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**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  
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> EN578-060502/D		<b>Date</b> 2012-04-13
<b>Client Reference No. - N° de référence du client</b> EN578-060502		<b>Amendment No. - N° modif.</b> 004
<b>File No. - N° de dossier</b> 004zn.EN578-060502	<b>CCC No./N° CCC - FMS No./N° VME</b>	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZN-004-24061		
<b>Date of Original Request for Supply Arrangement</b> <b>Date de demande pour un arrangement en matière d'app. originale</b>		2012-03-26
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-05-08</b>		<b>Time Zone Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>Address Enquiries to: - Adresser toutes questions à:</b> Mao, Lan		<b>Buyer Id - Id de l'acheteur</b> 004zn
<b>Telephone No. - N° de téléphone</b> (819) 956-8465 ( )		<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 RESULTING CONTRACTS		
<b>Security - Sécurité</b> This revision does not change the security requirements of the solicitation. Cette révision ne change pas les besoins en matière de sécurité de l'invitation.		

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Acknowledgement copy required</b> <b>Accusé de réception requis</b>	<b>Yes - Oui</b> <input type="checkbox"/>	<b>No - Non</b> <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>		

**THIS AMENDMENT #004 IS RAISED TO ANSWER QUESTIONS FOR THE RFSA.****QUESTIONS AND ANSWERS****QUESTION 12**

Does this refresh affect the THS Supply Arrangement issued under EN578-060502/XXX/ZT?

**ANSWER 12**

Yes. Once the Supply Arrangements (SAs) resulting from the RFSA EN578-060502/D have been issued, the SAs that are currently in place under EN578-060502/C will be replaced with the SAs resulting from the RFSA EN578-060502/D.

**QUESTION 13**

I would like to know if we need to demonstrate a minimum of three different clients' contacts for whom we provided THS for stream or sub-stream.

**ANSWER 13**

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. Suppliers must provide 3 different client names for stream 5.

**QUESTION 14**

- a. Regarding the Refresh the RFP is not clear in respect to how previously qualified suppliers are required to submit

For example:

Instructions for Previously Qualified Suppliers?

Part 1 - General Instructions other than in the Summary there is no information for Previously qualified suppliers

Part 2 - Supplier Instructions - no mention of instructions for Previously Qualified Suppliers

Part 3 - Arrangement Preparations - no mention of instructions for Previously Qualified Suppliers

Part 4 - Evaluation Procedures : there is no mention of previously qualified suppliers

Appendix A to Attachment 1 to Part 4:

Can you please provide detailed instructions on how this form needs to be responded to:

- b. Do previously qualified suppliers need to provide new certifications?

**ANSWER 14**

- a. That is correct that there is no reference to pre-qualified suppliers in the Parts of the solicitation that you have referred to as all suppliers must read the entire solicitation. To be considered for the same classifications, streams and/or sub-streams for solicitation no. EN578-060502/D, suppliers must submit an arrangement for this solicitation, which includes the following:

- Refer to PART 3 - ARRANGEMENT PREPARATION INSTRUCTIONS in its entirety, Page 10 of the RFSA;
- Refer to PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION in its entirety, Page 13 of the RFSA;
- Refer to Attachment 1 to Part 4 - Mandatory Evaluation Criteria in its entirety, Page 15 of the RFSA;

- Refer to Appendix A to Attachment 1 to Part 4- Certification for Suppliers Qualified under the Supply Arrangement Issued under RFSA no. EN578-060502/C in its entirety, Page 21 of the RFSA;
- Refer to PART 5 - CERTIFICATIONS in its entirety, Page 23 of the RFSA;
- Suppliers must also read the solicitation in its entirety for additional instructions.

Suppliers that have a Supply Arrangement issued under RFSA no. EN578-060502/C are not required to submit temporary help resource names for those classifications they were previously technically responsive for.

- b. Yes. As indicated in Part 5 - Certifications for the RFSA, Suppliers must provide the required certifications to be issued a supply arrangement (SA).

### QUESTION 15

We have some questions concerning the THS Supply Arrangement Refresh EN578-060502/D.

We were previously declared technically compliant for all of Stream 4 and selected categories in Stream 5, but financially non-compliant for some.

- a. Although we realize that it is necessary to enter new maximum rates for the SA, is it necessary to re-do the assignment profiles and list all resources in the RFSA Technical Response Template?
- b. If we were technically compliant last time, can we just submit new rates?

### ANSWER 15

- a. If you mean by "redo assignment profiles" that bidders must submit temporary help resource names for those technically compliant classifications then the answer is no. Suppliers that have a Supply Arrangement issued under RFSA no. EN578-060502/C are not required to submit temporary help resource names for those classifications they were previously technically responsive for. If these Suppliers want to be considered for the same classifications, streams and/or sub-streams for solicitation no. EN578-060502/D, they must submit an arrangement for this solicitation, which includes the following:
- Refer to PART 3 - ARRANGEMENT PREPARATION INSTRUCTIONS in its entirety, Page 10 of the RFSA;
  - Refer to PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION in its entirety, Page 13 of the RFSA;
  - Refer to Attachment 1 to Part 4 - Mandatory Evaluation Criteria in its entirety, Page 15 of the RFSA;
  - Refer to Appendix A to Attachment 1 to Part 4- Certification for Suppliers Qualified under the Supply Arrangement Issued under RFSA no. EN578-060502/C in its entirety, Page 21 of the RFSA;
  - Refer to PART 5 - CERTIFICATIONS in its entirety, Page 23 of the RFSA.

Refer to RFSA amendment 001 of the RFSA, question and answer 3a, 3b, 4a, 4b; and amendment 002 of the RFSA, question and answer 8 and 9.

- b. No. Please see response to your question a) above.

**QUESTION 16**

On Page 19 (M2C) it reads, "The supplier 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 supplier 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."

- a. Can you please confirm what you mean by sub-stream? As an example, for Stream 5 Professional Services, is the sub-stream "Purchasing" or are the sub-streams "Materiel Management" and "Procurement"?
- b. We note that the Mandatory Requirement has been modified to read "The supplier may provide up to a maximum of 40 temporary help resource name and may provide up to a maximum of 4 temporary help resource names in each sub-stream". Can you confirm that this has been added to the requirement?
- c. Does this mean that for the sub-stream "Purchasing" we would only be allowed a maximum of 4 resources total in the sub-classifications "Materiel Management" and "Procurement" (i.e. - 2 of each)? When you state, "The supplier 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." Does this mean that to be compliant for "Purchasing" we could forward 1 name under "Materiel Management" and 1 name under "Procurement"?
- d. With our previous SA, we were declared technically compliant. However, under this change of only allowing a maximum of 4 temporary help resource names in each sub-stream, we would be seen as non-compliant. As an example, under Stream 5 - Professional Services, we are only interested in qualifying for Sub-Stream 5b - Procurement, Sub-Stream 5c - Communication Services, Sub-Stream 5f - Policy and Advisory Services and Sub-Stream 5g - Health and Scientific. If we are only permitted 4 temporary help services resource names per sub-stream, it appears that we would not be able to qualify as we would only have 16 temporary help services resource names. Is this correct?

**ANSWER 16**

- a. A Sub-stream is a subset of the primary stream. Sub-streams are found only in Stream 5-Professional Services in Annex "A"-Requirement, which are Sub-Streams 5a-Finance, Sub-Stream 5b-Procurement, Sub-Stream 5c-Communication Services, Sub-Stream 5d-Library Services, Sub-Stream 5e-Human Resources Management, Sub-Stream 5f-Policy and Advisory Services, Sub-Stream 5g-Health and Scientific.
- b. No it has not been added. This same mandatory criteria was in the RFSA no. EN 578-060502/C.
- c. For the sub-stream 5b-Procurement, suppliers may provide up to a maximum of 40 temporary help resource names for Stream 5 and may provide up to a maximum of 4 temporary help resource names in each sub-stream. The supplier 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. Suppliers could also forward 2 compliant names for the classification "material management" and 0 names for the classification "procurement" and be compliant for the sub-stream as well.

- d. This is not correct. Suppliers may provide up to a maximum of 40 temporary help resource names for Stream 5 and may provide up to a maximum of 4 temporary help resource names in each sub-stream. The supplier 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. In your example although you could provide the maximum 16 temporary help services resource names for the 4 sub-streams, you must also need to provide a minimum of 20 different temporary help resource names for Stream 5. The supplier 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 17**

Also on Page 19 (M2C) it reads, "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."

- a. Can you please define what a different client is?
- b. For instance would three separate contracts within a large federal department qualify?

**ANSWER 17**

- a. "Client" means a legal entity that is not an affiliate of the supplier, a member of a joint venture with the supplier or any other entity that does not deal at arm's length with the supplier.
- b. Yes, three separate contracts within a federal department can be included with an arrangement if the supplier can demonstrate that 3 different clients located in the National Capital Area were billed.

**QUESTION 18**

On Page 20 (M3) Testing and on Page 27 (Certifications Testing), we wanted to confirm that as we are not bidding on Stream 1, we are only required to check off "Not applicable for classifications the Offeror is bidding on" and include the signed version in the Certifications Section of the bid. Is it also necessary to replicate and complete Appendix A to Attachment 1 to Part 4? Are there other areas concerning Testing that will be required to be completed?

**ANSWER 18**

Yes, this is correct with regards to the mandatory and certification for Stream 1. All Suppliers must refer to Attachment 1 to Part 4 - Mandatory Evaluation Criteria, Page 15 of the RFSA and complete Appendix A to Attachment 1 to Part 4 on Page 21 of the RFSA for any classifications in any other streams. No.

**QUESTION 19**

On the previous SA, we were requested to forward "Other possible verification sources" for each assignment profile submitted (Supplied photocopy of contract which contains the name of the end user of the service; Supplied photocopy of call-up; and/or Supplied photocopy of an invoice demonstrating the person's employment and what departmental group). Will this be a requirement with this submission?

**ANSWER 19**

No. As per Attachment 1 to Part 4 - Mandatory Evaluation Criteria on page 15 of the RFSA:

The following is required for each temporary help resources name submission per arrangement:

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

**QUESTION 20**

- a. Our company is already qualified for both THS RFSA and RFSO, we wanted to confirm that if we do not want to qualify under different streams or categories than we are already qualified for, the only documents needed are the Certifications?
- b. Please clarify if anything else is needed to be submitted for existing suppliers that want to maintain the same categories and streams of qualification?

**ANSWER 20**

- a. No. Existing Suppliers under RFSA no. EN578-060502/C must submit a technical arrangement to be considered for this solicitation (EN578-060502/D) even if they do not want to qualify for new classifications, streams and/or sub-streams under solicitation no. EN578-060502/D.
- b. Yes. To be considered for the same classifications, streams and/or sub-streams for solicitation no. EN578-060502/D, Suppliers must submit an arrangement for this solicitation, which includes the following:
  - Refer to PART 3 - ARRANGEMENT PREPARATION INSTRUCTIONS in its entirety, Page 10 of the RFSA;
  - Refer to PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION in its entirety, Page 13 of the RFSA;
  - Refer to Attachment 1 to Part 4 - Mandatory Evaluation Criteria in its entirety, Page 15 of the RFSA;
  - Refer to Appendix A to Attachment 1 to Part 4- Certification for Suppliers Qualified under the Supply Arrangement Issued under RFSA no. EN578-060502/C in its entirety, Page 21 of the RFSA;
  - Refer to PART 5 - CERTIFICATIONS in its entirety, Page 23 of the RFSA;
  - Suppliers must also read the solicitation in its entirety for additional instructions.

Suppliers that have a Supply Arrangement issued under RFSA no. EN578-060502/C are not required to submit temporary help resource names for those classifications they were previously technically responsive for.

Solicitation No. - N° de l'invitation

EN578-060502/D

Amd. No. - N° de la modif.

004

Buyer ID - Id de l'acheteur

004zn

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

EN578-060502

File No. - N° du dossier

004znEN578-060502

CCC No./N° CCC - FMS No/ N° VME

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**QUESTION 21**

I am referencing the RFSA with the reference number EN578-060502/D. This bid was revised March 28, 2012. The closing date is May 8, 2012.

- a. Could you please tell me if this closing date is to get the RFSA bid in?
- b. Are the positions required ongoing or are they only until May 8, 2012?

**ANSWER 21**

- a. Yes. The Temporary Help Services Request for Supply Arrangements (RFSA) EN578-060502/D solicitation is currently posted on Merx and has a closing date of May 8, 2012.
- b. If you are referring if the THS requirements are ongoing or only until May 8, 2012, then our answer is that the requirements for Temporary Help Services are ongoing, however to become a pre-qualified supplier you must submit an arrangement before May 8, 2012.