Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions - TPSGC
11 Laurier Street / 11, rue Laurie
Place du Portage, Phase III
Core 0A1 / Noyau 0A1
Gatineau
Québéc
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

Title - Sujet
TEMPORARY HELP SERVICES

Solicitation No. - N° de l'invitation	**Date**
E60ZN-110002/A	2012-04-23
Client Reference No. - N° de référence du client	**Amendment No. - N° modif.**
E60ZN-110002	007
File No. - N° de dossier	**CCC No./N° CCC - FMS No./N° VME**
002zn.E60ZN-110002	

GETS Reference No. - N° de référence de SEAG
PW-$$ZN-002-24060

Date of Original Request for Standing Offer
Date de la demande de l'offre à commandes originale 2012-03-26

Solicitation Closes - L'invitation prend fin
at - à 02:00 PM
on - le 2012-05-08

Time Zone
Fuseau horaire
Eastern Daylight Saving Time EDT

Address Enquiries to: - Adresser toutes questions à:	**Buyer Id - Id de l'acheteur**
Riley, Stephanie	002zn
Telephone No. - N° de téléphone	**FAX No. - N° de FAX**
(819) 956-1678 ( )	(819) 997-2229

Delivery Required - Livraison exigée

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:
AS SHOWN IN THE RESULTING CALL-UPS

Security - Sécurité
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

Acknowledgement copy required / **Accusé de réception requis**	**Yes - Oui** ☐	**No - Non** ☐

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

Canada

THIS AMENDMENT #007 IS RAISED TO AMEND THE RFSO AND TO ANSWER QUESTIONS

AMENDMENT

3. On page 11 of the RFSO,

Delete:

4. Multiple Offerors

A legal entity can only submit (i) one offer from the legal entity alone, or (ii) one offer from the legal entity and one offer from the legal entity in a joint venture with a legal entity that complies with the Aboriginal Business Certification in Part 5 - Certifications. Each offer must be a physically separate document. Each offer will be evaluated independently, without regard to other offers submitted and therefore, every offer must be complete. If a legal entity participates in more offers than permitted under (I) or (ii), Canada may require the legal entity to inform Canada as to which of its offers it wishes to withdraw.

Replace with the following:

4. Multiple Offerors

A legal entity can only submit: (i) one offer from the legal entity alone, or (ii) one offer from the legal entity and one offer from the legal entity in a joint venture with another legal entity where one of the joint venture member is a legal entity that complies with the Aboriginal Business Certification in Part 5- Certifications. Each offer must be a physically separate document. Each offer will be evaluated independently without regard to other offers submitted and, therefore, every offer must be complete. If a legal entity participates in more offers than permitted under (i) or (ii), Canada may require the legal entity to inform Canada as to which of its offers it wishes to withdraw.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED

QUESTIONS AND ANSWERS

QUESTION 31

a. If we are a companies that have submitted a past bid and were successful, BUT would like to qualify for additional Classifications, (that were missed in the last bid), does the ANSWER 3 in your last Q & A in Amd #002 apply with an addition of resumes within those missed classification?

b. If we (for example # 1) qualified for Stream 1 and 2 but did not qualify for stream 3 and we wish to qualify, ANSWER 3 would apply plus 20 resumes covering a minimum of 3 of the classifications and we would qualify for Stream 3?

c. (for example # 2) we qualified for stream 1 but we are missing 5 classifications, in this case, we would submit what? 2 resumes for each of the missed classifications?

d. **(**for example # 3) we qualified for stream 5 but are missing some classifications in 5c and all 5g. For 5c – we only have 1 classification out of 6…. we would submit candidates for 2 more classifications to qualify for all 6? For 5g, we qualified for none, I would submit 2 resumes for 3 of the classifications to qualify for all 4 classifications?

ANSWER 31

a. Further to our answer to Question number 3 in Amendment # 002, Offerors who wish to qualify for additional classifications (that were missed in the last bid) must comply with the mandatory criteria for the Stream which those missed qualifications fail in as well as meet all the requirements in the solicitation (as referred to in answer to Question number 3). For example for Streams 1, 2 and 3, Attachement 1 to Part 4 - Mandatory Evaluation Criteria states :

Experience of the Offeror

The offeror may provide up to a maximum of 40 temporary help resource names but must provide a minimum of 20 different temporary help resource names that are compliant.

In order for a resource to be compliant:

•Each resource must have worked a minimum of 37.5 hours between May 20, 2006 and solicitation closing date inclusively rendering services for which the Offeror received payment.

•Services of the above 20 compliant temporary help resource names must have been billed to a minimum of 3 different clients located in the National Capital Area.

For M2A, M2B and M2C, the following information must, as a minimum, be provided for each of the temporary help resources resources named:

1) THS Classification and level as defined in Annex “A” - “Requirement” that closely match the duties the resource provided;
2) Name of the Joint Venture member that supplied the resource if it is applicable;
3) Start and End Dates of the temporary help placement; and
4) Client Contact

b. See response to a. above.

c. If an offeror already qualifies for the entire stream on the previous THS Standing Offer then they would qualify for the entire stream in this RFSO, " For M2A, M2B and M2C, the offeror must meet the mandatory requirements set out Attachment 1 to Part 4 - Mandatory Evaluation Criteria by either:

(a) Demonstrating in its offer that it meets the mandatory requirement, or
(b) Providing a certification in its offert from either its Chief Financial Officer or Chief Executive Officer as identified in Appendix A to Attachment 1 to Part 4."

d. If you were qualified in a sub-stream in Stream 5 under RFSO no. EN578-060502/C, you were qualified for all the classifications in that sub-stream. To qualify for any sub-streams you were not previously qualified for, please refer to M2C in Attachment 1 to Part 4 - Mandatory Evaluation Criteria. For bid submission requirements, please refer to RFSO amendment 002, Question and Answer 3.

QUESTION 32
Please would you clarify some of the requirements in Annex F - Insurance Requirements. In particular: 1.2 (c) , 1.2 (d) and 1.2 (g). These appear to be new clauses in the Temporary Help Standing Offer Insurance Requirements .

ANSWER 32
As per Article 3, Insurance Requirements in PART 6 -SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS, page 27, of the RFSO: "The Offeror must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Offeror, if issued a Standing Offer as a result of the Request For Standing Offer, can be insured in accordance with the Insurance Requirements specified in Annex "F" - Insurance Requirements."

Offerors should provide their insurance brokers with a copy of Annex "F" - Insurance Requirements to obtain advice.

QUESTION 33
In the current SO, we qualified in all 5 streams. However, our rates were not accepted for certain levels in certain qualifications. For example, in Stream 2, we qualified for Administrative Services, but our rates were only accepted for the Senior level (and not Junior, Intermediate or Advanced). There are a few other classifications where this is the case.

a. How is this going to change in the new SO?
b. Since we already qualify for Administrative Services, will we be allowed to submit rates for the levels that we missed the last time?

ANSWER 33
a. In this RFSO there is no financial evaluation. Offerors that were technically compliant for the classification in the current SO will be compliant in all levels. Offerors that have a Standing Offer issued under RFSO no. EN578-060502/C are not required to submit temporary help resource names for those classifications they were previously technically responsive for. However, if these Offerors want to be considered for the same classifications, streams and/or sub-streams for solicitation no. E60ZN-110002/A, they must submit an offer for this solicitation, which includes the following:

- Refer to PART 3 - OFFEROR PREPARATION INSTRUCTIONS in its entirety, Page 10 of the RFSO;
- Refer to PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION its entirety, Page 13 of the RFSO;
- Refer to Attachment 1 to Part 4 - Mandatory Evaluation Criteria in its entirety, Page 14 of the RFSO;
- Refer to Appendix A to Attachment 1 to Part 4- Certification for Offerors Qualified under the Standing Offer Issued under RFSO no. EN578-060502/C in its entirety, Page 20 of the RFSO;
- Refer to PART 5 - CERTIFICATIONS in its entirety, Page 22 of the RFSO; and
- Refer to PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS in its entirety, Page 27 of the RFSO.

Refer to RFSO Amendment #002, question and answer 3a and 6; and Amendment #005, question and answer 16.

b. As per Section II Financial Offer:
Offerors must submit their financial offer when they input their first weekly price revision into to 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 34

a. Page 10 - Offeror Preparation Instructions:
Section II: You state "Financial Offer to be entered in the THS Online System once SOs are issued". This leads us to believe that no written rates are to be submitted with our proposal. Is this accurate?

b. Section II: Financial Offer:
The 2nd paragraph states "Offerors must submit their financial offer when they input their first weekly price revision into the THS Online System once the SOs are issued". Again, this leads us to believe that no rates need to be submitted with our offer. Is this accurate

ANSWER 34

a. Yes this is accurate.

b. Yes this is accurate

QUESTION 35

Page 14
You state: "While an offer may incorporate by reference information already on file in the form permitted by Certification at Appendix A to Attachment 1 to Part 4…"

a. If we identify, and certify, in Appendix A to Attachment 1 to Part 4 that you already have our information on file for the streams that we have check marked, does that mean that we do not have to complete the table on pages 17 to 19?

b. How about the testing (M3)? You have that information on file as well for our current SO. Do we need to resubmit that information?

ANSWER 35

a. You would still submit an offer for this solicitation which includes the following:

- Refer to PART 3 - OFFEROR PREPARATION INSTRUCTIONS in its entirety, Page 10 of the RFSO;
- Refer to PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION its entirety, Page 13 of the RFSO;
- Refer to Attachment 1 to Part 4 - Mandatory Evaluation Criteria in its entirety, Page 14 of the RFSO;
- Refer to Appendix A to Attachment 1 to Part 4- Certification for Offerors Qualified under the Standing Offer issued under RFSO no. EN578-060502/C in its entirety, Page 20 of the RFSO;
- Refer to PART 5 - CERTIFICATIONS in its entirety, Page 22 of the RFSO; and
- Refer to PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS in its entirety, Page 27 of the RFSO.

Refer to Amendment#004, question and answer 12.

b. All Offerors must provide a narrative for M3. Refer to Amendment#004, question and answer 12.

QUESTION 36

Pages 20-21

RE Appendix A to Attachment 1 to Part 4
You state that "the offeror certifies that, in respect of each (…), there exists information on file with the SO Authority demonstrating that the offeror has met the mandatory in the past in response to RFSO no. EN578-060502/C for these services; etc. Does this, then, confirm that if PWGSC has information on file from the previous SO which demonstrates that our firm qualifies, we do not need to start over and prepare a new proposal for those same qualifications, but only for new classifications for which we did not qualify before?

ANSWER 36

See answer **a**. above.

QUESTION 37

In reference to your answer to QUESTION #3 your answer is very confusing.

First you are answering that suppliers who have a Supply Arrangement do not have to submit temporary help resources names for those classifications where they previously were technically responsive for RFSA no. EN578-060502/C.

In the next sentence you state the opposite “However, if these suppliers want to be considered for the classifications, streams and or sub-streams for solicitation no EN578-060502/D, they must still submit an arrangement for this solicitation. Then you tell us to refer to different sections and as we read them it seems we need to do this Supply Arrangement all over again. You have all that information from our firm already, why do you need again?

We have done the TBIPS refresh several times and they have always grandfathered us in a Refresh. Why is the THS SO/SA refresh completely different?

This is not what was discussed in the February meeting with all the THS SO/SA Suppliers. We were told that for suppliers that have been successful in the past award of THS SO/SA the process would be simple and the data submitted in the past would be grandfathered. A few forms to fill and for the THS SO we would have to post the prices for the first week.

ANSWER 37
A technical offer (RFSO) provide PWGSC with much more information than a bidder's response to mandatory criteria. Bidders are referred to the different sections of the RFSO as it is the bidders responsibility to comply with the requirements of the entire solicitation.

We cannot comment on other solicitations.

At the January meeting it was stated that offerors would not have to requalify for those classifications where they previously were technically responsive for, which is why offerors do not have to submit temporary help resources names for those classifications.

QUESTION 38
For Stream 5, M2C states The Offeror may provide up to a maximum of 40 temporary help resource names and may provide up to a maximum of 4 temporary help resource names in each sub-stream. The Offeror must provide a minimum of 20 different temporary help resource names and a minimum of 2 different temporary help resource names in the sub-stream that are compliant. The Offeror may repeat any of the 20 compliant temporary help resource names in any of the sub-streams to demonstrate the 2 temporary help resource names in each sub-stream.

a. If we provide two compliant resources for 1 or 2 classifications within a sub-stream does that mean we qualify for all classifications in that sub-stream or only those we demonstrated? Please clarify what is required to be compliant for an entire sub-stream. For example: under the Sub-Stream 5f Policy and Advisory Services, if we show the minimum 2 resources – one for Program Administration and one for Special Advisor do we only qualify for those two classifications or for all classifications.

b. How many sub-streams do we need to qualify for to be qualified for the entire stream 5.

c. Can we use a single resource to demonstrate more than one sub-stream if the resource has two different projects (one for each), as long as we have the overall minimum of 20 different resources for the entire stream. For example if John Smith was a Technical Writer on one contract and a Special Advisor on another, since those are in separate sub-streams can John Smith count towards the minimum two required resources in both sub-streams, as long as he is only counted once toward the minimum 20 total resources.

ANSWER 38
a. The offeror must provide a minimum of 20 different temporary help resource names for Stream 5 and a minimum of 2 different temporary help resource names in the sub-stream that are compliant. Yes, you could forward the names as you stated in your example and be compliant for the entire sub-stream. Offerors could also forward 2 compliant names for the classification "Program Administration" and 0 names for the classification "Special Advisor " and be compliant for the sub-stream as well.

b. You would need to qualify in all of the 7 sub-streams in Stream 5 in order to qualify for the entire Stream.

c. Yes, however the Offeror must provide a minimum of 20 different temporary help resource names for Stream 5 and a minimum of 2 different temporary help resource names in the sub-stream that are compliant. The Offeror may repeat any of the 20 compliant temporary help resource names in any of the sub-streams to demonstrate the 2 temporary help resource names in each sub-stream.

QUESTION 39

Page 3 of 6 in first amendment last paragraph (iv)

If a RMSO was suspended for 1 day for submission of Assessment Report on the Revised narrative during the evaluation procedure, but is in good standing and has met all the qualifications. Would we have to re submit attachment 1 to part 4 mandatory evaluation criteria.

ANSWER 39

Yes, everyone must demonstrate they meet the Mandatory Criteria set out in Attachment 1 to Part 4. For M2A, M2B and M2C, the Offeror must meet the mandatory requirements set out in the Attachment by either:

(a) Demonstrating in its offer that it meets the mandatory requirement, or
(b) Providing a certification in its offer from either its Chief Financial Officer or Chief Executive Officer as identified in Appendix A to Attachment 1 to Part 4.

QUESTION 40

a. We have classifications that we qualified for on the previous Standing Offer so PWGSC only requires us to supply rates for these classifications, streams and/or sub-streams, correct?

b. As for the classifications we missed we have the opportunity to qualify for these by submitting the appropriate documentation and rate for additional classifications, streams and/or sub-streams, correct?

ANSWER 40

a. No this is not correct. Offerors that have a Standing Offer issued under RFSO no. EN578-060502/C must still submit an offer for this solicitation. Offerors that have a Standing Offer issued under RFSO no. EN578-060502/C are not required to submit temporary help resource names for those classifications they were previously technically responsive for. However, if these Offerors want to be considered for the same classifications, streams and/or sub-streams for solicitation no. E60ZN-110002/A, they must submit an offer for this solicitation, which includes the following:

- Refer to PART 3 - OFFEROR PREPARATION INSTRUCTIONS in its entirety, Page 10 of the RFSO;
- Refer to PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION its entirety, Page 13 of the RFSO;
- Refer to Attachment 1 to Part 4 - Mandatory Evaluation Criteria in its entirety, Page 14 of the RFSO;
- Refer to Appendix A to Attachment 1 to Part 4- Certification for Offerors Qualified under the Standing Offer issued under RFSO no. EN578-060502/C in its entirety, Page 20 of the RFSO;
- Refer to PART 5 - CERTIFICATIONS in its entirety, Page 22 of the RFSO; and
- Refer to PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS in its entirety, Page 27 of the RFSO.

Under the solicitation for RFSO no. E60ZN-110002/A, 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.

b. Yes, Offerors have the opportunity to qualify for classifications they missed by submitting the appropriate documentation for additional classifications, streams and/or sub-streams as per Attachment 1 to Part 4 - Mandatory Evaluation Criteria.

QUESTION 41
With regard to the Standing Offer RFP section 8.3 B) Direct Method:

The title line indicates the Direct Method (for Streams 1 & 2 Only) and for requirements $25,000 and below.

The first sentence states that "For requirements under streams 1 & 2 and valued at $25,000 and below"

The title line suggests that streams 3,4 and 5 are also entitled to the direct method if the requirement is $25000 or below whereas the first line suggests this method applies to streams 1 & 2 only.

Can you please clarify the direct method can be used for all streams $25000 and below or only for streams 1 & 2 and $25,000 and below?

ANSWER 41
The Directed Method is for Steams 1 & 2 only for requirements which are valued at $25,000 or below. The RFSO has been amended to remove the "and" in the title of section 8.3 B).

Refer to RFSO amendment 006, page 2, item #2.

QUESTION 42
In our previous awards, we had some categories that were listed in red as supplier is "inactive" for the classifications/sub-classification/level of Expertise until next Refresh. How do we activate these classifications/sub-classifications/levels?

Also, we had some categories that were listed in yellow indicating supplier is designated "Active" classification/sub-classification/level of Expertise until next Refresh. The supplier's rate is equal to or more than 35% but less than 60% below the median. What must we do in order to reactivate?

In other words, there are some levels we are not included in on some Categories and some Categories we are not included on in some Streams, therefore how can we qualify ourself to the only two categories in the stream we are not qualified under?

ANSWER 42
To qualify for classifications, streams and/or sub-streams for which they were not qualified under RFSO EN578-060502/C, offerors must submit an offer for solicitation no. E60ZN-110002/A, which includes the following:

- Refer to PART 3 - OFFEROR PREPARATION INSTRUCTIONS in its entirety, Page 10 of the

RFSO;
- Refer to PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION its entirety, Page 13 of the RFSO;
- Refer to Attachment 1 to Part 4 - Mandatory Evaluation Criteria in its entirety, Page 14 of the RFSO;
- Refer to Appendix A to Attachment 1 to Part 4- Certification for Offerors Qualified under the Standing Offer issued under RFSO no. EN578-060502/C in its entirety, Page 20 of the RFSO;
- Refer to PART 5 - CERTIFICATIONS in its entirety, Page 22 of the RFSO; and
- Refer to PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS in its entirety, Page 27 of the RFSO.

Also refer to RFSO amendment 002, question and answer 3a, 3b, 4a, 4b; amendment 003, question and answers 9 and 10 and amendment 004, the Guide to complete the Mandatory Criteria for the RFSO.

QUESTION 43
Could you please confirm that Doc 2, Amendment No. 2, which states:
On page 20 of the RFSO,
Delete: Appendix A to Attachment 1 to Part 4 in its entirety.
Replace with the following:
Appendix A to Attachment 1 to Part 4
Certification for Offerors Qualified under the Standing Offer Issued under RFSO no. EN578-060502/C really applies to this RFSO no. E60ZN-110002?

ANSWER 43
Yes. The Amendment #002 is raised to amend the RFSO no. E60ZN-110002 and to answer questions.

QUESTION 44
Please refer to Attachment 1 to Part 3 – Technical Response Template as well as to Appendix A to Attachment 1 to Part 4 – Certification for Offerors Qualified under the Standing Offer issued under RFSO no: EN578-060502/C.

If the Bidder is qualified under the previous standing offer, please advise what information, if any, is to be included in the Technical Response Template at Sections 1.5 (a) through 1.5 (e) inclusive?

ANSWER 44
It would depend on which Streams the Bidder qualified for under the previous standing offer. The bidder does not have to complete those Sections 1.5 (a) through 1.5 (e) in the Technical Response Template for those Streams that the Bidder qualified for completely under the previous standing offer. Offerors that have a Standing Offer issued under RFSO no. EN578-060502/C must provide the information specified in Attachment 1 to Part 4 - Mandatory Evaluation Criteria. Offerors should complete Attachment 1 to Part 3 - RFSO Technical Response Template. Offerors are not required to submit temporary help resource names for those classifications they were previously technically responsive for. However, if these offerors want to be considered for the same classifications, streams and/or sub-streams for solicitation no. E60ZN-110002/A, they must submit an offer for this solicitation, which includes the following:

- Refer to PART 3 - OFFEROR PREPARATION INSTRUCTIONS in its entirety, Page 10 of the RFSO;
- Refer to PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION its entirety, Page 13 of the RFSO;
- Refer to Attachment 1 to Part 4 - Mandatory Evaluation Criteria in its entirety, Page 14 of the

RFSO;

- Refer to Appendix A to Attachment 1 to Part 4- Certification for Offerors Qualified under the Standing Offer issued under RFSO no. EN578-060502/C in its entirety, Page 20 of the RFSO;
- Refer to PART 5 - CERTIFICATIONS in its entirety, Page 22 of the RFSO; and
- Refer to PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS in its entirety, Page 27 of the RFSO.

Also refer to RFSO amendment 002, question and answer 3a, 3b, 4a, 4b; amendment 003, question and answers 9 and 10 and amendment 004, the Guide to complete the Mandatory Criteria for the RFSO.

QUESTION 45

Please refer to Attachment 1 to Part 3 – Technical Response Template, section 1.2 Supplier's Representative and 1.3 Dedicated Account Manager. The template at section 1.2 states "One contact must be able to offer bilingual service." It is the Bidder's interpretation that this statement is intended to apply to both the Supplier's Representative (1.2) and Dedicated Account Manager (1.3) and that one or the other of persons named must meet the bilingual requirement. Please confirm?

ANSWER 45

In Section 1.3 of the Offeror Profile tab of the RFSO Technical Response Template there is space to provide information about a "Dedicated account manager" but it does not provide space to indicate language capability. This was an error. The Technical Response Template has been amended to allow offerors to provide information on language capability.

Refer to RFSO /amendment 006, page 2, item 1

QUESTION 46

With respect to mandatory qualifications for Stream 5, Attachment 1 to Part 4, Mandatory Evaluation M2C (Page 19) third bullet requires “Services of above 20 compliant temporary help resource names and the 2 compliant temporary help resource names for each sub-stream must have been billed to a minimum of 3 different clients located in the national capital area.

Does this mean that each of the 20 named resources must have billed to 3 clients?

ANSWER 46

No, it means the services of the 20 compliant temporary help resource names and the 2 compliant temporary help resource names for each sub-stream must have been billed to a minimum of 3 different clients located in the National Capital Area. Offerors must provide 3 different client names for stream 5.

Yes. Services of the above 20 compliant temporary help resource names and the 2 compliant temporary help resource names for each sub-stream must have been billed to a minimum of 3 different clients located in the National Capital Area.

QUESTION 47

It is our understanding that THS RFSO call-ups will be issued by Stream, Classification and experience level (Junior, Intermediate, Senior, Advanced) and sent to a min of 7 firms (5 random, 2 chosen by client) that qualified under the relevant Stream, Classification and experience level (Junior, Intermediate, Senior, Advanced). Please confirm.

ANSWER 47
Under the THS RFSO, Canada will issue Request for Availability (RFA) to those qualified Offerors (qualified in the Stream, Classificaton and experience level) to obtain the required THS resource(s) in accordance with the SO. The Identified User will prepare a Request for Availability form and send it to qualified offerors, as per, PART 7-A STANDING OFFER, article 8.4, Request for Availability Form (RFA) for the required classification.

Please refer to Part 7A. Call-up Procedures under the Standing Offer on page 36.

QUESTION 48
M2C states: "The offeror may provide up to a maximum of 40 temporary help resource names and may provide up to a maximum of 4 temporary help resource names in each sub-stream." Should the statement be corrected to read : The offeror may provide up to a maximum of 40 temporary help resource names and may provide up to a maximum of 4 temporary help resource names in each classification." Please confirm.

ANSWER 48
No the statement is correct that offerors may provide up to a maxim of 4 temporary help resource names in each sub-stream. In Stream 5 offerors are qualified by sub-stream meaning they will qualify for those classifications in the sub-stream which they have qualified in.

Please refere to answer 31d above and in amendment 006 answer 25.

QUESTION 49
We were previously compliant for categories and streams, but, in some cases, were declared financially non-compliant. We assume that as per Q&A 3a there is no need to provide temporary help services resource names where we are financially non-compliant. Is this correct?

ANSWER 49
Yes this is correct however those bidders must complete Appendix A to Attachment 1 to Part 4- Certification for Offerors Qualifed under the Standing Offer Issued under RFSO No. EN578-060502/C as well as meet all the other requirements specified in the solicitation as per Q& A 3a.

QUESTION 50
We were previously declared technically and financially compliant for all of Stream 4 and selected categories in Stream 5. We are not planning on adding additional categories or Streams.

a. Although we realize that it will, at some point, be necessary to enter new firm rates for the SO, is it necessary to list all resources in the RFSOTechnical Response Template? In reading your response to Q&A 3a, you suggest that we refer to Attachment 1 to Part 4 – Mandatory Evaluation Criteria. In Paragraph 3: For M2A, M2B and M2C (Page 15), it is suggested that we can provide a certification in our offer from either our Chief Financial Officer or Chief Executive Officer as identified in Appendix A to Attachment 1 to Part 4. How do we point to this Certification in the Technical Response Template and avoid re-entering all of the resource names?

ANSWER 50

It will not be necessary to enter new firm rates for the THS Standing Offer as Offerors who are issued a Standing Offer will provide pricing for classifications when they input their first weekly price revision into the THS Online System. Bidders who are not planning on adding additional categories or Streams and that are providing certification Appendix A to Attachment 1 to Part 4 would leave Section 1.5 a) to e) blank. Those Bidders should indicate which classifications, sub-streams and Streams they wish to offer (using the drop down menu) on the cover page tab of the RFSO Technical Response Template.

QUESTION 51

On Page 14, Point 3, it reads, “It is the offeror’s responsibility to identify in its offer that the responsive information is on file with the Standing Offer Authority”. How/where do we identify that the responsive information is on file with the Supply Arrangement Authority?

ANSWER 51

By completing Appendix A to Attachment 1 to part 4 - Certification for Offerors Qualified under the Standing Offer Issued under RFSO no. EN 578-060502/C.

QUESTION 52

a. Both CIDA and Elections Canada are cited in the (EN) RFSO Technical Response Template as an acceptable "client" for whom services could have been rendered by an agency resource. It would appear from the information provided with respect to compliancy that services could be rendered in any location, but the client must reside in the NCC.

b. With respect to each of M2A (Stream 2), M2B (Stream 4), and M2C (Stream 5),do the services rendered by the resource names we are presenting need to have taken place fully in the NCC or could the resources have delivered services outside of the region, for example, working for CIDA but carrying out a program evaluation in Afghanistan, or working for Elections Canada, but delivering services in Haiti?

ANSWER 52

a. Yes you are correct that services could be rendered in any location but the client must reside in the NCA.

b. Services rendered by the resource names could have been delivered outside the NCA but the client must reside in the NCA.

QUESTION 53

Some services rendered for consultant contracts are paid according to a deliverable schedule as opposed to an hourly rate. Where it is not possible to fully demonstrate a minimum of 37.5 hours, but the contract period exceeds a standard 37.5 hour week (and the services rendered clearly require more than 37.5 hours), would a resource being considered for a Stream 5 classification who fell under this type of service contract be considered as "compliant" according to M2C, p. 18?

ANSWER 53

For M2A, M2B and M2C, the following information must, as a minimum, be provided for each of the temporary help resources named:

1) THS Classification and level as defined in Annex “A” - “Requirement” that closely match the duties the resource provided;
2) Name of the Joint Venture member that supplied the resource if it is applicable;
3) Start and End Dates of the temporary help placement; and
4) Client Contact

If the Start and End Dates of the temporary help pacement demonstrates the minimum required 37.5 hours as stated in M2C then you would satisfy that portion of M2C.

QUESTION 54
On P. 14, "Client" is defined as " 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".

a. Can a client be an international intergovernmental agency such as a United Nations agency (e.g. UNICEF)?

ANSWER 54
a. Yes

QUESTION 55
With reference to the payment an Offerer receives for a temporary resource (as per "Experience of the Offerer, M2B, p.17-18, and M2C p. 18):

a. If an agency receives payment to second, for example, an engineering resource to an international, inter-governmental agency, but these services are paid but not by the "client" per se but through a Government of Canada grant awarded in the National Capital Area, would payment through this 3rd party mechanism be considered "compliant" and as "rendering services for which the Offeror received payment" if all other conditions are met (worked min 37.5 hours)?

b. If an agency provides candidate sourceing services, and recruits, for example, a project management resource for the Canadian Government for a flat fee, if this resource is hired directly by a Government of Canada department, can this resource be considered a "compliant temporary help resource" ... "for which the offeror received payment"?

ANSWER 55
a. The agency must demonstrate that the services of the compliant temporary help resource names must have been billed to a minimum of 3 different clients located in the National Capital Area.

b. Yes as per Attachment 1 to Part 4 - Mandatory Evaluation Criteria states:

Temporary Help Resource Placements

- Permanent placements are acceptable as resource placements;
- Copies of resumés or accreditation with offer submission are not required, but Canada reserves the right to request information;
- Named temporary help resource can still be on assignment.

QUESTION 56
Due to the fact that it appears we will have to identify new resources in order to qualify for the new THS-SO, we respectfully request a 2 week extension to the deadline.

ANSWER 56
PWGSC will not extend the solicitation period for the RFSO no E60ZN-110002/A as offerors will have an On-Going Opportunity for Qualification. The solicitation closing date is May 8, 2012 at 2 pm.

As per PART 2 - OFFEROR INSTRUCTIONS, Page 8 of the RFSO:

"**On-Going Opportunity for Qualification**
A notice will be posted on the GETS for the duration of the Standing Offer Period to allow new offerors to become qualified and to allow existing offerors, who have been issued a standing offer to qualify for classifications, streams and/or sub-streams for which they are not already pre-qualified. No existing Offeror will be removed from the qualified offeror list because of the addition of new Offerors.

Cycles for Qualification
Canada reserves the right to conduct the evaluation of offers in cycles, not less than quarterly. That is, Canada may collect offers received over a calendar year quarter, in order to conduct the evaluation of all those offers concurrently as part of a single cycle of qualification. Offers received before the Initial Closing Date will be considered for evaluation during the first cycle of qualification. Offers received after the Initial Closing Date will not be considered during the first cycle of qualification, but will be considered for evaluation in due course."