



Question # 2

Rated Requirement R3 states “Bidders should provide up to five (5) examples of projects related to the gathering of data related to a federally regulated telecommunication service provider through mystery shopping. Two (2) points per relevant example; maximum ten (10) points”. Given that CRTC recently completed a pilot program with Forum Research as stated in Q&A#1, this requirement may favour the incumbent as they would have the ability to meet this requirement given their recent work with CRTC. Other firms may have experience conducting mystery shopping programs for government institutions and are therefore are qualified to conduct the proposed project as well. As a result, will the Crown consider removing R3 in its entirety or at a minimum alter this requirement so there it is not as heavily weighted?

Answer # 2

The CRTC notes that it received multiple proposals on a previous traditionally competitive RFP using this specific criteria. The CRTC notes that this criterion does not specify that this experience be conducted on behalf of government institutions. Further, the CRTC is of the view that experience in conducting mystery shopper projects in the context of regulated telecommunications service providers is essential to the efficient implementation of its secret shopper program. Finally, the CRTC notes that this criterion is worth 10 points out of a total of 160 points, or 6.25% of the final evaluation.

Question # 3

R8 awards points to the Project Manager for “i. with projects involving the telecommunications services sector in Canada (1 point per project, maximum 5 pts)”. However, many resources may have a long-standing/multi-year project within the telecommunications sector versus multiple separate projects. Therefore, would the Crown consider changing this requirement to recognize years of experience vs. number of projects such as “i. with experience involving the telecommunications services sector in Canada (1 point per 6 months of experience, maximum 5 pts)”?

Answer # 3

The CRTC is of the view that this request is reasonable and that it is up to the provider to justify the stated expertise. Please see amended R8.

The Bidder should provide the name of the Project Manager who will be assigned to this project, demonstrating his/her qualifications (including language capability) and experience. The curriculum vitae should also be included.

The Bidder should demonstrate that the Project Manager has **significant experience. Specifically:**

- i. with **projects involving the telecommunications services sector in Canada** (1 point per year of experience, maximum 5 pts)
- ii. with **projects involving mystery shopping** (2 points per year of experience, maximum 10 points)
- iii. in the areas of **project management and field work management** (1 point per year of service, maximum 5 pts)