’s service providers must be able to comply with MTR 4 and ensure all data while at rest or in transit (for example when handling Candidate’s personal information) is stored within the boundaries of Canada and accessed from within Canada. Regular business communication which does not contain any sensitive information may be exempt and CMHC will assess the respondent’s capability as per Section I. Pre-conditions of award.

18. Referencing page 18, R.7 Pricing – Value Add, “Respondents are encouraged to provide alternative rate models such as hourly rate models instead of percentage (%) fixed fees per resource hired or any volume discounts etc., to demonstrate added value to CMHC which is worth 5% of the total score in each category under rated criteria R.67” Please clarify if alternate pricing may be provided in any format we wish so long as it provides the information required in the R.7 Pricing statement.

Answer: Correct. No specific form must be followed for R.7. Please refer to Appendix B, Section 3. Pricing Forms, R.7.

19. Are we able to provide Independent Contractor rates?

Answer: No. Rates provided must be the rates of the respondent seeking qualification for eligibility to provide personnel recruiting services under this RFSO.

20. Referencing page 24, Section E Security – Please clarify if our recruiters have to have security clearance in order to work on CMHC requests; or if that refers to only the resources we place with CMHC?

Answer: Respondent’s employees (such as recruiters), who are assigned to perform the work, must comply with the required security screening (reliability) as detailed in Section E. CMHC will conduct its own security clearances of the selected Candidate(s).

21. Referencing page 25, Section H. Mandatory Technical Requirements, subsection MTR. 7 Responsiveness and Diversity. Please clarify what are CMHC’s expectations regarding diverse pool as pre-qualified? What range or ratio of our pool must be diverse? What is CMHC’s expectation on how this is supposed to be maintained for CMHC requests?

Answer:

Please refer to R.3.5 a. for details on a diverse pool, there is no specific ratio at this time.

22. Referencing page 48, Appendix E – Area of Expertise Self-Assessment: Please clarify that this self-assessment is a snap shot of Category Charts, will we be penalized if any of the categories we have dealt with are none or minimal; even though we have the ability to provide them to CMHC? What if the category chart holds roles we are not providing? What is the ratio time period for the data set we are providing (i.e. roles within the last 12 months? Last three years? Last five?)

Answer: As per Section J, Rated Criteria, under R.2, R.2.1 the self-assessment is a snap shot of the respondent's capabilities and under R.2.2 the respondent may elaborate on their area of expertise. The self-assessment should be completed based on the respondent's expertise gained in the last two (2) years from RFSO issuance. For example, a respondent who successfully demonstrates expert level in all 10 fields would receive a higher score.

23. Referencing Page 51, Appendix F – Privacy/Security Controls Questionnaire, Item 10. Safeguarding of Personal: Please clarify ISO and other numbers provided. Are these mandatory to participate in this RFSO process?

Answer: Item 10 states "or equivalent", which means, if the respondent is not ISO or SOC certified, or is not using a network provider listed in item 10, the respondent will need to detail how its organization is safeguarding its IT infrastructure to prevent loss, misuse or unauthorized access to your networks. – Answers will be reviewed as per Section I. Pre-Conditions of Award.

24. Referencing page 50, Appendix F – Privacy/Security Controls Questionnaire, Item 10. Safeguarding of Personal, "Please complete this questionnaire and refer to Appendix C, Section I. Pre-Conditions of Award, point a. Information Security Assessment of respondent's IT Infrastructure." Please clarify that since this is a pre-condition of award must it be submitted with our completed bid response? Are any of the terms in Appendix F considered negotiable?

Answer: As detailed under Section I., respondents must complete Appendix F and submit it with its response (at the Submission Deadline). Answers will be reviewed and if required, CMHC, may seek further clarification from respondents to determine the pass/fail evaluation.

25. Referencing page 7, 2.2 Ranking and Selection: Please clarify how call-ups or requests will be distributed amongst the 10 selected suppliers for Category 1 and the 15 selected suppliers for category 2. How will CMHC decided which suppliers receive call-ups against this RFSO?

Answer: Please refer to Section 1.4 Call-up Process of the RFSO.

26. Referencing R.3.4 for Category 1 and Category 2: Is overlap in the event we want to highlight both temporary and permanent projects/support within one client? If we have done both temp and perm work for the same client, may we use the same reference for both?

Answer: CMHC encourages respondents to provide three (3) different projects/references for the respondent to showcase its capabilities and expertise for a variety of clients. However, it is up to the respondent to provide the examples it feels reflect its capabilities the best.

27. Regarding temporary services, please identify the average length of assignment (i.e. 6 months)?

Answer: The average length is under (twelve) 12 months.

28. What was CMHC's annual agency spend over the past 5 years? Please provide for each category.

Answer: This will not be disclosed for the purposes of this pre-qualification process.

29. Please provide an estimate of the anticipated volumes of direct versus rotational call-ups for these recruitment services. If future volumes aren't available, please provide historic volumes.

Answer: Please refer to the answer provided under question 9.

30. We understand that multiple winners may be selected for each category. How will mandates be distributed on a rotational basis amongst the winners? (I.e. lowest-price winner per category first, etc.)?

Answer: Please refer to the answer provided under question 25.

31. Please provide the number of current vendors for Category 1 and Category 2, respectively.

Answer: This will not be disclosed for the purposes of this pre-qualification process.

32. Will suppliers have an opportunity to ask follow-up questions in response to CMHC's answers to suppliers' questions and to any subsequent addenda?

Answer: No.

33. Please provide an estimate of expected annual volume for each of Category 1 and Category 2. If an estimate cannot be provided, please provide historical information.

Answer: Please refer to the answer provided under question 9.

34. Please advise the approximate distribution of the requirements by region in Category 1.
Please advise the approximate distribution of the requirements by region in Category 2.
Please advise the approximate distribution of the requirements per Position/Role in Category 1.
Please advise the approximate distribution of the requirements per Position/Role in Category 2.

Answer: Please refer to the answer provided under question 9.

35. In the event legislation is introduced requiring fundamental changes to the pay rate (such as CNESST Article 41.2 in Quebec prohibiting agencies from paying lower than the client pays its own employees for the same work in the same location), will CMHC permit a review of quoted billing rates in order that agencies can be compliant with new legal requirements?

Answer: CMHC would permit a review of quoted billing rates if a change to the pay rates were required in order for the agency to comply with applicable law.

36. Further to CNESST Article 41.2 in Quebec, please confirm if any of the required temporary employees will be performing the same work in the same location as CMHC's own employees. If so, please specify which positions, and the pay rates that are currently in effect.

Answer: The nature of the work and location of the services will depend on CMHC's operational requirements at the time.

37. Please confirm that:

- a. "Total average hourly rates per level per year" represents the sum of the 10 rates of the column; and
- b. "Total Overall average hourly rates per 5 years" is the sum of the "Total average hourly rates per level per year"

Answer: Not the sum of but the average of.

- a. The "total average hourly rates per level per year" represents the average hourly rate of the positions/roles (up to 10) of the column for each level for each year;
- b. The "total overall average hourly rate per 5 years" represents the average hourly rate of the "total average hourly rates of all levels of all 5 years".

38. Please confirm that:
- “Average annual percentage rate” represents the simple average of the 10 rates of the column;
 - “Evaluation example” represents the “Average annual percentage rate” multiplied by \$75,000 multiplied by 25; and
 - “Total 5 year fees” is the sum of the “Evaluation examples” calculated above.

Answer:

- Yes.
- Yes.
- Yes.

39. Please provide job descriptions for each of the positions listed.

Answer: Job descriptions of individual positions within the 10 fields outlined are not required for the purposes of responding to this RFSO. Respondents are welcome to browse CMHC’s career site for currently posted positions.

40. Please confirm if it is a mandatory criterion to demonstrate ability to service all of CMHC’s business centre in all of the areas (regions), or whether we can indicate the areas (regions) in which we can provide services.

Answer: Respondents must be able to provide services/fill positions at all of CMHC’s business centre areas as per MTR.6

41. Further to the replacement guarantee, please advise what the historical percentage of new hires that leave within the first month, one to two months, and two to three months.

Answer: The percentage is negligible. Details will not be disclosed for the purposes of this pre-qualification process.

42. Will there be an opportunity prior to the contract award for suppliers to ask clarification questions regarding the Master Agreement?

Answer: No. As outlined in the RFSO Section 1.3, the selected respondents must be able to comply with the terms and conditions set out in Appendix D. Please also refer to Appendix A, Section 10.

Category 1:

As per rated criteria R.4, only Section 4.21 of the SO Master Agreement is negotiable and the respondent must provide its sample clause with its submission.

Category 2:

As per rated criteria R.4, only Section 4.21 of the SO Master Agreement will be negotiable if respondents are not able to comply with CMHC’s clause 4.21 as is.

[End of questions and answers]