

OCCUPATIONAL HEALTH AND SAFETY AND SUSTAINABLE DEVELOPMENT QUESTIONNAIRES

Other information and most frequently asked questions

VERSION : 2024-15-01

OWNER : PRATIQUES D'AFFAIRES ET ORIENTATIONS STRATÉGIQUES (PAOS)



Table of contents

Topics	Page <i>(click to access)</i>	Questions addressed
1. Find out more about Cognibox registration	P.3	<ul style="list-style-type: none">1.1. Where and in which profile should I register?1.2. Is the registration procedure the same if my company already has an account with Cognibox?1.3. How much does it cost to register with Cognibox?1.4. How is my personal information managed in Cognibox?
2. Find out more about obtaining a valid Cognibox report	P.4	<ul style="list-style-type: none">2.1. What is a valid Cognibox report?2.2. How is the score calculated?2.3. How are supporting documents assessed by Cognibox?2.4. Is there a pass mark when the questionnaire is an eligibility criterion?2.5. For joint ventures, does each member have to register and submit a questionnaire in order to obtain a score?2.6. Does the questionnaire only have to be filled in by the bidding company or also by its subcontractors?2.7. Is the process different for freelancers?
3. What happens if I don't submit a valid Cognibox report?	P.5	<ul style="list-style-type: none">3.1. What happens if I refuse to register and submit the Cognibox evaluation report?3.2. What happens if I start the process but don't get a valid report before the end of the tender?
4. Time frame, validity period, rating upgrade	P.6	<ul style="list-style-type: none">4.1. How long does it take for my account to become operational and for Cognibox to validate my documents?4.2. Can I get a 48-hour extension in the event of a problem?4.3. Do I have to comply with the answers provided in the questionnaire for the duration of the contract?4.4. How long is the evaluation report valid for?4.5. Will I be notified when one of my documents is about to expire?4.6. Can I improve my score once it's been assigned to me?4.7. How can I improve my OHS and/or SD score?
5. Who do I call in the event of a problem?	P.7	<ul style="list-style-type: none">5.1. When and how to communicate with Cognibox?5.2. When and how to communicate with Hydro-Québec ?

1. Find out more about Cognibox registration

1.1. Where and in which profile should I register?

You must register using the profile you have created in Hydro-Québec's Supplier Space and enter the Québec Enterprise Number (NEQ) corresponding to this profile. See the "Steps (procedure)" section on the [supplier information web page](#)

1.2. Is the registration procedure the same if my company already has an account with Cognibox?

Yes, the procedure is the same. However, if you are not the person registered as responsible for the existing Cognibox account, this person will have to send an email to Cognibox to authorize the creation of the new account.

1.3. How much does it cost to register with Cognibox?

Annual subscription fees vary between \$75 and \$630, depending on the size of your business and whether or not you already have a Cognibox subscription. Cognibox will notify you of the exact amount via an account confirmation email. The current cost grid can be consulted in the "Steps (procedure)" section on the [supplier information web page](#)

1.4. How is my personal information managed in Cognibox?

You can consult the [Cognibox privacy policy](#). (This link will open a new window leading outside the Hydro-Québec website)

2. Find out more about obtaining a valid Cognibox report

2.1. What is a valid Cognibox report?

To be considered valid, the Cognibox report to be attached to your proposal must:

- a) be marked "score validated"; faire apparaître la marque de statut « qualifié »
- b) show the "qualified" status mark;
- c) have been validated before the closing date of the call for tenders AND have an expiry date later than this closing date.

2.2. How is the score calculated?

The score is calculated automatically on the basis of the answers entered by the supplier according to a grid previously established by Hydro-Québec. However, the score only becomes valid once the supporting documents have been verified by Cognibox agents.

2.3. How are supporting documents assessed by Cognibox?

The evaluation is objective and sets out to avoid interpreting the data in any way. The document validation criteria are transparent and specified under the response options. Third-party assessment harmonizes the file evaluation process.

2.4. Is there a pass mark when the questionnaire is an eligibility criterion?

This is currently the case for the OHS questionnaire in certain markets. Over the medium term, a pass mark will be included in other high-risk markets. Suppliers will be notified in advance of any changes.

2.5. For joint ventures, does each member have to register and submit a questionnaire in order to obtain a score?

If the joint venture is a duly constituted legal entity, it must register under the profile used in Hydro-Québec's Supplier Space and on the Cognibox platform to obtain a score as a joint venture.

If the joint venture is not legally constituted, each member must create a profile on the Cognibox platform and enter their score in the bidding system

2.6. Does the questionnaire only have to be filled in by the bidding company or also by its subcontractors?

Only the bidding company needs to fill in the questionnaire.

2.7. Is the process different for freelancers?

Freelancers must also complete the questionnaire.

3. What happens if I don't submit a valid Cognibox report?

3.1. What happens if I refuse to register and submit the Cognibox evaluation report?

If the questionnaire constitutes a **validation criterion**, Hydro-Québec will assign a mark of 0% for the OHS or SD criteria, but Hydro-Québec can still continue with their analysis of the proposal or the qualification package.

If the questionnaire constitutes an **eligibility criterion**: If suppliers do not provide a report or mark validated by Cognibox, their proposal or qualification package will be non-compliant. Hydro-Québec will therefore be unable to continue with their analysis.

To determine whether the criterion is a validation or an eligibility criterion, please refer to the Information and Instructions for Prospective Bidders section of the RFP document or the Information and Instructions for Interested Bidders to Qualify section of the request for qualifications document.

3.2. What happens if I start the process but don't get a valid report before the end of the tender?

The process of questionnaire completion and Cognibox validation must be completed to obtain a valid report. Submitting an invalid report has the same consequences as not submitting a report (see previous question).

4. Time frame, validity period, rating upgrade

4.1. How long does it take for my account to become operational and for Cognibox to validate my documents?

Your Cognibox account will be registered 24 hours after we receive your complete application.

Validation of supporting documents takes 48 hours after submission of the complete file to Cognibox. (Any new validation of supporting documents is subject to a further 48-hour delay.)

4.2. Can I get a 48-hour extension in the event of a problem?

A 48 hour-extension may be granted if the supplier declares having obtained a valid report before the end of the call for tenders but does not attach the compliant document to their proposal. They will then have 48 hours to send proof that their Cognibox report was compliant on the closing date of the call for tenders.c

4.3. Do I have to comply with the answers provided in the questionnaire for the duration of the contract?

A grandfather clause in the contract specifies that the supplier must comply with the answers provided in the questionnaire. Hydro-Québec reserves the right to verify compliance with these answers throughout the contract.

4.4. How long is the evaluation report valid for?

The evaluation report is valid for one year, notwithstanding any expiry date in the documents appended as evidence. You can include the evaluation report so long as the score assigned to you remains valid.

4.5. Will I be notified when one of my documents is about to expire?

Cognibox will issue an email reminder when a document is about to expire. Upon receiving the email, you must perform the necessary steps to validate your file.

4.6. Can I improve my score once it's been assigned to me?

Once the bidding process has ended, the evaluation will be based on the validated scores attached to the file in the Supplier Space. However, you can change your answers to the OHS and/or SD questionnaire at any time to improve your scores, then use these new scores in subsequent tender calls.

4.7. How can I improve my OHS and/or SD score?

Cognibox can help you prepare for the process of filling out the OHS and SD questionnaires. You can also consult the validation criteria for the supporting documents on the platform—they could help you improve your OHS and/or SD file.

5. Who do I call in the event of a problem?

5.1. When and how to communicate with Cognibox?

Cognibox's customer service will answer all your questions regarding **technical issues with the platform**, **registration** or **completing** the questionnaire, the **validation** of responses (required supporting documents, validation criteria), the **status** of your file, etc.

You can contact Cognibox by email (service.cognibox@alcumus.com), phone (1-877-746 5653) or the live chat on their website

5.2. When and how to communicate with Hydro-Québec ?

If your question concerns a **specific aspect** of the integration of the OHS or SD questionnaire into a **current tender**, please use the **integrated mailbox in the Supplier Space** to contact the **person in charge of the tender call**.

For **all other general questions** about the project or the **rollout** of questionnaires, you can contact [the Hydro-Québec project team](#)