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# RFP Quality Assurance

Presented by: Guylaine Carrière and  
Michelle MacDonald  
June 6, 2017

# Outline



- Context
- Quality Assurance Framework
- Risk-based Review
- WISE Method

# Context

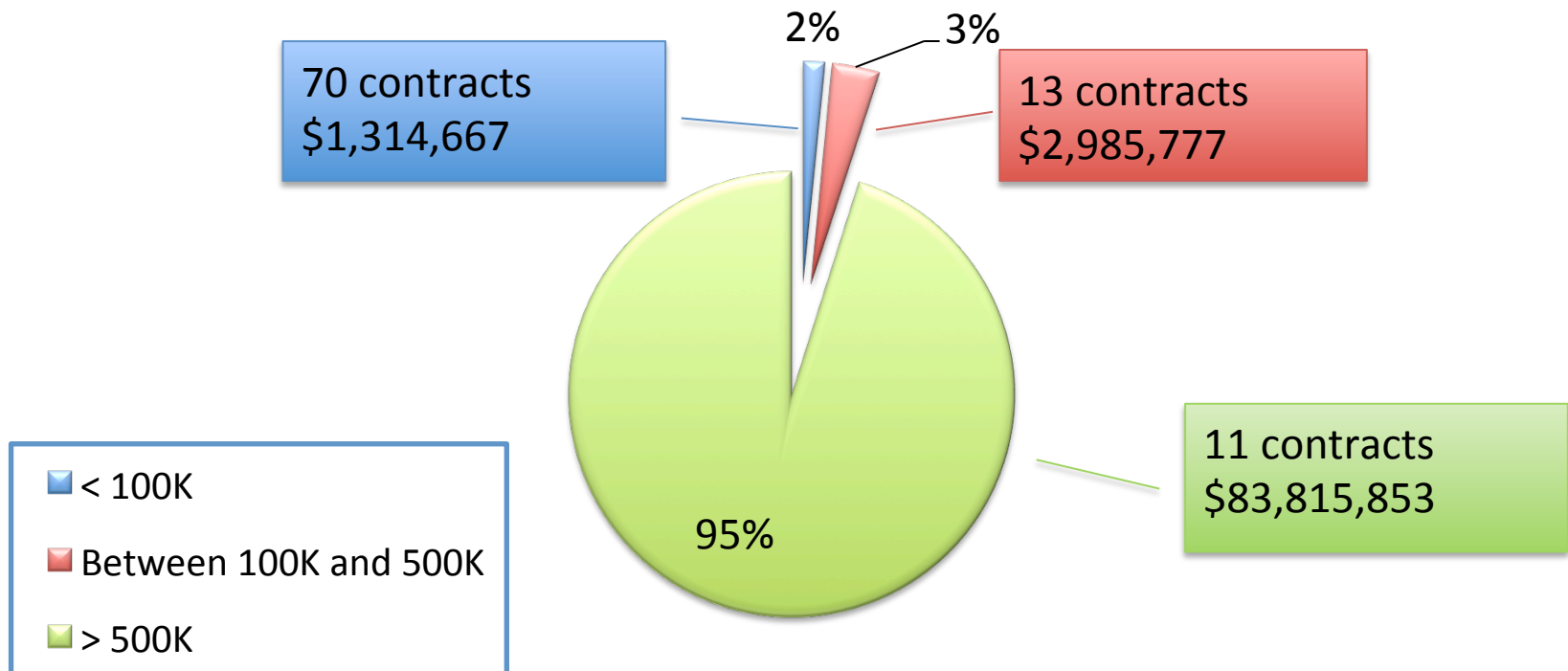
Contracting officer in international development assistance:

- What
- Why
- How
- Where



# Development numbers FY15/16

## Value of contracts

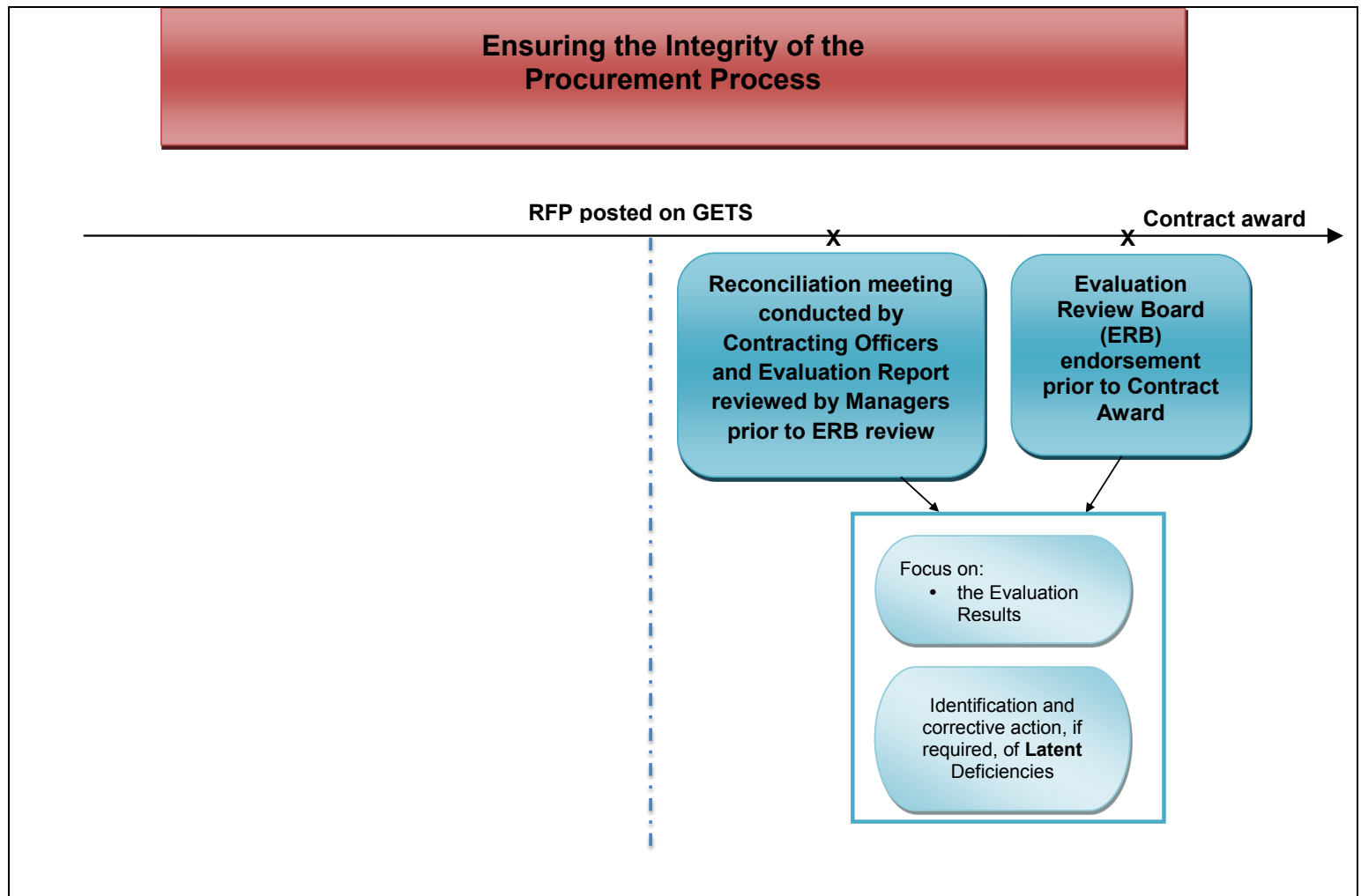




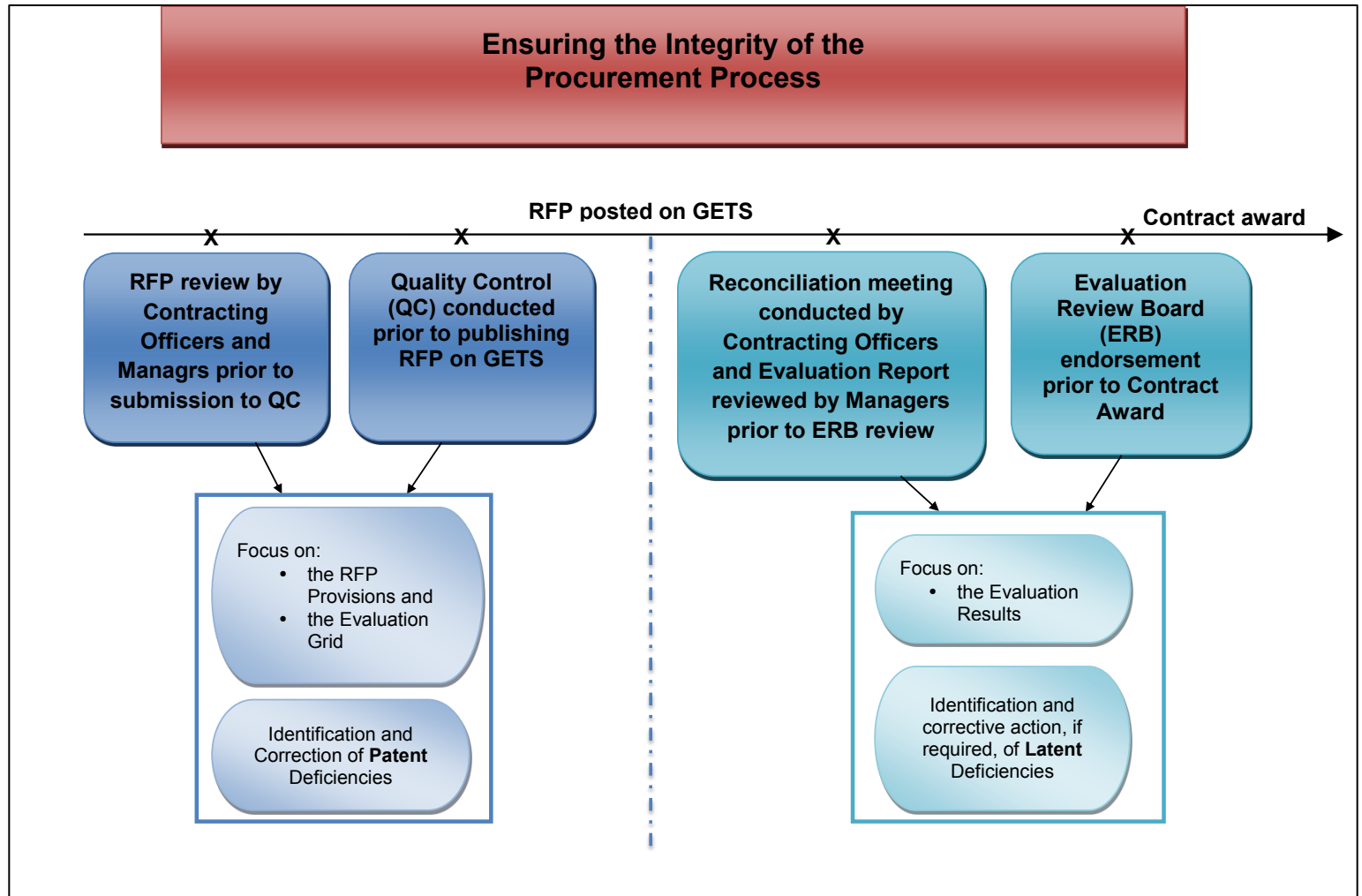
# Why Quality Assurance?

- **2009 OPO recommendation:** Oversight committees should conduct review at outset of procurement process.
- 40 contracts issued in 2009 ... and 4 supplier complaints to CITT!

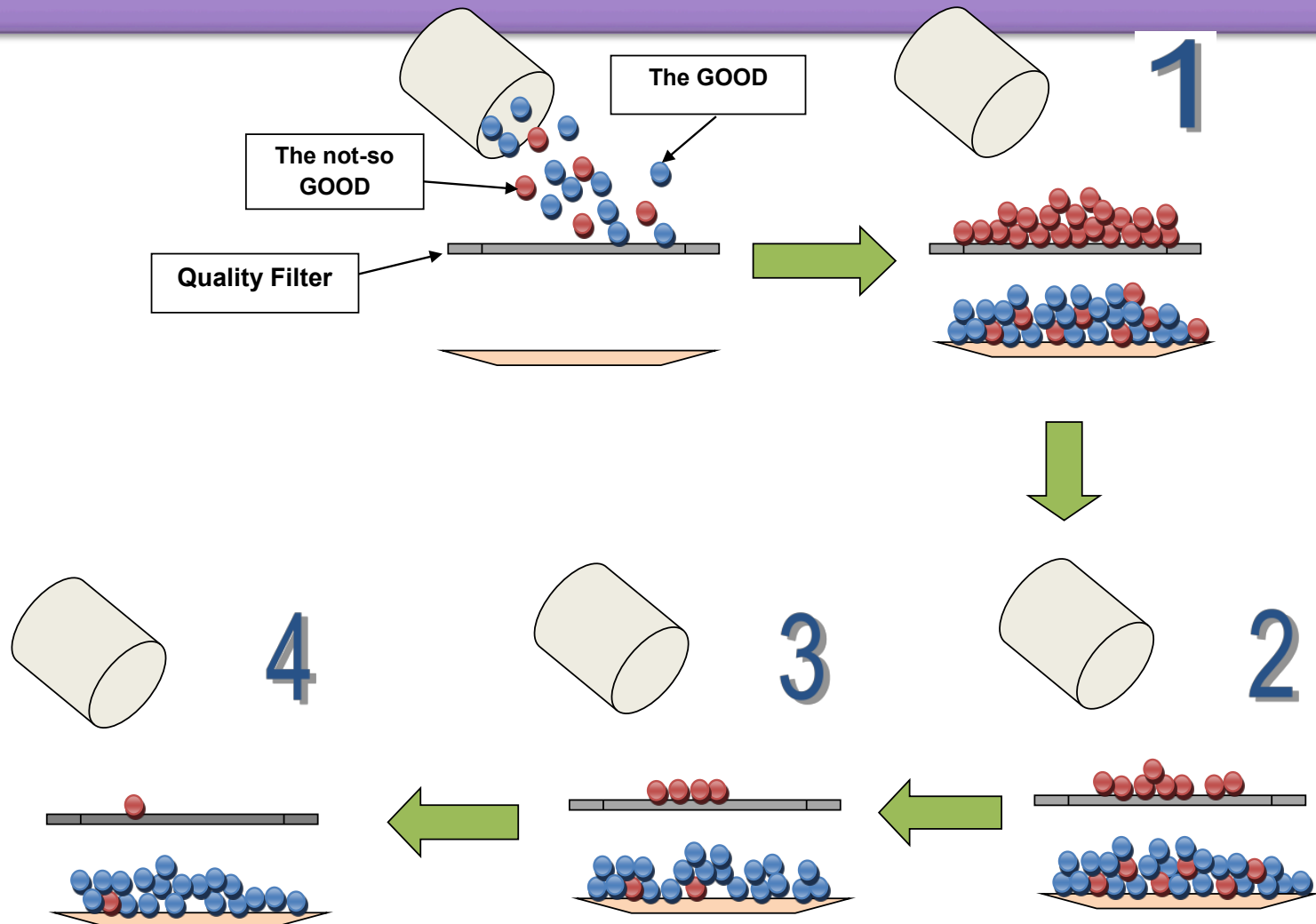
# Oversight Framework (Before)



# Oversight Framework (After)



# QA = Filter Process



# Quality Assurance

Analysis of the CITT cases reveals that:

- 49.6% of complaints concern the technical evaluation of proposals
- The majority of these complaints are related to mandatory requirements



Year	# of cases	Mandatory	Technical (rated)
2010	94	32 (34%)	5 (5%)
2011	62	21 (34%)	3 (5%)
2012	53	25 (47%)	8 (15%)
2013	49	23 (47%)	7 (14%)
2014	69	20 (29%)	9 (13%)
2015	70	32 (46%)	6 (9%)

# Risk-based Review

**Very High Risk (R4):** Non-Compliance with government regulation, policy or trade agreement.



# Risk-based Review

**Medium to High Risk (R3):** Provision or criteria that may lead to violation of Trade Agreements - Risks are medium to high that a complaint would be valid.





# Risk-based Review

**Low Risk (R2):** Provision or criteria that may lead to violation of Trade Agreements - Risks are low that a complaint would be valid.





# Risk-based Review

**Very Low Risk (R1)** : Language or format that may need to be corrected or improved.



# WISE Criteria

An evaluation criterion should have:

1. **What** do you want to assess?
2. What type of **information** do you need from the bidders?
3. What **Scoring Elements** will be used to allocate points?

**W I S E**

# Practical Example 1

- Requirement: Services of a Procurement Specialist
- Essential qualifications:
  - 5 to 7 years of experience in procurement
  - Developed statements of work and evaluation grids
  - Evaluated proposals and conducted negotiations
  - Managed contracts and resolved disputes

# Practical Example 1 con't

Applying the WISE method:

<b>What</b> do we want to assess?	Experience in procurement
What <b>information</b> do we need?	Detailed description of the experience, a curriculum vitae
What are the <b>Scoring Elements</b> ?	<ul style="list-style-type: none"><li>• Years of experience</li><li>• Specific experience related to the requirement</li></ul>

# Practical Example 1 con't

Bidder should submit the curriculum vitae of the proposed resource to demonstrate his/her experience in providing procurement services. The curriculum vitae will be evaluated on:

- i. Years of experience (up to 10 points):
  - 3 to less than 5 years: 4 points
  - 5 to less than 7 years: 6 points
  - 7 years or more: 10 points
- ii. Specific experience related to the requirement (2 points for each experience, up to 10 points):
  - Experience in developing statements of work
  - Experience in developing evaluation grids
  - Experience in evaluating proposals
  - Experience in conducting negotiations
  - Experience in managing contracts and resolving disputes

# Practical Example 2

**Requirement:** Gender equality strategy includes a gender assessment and addresses gender issues related to the project.

# Practical Example 2 con't

Applying the WISE method:

What <b>What</b> do we want to assess?	Gender Equality Strategy
What <b>information</b> do we need?	Narrative – description of a gender equality strategy
What are the <b>scoring elements</b> ?	<ul style="list-style-type: none"><li>• Gender Assessment: gender issues, obstacles or opportunities</li><li>• Addressing Gender issues, obstacles or opportunities: relevant activities</li></ul>

# Practical Example 2 con't

## Gender Equality Strategy (maximum 20 points)

In a narrative, the bidder should propose a gender equality strategy for the project that includes the following sections.

- **Gender Assessment:** The bidder should describe the specific and relevant gender issues, obstacles, or opportunities identified in the gender analysis of the project. (up to 10 points).
- **Addressing Gender Issues, obstacles or opportunities:** The bidder should describe the relevant activities that will be undertaken to address the gender issues, obstacles or opportunities identified, and to achieve the corresponding gender equality result(s) in the project logic model attached in the project description (up to 20 points).



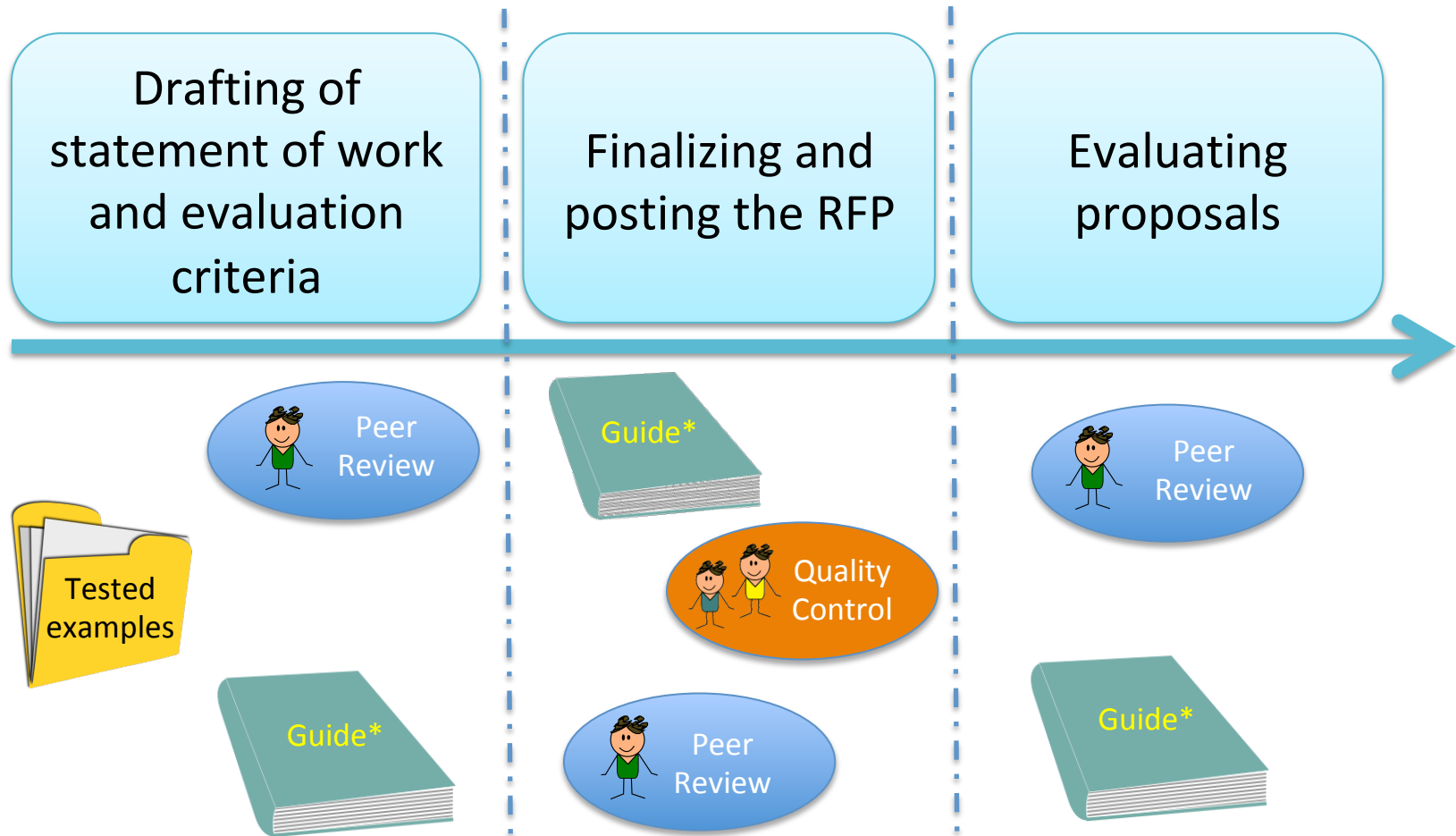
# Questions



# Practical Exercise



# Ongoing Quality Assurance



# Key contacts

❖ Deputy Director Contracting Services:

Sarah Latour – 343-203-5443

❖ Deputy Director Contracting Policy:

Karine Bélanger – 343-203-5493

