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Gatineau
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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 E60ZN-110002/A	Date 2012-04-26	
Client Reference No. - N° de référence du client E60ZN-110002	Amendment No. - N° modif. 009	
File No. - N° de dossier 002zn.E60ZN-110002	CCC No./N° CCC - FMS No./N° VME	
GETS Reference No. - N° de référence de SEAG PW-\$\$ZN-002-24060		
Date of Original Request for Standing Offer		2012-03-26
Date de la demande de l'offre à commandes 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: Riley, Stephanie		Buyer Id - Id de l'acheteur 002zn
Telephone No. - N° de téléphone (819) 956-1678 ()	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 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	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		

THIS AMENDMENT #009 IS RAISED TO AMEND THE RFSO AND TO ANSWER QUESTIONS

AMENDMENTS

5. On page 134 of Annex "A" - Requirement, Classification: Financial Management, Intermediate, Minimum Mandatory Qualifications, Education, 3rd bullet,

Delete:

Current and valid certification as a Chartered Accountant (CA), Certified General Accountant (CGA) or Certified Management Accountant (CMA) is required

Replace with the following:

Demonstration of continuous advancement towards obtaining certification as a Chartered Accountant (CA), Certified General Accountant (CGA) or Certified Management Accountant (CMA) is required

6. On page 135 of Annex "A" - Requirement, Classification: Financial Management, Senior, Minimum Mandatory Qualifications, Education, 4th bullet,

Delete:

Current and valid certification as a CA, CGA or CMA is required

Replace with the following:

Demonstration of continuous advancement towards obtaining certification as a Chartered Accountant (CA), Certified General Accountant (CGA) or Certified Management Accountant (CMA) is required

7. On page 137 of Annex "A" - Requirement, Sub-Stream 5b - Procurement, Classification: Materiel Management, Junior level, Minimum Mandatory Qualifications,

Delete: 3rd bullet under Education:

Demonstration of continuous advancement towards obtaining certification as a Certified Professional Purchaser may be required

Insert:

Asset Qualifications:

Current and valid certification or membership in the Purchasing Management Association of Canada (PMAC) is considered an asset

8. On page 137-138 of Annex "A" - Requirement, Sub-Stream 5b - Procurement, Classification: Materiel Management, Intermediate, Senior and Advanced levels, Minimum Mandatory Qualifications,

Delete: 3rd bullet under Education:

Demonstration of continuous advancement towards obtaining certification as a Certified Professional Purchaser is required

Insert:

Asset Qualifications:

Current and valid certification or membership in the Purchasing Management Association of Canada (PMAC) is considered an asset

9. On page 139 of Annex "A" - Requirement, Sub-Stream 5b - Procurement, Classification: Procurement, Junior level, Minimum Mandatory Qualifications,

Delete: 3rd bullet under Education:

Demonstration of continuous advancement towards obtaining certification as a Certified Professional Purchaser may be required

Insert:

Asset Qualifications:

Current and valid certification or membership in the Purchasing Management Association of Canada (PMAC) is considered an asset

10. On page 139-140 of Annex "A" - Requirement, Sub-Stream 5b - Procurement, Classification: Procurement, Intermediate, Senior and Advanced levels, Minimum Mandatory Qualifications,

Delete: 3rd bullet under Education:

Demonstration of continuous advancement towards obtaining certification as a Certified Professional Purchaser is required

Insert:

Asset Qualifications:

Current and valid certification or membership in the Purchasing Management Association of Canada (PMAC) is considered an asset

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED

QUESTIONS AND ANSWERS

QUESTION 74

I'd like to propose an edit for part 3 on page 11 (see below). Issue: A legal entity wishing to engage in a joint venture and who holds Aboriginal Status cannot enter in a joint venture with a legal entity who isn't certified as an Aboriginal Business. With the reverse being possible, I thought it would be best for PWGSC to modify this section in order to be fair with both types of companies.

Part 3 - ARRANGEMENT PREPARATION INSTRUCTIONS - page 11.

4. Multiple Offers

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, one of which, (delete "that") complies with the Aboriginal Business Certification in Part 5 - Certifications....

ANSWER 74

Article 4 - Multiple Offers has been modified as follows:

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.

Refer to RFSO amendment 007, article 3., page 2

QUESTION 75

In regards to the subject RFSO/RFSA, we have the following clarification questions:

1. For this refresh of the THS RFSO and RFSA there is no indication of a rate card being required for submission against either the SO or SA.
 - a. What will be the procedure for determining rates and inviting vendors for RFSO requirements?;
 - b. Please confirm that for classifications where vendors were previously found technically compliant, but financially non-compliant that qualification in the classification will be retained where 'Appendix A to Attachment 1 to Part 4' is used to confirm Qualification under existing/active RFSO/RFSA. As such, are vendors to assume that only technical compliance is required for both the RFSO and RFSA refreshes?

ANSWER 75

- a. As per Section II Financial Offer on page 10 of the RFSO states:

Offerors must submit their financial offer in accordance with Annex "B" - Basis of Payment. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable.

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.

And per article 7- Price Revision (PR) in Part 7 of the RFSO states.

Price Revision (PR)

Once a week (the exact day to be determined), the Qualified Offerors will have the opportunity to input two(2) weekly price revision (PR) rates, one unilingual and one bilingual rate directly into the THS On-line System. This will become that given week's Offeror's firm hourly rate, for the given classification and level of expertise. The PR will also be used to establish the ranking of Qualified Offerors, from lowest to highest firm hourly rate, for each classification. Canada reserves the right to change the frequency of the PR. The PR, which is also indicated on the Identified User search result sheet, is valid for up to 10 working days from the date that the search sheet is printed.

Canada reserves the right to request price support from any Offeror and at any time during the Period of the Standing Offer.

Some examples of situations where Canada could request price support:

- Offerors posting unusually low rates;
- Pricing structures not based on incremental; that is, a junior level classification being priced at a higher rate than a senior classification;
- Significant discrepancies in rates from one week to the other.

Should the Offeror be unable to support its rate(s), Canada reserves its right to suspend or set-aside the Standing Offer with the Offeror, or take any other action it deems necessary

- b. PWGSC confirms that for classifications where vendors were previously found technically compliant, but financially non-compliant that qualification in the classification will be retained where 'Appendix A to Attachment 1 to Part 4' is used to confirm Qualification under existing/active RFSO/RFSA as well as meet all the requirements in the solicitation. Yes your assumption is correct that only a technical compliance is required.

QUESTION 76

Question: We are not clear on how you want Appendix A to Attachment 1 to Part 4

Certification for Offerors Qualified under the Standing Offer Issued under RFSO no. EN578-060502/C presented in our response, is it to be included in the with certifications? And we don't see anything in the SO that indicates how we fill it out? Please clarify. Examples would be helpful.

ANSWER 76

To complete Appendix A to Attachment 1 to Part 4 - Certification for Offerors Qualified under the Standing Offer Issued under RFSO no. EN578-060502/C, offerors are required to check either the first option when

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they have qualified for the entire Stream, or the second option if they have only qualified for two categories under that Stream.

For example under Stream 1, an offeror who has previously qualified for Classification: Clerk and Classification : Secretary would select the 2nd option and name the two classifications they previously qualified in. They would then print and sign the certification and include it with their offer.

Stream 1

_____ for all classifications in Stream 1 for which the offeror is qualified under the Standing Offer issued under RFSO no. EN578-060502/C, or

X for the following classification(s) in Stream 1 for which the offeror is qualified under the Standing Offer issued under RFSO no. EN578-060502/C:

Clerk, Secretary

QUESTION 77

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

There has been several questions regarding the form that the financial evaluation of the bid will take. We are now clear that for the SO for the THS system we do not have to submit rates for the bid closing on May 8, but will be asked to do this at a later date. Our read of the statement "there will be no financial evaluation..." seems to imply the rules for the management of rates has changed after being accepted as a supplier. For instance, last time there was a financial evaluation that could result in a company being technically compliant in a category and level but financially non compliant in a level because the rates did not meet the published criteria. So here are our questions to clarify how the financial evaluation will be done after the supplier enters the information.

- a. Will the offerors be able to publish lower and/or higher SO rates on a weekly basis? Are the firm hourly rates now fixed?
- b. Is there any maximum rate being applied in the financial portion? (i.e. Is there any level where it is considered financially NC?)

ANSWER 77

- a. Please refer to Answer 75 above . Yes offerors will be able to publish lower and/or higher SO rates on a weekly basis.
- b. There is no financial portion therefore there will be no financial evaluation. Please refer to Answer 75 above.

QUESTION 78

Please find below a question in regards to the technical response templates for THS RFSO E60ZN-110002/A and RFSO EN578-060502/D

On the offeror profile tab in the THS Response Templates ((both RFSO and RFSO) the "governmental department of company name" column in the table to respond to Attachment 1 to Part 4 M2A, M2B and M2C does not allow us to type in company names. The column only provides a drop down list of government departments and agencies. How are we to provide the company name if the client was not a government department or agency?

ANSWER 78

In the offeror profile tab in the Technical Response Templates (both RFSO and RFSA) offerors/suppliers are to select "other" from the drop down list and type the company name in the client info column.

QUESTION 79

Concerning the above RFSO:

Currently we are qualified for Stream 1 except for 4 classifications. In order to qualify only for a classification what is PWGSC's requirement i.e. 1 compliant resource per classification, 2 compliant resources etc?

ANSWER 79

If you have qualified for more than 3 classification in a Stream in the previous RFSO then you have qualified for the entire stream and will be considered compliant in all classifications in that Stream for this RFSO. PWGSC mandatory does not include compliant resource per classification, it is compliant resources per Stream. Please refer to Attachment 1 to Part 4 - Mandatory Evaluation Criteria.

QUESTION 80

I have a few questions which require clarification:

- a. Is there a Microsoft Word version of the RFSO / RFSA RFP?
- b. Offerors are asked to submit a Financial Offeror. When?
- c. There are some classifications under stream 1 (ie. Project Administrator, Receptionist or Switchboard, Secretary, Secretary - Legal) which we were not qualified on previous RFSO/ RFSA. How many call-ups and resources must we present in those Classifications in order to be compliant.

ANSWER 80

- a. Unfortunately bidders must download the solicitations from MERX.
- b. As per Section II Financial Offer on page 10 of the RFSO states:

"Offerors must submit their financial offer in accordance with Annex "B" - Basis of Payment. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable.

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."

And per article 7- Price Revision (PR) in Part 7 of the RFSO states.

- c. **As per M2A for Stream 1**

"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:

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-
- 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.”

QUESTION 81

I wanted to propose an edit for the Financial Management Classification.

The required accounting designation in the intermediate and senior level has been a challenge for clients and suppliers and this re-compete is an ideal opportunity to get this issue resolved. Many finance professionals with the required experience and expertise who work at the intermediate and senior level (FI2-FI3 equivalence) do not have their accounting designation but have a combination of relevant work experience and education. Most of them had worked at intermediate and senior FI levels prior to the release of the new SOSA (May 2009) but, since then, have had challenges securing work due to the designation requirement.

My official question:

Would PWGSC consider the following edit for its intermediate and senior Financial Management Classification description (page 142-143 of 223)?

Education:

- Current and valid certification as a CA, CGA, CMA or a combination of relevant work experience and education is required.

--- This edit would undoubtedly help users/clients access a larger pool of qualified applicants.

ANSWER 81

Annex “A” - Requirement has been reviewed and amended with some changes to this classification.

QUESTION 82

We would like to confirm that for Stream 5, we can identify 20 - 40 professional services references and enter these in lines 233 through 272. Then for those Sub-Streams that we desire, we can enter 2- 4 references for each Sub-Stream and that any of these 2-4 references can be repeats from what we entered in lines 233-272. Can you confirm?

ANSWER 82

Please refer to Mandatory Criteria MC2 where PWGSC asks for “temporary help resource names” and not “professional services references”

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.

In order for a resource to be compliant:

Each resource must have worked a minimum of 37.5 hours between May 20, 2005 and solicitation closing date inclusively rendering services for which the offeror received payment .

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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.

The above 20 compliant temporary help resource names and the 2 compliant temporary help resource names for each sub-stream can be the same names as provided for M2A or M2B or both criteria.

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

QUESTION 83

In order to complete our submission, we kindly ask for the following clarifications:

- i. We note that a few new positions have been added in this round, including Driver under Stream 1, Designing Services in Stream 4, and Evaluation Analyst in Sub-Stream 5a. Can you please confirm that these are the only new categories suppliers should be aware of?
- ii. We note that the new Driver position falls under Stream 1. In our experience, this type of position would typically not be included as an Office Support role. Can you please confirm that the Driver position is listed in the correct category?
- iii. We note a few changes (some very minor) to several of the position titles in english. Can you please confirm whether the positions listed below remain essentially the same or whether there are any material changes to the responsibilities for each?

PREVIOUSLY POSITION TITLE

Desktop Publishing
 Technician - Electrical and Electronics
 Technologist - Electrical and Electronics
 Librarian
 Human Resources - Staff and General Relations
 Biology
 Chemistry
 Toxicology

CURRENT POSITION TITLE

Desktop Publishing/Graphics
 Technician - Electrical and Electronics Engineering
 Technologist - Electrical and Electronics Engineering
 Librarian/Archivist
 Human Resources - Staff and Labour Relations
 Biologist
 Chemist
 Toxicologist

- d. As requested, we will replace Appendix A to Attachment 1 to Part 4 with the version provided in Amendment 1. Can you please confirm that this section should be completed and provided as part of our Section of Certifications?

ANSWER 83

- i. Yes. PWGSC confirms that these are the only new classifications that were added.
- ii. The classification "Driver" falls under Stream 1 - Office Support.
- iii. We confirm that the positions listed remain essentially the same.
- iv. It can be included as part of the Certifications Section or part of the Technical Section.

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QUESTION 84

We'd like to request an extension to the deadline of May 8, 2012 of the THS RFSA and RFSO (Solicitation Numbers: E60ZN-110002/A and EN578-060502/D).

One of the reasons is that we'd like to propose some changes to the Classifications.

For example, for the Financial Management Classification- Intermediate, the qualifications require 3 years experience AND current certification as a CA, CGA or CMA. This is unrealistic for the Intermediate level in which few candidates have completed their CGA or CMA (many are pursuing it during the intermediate stage of their career). The problem for clients is that the low rates in this category do not allow candidates that are certified to be paid appropriately. Further, our clients would be happy with candidates that have the experience and are at the PACE stage of CGA for example. The final certification may not yet be complete, and once it is, their rates are in the Senior plus levels. Further, if it is to list a certification that is underway, it should include CIA and CFE. There are other relevant financial designations or certifications that should be included.

We would like to propose some of these edits but still need time to complete this review to make the Classifications relevant.

Therefore, we are requesting a 4 week extension for both Solicitations.

ANSWER 84

Annex "A" - Requirement will be reviewed and amended with some changes to this classification.

PWGSC will not extend the solicitation period for the RFSO no E60ZN-110002/A as suppliers 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."