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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

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Procurement Strategies Division / Division des
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11 Laurier St. / 11, rue Laurier

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Quebec

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Title - Sujet TEMPORARY HELP SERVICES	
Solicitation No. - N° de l'invitation EN578-060502/D	Date 2012-04-23
Client Reference No. - N° de référence du client EN578-060502	Amendment No. - N° modif. 006
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-\$\$ZN-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	
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		

THIS AMENDMENT #006 IS RAISED TO AMEND THE RFSA AND TO ANSWER QUESTIONS**AMENDMENTS**

2. On page 11 of the RFSA,

Delete:**4. Multiple Arrangements**

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. Each arrangement must be a physically separate document. Each arrangement will be evaluated independently without regard to other arrangements submitted and, therefore, every arrangement must be complete. If a legal entity participates in more arrangements than permitted under (i) or (ii), Canada may require the legal entity to inform Canada as to which of its arrangements it wishes to withdraw.

Replace with the following:**4. Multiple Arrangements**

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 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 arrangement must be a physically separate document. Each arrangement will be evaluated independently without regard to other arrangements submitted and, therefore, every arrangement must be complete. If a legal entity participates in more arrangements than permitted under (i) or (ii), Canada may require the legal entity to inform Canada as to which of its arrangements it wishes to withdraw.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED

QUESTIONS AND ANSWERS

QUESTION 35

- 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 #001 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 35

- a. Further to our answer to Question number 3 in Amendment # 001, Suppliers 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, Attachment 1 to Part 4 - Mandatory Evaluation Criteria states :

Experience of the Supplier

The Supplier 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 Supplier 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 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 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. For M2A, M2B and M2C, the supplier must meet the mandatory requirements set out Attachment 1 to Part 4 - Mandatory Evaluation Criteria by either:
- (a) Demonstrating in its arrangement that it meets the mandatory requirement, or
 - (b) Providing a certification in its arrangement 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 RFSA 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 RFSA amendment 001, Question and Answer 3.

QUESTION 36

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 36

As per Article 4. Insurance Requirements in PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION, page 14 of the RFSA: "The Supplier must comply with the insurance requirements specified in Annex "F "– Insurance Requirements. The Supplier must maintain the required insurance coverage for the duration of the Supply Arrangement and any resulting Contract."

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

QUESTION 37

Page 15

(SA)

You state: "While an arrangement 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 18 to 20?
- 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 37

- a. You would 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.

Refer to Amendment#003, question and answer 11.

- b. All Suppliers must provide a narrative for M3. Refer to Amendment#003, question and answer 11.

QUESTION 38

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.

- a. You have all that information from our firm already, why do you need again?
- b. 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?
- c. 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 38

- a. A technical arrangement (RFSA) and 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 RFSA and RFSO as it is the bidders responsibility to comply with the requirements of the entire solicitation.
- b. We can not comment on other solicitations.
- c. At the January meeting it was stated that suppliers would not have to requalify for those classifications where they previously were technically responsive for, which is why suppliers do not have to submit temporary help resources names for those classifications.

QUESTION 39

For Stream 5, M2C states 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. 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.

- 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 39

- a. 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 and be compliant for the entire substream . Suppliers 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 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 to demonstrate the 2 temporary help resource names in each sub-stream.

QUESTION 40

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 Suppliers Qualified under the Supply Arrangement under RFSA no: EN578-060502/C.

If the Bidder is qualified under the previous supply arrangement, 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 40

It would depend on which Streams the Bidder qualified for under the previous supply arrangement. 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 supply arrangement.

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.

Also refer to RFSA amendment 001, question and answer 3a, 3b, 4a, 4b; amendment 002, question and answers 8 and 9 and amendment 003, the Guide to complete the Mandatory Criteria for the RFSA.

QUESTION 41

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 41

In Section 1.3 of the Supplier Profile tab of the RFSA 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 suppliers to provide information on language capability.

Refer to RFSA amendment 005, question and answer 26.

QUESTION 42

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 42

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

QUESTION 43

It is our understanding that THS RFSA 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 43

Under the THS RFSA , Canada will issue Request for Proposals (RFP) to those pre-qualified Suppliers (qualified in the Stream, Classification and experience level) to obtain the required THS resource(s) in accordance with the SA. The Identified User will prepare a bid solicitation package and send it to a minimum of seven (7) suppliers (5 random and a minimum of 2 chosen by client) for the required classification.

Please refer to Part 6B. BID SOLICITATION Process under the Supply arrangement on page 35.

QUESTION 44

M2C states: "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." Should the statement be corrected to read : 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 classification." Please confirm.

ANSWER 44

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

Refer to question and answer 35d above and RFSA amendment 005, question and answer 27e.

QUESTION 45

We see nothing in the RFSA that refers to a Financial Proposal requirement. How is the financial evaluation going to be completed? What evaluation criteria will be used to determine a bidder is financially compliant?

ANSWER 45

There is no financial arrangement required for the THS RFSA therefore there will not be a financial evaluation. Bidders will receive a Supply Arrangement for classifications, Streams and Sub-Streams for which they are technically compliant. Suppliers who are issued a Supply Arrangement will then provide pricing in the resulting Request for Proposals (RFP) issued by Canada.

Please refer to Part 6B. BID SOLICITATION Process under the Supply arrangement on page 35.

QUESTION 46

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.

Although we realize that it will, at some point, be necessary to enter new maximum rates for the SA, is it necessary to list all resources in the RFSA Technical 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 arrangement 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 46

It will not be necessary to enter new maximum rates for the THS Supply Arrangements as Suppliers who are issued a Supply Arrangement will provide pricing for classifications in the resulting Request for Proposals (RFP) issued by Canada. Bidders who are not planning on adding additional classifications 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 RFSA Technical Response Template.

QUESTION 47

On Page 15, Point 3, it reads, "It is the Supplier's responsibility to identify in its arrangement that the responsive information is on file with the Supply Arrangement Authority". How/where do we identify that the responsive information is on file with the Supply Arrangement Authority?

ANSWER 47

By completing Appendix A to Attachment 1 to part 4 - Certification for Suppliers Qualified under the arrangement Issued under RFSA No. EN 578-060502/C.

QUESTION 48

- a. Both CIDA and Elections Canada are cited in the (EN) RFSA 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 48

- 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 49

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. 19?

ANSWER 49

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 placement demonstrates the minimum required 37.5 hours as stated in M2C then you would satisfy that portion of M2C.

QUESTION 50

On P. 15, "Client" is defined as " a legal entity that is not an affiliate of the offeror, a member of a joint venture with the supplier or any other entity that does not deal at arm's length with the supplier".

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

ANSWER 50

Yes

QUESTION 51

With reference to the payment an Supplier receives for a temporary resource (as per "Experience of the Offerer, M2B, p.18-19, and M2C p. 19):

- 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 sourcing 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 supplier received payment"?

ANSWER 51

- 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.

Solicitation No. - N° de l'invitation

EN578-060502/D

Amd. No. - N° de la modif.

006

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

QUESTION 52

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

ANSWER 52

PWGSC will not extend the solicitation period for the RFSA no EN578-060502/D 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 - SUPPLIER INSTRUCTIONS, Page 7 of the RFSA:

"On-Going Opportunity for Qualification

A notice will be posted on the GETS for the duration of the Supply Arrangement Period to allow new suppliers to become qualified and to allow existing suppliers, who have been issued a supply arrangement to qualify for classifications, streams and/or sub-streams for which they are not already pre-qualified. No existing Supplier will be removed from the qualified supplier list because of the addition of new Suppliers.

Cycles for Qualification

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