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11 Laurier Street / 11, rue Laurier
Place du Portage, Phase III
Core 0A1 / Noyau 0A1
Gatineau
Québec
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 2012-04-18
Client Reference No. - N° de référence du client E60ZN-110002		Amendment No. - N° modif. 006
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 #006 IS RAISED TO AMEND THE RFSO, THE RFSO TECHNICAL RESPONSE TEMPLATE AND TO ANSWER QUESTIONS.

AMENDMENT

1. On page 12 of the RFSO,

Delete:

Attachment 1 to Part 3 - RFSO Technical Response Template ((ATT1 - (EN) RFSO Technical Response Template.xls) in its entirety.

Replace with the following:

Attachment 1 to Part 3 - RFSO Technical Response Template (ATT3 - (EN) RFSO Technical Response Template.xls) in its entirety.

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

2. On page 33 of the RFSO,

Delete: B) Directed Method (for Streams 1 & 2 Only) and for requirements \$25,000 and below

Replace with the following: B) Directed Method (for Streams 1 & 2 Only) for requirements \$25,000 and below

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

QUESTIONS AND ANSWERS

QUESTION 24

Section 1.2 Offeror's Representative: (Refer to RFSO Part 7A, 5.3 Offeror's Representative) on the Offeror Profile tab of the RFSO Technical Response Template ((EN) RFSO 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". RFSO Part 7A, 5.3 Offeror's Representative (p. 31) states:

"The Offeror's Representative is the individual(s) identified by the Offeror in its offer, or if submitted with the offer, the individual identified in the "Offeror Profile" of the RFSO Technical Response Template. This individual(s) is the point of contact with the Offeror for all matters pertaining to the Standing Offer. By submitting its offer, the Offeror confirms that this individual(s) has the authority to bind the Offeror. It is the Offeror's sole responsibility to ensure that information related to the Offeror's Representative is correct and to immediately inform the SO Authority of any change to it. The Offeror's Representative may delegate to another individual to represent the Offeror for administrative and technical purposes under any call-up resulting from this Standing Offer by providing to the Contracting Authority prior written notice containing all contact information requested in the "Offeror Profile" for that individual."

We have noted that Section 1.3 of the Offeror Profile tab of the RFSO Technical Response Template ((EN) RFSO 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.

We have also noted that Annex "D" Protocols and Standards for THS Applicable to Identified Users and Suppliers, Section III, 7. Commercial Office (page 57) 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 hrs 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 RFSO 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 Offerors are required to provide the names and contact information of two representatives at the time of the Offer, 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 Offerors are to provide this information.

ANSWER 24

You are correct that in section 1.2 Offeror's Representative on the Offeror Profile tab of the RFSO Technical Response template has space to provide one representative. As per 5.3 Offeror's Representative in Part 7A of the RFSO this is the only point of contact with the Offeror for all matters pertaining to the Standing Offer.

In Section 1.3 of the Offeror Profile tab of the RFSO 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 hrs 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, Offerors are required to provide the names and contact information of two full-time primary contacts representatives at the time of the offer and that at least one must be able to provide service in both official languages. Offerors should provide names in the revised Technical response template.

QUESTION 25

- 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 it 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 Offeror 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 Offeror 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 Offeror is limited to either an Aboriginal or Non-Aboriginal Standing Offer, does this limit our firm to submit another bid for a non-aboriginal standing offer or disqualify our current Supply 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 Stream 4 and 5?

ANSWER 25

- 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 RFSO(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 offeror submits an arrangement in response to Request for Supply Arrangement No. EN578-060502/D, the offeror may include the same information in its offer by incorporating this information by reference.", bidders cannot make reference to the information submitted for previous solicitation no. EN578-060502/C.
- b. Offerors must provide a minimum of 20 different temporary help resource names that are compliant per Stream.
- c. Offerors must provide a minimum of 20 different temporary help resource names that are compliant per Stream.
- d. Bidders can submit a maximum of two offers. Please refer to Article 4. Multiple Offers in Part 3- Offerors Preparation Instructions where it states that 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 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 Standing Offer 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 26

I have several questions regarding the Temp Help Services RFSO- 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 26

- 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 RFSO 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 Offerors to respond to the Request for Standing Offer (RFSO) 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 Offerors to respond to the RFSO which will establish a list of offerors 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 Standing Offers.

QUESTION 27

- a. Is there not a Financial Offer required for this THS RFSO?
- b. Does the company have to provide corporate project references?
- c. Do the new offerors need to list at least 20 at a minimum to get 3 categories in each classification; save 20 can be used again?

ANSWER 27

- a. As stated in Section II: Financial Offer of PART 3 - OFFER PREPARATION INSTRUCTIONS on page 10 of the RFSO:

"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."

Refer to ANSWER 11 in Amendment #003

- 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:

- the
 - 1) THS Classification as defined in Annex "A" - "Requirement" that closely match 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 offerors must provide a minimum of 20 different temporary help resource names that are compliant per Stream. If the 20 compliant temporary help resource names demonstrate only one or two different classifications within a stream, the offeror is considered compliant for the one (1) or two (2) classifications demonstrated. If the offeror demonstrates three(3) or more different classifications within a stream, the offeror is considered compliant for all the classifications within that stream.

QUESTION 28

I have the following questions regarding the THS-SO No. E60ZN-110002/A:

- a. 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?
- b. We are previously qualified on the THS Standing Offer number E60ZN-110002/A. Please advise what we are required to submit if we:
- i) simply want to remain qualified on all the categories and streams we currently have
 - ii) want to qualify for the two new classifications of Designing Services and Evaluation Analyst

ANSWER 28

- a. Offerors who have a SO under 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 (RFSO no. E60ZN-110002/A) 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. E60ZN-110002/A .

Offerors who have a SO under 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 (RFSO no. E60ZN-110002/A) 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. E60ZN-110002/A .

If an offeror already qualifies for the entire Stream on the previous THS Standing Offer then they would qualify for the entire Stream in this RFSO.

- b. If you were qualified on the previous Standing Offer EN578-060502/C
- i) 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 RFSO solicitation no. E60ZN-110002/A, they must submit an offer for this solicitation, which includes the following:
 - of Refer to PART 3 - OFFEROR PREPARATION INSTRUCTIONS in its entirety, Page 10 the RFSO;
 - Refer to PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION its entirety, Page 13 of the RFSO;

- of Refer to Attachment 1 to Part 4 - Mandatory Evaluation Criteria in its entirety, Page 14
the RFSO;
- the 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
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.
- ii) See ANSWER #28a, for submission requirements to add new classifications,
stream and/or sub-streams.

QUESTION 29

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 29

- a. Yes, they can be included in the minimum 20.
- b. 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.
The offeror may repeat any of the 20 compliant temporary help resource names in any of the
sub-streams.
- "4. For M2A, M2B and M2C, the following information must, as a minimum, be provided for
each of the temporary help resources named:
- the
- 1) THS Classification as defined in Annex "A" - "Requirement" that closely match
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 30

My firm has some questions regarding the Request for Standing Offer for Temporary Help Services
(Solicitation No. E60ZN-110002/A). They are:

- a. We have already been issued a Standing Offer 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 (E60ZN-110002/A). 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 20) for the sub-streams for which we are qualified and complete the RFSO Technical Response Template for the sub-streams and classifications that we would like to add?

OR

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

- b. Page 11 starts with a section titled "2. Payment by Credit Card". It is unclear if this section is part of the Financial Offer or not.
- c. Could you confirm our understanding that Offerors are not required to submit pricing information by the solicitation closing time, but that it must be supplied within 5 business days of a Standing Offer being awarded and that a "Section II Financial Offer" is not required to be submitted by the solicitation closing time? Could you also provide direction as to if the Offerors response to the requirements in the section titled "2. Payment by Credit Card" (page 11) are to submitted by the solicitation closing time? If so, is the response to the section titled "2. Payment by Credit Card" to be submitted as part of a "Section II Financial Offer" or can be included as part of a "Section I Technical Offer"?

ANSWER 30

- a. Yes you can complete Appendix A to Attachment 1 to Part 4 (page 20) for the sub-streams for which we are qualified and complete the RFSO Technical Response Template for the sub-streams and classifications that you would like to add.
- b. Article 2. Payment by Credit Card is part of the Offeror 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 offer.
- c. PWGSC confirms that Offerors are not required to submit pricing information by the solicitation closing time, but that it must be supplied within 5 business days after being notified in writing by PWGSC to do so.