

Q&A #2 - W6369-22-X007
Office Ergonomic Assessments

Number	Questions/Answers/Amendments				
Question #1	Would the Department of National Defence (DND) be willing to amend ATTACHMENT 1 to PART 3, PRICING SCHEDULE, under Cancellation, where it states that 'No charge for first cancellation or no-show without 24 hours' notice' to instead be open to the proponent to state if they charge a fee for first incident, and if so, the amount of that fee?				
Answer #1	Yes, Please see Amendment #1.				
Amendment #1	<p>RFP W6369-22-X007 is hereby amended as follows:</p> <p>A) <u>DELETE</u> Attachment 1 To Part 3, Pricing Schedule under Cancellation in its entirety and <u>INSERT</u> the following:</p> <p>CANCELLATION</p> <p>If Canada cancels or reschedules an appointment without providing a written notice of at least 24 hours, the Contractor will be paid as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">More than 24 hours prior to Scheduled Appointment</th> <th style="text-align: center;">24 hours or less prior to Scheduled Appointment</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; vertical-align: top;">No Charge</td> <td style="text-align: center; vertical-align: top;"> Half the cost of an assessment for 1st cancellation or no-show without 24 hours' notice: \$__ (to be specified by the Bidder in their Financial Proposal) charge for the 2nd and any subsequent no-shows by the <u>same</u> public service employee. </td> </tr> </tbody> </table> <p>**The Cancellation charge will not be part of the Financial Evaluation**</p> <p>B) <u>DELETE</u> Annex "A" – Statement of Work, Section 6. Constraints, in its entirety and <u>INSERT</u> the following:</p> <p>6. CONSTRAINTS</p> <p>6.1 The Contractor agrees that its policy for "no-shows" or appointments cancelled with less than 24 hours' notice will be a charge of half the cost of an assessment to the TA, any subsequent no-shows by the same employee will be charged in accordance with the rates identified in Annex "B" – Basis of Payment. The TA's Office must promptly advise of the first no-show and will intervene with the employee and supervisor after the second no-show. Refer to Annex "B" – Basis of Payment, Section 3 - Cancellation.</p> <p>C) <u>DELETE</u> Basis of Payment, Section 3 Cancellation in its entirety <u>INSERT</u> the following:</p> <p style="text-align: center;">ANNEX "B" – BASIS OF PAYMENT</p> <p>3. CANCELLATION</p>	More than 24 hours prior to Scheduled Appointment	24 hours or less prior to Scheduled Appointment	No Charge	Half the cost of an assessment for 1st cancellation or no-show without 24 hours' notice: \$__ (to be specified by the Bidder in their Financial Proposal) charge for the 2 nd and any subsequent no-shows by the <u>same</u> public service employee.
More than 24 hours prior to Scheduled Appointment	24 hours or less prior to Scheduled Appointment				
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	<p>If Canada cancels or reschedules an appointment without providing a written notice of at least 24 hours, the Contractor will be paid as follows:</p>			
	<p>More than 24 hours prior to Scheduled Appointment</p>	<p>24 hours or less prior to Scheduled Appointment</p>		
	<p>No Charge</p>	<p>Half the cost of an assessment for 1st cancellation or no-show without 24 hours' notice:</p> <p>\$__ (to be specified by the Bidder in their Financial Proposal) charge for the 2nd and any subsequent no-shows by the <u>same</u> public service employee.</p>		
<p>Question #2</p>	<p>In ATTACHMENT 1 to PART 4, EVALUATION CRITERIA, under MT2:</p> <p>a) Would DND be amenable to removing the requirement of having performed each of the 3 types of assessments <i>per month</i> for a minimum of 12 months, and instead allow bidders to provide an overall total of each of the 3 types of assessments for a period of 12 months?</p> <p>b) Would items (i) and (ii) be combined so that it reads “a minimum of 45 in person or virtual ergonomic assessments”?</p> <p>c) Due to the unforeseen impacts of the pandemic, we respectfully request that an average of 45 assessments per month be accepted.</p>			
<p>Answer #2</p>	<p>a) An overall total of 12 months period is acceptable, however Bidders must have completed a minimum of 360 in person office ergonomic assessments, 180 virtual assessments and 180 industrial assessments within that 12 month period.</p> <p>b) Yes, items (i) and (ii) can be combined.</p> <p>c) An average number of assessments will not be accepted.</p> <p>See Amendment #2.</p>			
<p>Amendment #2</p>	<table border="1"> <tr> <td data-bbox="397 1444 495 1854"> <p>MT2</p> </td> <td data-bbox="495 1444 1019 1854"> <p>The Bidder must clearly demonstrate they have completed a minimum of:</p> <p>i) 45 in person or virtual ergonomic assessments; and</p> <p>ii) 15 industrial ergonomic assessments.</p> <p>On an overall total of 12 months, within the three years of experience</p> </td> </tr> </table>	<p>MT2</p>	<p>The Bidder must clearly demonstrate they have completed a minimum of:</p> <p>i) 45 in person or virtual ergonomic assessments; and</p> <p>ii) 15 industrial ergonomic assessments.</p> <p>On an overall total of 12 months, within the three years of experience</p>	<p>The Bidder must provide, at a minimum, the following background information for each month of demonstrated experience in order to meet MT2:</p> <ul style="list-style-type: none"> • Name of the outside client; • Start and end date (day/month/year);
<p>MT2</p>	<p>The Bidder must clearly demonstrate they have completed a minimum of:</p> <p>i) 45 in person or virtual ergonomic assessments; and</p> <p>ii) 15 industrial ergonomic assessments.</p> <p>On an overall total of 12 months, within the three years of experience</p>			

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		demonstrated for Mandatory Criterion MT1.	<ul style="list-style-type: none"> • Total number of assessments completed for each month with a minimum of 45 in person or virtual ergonomic assessments and 15 industrial ergonomic assessments; • Brief description of the ergonomic services provided; and • Language of services provided. <p>Note: An average number of assessments will not be accepted.</p>
Question #3	In ATTACHMENT 1 to PART 4, EVALUATION CRITERIA, under MT2: Can you please clarify if bidders are to show the required minimums of the 3 types of assessments <i>PER CLIENT</i> , or can bidders provide multiple (large organization) clients that would fulfill all 3 types of assessments. (IE. Company A showing 30+ in-office, 15+ virtual, AND 15+ industrial per month <u>VS.</u> Company A showing 30+ in-office and 15+ virtual, and Company B showing 15+ industrial per month)		
Answer #3	The 3 types of assessments can be completed at more than one company/organization.		
Question #4	For section “1.1 Security Requirements”, can the security cleared individual provide virtual consultation from their home office, even if not a cleared security location?		
Answer #4	Individuals must have their security clearance, and can work from their place of business as long as they do not have access to information above Protected A.		
Question #5	For section “4.1.1.1 Mandatory Technical Criteria” (specifically MT2, MT3 and MT5), if the Vendor subcontracts, may they use the Subcontractor’s experience in providing office, virtual and industrial ergonomic assessments?		
Answer #5	<p>For MT2, the vendor must demonstrate that it has the required experience. The use of sub-contractors would not be allowed.</p> <p>For MT3, the vendor must demonstrate that it has the required experience. The use of sub-contractors would not be allowed.</p> <p>For MT5, the Bidder must clearly demonstrate that they are capable of providing a minimum of 3 resources, therefore subcontractors are accepted.</p>		
Question #6	In Attachment 1 to Part 4, Evaluation Criteria, MT2 includes that the bidder must demonstrate they have completed a minimum number of in-person office ergonomic assessments, virtual office ergonomic assessments, and industrial ergonomic assessments per month.		

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	<p>a) Does this need to be all completed with a single client, or could the minimums be met using multiple clients?</p> <p>b) Can these monthly totals be demonstrated across different years?</p>
Answer #6	<p>a) Please refer to Answer #3.</p> <p>b) Yes, these monthly totals be demonstrated across different years.</p>
Question #7	<p>MT1: please clarify if the 36 months of continuous experience can be to more than one client.</p>
Answer #7	<p>Continuous experience can combine more than one client.</p>
Question #8	<p>RT1: please clarify if the 48 months of continuous experience can be to more than one client. For example, client 1 is from January 1 to December 31, 2018 and client 2 is from December 31, 2019 to December 31, 2021. Together, there is 48 months of continuous experience between client 1 and client 2.</p>
Answer #8	<p>Continuous experience can combine more than one client.</p>
Question #9	<p>Given the inherent security, availability and resiliency of cloud solutions, what conditions would need to be met to for DND to consider information to be processed and stored by a vendor in a cloud solution like AWS or Microsoft Azure?</p>
Answer #9	<p>Please refer to Section 3.3.5 from the APPENDIX 1 to ANNEX "C" – IT SECURITY REQUIREMENTS.</p>
Question #10	<p>Would the processing and storing information in Microsoft Azure be acceptable if a vendor were to configure the instance in compliance with the Canada Federal PBMM blueprint and have it independently attested to?</p>
Answer #10	<p>Please refer to Answer 10.</p>
Amendment #3	<p>The bid solicitation closing date is hereby extended to Wednesday, 30 November 2022 at 14:00 EST.</p>