

## Rules of Engagement for the Invitation (ITR) to Refine Process

The following “rules of engagement” are intended to foster open and collaborative working practices. By participating in the ITR, the Bidder agrees to these rules of engagement.

Feedback refers to those ideas provided by Bidders that may result from suggestions, comments and questions provided by Bidders for the purpose of sharing information.

### Rules of Engagement

- i) The Bidder will actively participate in interactive events (interactive group sessions, one-on-one sessions, surveys) throughout the ITR process.
- ii) The Bidder will provide suggestions for improvements and innovative ideas in an open, honest and respectful manner.
- iii) The Bidder will be open to proposing innovative approaches to solve the Problems and address challenges by:
  - exploring opposing views;
  - working backwards - focusing on the Problem to find the Solution;
  - working within defined parameters.
- iv) The Bidder agrees to foster fairness and transparency in the ITR process through open communication, information sharing, and by raising uncertainties with the Contracting Authority.
- v) The Bidder agrees that their ideas may be incorporated into various Solicitation components becoming the property of Canada, and may be the object of a resulting public process. Bidders participate and share ideas willingly and agree that their ideas are not subject to any non-disclosure agreement.
- vi) By actively participating in the ITR process and providing Feedback, the Bidder acknowledges that he/she has had the opportunity to influence the “design” and to raise any fairness or transparency concerns.

### Canada’s Commitments

During the ITR Canada commits to:

- i) creating a feedback-safe environment by:
  - fostering a climate of trust with open, honest, and respectful communications;
  - encouraging diverse perspectives and opinions in the spirit of exchange and collaboration;
- ii) setting clear expectations around Feedback by:
  - giving all Bidders equal opportunity to provide Feedback and receive responses;
  - giving all Bidders equal access (to the extent that it is possible) to the Technical and Contracting Authorities;
  - leveraging TECHNATION, a vendor association, as a third-party to provide feedback and or responses on behalf of Canada;

- iii) using different response mechanisms (as appropriate): one-on-one (face-to-face), group, written (surveys, “What-we-Heard” reports);
- iv) act on response mechanisms by:
  - communicating to all Bidders information that is material to the design, i.e., “What-we-Heard”;
  - communicating to all Bidders the reason for a decision or change, i.e., “What Canada Thinks About It”;
  - communicating to all Bidders “actions” to be taken as a result of a decision or change, i.e., “What Canada Will Do About It”;
- v) offer a “Last Call” for feedback: before the close of each ItR Wave, Canada will provide Bidders with a Last Call notice, giving Bidders an opportunity to provide additional feedback within a reasonable time.