

**RFSA-000947 – Consulting and Professional Services
Addendum No. 1 – Questions & Answers**

Q1. Would you please consider a 2-week extension?

A1. Yes. We will extend the Submission deadline from December 15, 2021 to **December 29, 2021, at 2:00 pm Ottawa local time**. No further extensions will be entertained.

Q2. R.3.1 states “Please list the proposed resources in the applicable area of expertise (onepage limit). Where possible, please indicate the corresponding resource title in accordance with the pricing form, beside the resource name for easeof cross-reference”.

- a) Could you please confirm how many resources we are to provide per stream? Is it one per level (Junior, Intermediate, Senior and Advanced) or are we to submit more / less?
- b) Are these resources provided solely in order to demonstrate our bench strength? We are assuming that at the time of a resulting solicitation via the RFSA, resources other than those provided in this response could be proposed?
- c) Where it asks to indicate the corresponding resource title in accordance with the pricing form, does it mean we are to indicate the level (Junior, Intermediate, Senior or Advanced) of the resource? There don't seem to be any specific titles indicated in the pricing form.

A2.

- a) As stated in R.3.3, please briefly describe the role and level of involvement of the key resources used in the examples described under R.2.5. There is no minimum or maximum, but provide a sufficient number of proposed resources to enable a good understanding of the quality of resources.
- b) As stated in Rated Criteria R.3.3., key resources should correlate to the examples provided. However, if there are resources indicated in R.3.1 that were not involved in the examples provided in R.2.5, their bio and qualifications should clearly outline their expertise. At the time of a Request for Service (RFS), Request for Quote (RFQ) or Statement of Work (SOW) under the resulting Supply Arrangement, resources other than those provided in this response can be proposed.
- c) Correct. Please indicate the resource used in the example described in R.2.5, the corresponding level and the ceiling rate for that level.

Q3. R.3.3 states “Please briefly describe the role and level of involvement of the key resources in the examples described under R.2.5 above.” Are we able to provide resources who were not involved in the project examples described under R.2.5?

A3. Please see A2(b) above.

Q4. If a response is indicated “yes” for a particular stream can the firm choose to only bid on particular levels of expertise within that stream or do they have to bid on each level. For example, is a yes response is indicated on stream 1 is the expectation that we provide resumes and rates for Junior, Intermediate and Senior categories or can we provide/bid on the intermediate and senior levels within the stream?

A4. Responses should demonstrate how CMHC’s account would be handled to ensure cost-effective, prompt, personal, efficient and high-quality service. Please provide resumes and rates for resources that are offered. If no resources are available for a specific level, please identify clearly in the pricing form.

Q5. How many resources are expected to be provided for each stream and level, is one resource per stream sufficient to demonstrate availability of resources for evaluation purposes?

A5. There is no limit to the number of resources you are to provide. Responses should demonstrate how CMHC’s requirements set out in Sections A-F of Appendix C will be met.

Q6. On page 24, R.2.5 asks for three (3) project examples within the last 24 months. In the last 24 months, the contracting and procurement process within the Federal Government has slowed down due to the pandemic. To accommodate this, would the crown please consider amending this criteria to allow for three (3) examples within the last sixty (60) months.

A6. CMHC is looking for recent examples. However, given the unprecedented circumstances due to the pandemic, we will accept examples up to sixty months.

Q7. In reference to the same criteria above, in order to cite successful and complex projects to this requirement, we request this requirement also accept project equivalencies of 6 months (ie. a project that was 12 months long would count as 2 project examples). The requirement as currently written would value 3 short term projects (which could have come to completion or been unsuccessful and cut short) over a large multi-year project that was complex and run to its completion, which we feel is not the intention of the requirement.

A7. There is no minimum or maximum duration requested in the examples sought in R.2.5. The duration of the example may be 9 months, if that was the time required to perform the service.

Q8. R.2.5 is asking to provide three (3) examples of work performed for other clients within the last twenty-four (24) months from RFSA issuance date, similar to the requirements set out in the Deliverables of the RFSA.

Our consultants have been providing services to clients on long-term assignments and are not able to demonstrate the depth of their experience with such a limited (24 month) timeframe. Would CMHC consider expanding the timeframe (eg within the last 60 months)?

A8. Please see A6 above.

Q9. Is there a page limit or word count limit for R.1 - Experience and qualifications of the organization & R.2 - Approach and Methodology?

A9. There is no page limit. Responses should be concise.

Q10. It is unclear what type of response CMHC is looking for based on the wording of rated criteria R.3.2. and R.3.3. As written, CMHC seems to be assuming that all Bidders operate in accordance with a single business model, where they employ a “bench” of consultants that are repeatedly deployed to multiple clients. However, staffing agencies are also highly effective at providing ‘as and when requested’ consulting and professional services such as those sought by this RFSA.

Please confirm that, where the Bidder is a staffing agency, CMHC would accept the following as an equivalent substitute for the requirement as written:

*R.3.2 A brief bio and qualifications of a **sample resource** who **may** be assigned to applicable areas of expertise (**or be replaced by an equivalent resource at the Request for Services stage**) and indicate the level of bilingualism.*

*R.3.3 Please briefly describe the role and level of involvement of **the sample resource profiled in R.3.2** in the examples described under R.2.5 above.*

A10. Please see A2(b) above.

Q11. Page 21 states “It is expected that Respondent’s employees with varying years of experience and position are likely to be involved in the provision of the services.” Is CMHC seeking firms who employ their resources on a full-time basis? Will CMHC accept suppliers who provide contractors to perform the services?

A11. The Respondent can include contractors in their submission. If successful, the Respondent will be bound by the terms of Article 4.3 of the Supply Arrangement (SA) Master Agreement.

Q12. Section R.3 asks vendors to provide a list and profiles of proposed resources. Do these resources need to be employees of the company? Will these be the only resources we are able to provide against future opportunities?

A12. Please see A2(b) above.

Q13. For Section R.3, how many resources per role and level is CMHC seeking?

A13. Please see A5 above.

Q14. Do we need to submit a separate proposal for each stream we are bidding on?

A14. CMHC requests that Respondents indicate which stream(s) they are responding to in Appendix A - Submission Form. One submission is acceptable however the examples and resources for each stream need to be clearly defined. The same example can be used for more than one stream, if applicable.

Q15. In the context of R.3.2., can CMHC confirm that the bio and qualifications of only the senior most resource need to be presented and not for all resources.

A15. Please refer to A2(b) and A4 and provide the bio and qualifications for all proposed resources identified in R.3.1.

Q16. Would CMHC consider extending the questions deadline to a few days after the issuance of the first addendum? This will allow for any follow up questions that may arise from the responses to the first round of questions.

A16. No, we will not consider extending the timeline for questions.

Q17. Please confirm that bidders are to submit a separate proposal for each stream and are not permitted to submit multiple streams in a single proposal. In addition, if each proposal is to be separate, are bidders to provide a separate Appendix A ("Submission Form") for each stream/proposal, or a single Appendix A for all streams?

A17. Please see A14 above.

Q18. R.2.5 provides a list of requirements to be included in the bidder's client references. Does CMHC wish to see copies of contracts to substantiate details in the proposal?

A18. CMHC does not want to receive copies of contracts.

Q19. R.3.1 requires that bidders list the proposed resources in the applicable area of expertise (one page limit). Is there a minimum or maximum number of resources that must be presented per stream?

A19. Please see A2(b) above.

Q20. Regarding R3.2: The requirement states that Bidders should “provide a brief bio and qualifications (one page per resource) of the resources”. To assist the evaluation team in evaluating multiple streams and bids, and ensure that each response is consistent and relevant to CMHC’s needs, would CMHC consider providing a template or a list of line items that should be captured in this one-page profile?

A20. Each Respondent should provide their response in the same order as the Rated Criteria is listed in, for each applicable Stream (ie: Stream 1, Stream 2, Stream 3, etc.). CMHC will not provide a template or a list of line items to be captured in the one-page profile.

Q21. Will the level of bilingualism affect the rated score? If so, how will the rating score on the bilingualism be evaluated?

A21. CMHC is a Crown Corporation and is governed by the Official Languages Act. If successful, the Respondent will be bound by the terms of Article 4.15 of the Supply Arrangement (SA) Master Agreement.

Q22. Under this agreement, will there be an option to engage subcontractors for specific call-ups?

A22. This is a Supply Arrangement which will result in subsequent contracts (not call-ups) from an RFS, RFQ or SOW. With respect to subcontractors, please see A11 above.

Q23. Can we include engagements with CMHC as qualifications?

A23. Yes, examples of work done with CMHC can be used.

Q24. Can we include qualifications beyond the past 24 months due to some of the disruption from COVID-19? (e.g., for the past 36 months)

A24. Please see A6 above.

Q25. Are you contemplating data and analytics services to be included in this RFS? (e.g., within the Business Process Consulting or Planning and Implementing Technology Solutions Streams)

A25. Future Requests for Service (RFS) will include appropriate details for the successful Respondents on an as and when required basis. Services could pertain to data and analytics

Q26. Please confirm if the proposed resources supplied in the Bidder's response to this section (R.3) are not the only candidates allowed to be presented through the "Contracting Process".

A26. Correct. CMHC understands that resources will change during the term of the Supply Arrangement. During the contracting process, resources other than those proposed here can be presented.

Q27. How many proposed resources should a Bidder provide within each of the four "Titles – in accordance with the pricing form" (i.e., Junior, Intermediate, Senior, Advanced) in order to fully demonstrate compliance?

A27. Please see A2(a) above.

Q28. Securing a client's agreement to serve as a reference takes time and effort both on the bidder and the reference's side as we ask the individual to review the citation and confirm their contact information. For expediency and to reflect a more reasonable volume of reference checks, will CMHC consider adjusting R2.5 such that bidders provide contact information for **one of the three** project citations per stream.

A28. Yes, providing contact information for one of the three project examples per stream would be sufficient.