

RFQQ 23-03
FOR INVESTMENT OPERATIONS CONSULTANT POOL REFRESH
QUESTIONS AND ANSWERS – June 2, 2023.

1. Rates for individual engagements vary and packages may be available, however rate card baselines are (hourly USD): Consultant [REDACTED], Senior Consultant [REDACTED], Partner/Principal [REDACTED]. For engagements requiring deep expertise in insurance operations accounting and reporting, we would expect to deploy senior consultants together with some involvement of our principals. Is WSIB comfortable with this rate structure?

Answer: Fees are evaluated for each response based on each firm's qualifications and experience. They are also evaluated for consistency with firms of similar service offerings and staff qualifications. The ranges proposed are not out of line with similar consulting engagement contracts at the WSIB; however additional information is required to provide a definitive answer.

2. Our firm is incredibly proud of our clients and believe their references are differentiators in evaluation versus other consulting organizations. Given the investment in preparing the proposal, can we safely assume that WSIB will minimally contact our references as part of the vetting and proposal review process?

Answer: Best practices for the selection of consulting firms includes reference checks of a sample of each offeror's clients. On average, reference checks for a similar procurement would average 15 minutes in length. We have also utilized written responses to questions if preferred and appropriate. Please note in your response if prior notification or any other special handling is required. Please also note if there are clients you prefer we not contact.

3. We, as a consultancy, strive to continually improve our RFQ and RFP responses. There is no better way to do this than to receive constructive feedback. Regardless of the outcome of our proposal, will WSIB commit to providing feedback identifying our perceived strengths and weaknesses?

Answer: The WSIB offers debriefing conferences to unsuccessful offerors. For more information please refer to Section 7.3 of the RFQQ.