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TPSGC

11 Laurier St./11, rue Laurier
Place du Portage, Phase III
Core 0A1/Noyau 0A1

Gatineau

Quebec

K1A 0S5

Bid Fax: (819) 997-9776

**Revision to a Request for Supply
Arrangement - Révision à une demande
pour un arrangement en matière
d'approvisionnement**

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

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

Comments - Commentaires

There is a security requirement with this document

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Professional Services Online & Temporary Help
Services Division/Division des services
professionnels en ligne et d'aide temporaire

11 Laurier St./11, rue Laurier
10C1, Place du Portage III

Gatineau

Quebec

K1A 0S5

Title - Sujet PROSERVICES	
Solicitation No. - N° de l'invitation E60ZT-120001/D	Date 2013-05-13
Client Reference No. - N° de référence du client E60ZT-120001	Amendment No. - N° modif. 003
File No. - N° de dossier 009zt.E60ZT-120001	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$\$ZT-009-25977	
Date of Original Request for Supply Arrangement 2013-04-18 Date de demande pour un arrangement en matière d'app. originale	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-06-21	
Address Enquiries to: - Adresser toutes questions à: Gilmour, Peggy	Buyer Id - Id de l'acheteur 009zt
Telephone No. - N° de téléphone (819) 956-7642 ()	FAX No. - N° de FAX (819) 956-9235
Delivery Required - Livraison exigée	
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	
Security - Sécurité This revision does change the security requirements of the solicitation. Cette révision change les besoins en matière de sécurité de l'invitation.	

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required	Yes - Oui	No - Non
Accusé de réception requis	<input type="checkbox"/>	<input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
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)		
For the Minister - Pour le Ministre		

AMENDMENT 3

REASON FOR AMENDMENT

1. **Schedule for amendments to ProServices' solicitation with question and answer responses.**
2. **Bidder's conference time and date**
3. **Modify previous response to Question 14**
4. **Respond to additional questions**
 - Solicitation Q.37 to Q50,
 - DCC questions Q51 to Q65

1. **Schedule of questions and answers**

Additional questions and answers will be posted on Merx every 10 days:

Amendment 3 May 13, 2013

Amendment 4 May 23, 2013 (Bidder's conference is May 30, 2013)

Amendment 5 June 7, 2013 (Proposed)

Amendment 6 June 17, 2013 (Proposed)

Amendment 2 had the incorrect email address for additional questions, please direct them in writing to: RCNSpenligne.NCRPSOnline@tpsgc-pwgsc.gc.ca

2. **Bidder's Conference:**

A Bidder's conference will be on May 30, 2013, at **9:00 am** OR **11:00 am** in English, and **1:30 pm** in French. The session will be approximately one hour in duration. It will be held at Place du portage, Phase 4, Outouais Room.

An overview of what *ProServices* is will be reviewed during the conference and questions will be answered. Webex demos on the use of the CPSS Supplier Module - Data Collection Component will be available at that time, but will not form part of the conference.

Bidders are requested to communicate with the Supply Arrangement (SA) Authority in writing at RCNSpenligne.NCRPSOnline@tpsgc-pwgsc.gc.ca before the conference to confirm attendance, for one of the 3 scheduled times. Bidders should provide, in writing, to the SA Authority, the names of the person(s) who will be attending and a list of issues they wish to table at least five (5) working days (May 22). before the scheduled conference

Any clarifications or changes to the bid solicitation resulting from the bidders' conference will be included as an amendment to the bid solicitation. Bidders who do not attend will not be precluded from submitting a bid.

3. **Modify answer 14 in Amendment 2:**

The email address for Task and Solutions Professional Services (TSPS) should be changed to the following: spts.tsps@tpsgc-pwgsc.gc.ca

4. **Solicitation questions and answers:**

- Q37. We are evaluating to respond to this RFP. We are interested in stream 10, project management services. In order to better understand the requirements of PWGSC, we would like to ask you to

specify what kind, type and magnitude of projects the proponents will be managing? Your direction and guidance will help us make an informed decision.

- A37.** The type and magnitude of projects for Stream 10, under *ProServices*, would be in the contract range of below the NAFTA threshold (currently \$78,500). For larger projects under project management, there is an additional Method of Supply that you would perhaps look at, under Task and Solutions Professional Services, solicitation E60ZN-13TSPS, which is presently on www.merx.com. The categories for Stream 10 for ProServices can be found under Stream 3 under TSPS.
- Q38.** In the RFP in English, it is stated that for Section I we will have one (1) hard copy. But in the RFP in French, it is stated that for Section I we will have one (1) hard copy and one (1) soft copy.
- A38.** The French is incorrect, as per the English RFSA all that is required is one (1) hard copy.
- Q39.** The *ProServices SA* mirrors TSPS and TBIPS and yet it is lacking a critical feature of those two supply arrangements. For both TSPS and TBIPS you can add unsubstantiated categories on a 2:1 basis. It has been stated (2013 TBIPS Refresh, Clarification C6, Answer A6) that the rationale for the unsubstantiated categories is to allow companies to gain access to additional opportunities within a given stream. The *ProServices SA* will be open to many small businesses who are already at a disadvantage because they are unable to satisfy the requirements for TSPS and/or TBIPS. For the same reasons as TSPS and TBIPS, vendors should at least have the opportunity to compete on a wider range of projects which they may be capable of fulfilling. Furthermore, the inability of firms who are not on TSPS or TBIPS to add additional categories creates a significant lack of fairness. TSPS and TBIPS holders will hold *ProServices* categories for which they did not provide substantiating information, while other *ProServices* bidders will not. This gives an even greater advantage to large businesses while making it even more challenging for small business to do business with the government.
- In the interest of fairness we ask that a process for adding unsubstantiated categories be instituted on the *ProServices* RFSA.
- A39.** *ProServices* will not provide "unsubstantiated" categories for a supplier who is only responding to *ProServices*. The rationale is that *ProServices* is the entry point for companies to gain experience in completing government contracts..
- Q40.** In Section 2 (i) of the solicitation document (p. 8) it is stated that the bidder must submit a "code of conduct". What is meant by this? Where do I find the Code of Conduct and Certifications.
- A40.** The Code of Conduct is referenced in Part 5 Certifications of the Solicitation document, and full details can be found in the Standard Instructions 2008 (2012-11-19) at: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>
- Q41.** Now that my company is fully on the PSONline I need find out how to get it to *ProServices* as this will not be grandfathered. However even when I do so, can I contract directly with government with just my own personal security clearance. I guess since contracts would have been signed between my company and a gov department, does my company too have to have a corporate security clearance, if it only plans to place myself, the owner, on a contract? Also, what if my company wanted to place another consultant, a subcontractor?
- A41.** PSONline suppliers are not being grandfathered. If you wish to submit a proposal for *ProServices*, you need to go to www.merx.com, and order solicitation E60ZT-120001/D. The

instructions on how to respond to the bid solicitation are in Part 3, Arrangement Preparation Instructions. A supplier will be required to have a Designated Organization Screening (DOS) once all mandatories are met, in order to be awarded a supply arrangement under *ProServices*. A supplier can request sponsorship up one level higher than what they currently have, from the Supply Arrangement Authority at RCNSpenligne.NCRPSONline@tpsgc-pwgsc.gc.ca. You can still market yourself to the government. If your company wants to place another consultant, a sub-contractor, it would be at the RFP stage.

- Q42.** I have been doing executive coaching for the public service and other organizations for several years. I am registered with PS on-line. For *ProServices*, when I substantiate categories (8.7 Leadership Development and 9.15, facilitation), do I choose "newly substantiated" ?
- A42.** PSONline Suppliers are not being grandfathered into *ProServices*. New bidders can identify their streams as "newly offered" and their categories as "newly substantiated", and submit your Project information under reference substantiation.
- Q43.** For proof that I have been offering services as an independent worker, I was planning to use a GST/HST Return for the reporting period 2005-11-29 to 2005-12-31. The amount owing is 0, however, it states my GST account number and Date of Issue. I also have a couple of T1204 forms Government Service Contract Payments from 2008. Would this be acceptable as proof?
- A43.** As per Attachment B, Technical Evaluation, a supplier must provide proof of being in business for one year. A supplier must provide documented proof of its status (such as a certificate of incorporation, business registration or tax returns confirming the number of years in business).
- Q44.** My understanding is that I need to send a hard copy of Attachment E with my signature, as well as proof of years of providing service. Is this correct? Anything else that needs to be sent in hard copy? Can I deliver them in person?
- A44.** That is correct. Other documents required would be the code of conduct certification and Aboriginal certifications, if applicable. Part 3 - Arrangement Preparation Instructions, paragraph 1.1, Section 1 lists what documentation is required to be submitted to Bid Receiving Unit by the closing date and time of the bid solicitation. You may deliver these in person..
- Q45.** We are an existing TBIPS and TSPS supplier planning to use the Grandfather certification and offer the streams and categories we have under TBIPS and TSPS. In the recent TBIPS refresh that closed April 5th, we submitted details to qualify for additional categories. For the *ProServices* submission, are we able to simply select these categories and any that we may wish to add in the TSPS 2013 Renewal (currently on the street and set to close May 28th), or are we required to resubmit the details?
- A45.** As existing TBIPS and/or TSPS suppliers you may grandfather the streams and categories you currently had as substantiated and unsubstantiated. by identifying both substantiated and unsubstantiated in the *ProServices* solicitation as currently substantiated. However as both TBIPS and TSPS refreshes will not be in place before *ProServices* solicitation closes, you have 2 options for new categories you may have applied for: 1) wait for the first quarterly refresh for *ProServices* to grandfather in, or 2) submit as newly offered streams and new substantiated categories under *ProServices*.
- Q46.** I have enrolled in CPSS, just enrolled, nothing else. Is that all I have to do? I am attempting to participate in your process and am unclear where to go from here.

-
- A46.** Please see answer 42 above. You will need to order the solicitation from www.merx.com, #E60ZT-120001/D. The instructions on how to respond to the bid solicitation are in Part 3, Arrangement Preparation Instructions.
- Q47.** The RFSA for *ProServices* (E60ZT-120001/D) indicates that with respect to refresh of the RFSA, "Suppliers may submit a bid for a Supply Arrangement at any time by responding to the most recent refresh terms and conditions posted on Government Electronic Tendering System (GETS). Canada reserves the right to issue supply arrangements to bidders who qualify throughout the entire period of the Supply Arrangement. Evaluations of such arrangements will be processed on a quarterly basis, with targeted schedules identifying bid due dates for each quarterly evaluation cycle." The quarterly evaluation schedule does not seem to be published in the RFSA, could you provide the quarterly evaluation schedule?
- A47.** As *ProServices* is a completely new method of supply, we have not published the refresh schedule with the quarterly evaluation cycle. *ProServices* will not be in effect until January 6, 2014, at which time the refresh schedule will be available.
- Q48.** Question re *ProServices*, Amendment 2, Answer A1 states "As per M.1 in Attachment B, Technical Evaluation, the Bidder must have carried on business as the same legal entity for a minimum of one year as of bid closing date."
- Does Canada intend to exclude from bidding entities that have been in business for over a year but incorporated (with a name change, offering the same services) only in the past 12 months?
 - How may experienced suppliers of government services - who have been providing services for more than a year but who have incorporated less than a year ago - ever become qualified suppliers under their new corporate name, since a year of business under the new corporate name is required to do business with the Government under the new corporate name?
 - Does this requirement not force experienced suppliers either into a joint venture, or to subcontract to other and bigger organizations for at least a year in order to gain and claim a year's experience under their new corporate name? Please confirm whether this was Canada's intention, or if there is another way to satisfy M.1.
- A48.** As stated in Answer 43 above, a supplier must provide proof of being in business for one year. A supplier must provide documented proof of its status (such as a certificate of incorporation, business registration or tax returns confirming the number of years in business). Canada only requires a firm being in business for one year. This is to demonstrate that a firm is capable of providing the services. We are not trying to exclude any entity. We do not feel that this requirement forces experienced suppliers into joint venture. To satisfy M1 you must demonstrate one year in business.
- Q49.** It was stated at the March consultation stated that companies can only bid on contracts where the company meets the security level required. This is shocking news for me it will single-handedly eliminate me from bidding on contracts as a Secret clearance is always required PWGSC are sponsoring my company only at the lowest possible level. Accordingly, I would request that you sponsor my company for a secret clearance immediately so that my prospects for contracting with the federal government in the future will not be severely diminished. As you know, requiring a company to have the appropriate security level and not the resource is unique

to your ProServices SO, ergo, I am confident that you will ensure that you have not arbitrarily constructed a roadblock for the independent business owner who has never faced such a constraint to date. I have spoken to the Industrial Security Program and they said my company must be sponsored. There is nothing I can do on my own. They have extended the 11 April 2013 deadline for completing my company's registration in order for this situation to be addressed.

A49. The requirement is for firms to have a Designated Organization Screening (DOS) for *ProServices*. This is part of the Professional Services National Procurement Strategy and all harmonized methods of supply have this requirement, of at least a DOS for their organization.

Q50. What address or fax # should I send the following documents:
 1. Proof of years in business
 2. Signed front page.

Are there any other documents required?

A50. The information is listed in solicitation E60ZT-120001/D which you should order from MERX (www.merx.com). Under Part 3 - Arrangement Preparation Instructions, under 1.1, Section 1, there is a list of what is required, as follows:

Section I: To the PWGSC Bid Receiving Unit, one (1) hard copy of the following documents by the closing date, time, and location indicated on page one of this solicitation.

- the Bidder signed front page (Attachment E)
- proof of one year in business from date of bid closing, i.e. certificate of ownership or business registration or tax returns
- code of conduct:
 - ◆ if incorporated, a complete list of names of all individuals who are currently directors of the Supplier;;
 - ◆ if a sole proprietorship, the name of the owner, and
- aboriginal certifications, if applicable.

You must submit your hard copy proposal to the PWGSC Bid Receiving Unit by the closing date and time listed on page 1 of the solicitation.

DCC questions and answers

Q51. When the Data Collection Component site requests the number of months – does that mean since the company was founded or when it became incorporated up to the present month?

A51. The Supplier who is submitting the bid, must provide at least the minimum number of months required of at least one year in business and submit proof with their hard copy. It does not need to be incorporated.

Q52. Does your office offer help to persons wanting to register and respond to MERX solicitation processes? I have absolutely no experience in this matter, I have tried to follow instructions, unfortunately I seem to have not succeeded in completing the task.

A52. For help with MERX questions, please go to www.merx.com

To enrol under CPSS please see the instructions at the following link:

<http://www.tpsgc-pwgsc.gc.ca/app-acq/spc-cps/spc-cps-eng.html>

Here you will find Important Notices on how to proceed. To enrol you will need to go to the bottom of the page under table of content and click on the Supplier enrolment - CPSS e-Portal Supplier Module to create a profile.

- Q53.** On the Supplier's Response Home page, do I leave it blank if do not want to designate another individual as contact to enter data? Do I enter my own name as a contact?
After entering one name and coordinates I changed my mind and did not want to designate that person as a contact, and I'm now trying to delete him, with no success.
- A53.** Yes you can leave the designated contact fields blank. Assigning designated contacts is optional. If you are viewing the Supplier Response home page with no assigned designated contacts, then you are logged in as Main Contact for your company. A designated contact can be deactivated upon request by submitting a request to CPSS.
- Q54.** I have entered information for one reference to substantiate each category. I believe I also need to choose a back-up reference. Where do I enter the back-up reference name and info?
- A54.** A backup reference is reflected in the DCC by providing only a second e-mail address under the field "Email 2" (from the same client).
- Q55.** Can the information fields be changed in DCC once the save button has been pushed in CPSS? As I tested the CPSS to get familiar with it, I found I was not able to change previous sections once I hit save.
- A55.** The DCC allows bidders to re-submit the information fields electronically up until the closing date and time of the bid solicitation.
- Q56.** I'm trying to fill out my supplier information for ProServices on CPSS and I find there is a presumption that the terms being used are already understood by the person filling out the form.
- For example, under "Stream and Category Selections", what is the distinction between "Application Services" and "IT Services"?
 - Under "Number of Months in Business", what is "the page reference number for the supplier."?
 - Under "Certifications / Code of Conduct" there is reference to "the above Privacy Act statement" ... is that a copy/paste problem or is the code of conduct the same thing in some manner?
 - Regarding "Security Sponsorship", I have submitted a request for sponsorship and your colleagues have helped me with a PSOS submission. That submission includes sponsorship only for "reliability status" and I see the term "reliability" only under "DOS/FSC Security Clearance" and not the others. The form is asking "does supplier require a Security Sponsorship", yet I've already asked for one. Do I indicate "yes" (which might trigger a duplicate request) or "no" (because the request is already filed)?
 - The "Bidder's Statement" makes reference to "Attachment E of this solicitation" but I do not see any links to the solicitation document. Where can this be found?
 - During the last presentation in Gatineau there was mention of needing two references at two customers for recent work in each area. I have references for two customers each for my recent consulting work and my recent training work. Are these references meant to be included in this data collection effort? I checked

<http://www.tpsgc-pwgsc.gc.ca/app-acq/spc-cps/espfccd-sesdcc-eng.html> for answers to these questions and could not find them.

- A56.**
- a) The full descriptions of streams and categories is listed in Annex A, Statement of Requirements attached to the RFSA on MERX.
 - b) The page reference number refers to the hard copy submission of your bid. It is designed for the larger methods of supply who submit more paperwork. ProServices has a very small number of pages to be submitted.
 - c) To read the *Privacy Act* statement, please copy the link which is in the information box (Consent to a Criminal Record Verification form - PWGSC-TPSGC 229) and you will see the *Privacy Act* statement.
 - d) If you have already requested sponsorship, you do not need to request another one, so your response would be No.
 - e) Attachment E is the last page of the RFSA solicitation, entitled Bidder's Statement.
 - f) In Amendment 2 of the RFSA posted on May 2, 2013, answers 18 and 33 advised that we had changed the requirement to one reference (email address) is mandatory, with the second reference (email address) being optional, but recommended by PWGSC.
- Q57.** We do not understand the terms "substantiated" versus "unsubstantiated" and was wondering if you could explain it in layman's terms as the definition on the Pro Services site is confusing and only reiterates the word "substantiated" several times.
- A57.** Under *ProServices*, streams can only be "Currently Offered" (pre-qualified TBIPS and/or TSPS suppliers); Newly Offered (new suppliers and TBIPS/TSPS suppliers wishing to offer new streams) or Not Offered. Categories can be "Currently Substantiated" by pre-qualified TBIPS and/or TSPS suppliers. New suppliers (former PSONline suppliers and existing TBIPS and/or TSPS offering new streams and categories) would have to "Newly Substantiate" any categories they wish to offer for under Data Collection Component.
- Q58.** In the substantiation part of the response form, it says that bidders "must" provide two e-mail addresses for their reference person. What if the bidder knows of only one e-mail address? (Most people only have one e-mail address for their government clients.)
- A58.** We have revised the RFSA, Attachment B, Technical Evaluation, to state that one reference substantiation (email address) must be provided. A second one is optional but recommended.
- Q59.** Also, in the substantiation section, you are asked to provide a second reference as backup, but there is no obvious way - at least not that I can see - to enter this information.
- A59.** A backup reference is reflected in the DCC by providing only a second e-mail address under the field "Email 2" (from the same client).
- Q60.** We are an existing TBIPS and TSPS supplier planning to use the Grandfather certification and offer the streams and categories we have under TBIPS and TSPS. In the recent TBIPS refresh that closed April 5th, we submitted details to qualify for additional categories. For the *ProServices* submission, are we able to simply select these categories and any that we may wish to add in the TSPS 2013 Renewal (currently on the street and set to close May 28th), or are we required to resubmit the details?
- A60.** As existing TBIPS and/or TSPS suppliers you may grandfather the streams and categories you currently had as substantiated and unsubstantiated. by identifying both substantiated and

unsubstantiated in the ProServices solicitation as currently substantiated. However as both TBIPS and TSPS refreshes will not be in place before ProServices solicitation closes, you have 2 options for new categories you may have applied for: 1) wait for the first quarterly refresh for ProServices to grandfather in, or 2) submit as newly offered streams and new substantiated categories under ProServices.

Q61. We are opting for the Grandfather Certification as we have an existing TBIPS SO/SA. In completing the online entry through the DCC, I cannot find any place to indicate rates for the categories we wish to use for ProServices. Is this because of the grandfather certification? The rates will set as per TBIPS and we cannot adjust?

A61. ProServices is a Supply Arrangement, and there are no rates required for SAs.

Q62. M.3 References Substantiation requests two references. In the DCC component there is no space to provide two sets of reference information, only information for one reference is available. Could this possibly be confused with the requirement that 2 e-mail addresses be provided for each reference, rather than two complete sets of references.

A62. Two "sets" of reference information is not required, only information for one reference is required. However, a second email address can be provided.

Q63. Under the streams section where I pick the categories that I want to offer, based on the form I should have the following categories available to me:

Newly Substantiated
 Newly Unsubstantiated
 Currently Substantiated
 Currently Unsubstantiated
 Currently Unsubstantiated - Now Substantiated.
 Not Offered

However the only categories I get is Not Offered, or Newly substantiated. I have worked a consultant for the government departments under my own company which can cover some of the substantiation questions but I do have a lot of experience working as an employee for a former company I have worked with that I can offer much more but I do not have the option to select newly unsubstantiated? Is that a mistake I made filling out somewhere in the form or is the website just not responding properly?

A63. As per Categories, Instructions - General: existing TBIPS and/or TSPS suppliers who are being grandfathered are to select "Currently Substantiated" from the drop down menu to identify their current TBIPS and/or TSPS substantiated and unsubstantiated categories. However, new bidders can identify which categories they want to offer by selecting "Newly Substantiated" from the drop down menu. New bidders can also choose "Not offered".

The following drop down options do not apply to the *ProServices* method of supply: Currently unsubstantiated and Currently unsubstantiated - now substantiated.

Q64. What information is required in Category Substantiation, under the field Cross Reference?

Solicitation No. - N° de l'invitation

E60ZT-120001/D

Amd. No. - N° de la modif.

003

Buyer ID - Id de l'acheteur

009zt

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

E60ZT-120001

File No. - N° du dossier

009ztE60ZT-120001

CCC No./N° CCC - FMS No/ N° VME

- A64.** As per the instructions under Categories Summaries in the DCC, the field titled "Cross Reference" is not to be used for this solicitation (*ProServices*).
- Q65.** Can a Bidder re-submit his bid more than once through the Data Collection Component ?
- A65.** The Data Collection Component allows bidders to re-submit the electronic copy of the bid, replacing the bidder's previous electronic copy of the bid up until the closing date and time of the bid solicitation.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.