

**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC

11 Laurier Street / 11, rue Laurier

Place du Portage, Phase III

Core 0A1 / Noyau 0A1

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

**Revision to a Request for a Standing Offer**

**Révision à une demande d'offre à commandes**

Regional Master Standing Offer (RMSO)

Offre à commandes maître régionale (OCMR)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre demeurent les mêmes.

**Comments - Commentaires**

THERE IS A SECURITY REQUIREMENT  
ASSOCIATED WITH THIS REQUIREMENT

**Vendor/Firm Name and Address**

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**

Procurement Strategies Division / Division des  
stratégies d'acquisition

11 Laurier St. / 11, rue Laurier

Place du Portage, 11C1

Phase III, Tower C

Gatineau

Quebec

K1A 0S5

<b>Title - Sujet</b> TEMPORARY HELP SERVICES		
<b>Solicitation No. - N° de l'invitation</b> E60ZN-110002/A	<b>Date</b> 2012-04-27	
<b>Client Reference No. - N° de référence du client</b> E60ZN-110002	<b>Amendment No. - N° modif.</b> 011	
<b>File No. - N° de dossier</b> 002zn.E60ZN-110002	<b>CCC No./N° CCC - FMS No./N° VME</b>	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZN-002-24060		
<b>Date of Original Request for Standing Offer</b>		2012-03-26
<b>Date de la demande de l'offre à commandes originale</b>		
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2012-05-08</b>		<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>Address Enquiries to: - Adresser toutes questions à:</b> Riley, Stephanie		<b>Buyer Id - Id de l'acheteur</b> 002zn
<b>Telephone No. - N° de téléphone</b> (819) 956-1678 ( )	<b>FAX No. - N° de FAX</b> (819) 997-2229	
<b>Delivery Required - Livraison exigée</b>		
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> AS SHOWN IN THE RESULTING CALL-UPS		
<b>Security - Sécurité</b> This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.		

Instructions: See Herein

Instructions: Voir aux présentes

<b>Acknowledgement copy required</b>	<b>Yes - Oui</b>	<b>No - Non</b>
<b>Accusé de réception requis</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

Solicitation No. - N° de l'invitation

E60ZN-110002/A

Client Ref. No. - N° de réf. du client

E60ZN-110002

Amd. No. - N° de la modif.

011

File No. - N° du dossier

002znE60ZN-110002

Buyer ID - Id de l'acheteur

002zn

CCC No./N° CCC - FMS No/ N° VME

---

**THIS AMENDMENT #011 IS RAISED TO PROVIDE CLARIFICATION TO A PREVIOUS ANSWER AND ANSWER ADDITIONAL QUESTIONS FOR THE RFSO**

**AMENDMENT**

On page 7 of RFSO Amendment #010,

**Delete:**

**ANSWER 95**

In the cover page tab of the RFSO Technical Response Template, column E, row 80, the cell should read "Sub-Stream 5f - Policy and Advisory Services". The RFSO Technical Response Template will be amended to reflect this change.

**Replace with the following:**

**ANSWER 95**

In the cover page tab of the english RFSO Technical Response Template, column E, row 80, the cell should read "Sub-Stream 5f - Policy and Advisory Services".

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.**

## QUESTION AND ANSWERS

### QUESTION 96

We are an existing supplier under the current Standing offer and Supply Arrangement vehicles and have three questions concerning this Refresh:

- a. Your Guide to complete Mandatory Criteria (M2A, M2B, M2C) for the RFSO/RFSA indicates that existing suppliers must provide the Certification for Suppliers Qualified under the current RFSO/RFSA by completing Appendix A to Attachment 1 to Part 4 found on page 20 and 21 respectively. Given that this bid document is in PDF format will PWGSC allow us to copy paste the information into a Word document or will you be providing templates in another format for us to fill out?
- b. It is our understanding that existing suppliers must provide the required certifications to be issued a SO/SA. The RFP requires us to complete Part 5 – Certifications in order to be deemed compliant, however the certifications are all in PDF format. Are we to cut and paste the certifications into another format or are there templates we can use.
- c. We are aware of three new categories under this refresh: Driver Advanced, Evaluation Analyst and advanced and Designing Services. As a previously technically compliant supplier for all existing classifications, are we required to provide temp help resource names for these new classifications and if so how many do we need to provide per category?

### ANSWER 96

- a. Yes PWGSC will allow bidders to cut and paste the information from the PDF document into a Word document also bidders can print and complete.
- b. please see answer to a. above.
- c. Those offerors who were previously technically compliant for the entire Streams that new classifications have been added to will be automatically qualified for the new classifications as well.

### QUESTION 97

We are interested in submitting offers for Stream 5 of the RFSO and RFSA. We have the following questions on the requirements.

- a. As worded, in order to be compliant, the resources must be able to demonstrate three (3) separate contracts through the Offeror. We could propose a resource that spent fifteen (15) years working for the Federal Government for 5 different departments as a Procurement Specialist employee –, and had one contract only via the Offeror as an independent consultant. Would you agree to re-word your requirements to allow this valuable Federal Government experienced resource to be proposed, i.e. resource could be considered compliant if they were employees of the Federal Government, and do not have to be “employed” by the Offeror? Of course, we could provide copies of pay cheques to demonstrate his/her previous experience.
- b. As worded, in order to be compliant, the resources must be able to demonstrate three (3) separate contracts in the NCR. We question this requirement as by nature, highly experienced resources may travel, and work as consultants, for example, for PWGSC or Transport Canada in Montreal. Would you agree to re-word your requirements to allow these valuable experienced resources to be proposed?

Solicitation No. - N° de l'invitation

E60ZN-110002/A

Amd. No. - N° de la modif.

011

Buyer ID - Id de l'acheteur

002zn

Client Ref. No. - N° de réf. du client

E60ZN-110002

File No. - N° du dossier

002znE60ZN-110002

CCC No./N° CCC - FMS No/ N° VME

- 
- c. For the Stream 5, there are seven (7) sub-streams. Please confirm that we could propose the minimum number of resources (i.e. 20), on five (5) sub-streams only (i.e. 4 resources per sub-stream on five sub-streams for a total of 20) and could comply (assuming other mandatories are complied with) on these five sub-streams, and potentially be awarded a SO/SA?

**ANSWER 97**

- a. The Government of Canada is looking at the capacity of the offeror to provide temporary help services and not the capacity of the temporary help resource. PWGSC will not agree to re-word the requirements.
- b. This requirement is for the provision of Temporary Help Services (THS) to be provided for the National Capital Area (NCA) therefore offerors are to demonstrate that they have the capacity to provide temporary help services in the NCA. The THS resources could have travelled and done work outside the NCA however it must have been for a client within the NCA. There are other THS Standing Offers available in each region that offerors could qualify for.
- c. In order to demonstrate their capacity in providing THS resources bidders are to propose 20 temporary help resource names for Stream 5. Bidders are permitted to include the 4 maximum temporary help resource names (within fewer than five sub-streams) and also include additional resources names for those substreams to achieve the mandatory minimum of 20 different temporary help resource names for Stream 5. If an offeror wanted to offer services in only 1 sub-stream they could provide the minimum 20 different temporary help resource names for the Stream and a minimum of 2 different temporary help resource names for the sub-stream.

**QUESTION 98**

In reference to Solicitation #: EN578-060502/D (THS Supply Arrangement):

The THS Technical Response Template from 2008 contained tabs within the excel document to address the Certifications and the Credit Card Payment requirements. These tabs are not in the Technical Response Template for EN578-060502/D. Please confirm that the Certifications and Credit Card Payment requirements are to be addressed/responded to outside of the Technical Response Template.

**ANSWER 98**

Yes PWGSC confirms that the Certifications in part 5 of the solicitation and the Credit Card Payment requirements are to be addressed/responded to outside of the Technical Response Template.

**QUESTION 99**

If you are a current SO/SA holder, do we need to respond to the Card Payment portion 4.3 Payment by Credit Card? I know we filled this out in 2008 and is on file? If we need to change it, where would you like to see it in your bid response?

**ANSWER 99**

Yes if you want to accept payment by Credit Card. It can be included in any location in the technical offer.

**QUESTION 100**

We already have a SO and SA with PWGSC. In the Technical Response Template cover page, where it says "Please indicate below the classification(s) you propose for E60ZN-110002/A", do we need to click "yes" under each classification that we are already compliant for? (We have already provided the certification that we already meet the mandatory criteria and that you have all our information on file.)

**ANSWER 100**

Yes, all offerors should indicate which classifications (new and existing) they wish to provide services under.

**QUESTION 101**

- a. In the Crown's answer to THS RFSO Question 18 c. with regards to qualifying for Stream 5 the following is stated: "Offerors could also forward 2 compliant names for the classification "materiel management" and 0 names for the classification "procurement" and be compliant for the sub-stream as well." Could you further clarify that for sub-streams (within Stream 5) where there are more than two categories, if we submit 2 temporary help resource names, for example 1 for Human Resources - Classification and Human Resources - Compensation, will we qualify for these 2 categories as well as the other categories within that sub-stream (Human Resources Management)? Specifically: Human Resources - Employment Equity, General, Staff and Labour Relations, Staffing, Succession Planning and Organizational Design?
- b. The RFSO and RFSO request that 3 different clients be demonstrated for each stream. If temporary help resources were provided to different people at different times within the same organization (department or private corporation within the national capital region) would this be acceptable and qualify as a different client?

**ANSWER 101**

- a. Yes this is correct.
- b. Please refer to definition of Client on page 14 of the RFSO ; Client" means a legal entity that is not an affiliate of the offeror, a member of a joint venture with the offeror or any other entity that does not deal at arm's length with the offeror. If the 3 different people are within the same legal entity then this would be considered 1 client.

**QUESTION 102**

We respectfully submit the following questions in regard to the above referenced RFSO.

- a. We have noted that the technical response template, column G, calls for the entry of the Client "Governmental Department or Company Name", but the corresponding cells have 'restricted values' that do not allow the entry of Company names. In the case where the Client was a Company, can you please confirm that it is acceptable to select "Other" for column G and then indicate the company name and contact information in column H?
- b. In demonstrating a minimum of 20 resources, if we have situations where we provided a consultant to a Client for a particular assignment and then at a later date, again provided the same consultant to the same Client for a subsequent assignment, are we permitted to treat this as two separate engagements?
- c. Given that the Crown has allowed a period of almost 6 years (from May 2006) for suitable Temporary Help Resources references, there may be some difficulty in obtaining contact information for Client authorities who may have moved on or retired. In instances where the Crown is unable to reach References with the Client info provided, will the bidder be contacted and asked to provide supporting documentation (ie. Invoices paid by the Client for referenced services)?

Solicitation No. - N° de l'invitation

E60ZN-110002/A

Client Ref. No. - N° de réf. du client

E60ZN-110002

Amd. No. - N° de la modif.

011

File No. - N° du dossier

002znE60ZN-110002

Buyer ID - Id de l'acheteur

002zn

CCC No./N° CCC - FMS No/ N° VME

---

### **ANSWER 102**

- a. PWGSC confirms that it is acceptable to select "other" for column G and then indicate the company name and contact information in column H.
- b. Yes however an offeror must submit a minimum of 20 different temporary resource names per Stream.
- c. Yes in instances where the Crown is unable to reach References, the bidder may be contacted and asked to provide supporting documentation.

### **QUESTION 103**

As per Page 10 of the RFSO (E60ZN-110002/A):

Section II: Financial Offer

Offerors must submit their financial offer in accordance with Annex "B" - Basis of Payment. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable.

Offerors must submit their financial offer when they input their first weekly price revision into the THS Online System once the Standing Offers (SO's) are issued.

Offerors must submit into the THS Online System, new firm hourly rates for the classification of personnel and level of expertise for which they were technically compliant in. Offerors submission of new firm hourly rates must be completed by 5 business days after being notified in writing by PWGSC to do so.

Question: At the time of submitting this RFSO, do we have to provide any information for Section II: Financial Offer? When submitting the RFSO, please confirm that we only required to submit the following: Section I: Technical Offer, Section III: Certificates, and the Completed Technical Resource Template.

### **ANSWER 103**

Bidders are not required to submit Section II: Financial Offer at time of the RFSO closing.

Bidders must submit Section I: Technical Offer, Section III: Certificates and the completed technical Response Template.