

**Questions and Answers Relating to the ISAP Request for
Expressions of Interest and Pre Qualification
15 February 2007**

1) There was a Request for Expressions of Interest and Pre Qualification (RFEI&PQ) issued in the fall of 2006 (October 2006 – Closing 1 December 2006) If we applied then, do we need to re apply now?

No, the responses to the fall RFEI&PQ are currently being assessed. This opening of the Request is to allow organizations that may have missed that opportunity, to apply now.

2) Are there any forms for pre-qualification for ISAP response. If so, could you please send me the Pre-Qualification forms for ISAP funding for 2007. If no such forms exist, what format should we use?

There are no forms for the submission of a response to this document. It is suggested that you respond to each of the criteria in the order that it is identified on the Request for Expression of Interest and Pre Qualification. Please ensure that supporting documentation and narrative responses can be readily matched together so that a clear understanding of your organizations qualifications can be seen by CIC.

3) Are respondents required to write their submissions in full sentences and paragraphs or will point form be acceptable?

Point form will be acceptable however please be very careful that the information you wish to express remains clear and understandable to all potential readers.

4) Is there a limit to the number of pages that can be submitted?

There is no limit to the number of pages. There is no value in submitting pages of information that are not relevant to the criteria that is being demonstrated. However, as noted in the previous response an organization would want to ensure that their submission was clear and understandable to all readers of the document that they submit.

5) Should an agency submit more than one document (response) if they wish to deliver more than one form of the ISAP program or to deliver services in more than one community?

No there is no need for an agency to submit more than one response. Agencies that want to be considered for future applications to deliver more than one form of ISAP, deliver services in more than one location or those

wishing to provide a range of services in the future should indicate this on their single submission.

6) Many questions have been received about the format and appearance of the responses. Can they be in point form? Should they be in binders or other binding devices? Are there limits or minimums to the number of pages to be submitted?

There is no direction given in this area. Respondents are to use their best judgment to submit documents and narratives that clearly demonstrate their qualifications for each of the criteria being assessed.

7) In both the Organizational Experience and the Connection to the Community sections it is suggested that two references be provided to verify the organization's statements in their responses, are these the same or duplicate criteria.

The criteria are distinctly different in what is to be demonstrated as a part of Organizational Experience (one or more years of experience in delivering settlement or services of a similar nature) and Connection to the Community - connection with the service's target group and demonstration of how they have built trust, worked with the formal and informal leadership, and sought commitment from community organizations and leaders to create processes for serving community needs. The references suggested in the Response Guidelines may be the same organizations or different ones.

8) We do not have a letter or any other documents from our latest financial or activity monitoring, what should we submit in its place?

In the absence of monitoring documents or results letters we will accept: The Name of the Organization performing the monitor or audit, Name of the monitoring Officer, Date of the Monitoring, comments noted during the monitoring or after. Organizations that are unable to submit documentary evidence of meeting any of the requested criteria should include in their response to the RFEI&PQ a narrative of the recent activities related to the criteria, who was involved, when the task was performed and what the results were.

9) We have a bank letter that states the line of credit level that our organization has. However, the guideline has the line of credit as one bullet point and the bank reference letter as another. What elements should the reference letter contain?

The desired criteria being assessed is - A line of credit or contingency funds that cover 1 to 3 months of operating expenses; The guidelines suggest a number of ways that the criteria can be demonstrated to CIC such as a letter of credit, details of funds available to the respondent, a banking reference letter, a listing of all sources of funding.

The points are awarded for meeting the criteria not just for submitting what is suggested in the guidelines. The guide lines are meant to be helpful not a check list and respondents may feel that they have other ways of demonstrating that they meet the desired criteria.

10) Should responses be in hard copy or electronic format?

Please submit your response in hard copy. Many of the supporting documents will not be available in an electronic format for some respondents.

11) Do responses have to be received by CIC by the deadline or can they be postmarked on or before the **22 of March 2007**?

The Expression of Interest package must be received by this office no later than **4 pm March 22, 2007.**

12) How many copies of the response are required by CIC?

Please submit only one copy of the submission.

13) Previous questions and answers stated that there is no page limit, but is there a recommended length for each section?

There is no limit or recommended length to any section. The same caution as was given to a previous question and answers posted on Settlement.org applies. Respondents should fully support the criteria being demonstrated and keep the information limited to only what is relevant. Sometimes this will take more information and other times the response will be brief.

14) The Enhanced Language Training (ELT) program is classified as an ISAP Program. Do current ELT providers need to reply to the RFEI&PQ to be considered to be eligible to continue providing this program.

No, they are not required to respond to continue providing ELT, at this time. ELT is a unique program and was not listed among the services on the RFEI&PQ. ELT providers who may wish in the future to be eligible to provide the ISAP services which are listed, should consider responding to the RFEI&PQ.

15) My enquiry is with respect to the references for Organization Experience. Your requirement is that the referees be "not affiliated with the responding organization". Could you clarify this further?

The term "not affiliated with" in the case of the RFEI&PQ is meant to prevent organizations from using divisions of their organization as

references. An example of this would be an organization which is primarily focused on education and has created a division perhaps with a distinct name that provides settlement services to newcomers. The settlement service provider division can not use the parent organization as a reference.

Independent organizations with which your organization works with in partnership or to which your organization refers client is acceptable. The joint involvement on committees and projects would not, for the purposes of the RFEI&PQ make them "affiliated".