

Questions and responses
RFP INFC-2024/25-PS4199 - Occupational Therapy & Ergonomic Assessments

Question 1

In Section 1.1, 1(a) - It is stated that the contractor/offeror must, at all times, hold a valid designated organization screening (DOS) with approved document safeguarding at the level of protected A, issued by CSP, PWGSC, and in Section 1.1, 1 (b) it is stated that personnel....must each hold a valid reliability status, granted by the CSP, PWGSC.

Are these requirements something that the bidding agency is required to have during the bidding process to be considered for the RFP? If so, how may we obtain these requirements?

Answer 1

Yes. It is part of the Mandatory Criteria to be evaluated and included in page 16 of the RFP.

MC2	<p>The Bidder must provide evidence that the proposed resource(s) have a valid Security Clearance at the Reliability status security screening level. Resources must maintain that level for the duration of the contract.</p> <p>The Bidder must adhere to the privacy and security requirements found within the <i>Access to Information Act</i> and the <i>Privacy Act</i>, with proper storage of all data on Canadian servers. This includes, but is not limited to, all personal information, assessments and recommendations (in development, in use, and in storage).</p>
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Click the following link to know how to [Obtain a security screening for your organization](#)

Question 2

In Resource Evaluation, point MC3, the CCPE designation is noted as a requirement for the completion of ergonomic assessments, as an example. Is this the required level of certification/evidence to be considered for the Ergonomic Assessment portion of the service request?

Answer 2

Point MC3 was modified to clarify this requirement. Resources conducting ergonomic assessments must hold a university degree, college certificate or diploma in Ergonomics, Kinesiology, Physiotherapy, Occupational Therapy or Occupational Health Nursing from a recognized Canadian Institution or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada. If the resource also holds a recognized designation from a Canadian or international certifying body, additional points will be assigned under R5 (new). The Canadian Certified Professional Ergonomist (CCPE) designation is the one that gives the more points. Please review MC3 and R5 of the ATTACHMENT 1 TO PART 4 - TECHNICAL CRITERIA and the constraints in the ANNEX "A" - STATEMENT OF WORK on the RFP - INFC-2024-25-PS4199 AMD1 - Occupational Therapy & Ergonomic Assessments file.

Question 3

Section MC3 mentions that the "bidder must provide evidence that the proposed resource(s) hold valid certification/accreditation...for example: The Canadian Certified Professional Ergonomist (CCPE)

designation for ergonomic assessments.” I am wondering if an Allied Health professional (OT/kin/PT) that has adequate experience providing Ergonomic Assessments is acceptable to perform these assessments? There are only 8 Ergonomists (CCPE) that have this designation, with none of them residing in Ottawa or Montreal to complete these assessments in person. In the past (and currently) we have proposed Occupational Therapists with Ergo experience to complete these assessments and they have been able to provide the client with the same information and recommendations as our ergonomist.

Answer 3

Point MC3 was modified to clarify this requirement. Resources conducting ergonomic assessments must hold a university degree, college certificate or diploma in Ergonomics, Kinesiology, Physiotherapy, Occupational Therapy or Occupational Health Nursing from a recognized Canadian Institution or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada. If the resource also holds a recognized designation from a Canadian or international certifying body, additional points will be assigned under R5 (new). The Canadian Certified Professional Ergonomist (CCPE) designation is the one that gives the more points. Please review MC3 and R5 of the ATTACHMENT 1 TO PART 4 - TECHNICAL CRITERIA and the constraints in the ANNEX "A" - STATEMENT OF WORK on the RFP - INFC-2024-25-PS4199 AMD1 - Occupational Therapy & Ergonomic Assessments file.

Question 4

Our business is interested in bidding on the Ergonomic Assessment and Occupational Therapy Services contract. We note that it requires ergonomists with the CCPE designation. However, according to the CCPE College website, there are only a total of eight such providers and none are local to the region where these assessments would take place. We have several occupational therapists, kinesiologists, chiropractors and physiotherapists working with us who are trained in, and experienced with, doing ergonomic assessments. None of them are CCPE designated. I am writing to clarify that the CCPE designation is necessary. Kindly advise.

Answer 4

Point MC3 was modified to clarify this requirement. Resources conducting ergonomic assessments must hold a university degree, college certificate or diploma in Ergonomics, Kinesiology, Physiotherapy, Occupational Therapy or Occupational Health Nursing from a recognized Canadian Institution or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada. If the resource also holds a recognized designation from a Canadian or international certifying body, additional points will be assigned under R5 (new). The Canadian Certified Professional Ergonomist (CCPE) designation is the one that gives the more points. Please review MC3 and R5 of the ATTACHMENT 1 TO PART 4 - TECHNICAL CRITERIA and the constraints in the ANNEX "A" - STATEMENT OF WORK on the RFP - INFC-2024-25-PS4199 AMD1 - Occupational Therapy & Ergonomic Assessments file.

Question 5

Regarding the RFP for ergonomic assessment and occupational therapy services. In the RFP document it is indicated that a CCPE is required to conduct Ergonomic assessments (Annex A section 1.6). Please note that our organization currently employs Registered Occupational Therapists and Kinesiologists, who have undergone specific training in ergonomics, and are regulated healthcare professionals. Please kindly clarify the credential requirements for conducting ergonomic assessments.

Answer 5

Point MC3 was modified to clarify this requirement. Resources conducting ergonomic assessments must hold a university degree, college certificate or diploma in Ergonomics, Kinesiology, Physiotherapy, Occupational Therapy or Occupational Health Nursing from a recognized Canadian Institution or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada. If the resource also holds a recognized designation from a Canadian or international certifying body, additional points will be assigned under R5 (new). The Canadian Certified Professional Ergonomist (CCPE) designation is the one that gives the more points. Please review MC3 and R5 of the ATTACHMENT 1 TO PART 4 - TECHNICAL CRITERIA and the constraints in the ANNEX "A" - STATEMENT OF WORK on the RFP - INFC-2024-25-PS4199 AMD1 - Occupational Therapy & Ergonomic Assessments file.

Question 6

Can a proponent submit for only OT services or only Ergonomic services?

Answer 6

INFC is looking for a single contractor that has resources to offer both ergonomic assessment and occupational therapy services. However, different resources can be proposed to offer each type of service. For example, resource A can be proposed for ergonomic assessments only and resource B for occupation therapy services only.

Question 7

Would INFC consider Kinesiologists, who have strong backgrounds in ergonomics, in the delivery of ergonomics services?

Answer 7

Resources conducting ergonomic assessments must hold a university degree, college certificate or diploma in Ergonomics, Kinesiology, Physiotherapy, Occupational Therapy or Occupational Health Nursing from a recognized Canadian Institution or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada.

Question 8

Would INFC consider resources who have strong backgrounds in ergonomic assessments/services but who do not hold a CCPE designation?

Answer 8

The Canadian Certified Professional Ergonomist (CCPE) designation is not mandatory. Resources conducting ergonomic assessments must hold a university degree, college certificate or diploma in Ergonomics, Kinesiology, Physiotherapy, Occupational Therapy or Occupational Health Nursing from a recognized Canadian Institution or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada. If the resource also holds a recognized designation from a Canadian or international certifying body, additional points will be assigned under R5 (new). The CCPE designation is the one that gives the more points.

Question 9

Would INFC consider resources who are unilingual (English) if there are other bilingual (EN/FR) resources proposed within the same submission?

Answer 9

As per MC1, all proposed resources must have provided the services indicated in the resource category in both official languages at the advanced level per the ATTACHMENT 3 TO PART 4 - LANGUAGE PROFICIENCY GRID. This includes verbal and written communications, as well as all documentation (individualized assessments, job analysis, ergonomic assessment reports, follow-up recommendations, etc.).

Question 10

It is within the scope of practice for Registered Kinesiologists (regulated) in Ontario to perform Ergonomic Assessments, provided they have completed the appropriate training. The RFP mentions Occupational Therapists and Canadian Certified Professional Ergonomists only. Please kindly confirm if a Registered Kinesiologist can be utilized as a resource.

Answer 10

Resources conducting ergonomic assessments must hold a university degree, college certificate or diploma in Ergonomics, Kinesiology, Physiotherapy, Occupational Therapy or Occupational Health Nursing from a recognized Canadian Institution or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada. If the resource also holds a recognized designation from a Canadian or international certifying body, additional points will be assigned under R5. The CCPE designation is the one that gives the more points.

Question 11

With respect to language proficiency, is it acceptable to have separate English and French resources? Attachment 1 to Part 5 – Certifications (page 25 of 38), section 4, seems to suggest each resource must be bilingual.

Answer 11

Each resource must be bilingual. As per MC1, all proposed resources must have provided the services indicated in the resource category in both official languages at the advanced level per the ATTACHMENT 3 TO PART 4 - LANGUAGE PROFICIENCY GRID.

Question 12

We have limited resources in Montreal. Given that registration for Occupational Therapists and Kinesiologists are separately regulated in Ontario and Quebec, would the bidder/proponent be able to opt out on services in Montreal?

Answer 12

No. As per MCC2, the Bidder must demonstrate that it is able to provide occupational therapy services and ergonomic assessments, in person or virtually, as requested by the project authority. INFC offices are located in the National Capital Region (180 Kent and 427 Laurier, Ottawa) and in the Greater Montreal Area (800 René- Lévesque West).

Question 13

Page 32, Annex A – Statement of Work Section 1.4 indicates 15% of services should be delivered virtually, this coupled with the information on page 17, section MC4, noting that resources must have provided services virtually across Canada, suggest that virtual services across provinces may be required. Given that the registration for Occupational Therapists and Kinesiologists are provincially regulated, a local resource would be required for each province even if services are to be delivered virtually. Please kindly clarify expectations regarding virtual services.

Answer 13

INFC strongly supports the delivery of equal services to all its employees, wherever they are located in Canada. We understand that some professions are provincially regulated. We encourage you to contact the Association of Canadian Occupational Therapy Regulatory Organizations (ACOTRO) or the Canadian Kinesiology Alliance (CKA) to learn more about potential existing arrangements between provinces for virtual practice.

Question 14

The Mandatory Technical Criteria (page 16 of 38) indicates the “bidder must provide two (2) versions of the following RESOURCE EVALUATION and POINT-RATED CRITERIA tables. One for the proposed resource for Occupational Therapy Services and another for Ergonomic Assessment. This suggests that only two resources in total may be proposed. Is the bidder able to submit more than two resources to ensure availability for work in this contract?

Answer 14

Yes. The Bidder may submit more than two resources. At least one resource is required for each type of service (ergonomic assessment and occupational therapy). The RFP was modified to reflect the fact that additional resources for each type of service will be accepted if they are for different provinces in order to ensure national coverage. In that case, among all additional proposed resources that meet mandatory criteria, only the one with the highest score for Occupational Therapy Services and the one with the highest score for Ergonomic Assessments will be used to evaluate the “Point-rated criteria” merit result.

Question 15

We have a roster of registered healthcare professionals who are qualified to perform OT services and Ergonomic assessments, given our national and provincial contracts/programs, would our references regarding those contracts/programs be considered for our organization as a whole or do references must be made specific to each of the resources (assessors) as noted in the Client Reference Form?

Answer 15

Under MCC1, the Bidders must complete the Client Reference Form to demonstrate that the organization has experience in successfully providing occupational therapy services and ergonomic assessments. In

this case, references will be considered for the organization as a whole. However, under MC4 and R3, references will be used to evaluate the suggested resource (not the organization). Note that the same reference could be submitted twice: for the organization and for a specific resource.

Question 16

On page 18 of the RFP, the Point Rated Criteria section regarding sample report, use the term "Clients". Please clarify if "Clients" refers to a Contract/Program we have provided services to (such as a funder, like a gov't Ministry, work compensation organization, or an employer), or does that refer to a specific individual (such as employee)?

Answer 16

The term "client" can refer to the organization to whom you have provided services or a specific individual. For confidentiality purposes, please ensure that specific individuals consent to have their personal information shared as part of the Client Reference Form.