



<u>Question</u>	<u>Response</u>
Mandatory technical criteria M2 states that <i>"The Bidder must have an office within a reasonable radius of Calgary AB. Reasonable radius is taken to mean within 100KM of Calgary city center."</i> Given in-person meeting restrictions related to COVID-19, would the CER accept Ombuds services that are provided completely remotely through online teleconferencing technology?	No, we would require that the Ombuds has the ability to meet in person with employees /leaders/HR business unit once the pandemic is over. Given the two (2) year option periods under any resulting contract, CER would not accept solely remote services.
Mandatory technical criteria M4 states that <i>"The Bidder must demonstrate qualification in conflict resolution/mediation as a Chartered Mediator."</i> Given this requirement, would the CER consider proposals from Bidders that offer a team to provide Ombuds services (e.g., one team member is a Certified Workplace Investigator and another team member is a Chartered Mediator)?	Yes, however, each of the resources must provide their curriculum vitae and qualification to illustrate how they meet the requirements.
Would it be possible to confirm:  i. The number of working days within a year time frame?  ii. Whether they will be consecutive or on call?	There aren't any set number of days – most of the work is on an ad hoc/as needed basis. The only exception to that is the Learning Sessions (there will be 12 English and 4 French sessions per year) – but those aren't full days; rather 1 hour sessions  Whether the working days are consecutive or otherwise will be determined as the need arises