

## Addendum No. 1 dated October 3<sup>rd</sup>, 2019

### REQUEST FOR SUPPLIER QUALIFICATION (RFSQ) SQ340-2019-01

#### For Public & Patient Engagement (and related) Services

**Delete** and **REPLACE** APPENDIX C – Form of Offer – Section 6 – Execution of Agreement (below), issued with this Addendum.

Price / cost models*	Rates
<ul style="list-style-type: none"> <li>Blended hourly rate</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

#### CLARIFICATIONS - QUESTIONS & ANSWERS

Please see the answers below regarding any questions raised in relation to this RFSQ.

##### 1. *Question:*

I am having a little trouble framing the response because we have a dozen associates across the country who could assist with your needs on a regional basis, and their numbers keep growing. Their skills as facilitators and other talents are diverse and extensive. You and I would be overwhelmed by the scale and scope of their combined experience. *How would you like a proponent to capture that range of expertise of a dozen people who could help you?* (In the end,

all you would need to do is call one designated person here in Toronto who could pull together a regional team as needed)?

**Answer:**

Key team members that will be drawn upon in most cases.

**2. Question:**

Appendix D, item 6, makes a general requirements to offer services in both official languages. Does that imply that only bilingual contractors need apply?

**Answer:**

No.

**3. Question & Answers (in red):**

In what way do you distinguish key team members from support staff? **Key team members are those that have the expertise.**

- Are you expecting references for the supporting staff as well? **No.**

**4. Question & Answers (in red):**

How would you prefer the blended hourly rates be generated? **Weighted average**

- Are you expecting a weighted average? **Yes.** If so, in what way? **Key team members with support staff all combined for the weighted average.**

**5. Question:**

What is the purpose of separating project management fees from the blended hourly rate given project management fees are generally based on hourly rates?

**Answer:**

Please remove project management fees and only include blended hourly rate with project management fees included.

**6. Question:**

Given project management fees are generally determined by the scope and/or complexity of a given engagement, are you able to identify a scope or provide an example to support costing?

**Answer:**

Please see above response.

**7. Question:**

In reference to D.ii., could you provide timeframes for what you consider a short-term versus long-term engagement?

**Answer:**

Short term can be focus groups or confined events with limited participants.

And long term refers to ongoing or longstanding regional/national engagements using a variety of integrated engagement strategies involving hundreds of participants.

**8. Question:**

Could you please confirm that digital engagement includes on-line surveys, polls, etc as indicated on pg. 8 section B, item iii?

**Answer:**

Yes, it does.

**9. Questions & Answers (in red):**

Does digital engagement also include:

- the use of audience response systems (clickers) during an in-person session? - **No, that's more interactive techniques in the in-person sessions**
- interactive webinars – **Yes**
- skype and video linkages (e.g. some people joining thru those mechanism to an in-person meeting)? – **Yes**

**10. Question:**

Could you provide more detail as to what you require for work samples? Given that the RFSQ says" work samples should include the project's objectives, processes and results" (pg. 9 item

xi), it would seem an engagement report would be required as the work sample. Please confirm or provide examples of acceptable work samples?

**Answer:**

RFPs include overview of work and results. This could also include evaluation results. Engagement summaries/reports are welcome.

**11. Question:**

Also in the same item, (pg. 9 item xi), it asks for a price range on the project. If, as we understand it, the work sample is from a completed project, we are not sure why a price range is being asked for instead of just actual price. Could you clarify intent? Also, should the price include logistics or other services actually provided, even though these are not part of the services asked for in the RFSQ?

**Answer:**

Proponents may not be comfortable including the actual price and the Partnership will accept the range. No, only the services asked for in the RFSQ.

**12. Question:**

Could you clarify what is meant by estimated average turn-around time for a smaller scale and larger scale project? (pg. 9, item ix) Is this the estimated time from signed contract to completion?

**Answer:**

Please provide some timeline examples of small and larger scale projects.

**13. Question:**

Could you clarify whether you requiring overall references for the firm (possible interpretation of item vi, pg. 9) as well as references for each member of our proposed team (as indicated in Appendix B)?

**Answer:**

Yes, both are required.

**14. Question & Answers (in red):**

This list of items to be included in the proposal submissions on pages 8 and 9:  
For the references (item vi), confirming it is 3 references for the organization as a whole, not 3 for each individual consultant involved? **Both.**

For item ix, outline of past engagement projects process, are you looking for specific examples of past work we have conducted (this seems to overlap with item v which is list of relevant projects completed in the last 3 years), or a general description/examples of the processes and timelines we have applied to smaller and larger scale projects. i.e., for a large scale project, this is our general approach and timelines given assumptions XYZ? **General overview of past engagement projects process.**

For the work samples, the engagement work we do for clients is often highly confidential and we are therefore unable to share final results (i.e., outputs/outcomes or findings from the engagement process). Is sharing the processes used sufficient in these case? If not, we could provide a brief summary of how the results/findings were used, but not copies of final reports. Would that be acceptable? **That is acceptable.**

**15. Question:**

Could you please elaborate on what you are expecting for the requested three work samples? Our clients own all of our work products and only a small percentage of what we produce is made public by clients. Are you expecting samples of work that we have provided to clients, or will detailed project descriptions suffice?

**Answer:**

Yes, detailed project descriptions will suffice.

**16. Question:**

Will staff members not named on the proposal as key team members be eligible to work on projects issued under the standing offer?

**Answer:**

Yes, we would like to see the principals; yet, know that expertise may need to change. Please provide the existing team and how you decide who to bring in with a variety of some examples.