

April 28, 2021

REQUEST FOR PROPOSALS - RFP No. RP110-2021-01

FOR Defining the post-pandemic future working environment for Canadian Partnership Against Cancer (CPAC)

CLARIFICATION - QUESTIONS & ANSWERS

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

1. Question:

What data, if any, has the Partnership collected related to employee experience, employee engagement and workplace culture (since working remotely and prior)?

Answer:

The Partnership has some data to share:

- Work from home survey done in July/August 2020, and
- Limited information from staff pulse surveying throughout the years following regular café chats on a variety of topics, e.g. working remotely, engagement.

2. Question:

What data, if any, has the Partnership collected related to partner organizations? Does this include any feedback from partners on the work on the Partnership?

Answer:

None that are relevant to this project.

3. Question:

How does the Partnership measure the performance of its people when working remotely or face to face?

Answer:

Regular, annual performance management continued throughout the 2020/21 year. Performance is based on achievement of defined deliverables, growth in universal and leadership competencies and completing learning/development goals.

4. Question:

What is the current configuration of the Partnership's Toronto office, including number of desks, meetings rooms and non-working spaces?

Answer:

- 142 Workstations + reception desk
- 22 Offices
- 29 Meeting Rooms

- 6 x large (7+ ppl)
- 13 x small (2-5 ppl)
- 10 x phone booths (1-2 ppl)
- Kitchen with seating and booths
- 4 Collaborative spaces (currently being used as 16 workstations, included in the 142 above)
 - 1 x AV room
 - 2 x IT rooms
 - 2 x storage rooms

5. Question:

What technical infrastructure currently exists for remote collaboration both for individual and in collaborative office spaces in Toronto?

Answer:

Microsoft Teams has been adopted by the entire organization for remote/virtual collaboration along with Whiteboard, Mentimeter, Questionpro. Hardware technology (monitor(s), laptop, docking station, keyboard, mouse, headset for videoconferencing, etc.) for work from home provided. Videoconferencing technology (Hub, speaker phones, separate videoconferencing systems and Teams telephones exists in meeting rooms to allow for remote/virtual collaboration via Microsoft Teams.

6. Question:

What principles or policies currently govern how the Partnership recruits?

Answer:

Currently, the Partnerships recruits' staff with the expectation that staff will work from its 145 King Street West office in Toronto, although through the pandemic staff are expected to work remotely until it is safe to return to work. A work from home policy is normally in place that allows staff to work remotely for up to 3 days per week, based on approval.

There are specific positions within the organization that have been approved to be full-time remote workers, based on approval.

7. Question:

Does the partnership currently have workers outside the GTA? If yes, where and how many?

Answer:

Yes. The Partnership has remote workers in BC, Ontario, Quebec, and Nova Scotia. There are less than 20 staff in this category. Throughout the pandemic, some staff have made the decision to move outside of the GTA and, in some instances, to other provinces.

8. Question:

The submission forms are all in PDF formats, are you providing editable documents for respondents to complete? Say in Word format? Or will you be providing the password for the RFP PDF so respondents can complete them?

Answer:

The PDFs are not password protected. The word version will be uploaded to both Merx and Biddingo.

9. Question:

Do you expect the project to be completed by December 31, 2021?

Answer:

Ideally, yes.

10. Question:

We are a new firm established in 2020. You are requesting references for projects completed by the Proponent organization within the last three years. Will you consider project references completed by project team members to assess this component?

Answer:

References for the named key project team members will be accepted for projects similar in scope and services.

11. Question:

Under company qualifications, one of the criteria is that the “company has 10+ years experience in procedure and policy development, with similar work engagements”. We are a new firm with relevant work experience, however will we be disqualified based on this criteria?

Answer:

Proponents will not be disqualified. However, years of relevant experience is a part of the weighted criteria, and limited experience may affect a Proponent’s score.

12. Question:

One of the project objectives is to understand the use of office space going forward. How detailed do you want recommendations on this aspect of the project? Are you looking for conceptual recommendations and / or new office space designs?

Answer:

Focus on conceptual recommendations and guiding principles, but specific actions we can take to update our office space to achieve those recommendations are in scope for this project as well.

13. Question:

With respect to CPAC’s outline of Schedule A - Services and Deliverables / Objectives/Purpose (4 listed), CPAC have overviewed your staff of approximately 100 and your existing office location in downtown Toronto and WFH currently - the 1st

objective listed is Office Space and what could be potentially the ideal strategy approach and use of the office space - Post-Covid. We understand CPAC is seeking an experienced consultant that can explore and recommend an ideal strategy in this regard, as part of this first objective, is it CPAC intention as part of the deliverables for the successful consultant to provide design concepts/test fits of your existing real estate and/or hypothetical sites that will visually assist in communicating a recommended strategy? And if so and with respect to CPAC existing office space, are you able to provide CAD as/built drawings? Additionally, can we request the lease expiry date of the existing office.

Answer:

This project assumes that we will remain in our current office space for the foreseeable future. Please see attached Appendix 1- Floorplan for reference.

14. Question:

On page 16 in project scope, point 4 indicates:
Support the development of a vision statement for the partnership. Can you provide more clarity?

- How does this vision differ from the 2019 vision in the Canadian Strategy for Cancer Control? (Fewer Canadians develop cancer. More Canadians survive cancer. Those affected by cancer have a better quality of life.)
- Is this vision specific to culture and the way the partnership will work with staff and partners going forward?

Answer:

The vision statement for the Partnership is specific to the post-pandemic working environment, including culture, use of office and the way the Partnership will work with staff (recruit, remote working) and partners going forward.

15. Question:

Does the partnership have an expected timeline for the completion of the scope of work laid out in the RFP?

Answer:

See response to Question #9.

16. Question:

You have mentioned that there are more than 100 staff working from the Downtown Toronto office and some more working remotely from other cities across the country. Can you please provide the exact number of working staff for the above categories along with how many of them are management v/s staff?

Answer:

There are approximately 20 staff working remotely and the remainder of staff work from the office at 145 King Street West Toronto for all or a portion of the week.

End of Document

Appendix 1- Floorplan

