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Place du Portage, Phase III
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Gatineau
Québec

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
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
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K1A 0S5

Title - Sujet TEMPORARY HELP SERVICES	
Solicitation No. - N° de l'invitation EN578-060502/D	Date 2012-04-18
Client Reference No. - N° de référence du client EN578-060502	Amendment No. - N° modif. 005
File No. - N° de dossier 004zn.EN578-060502	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$ZLN-004-24061	
Date of Original Request for Supply Arrangement	2012-03-26
Date de demande pour un arrangement en matière d'app. originale	
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: Mao, Lan	Buyer Id - Id de l'acheteur 004zn
Telephone No. - N° de téléphone (819) 956-8465 ()	FAX No. - N° de FAX (819) 997-2229
Delivery Required - Livraison exigée	
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: AS SHOWN IN RESULTING CONTRACTS	
Security - Sécurité 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

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		

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THIS AMENDMENT #005 IS RAISED TO AMEND THE RFSA TECHNICAL RESPONSE TEMPLATE AND TO ANSWER QUESTIONS

AMENDMENT

- 1. Delete:**
Attachment 1 to Part 3 - RFSA Technical Response Template (ATT1 - (E) RFSA Technical Response Template.xls) in its entirety.

Replace with the following:

Attachment 1 to Part 3 - RFSA Technical Response Template (ATT2 - (E) RFSA Technical Response Template.xls).

Refer to revised Section 1.2, row 29 and Section 1.3, rows 34 to 43

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED

QUESTIONS AND ANSWERS

QUESTION 22

Please could the Crown respond to the following questions with regard to the THS RFSA Sol. No. EN578-060502/D:

- a. Identify if Bidders are required to submit Financial Rates with their Arrangement submission in response to this RFSA. If yes, please provide instruction on how a Bidder is to submit their Financial Rates for evaluation (e.g. a Financial Response Template).
- b. Clarify how and when a Bidders Financial Rates for the SA will be evaluated.
- c. Identify how a Bidder's SA ceiling rates by Classification will be determined.

ANSWER 22

- a. No. Bidders are not required to submit financial rates. There is no financial arrangement to be submitted for RFSA no. EN578-060502/D.
- b. Financial rates are not required for the solicitation no. EN578-060502/D. As stated in 6B. BID SOLICITATION Process under the Supply Arrangement, 2.1 Request for Proposal Process, (v) Evaluation of Price and Basis of Selection: The qualified Supplier's price will be evaluated in accordance with the requirements as set out in the SA RFP and as presented in the qualified Supplier's Financial Proposal. Identification of the recommended Supplier will be determined through the selection method identified in the SA RFP. Canada reserves the right to evaluate individual solicitations issued under the SA framework on the basis of (a) the lowest priced responsive bid; (b) point rated criteria which consider technical merit and price; or (c) some other evaluation method to be defined in the applicable SA RFP.
- c. Ceiling rates are not required for the solicitation no. EN578-060502/D. See previous answer above.

QUESTION 23

- a. If a company is in all the streams in the SA, do we re submit under Supplier Profile the template table attachment 1 to Part 4 again?
- b. Also to clarify rates will only be submitted once SA awarded?

ANSWER 23

- a. If you are referring to Attachment 1 to Part 4 - Mandatory Evaluation Criteria and to the Technical Response template, Suppliers must provide the information specified in Attachment 1 to Part 4 - Mandatory Evaluation Criteria and should complete Attachment 1 to Part 3 – RFSA Technical Response Template in the preparation of their arrangement. However, 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 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.

Once the Supply Arrangements resulting from the RFSA no. EN578-060502/D are issued, the Supply Arrangements that are currently in place under EN578-060502/C will be modified to reflect the new clauses and conditions in accordance with the RFSA EN578-060502/D.

Please also refer to Amendment 001 of the RFSA, question and answer 3a., 3b., 4a., 4b., Amendment 002 of the RFSA, question and answer 8 and 9, as well as Amendment 003 of the RFSA in its entirety.

- b. There is no financial arrangement to be submitted for RFSA no. EN578-060502/D. As stated in 6B. BID SOLICITATION Process under the Supply Arrangement, 2.1 Request for Proposal Process, (v) Evaluation of Price and Basis of Selection: The qualified Supplier's price will be evaluated in accordance with the requirements as set out in the SA RFP and as presented in the qualified Supplier's Financial Proposal. Identification of the recommended Supplier will be determined through the selection method identified in the SA RFP. Canada reserves the right to evaluate individual solicitations issued under the SA framework on the basis of (a) the lowest priced responsive bid; (b) point rated criteria which consider technical merit and price; or (c) some other evaluation method to be defined in the applicable SA RFP.

QUESTION 24

I am writing to ask to have clarified why a technical offer has to be submitted (again) by companies who were successful in their original submission and are currently on the SA. All of this information was completed for the original SA and PWGSC would have this on file. To be on the existing SA, would mean that our original technical offer was accepted and this process should not have to be repeated. There was a meeting in February 2012 and it wasn't indicated that a technical offer was to be submitted again if we had been successful in our original submission. It was stated by PWGSC that the refresh process was going to be very simple.

ANSWER 24

The Request for Supply Arrangement is a refresh of the Supply Arrangements issued under EN578-060502/C that is over three (3) years old, PWGSC has legal obligations to confirm that the Suppliers' information is still valid. 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.

QUESTION 25

Would you please clarify for the refresh of the current Supply Arrangement? It was our understanding that suppliers currently holding a supply arrangement would not have to complete a technical report for the classifications already approved. A technical report was for new or missed classifications only, which would be in line with your assurances that the refresh would be simple.

ANSWER 25

If you are referring to the Technical Response template, Suppliers should complete Attachment 1 to Part 3 – RFSA Technical Response Template in the preparation of their arrangement. However, 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 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.

Once the Supply Arrangements resulting from the RFSA no. EN578-060502/D are issued, the Supply Arrangements that are currently in place under EN578-060502/C will be modified to reflect the new clauses and conditions in accordance with the RFSA EN578-060502/D.

Please also refer to Amendment 001 of the RFSA, question and answer 3a., 3b., 4a., 4b., Amendment 002 of the RFSA, question and answer 8 and 9, as well as Amendment 003 of the RFSA in its entirety.

QUESTION 26

Section 1.2 Supplier's Representative: (Refer to RFSA Part 6A, 5.2 Supplier's Representative) on the Supplier Profile tab of the RFSA Technical Response Template ((EN) RFSA Technical Response Template.xls) has space to provide information for one representative. The instructions in row 29 regarding language capability indicate that "one contact must be able to offer bilingual service". RFSA Part 6A, 5.2 Supplier's Representative (p. 31) states:

"The Supplier's Representative is the individual identified by the Supplier in its arrangement or, if submitted with the arrangement, the individual identified in the "Supplier Profile" of the RFSA Technical Response Template. This individual is the only point of contact with the Supplier for all matters pertaining to the Supply Arrangement. By submitting the arrangement, the Supplier confirms that this individual has the authority to bind the Supplier. It is the Supplier's sole responsibility to ensure that information related to the Supplier's Representative is correct and to immediately inform the SA Authority of any change to it. The Supplier's Representative may delegate to another individual to represent the Supplier for administrative and technical purposes under any contract resulting from this Supply Arrangement by providing to the Contracting Authority prior written notice containing all contact information requested in the "Supplier Profile" for that individual."

We have noted that Section 1.3 of the Supplier Profile tab of the RFSA Technical Response Template ((EN) RFSA Technical Response Template.xls) has space to provide information about a "Dedicated account manager", but there is no facility to provide an indication as to language capability.

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We have also noted that Annex "D" Protocols and Standards for THS Applicable to Identified Users and Suppliers, Section III, 7. Commercial Office (page 51) states:

The Offeror/ Supplier must occupy and maintain, at the time of the offer and during the lifetime of any resulting Standing Offer/Supply Arrangement for Temporary Help Services, a fully operational permanent commercial office open during normal business hours (7-1/2 hr. per day, Monday to Friday) with a minimum staff of two (2) full time primary contacts, one of which must be able to offer services in both official languages, dedicated to the supply of THS to Identified users and with four (4) hours response time to Identified user departments. The Offeror/Supplier must provide the address of its commercial office as well as the name of its two full time primary contacts and indicate which employee can offer the services in both official languages.

Lastly, we have noted that in previous versions of the RFSA for THS (namely EN578-060502 in 2008) that the technical response template had space for offerors to provide information for primary and backup contacts (with the overall ability to provide service in French and English), and for a dedicated account manager.

Could you clarify that Suppliers are required to provide the names and contact information of two representatives at the time of the Arrangement, and that at least one must be able to provide service in both official languages. And if so, could you provide some direction on how Suppliers are to provide this information.

ANSWER 26

You are correct that in section 1.2 Supplier's Representative on the Supplier Profile tab of the RFSA Technical Response template has space to provide one representative. As per 5.2 Supplier's Representative in Part 6A of the RFSA, this is the only point of contact with the Supplier for all matters pertaining to the Standing Arrangement.

Section 1.3 of the Supplier Profile tab of the RFSA Technical Response Template has space to provide information about a "Dedicated account manager" and you are correct that it does not provide space to indicate language capability. This was an error. The Technical Response Template will be amended to allow bidders to provide information on language capability.

As per article 7. Commercial Office in Section III in Annex "D" Protocols and Standards states :

The Offeror/ Supplier must occupy and maintain, at the time of the offer and during the lifetime of any resulting Standing Offer/Supply Arrangement for Temporary Help Services, a fully operational permanent commercial office open during normal business hours (7-1/2 hr. per day, Monday to Friday) with a minimum staff of two (2) full time primary contacts, one of which must be able to offer services in both official languages, dedicated to the supply of THS to Identified users and with four (4) hours response time to Identified user departments. The Offeror/Supplier must provide the address of its commercial office as well as the name of its two full time primary contacts and indicate which employee can offer the services in both official languages.

Yes. Suppliers are required to provide the names of two full-time primary contacts at the time of the Arrangement and that at least one must be able to provide service in both official languages. Suppliers are to provide names in the revised Technical response template.

QUESTION 27

- a. If our firm has qualified under the previous Supply Arrangement (EN578-060502/D) but was excluded from the previous Standing Offer (EN578-060502/C) categories due to price, can we

make reference to the SA information on file and use if for the RFSO no. E60ZN-110002/A without having to submit an arrangement, if price is no longer a deciding factor?

- b.** Our firm is seeking clarification on M2A- does the Supplier need to provide a minimum of 20 different temporary help resource names that are compliant in three classifications within each stream or 20 different temporary help resource names that are compliant in three classifications across all three streams?
- c.** Our firm is seeking clarification on M2A- there are only two classifications in Stream 2. Does the Supplier need to provide a minimum of 20 different temporary help resource names that are compliant in both classifications within Stream 2?
- d.** Our firm is considering a joint venture with an aboriginal firm. Although the Aboriginal Supplier is limited to either an Aboriginal or Non-Aboriginal Supply Arrangement, does this limit our firm to submit another bid for a non-aboriginal Supply arrangement or disqualify our current Arrangement (EN578-060502/D) and Standing Offer (EN578-060502/C)?
- e.** Our firm has already qualified for more than three (3) classifications under Stream 4 and 5 under the previous Supply Arrangement (EN578-060502/D) and Standing Offer (EN578-060502/C). Does this mean that we do not need to resubmit for the other classifications within each Stream 4 and 5 and we are automatically included for all other classifications within Streams 4 and 5?

ANSWER 27

- a.** Since the previous Supply Arrangement and Standing Offer were issued under the same file number (EN578-060502/C), bidder can make reference to the information on that file for either the RFSO (E60ZN-110002/A) or the RFSA(EN578-060502/D) for Appendix A to Attachment 1 to Part 4. All bidders are responsible to demonstrate the mandatory criteria in Attachment 1 to Part 4 - Mandatory Evaluation Criteria and comply with all requirements of this solicitation. If you are referring to Article 2 in Attachment 1 to Part 4 which states that "For M1, M2A, M2B, M2C and M3, if the Supplier submits an offer in response to Request for Standing Offer No. E60ZN-110002/A, the Supplier may include the same information in its arrangement by incorporating this information by reference.", bidders cannot make reference to the information submitted for previous solicitation no. EN578-060502/C.
- b.** Suppliers must provide a minimum of 20 different temporary help resource names that are compliant per Stream.
- c.** Suppliers must provide a minimum of 20 different temporary help resource names that are compliant per Stream.
- d.** Bidders can submit a maximum of two arrangements. Please refer to Article 4. Multiple Arrangements in Part 3- Arrangement Preparation Instructions where it states that a legal entity can only submit (i) one arrangement from the legal entity alone, or (ii) one arrangement from the legal entity and one arrangement from the legal entity in a joint venture with a legal entity that complies with the Aboriginal Business Certification in Part 5 - Certifications.
- e.** Yes it is correct for Stream 4. Please refer to Qualification for Streams/Classifications (Streams 1,2,3,4) in Attachment 1 to Part 4. For Stream 5, this is not the case as previous Supply Arrangement Holders were qualified by sub-streams not classifications. If you qualified in all sub-streams then you would qualify for all of the classifications in those sub-streams.

QUESTION 28

I have several questions regarding the Temp Help Services RFSA- general office support in all the provinces:

- a. I see this bid is a Request for Supply Arrangement, how is this different from a Request for Standing Offer?
- b. We are an employment agency in Ontario and have recruiters in several different provinces. We have not bid on this before, are we able to?
- c. Are you wanting us to find these positions and employ them or would we be recruiting for you and you would hire them on?
- d. Is there a number of each position you are looking for? Are these jobs ongoing or only for a certain amount of time?

ANSWER 28

- a. A Request for Supply Arrangement is method used to solicit bids from a pool of pre-qualified suppliers for specific requirements. The intent is to establish a framework to permit expeditious processing individual bid solicitations which result in legal binding contracts for the goods and services described in those bid solicitations.

A Request for Standing Offer is used to solicit standing offers to provide goods and services on an as and required basis, at firm prices, as per established terms and conditions. It clearly states the requirement, the evaluation method and selection criteria, the call-up procedures, the ranking methodologies, whenever applicable, to be used for making call-ups against the authorized standing offer(s), and all terms and conditions applicable to the contract that is brought into effect, as a result of any call-up.

- b. If you feel your company meets the requirements of the RFSA and have provided Temporary Help Services in the NCA then your firm can submit a bid.
- c. Public Works and Government Services Canada (PWGSC) invites interested Suppliers to respond to the Request for Supply Arrangements (RFSA) for the provision of Temporary Help Services (THS) to be provided for the National Capital Area (NCA). This is not a request for recruiting services.
- d. This solicitation is to invite interested Suppliers to respond to the RFSA which will establish a list of suppliers for the provision of Temporary Help Services (THS) for the NCA on an "if and when required" basis. Any Canadian Government Department or Agency in the NCA as identified in Schedules I, I.1, II, III, IV or V of the Financial Administration Act (FAA) will be able to issue Request for Proposals for the provision of THS under the resulting Supply Arrangements.

QUESTION 29

- a. Is there not a Financial Offer required for this THS RFSO and RFSA?
- b. Does the company have to provide corporate project references?

- c. Do the new suppliers need to list at least 20 at a minimum to get 3 categories in each classification; save 20 can be used again?

ANSWER 29

- a. There is no financial arrangement for the RFSA.
- b. As per Attachment 1 to Part 4 - Mandatory Evaluation Criteria :
- “4. 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 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”
- c. New suppliers must provide a minimum of 20 different temporary help resource names that are compliant per Stream. For Streams 1, 2, 3 and 4, if the 20 compliant temporary help resource names demonstrate only one or two different classifications within a stream, the Supplier is considered compliant for the one (1) or two (2) classifications demonstrated. If the Supplier demonstrates three(3) or more different classifications within a stream, the Supplier is considered compliant for all the classifications within that stream.

QUESTION 30

We wish to qualify for the two new classifications, the Designing Services classification and the Evaluation Analyst classification. Do we need to submit 20 temporary help resource names to substantiate these two new classifications, or can we just submit one temporary help resource name for each, given that we are already qualified under all the streams on the previous THS Supply Arrangement?

ANSWER 30

Suppliers who have a SA under RFSA/RFSO no. EN578-060502/C for one (1) classification within a stream and wish to supply for all classifications within that stream for this solicitation (RFSA no. EN578-060502/D) must demonstrate two (2) more classifications within that stream and must comply with M1, M2A or M2B, M3 and any other requirements of the solicitation no. EN578-060502/D.

Suppliers who have a SA under RFSA/RFSO no. EN578-060502/C for two (2) classifications within a stream and wish to supply for all classifications within that stream for this solicitation (RFSA no. EN578-060502/D) must demonstrate one (1) more classification within that stream and must comply with

M1, M2A or M2B, M3 and any other requirements of the solicitation no. EN578-060502/D.

If a supplier already qualifies for the entire Stream on the previous THS Supply Arrangement then they would qualify for the entire Stream in this RFSA.

QUESTION 31

We are previously qualified on the THS Supply Arrangement number E60ZN-110002/A. Please advise what we are required to submit if we:

- a. simply want to remain qualified on all the categories and streams we currently have
- b. want to qualify for the two new classifications of Designing Services and Evaluation Analyst

ANSWER 31

- a. 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. However if these Suppliers want to be considered for the same classifications, streams and/or sub-streams for solicitation no. EN578-060502/D, they must still 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.
- b. See ANSWER 30 and 31a. above, for submission requirements to add new classifications, stream and/or sub-streams.

QUESTION 32

Reference Mandatory requirement M2C.

- a. Are the 2 compliant named resources per sub-stream included in the minimum 20 temporary resources named overall or are the two additional to the 20 (i.e. making minimum required total 36 - assuming all 8 sub-streams are bid)?
- b. Do the minimum 20 named resources have to be compliant in one or more of the sub-streams/categories?

ANSWER 32

- a. Yes, they can be included in the minimum 20.
- b. 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. The Supplier may repeat any of the 20 compliant temporary help resource names in any of the sub-streams.

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 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

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QUESTION 33

We have already been issued a Supply Arrangement under EN578-060502/C for four of the seven sub-streams under Stream 5 (Professional Services), the information that we provided for EN578-060502/C meets the mandatory requirements for those streams for this current solicitation (EN578-060502/D). We would like to expand the number of sub-streams for which we are qualified and the classifications within the sub-streams for which we are already qualified.

Can we complete Appendix A to Attachment 1 to Part 4 (page 21) for the sub-streams for which we are qualified and complete the RFSA Technical Response Template for the sub-streams and classifications that we would like to add?

OR

Are we required to complete the RFSA Technical Response Template for all of the sub-streams and classifications for which we would like to qualify?

ANSWER 33

Yes you can complete Appendix A to Attachment 1 to Part 4 (page 21) for the sub-streams for which we are qualified and complete the RFSA Technical Response Template for the sub-streams and classifications that you would like to add.

QUESTION 34

Page 11 starts with a section titled "3. Payment by Credit Card". It is unclear if this section is part of the Financial Offer or not.

ANSWER 34

Article 3. Payment by Credit Card is part of the Arrangement Preparation Instructions. If a company wishes to accept payment by credit card then they would print and complete this section and include it with their arrangement.