

Q&A #4 - 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="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				
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.				

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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 1856"> <p>MT2</p> </td> <td data-bbox="495 1444 1019 1856"> <p>The Bidder must clearly demonstrate they have completed a minimum of:</p> <p style="margin-left: 40px;">i) 45 in person or virtual ergonomic assessments; and</p> <p style="margin-left: 40px;">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 style="margin-left: 40px;">i) 45 in person or virtual ergonomic assessments; and</p> <p style="margin-left: 40px;">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 style="margin-left: 40px;">i) 45 in person or virtual ergonomic assessments; and</p> <p style="margin-left: 40px;">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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	<p>demonstrated for Mandatory Criterion MT1.</p> <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 <u>PER CLIENT</u> , 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>	
Question #11	<p>We are seeking clarification on the newly Amended MT2. Are the minimum of 360 in person office ergonomic assessments/180 virtual assessments/180 industrial assessments still required? Or is 45 in person or virtual ergonomic assessments per month and 15 industrial ergonomic assessments per month sufficient?</p>	
Answer #11	<p>A minimum of 360 in person office ergonomic assessments, 180 virtual assessments, and 180 industrial assessments are required.</p> <p>See Amendment #4</p>	
Amendment #4	<p>MT2</p>	<p>The Bidder must clearly demonstrate they have completed a minimum of:</p> <p>i) 360 in person office ergonomic assessments;</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>

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		<p>ii) 180 virtual ergonomic assessments; and</p> <p>iii) 180 industrial ergonomic assessments.</p> <p>Over a 12 month period, within the three years of experience demonstrated for Mandatory Criterion MT1.</p>	<ul style="list-style-type: none"> • Name of the outside client; • Start and end date (day/month/year); • Total number of assessments completed over the 12 month period with a minimum of 360 in person office ergonomic assessments, 180 virtual ergonomic assessments and 180 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 #12	Do we send you our Contract security Program (CSP) Application for Registration (AFR) form prior to or with our submission to this RFP?		
Answer #12	<p>Bidders representing Canadian-based organizations are to complete the following AFR Form as part of their bid submission. If the AFR Form is not included as part of the bid submission, the Contracting Authority may request a copy prior to contract award:</p> <p>Contract security program (CSP) - Application for registration (AFR) (pwgsc.gc.ca)</p>		
Amendment #5	The bid solicitation closing date is hereby extended to Tuesday, 6 December 2022 at 14:00 EST.		
Amendment #6	The bid solicitation closing date is hereby extended to Friday, 16 December 2022 at 14:00 EST.		