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## 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> 2012-04-13
<b>Client Reference No. - N° de référence du client</b> E60ZN-110002		<b>Amendment No. - N° modif.</b> 005
<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>		

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**THIS AMENDMENT #005 IS RAISED TO ANSWER QUESTIONS FOR THE RFSO.**

**QUESTIONS AND ANSWERS**

**QUESTION 13**

Does this refresh affect the THS Standing Offer issued for EN578-060502/XXX/ZT?

**ANSWER 13**

Yes. Once the Standing Offers resulting from the RFSO E60ZN-110002/A are issued, the Standing Offers currently in place under EN578-060502/C will be set-aside.

**QUESTION 14**

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 14**

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.

**QUESTION 15**

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

For example:

Instructions for Previously Qualified Offerors?

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

Part 2 - Offeror Instructions - no mention of instructions for Previously Qualified Offerors

Part 3 - Offeror Preparations - no mention of instructions for Previously Qualified Offerors

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

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 offerors need to provide new certifications?

**ANSWER 15**

That is correct that there is no reference to pre-qualified offerors in the Parts of the solicitation that you have referred to as all offerors must read the entire solicitation. To be considered for the same classifications, streams and/or sub-streams for solicitation no. E60ZN-110002/A, offerors 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 in 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.
- Offerors must also read the solicitation in its entirety for additional instructions.

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.

- a. Yes. As indicated in Part 5 - Certifications for the RFSO, offerors must provide the required certifications to be issued a standing offer (SO).

## QUESTION 16

We have some questions concerning the THS Standing Offer Refresh E60ZN-110002/A.

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 SO, is it necessary to re-do the assignment profiles and list all resources in the RFSO Technical Response Template?
- b. If we were technically compliant last time, can we just submit new rates?

## ANSWER 16

- 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. 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. 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, 3b, 4a, 4b; and amendment 003, question and answers 9 and 10.

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

**QUESTION 17**

On Page 10 it reads, "Financial Offer - to be entered in the THS Online System once Standing Offers are issued". The bottom of page 10 goes on to say "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."

- a. How is the financial evaluation going to be completed on these rates?

**ANSWER 17**

- a. There will be no financial evaluation for RFSO no. E60ZN-110002/A. In addition, refer to PART 7-STANDING OFFER AND RESULTING CONTRACT CLAUSES, article 7, Price Revision, on page 31, of the RFSO.

**QUESTION 18**

On Page 18 (M2C) it reads, "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."

- 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 Offeror 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 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." 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 SO, 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 18**

- 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, Sub-Streams which are 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.

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- b. No it has not been added. This same mandatory criteria was in the RFSO no. EN 578-060502/C.
- c. For the sub-stream 5b-Procurement, offerors 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 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. 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.
- d. This is not correct. Offerors 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 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. 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 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 19**

Also on Page 18 (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? For instance would three separate contracts within a large federal department qualify?

**ANSWER 19**

- a. "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.  
Yes, three separate contracts within a federal department can be included with an offer if the offeror can demonstrate that 3 different clients located in the National Capital Area were billed.

**QUESTION 20**

On Page 19 (M3) Testing and on Page 26 (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 20**

Yes, this is correct with regards to the mandatory and certification for Stream 1. All offerors must refer to Attachment 1 to Part 4 - Mandatory Evaluation Criteria, Page 14 of the RFSO and complete Appendix A to Attachment 1 to Part 4 on Page 20 of the RFSO for any classifications in any other streams. No.

**QUESTION 21**

On the previous SO, 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 21

No. As per Attachment 1 to Part 4 - Mandatory Evaluation Criteria on page 14 of the RFSO:

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

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 22

- 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 offerors that want to maintain the same categories and streams of qualification?

#### ANSWER 22

- a. No. Existing offerors under RFSO no. EN578-060502/C must submit a technical offer to be considered for this solicitation (no. E60ZN-110002/A) even if they do not want to qualify for new classifications, streams and/or sub-streams under solicitation no. E60ZN-110002/A.
- b. Yes. To be considered for the same classifications, streams and/or sub-streams for solicitation no. E60ZN-110002/A, offerors must 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.
  - Offerors must also read the solicitation in its entirety for additional instructions.

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.

Solicitation No. - N° de l'invitation

E60ZN-110002/A

Amd. No. - N° de la modif.

005

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

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**QUESTION 23**

I am referencing the RFSO with the reference number E60ZN-110002/A. 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 RFSO bid in?
- b. Are the positions required ongoing or are they only until May 8, 2012?

**ANSWER 23**

- a. Yes. The Temporary Help Services Request for Standing Offers (RFSO) no. E60ZN-110002/A 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 offeror you must submit an offer before May 8, 2012.