

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Bid Receiving - PWGSC/Réception des soumissions -  
TPSGC  
11 Laurier St./11, rue Laurier  
Place du Portage, Phase III  
Core 0A1/Noyau 0A1  
Gatineau  
Quebec  
K1A 0S5  
Bid Fax: (819) 997-9776

**SOLICITATION AMENDMENT**  
**MODIFICATION DE L'INVITATION**

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**

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du**  
**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**  
Professional Services Online & Temporary Help  
Services Division/Division des services professionnels  
en ligne et d'aide temporaire  
11 Laurier St./11, rue Laurier  
10C1, Place du Portage III  
Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> PROSERVICES	
<b>Solicitation No. - N° de l'invitation</b> E60ZT-120001/C	<b>Amendment No. - N° modif.</b> 006
<b>Client Reference No. - N° de référence du client</b> E60ZT-120001	<b>Date</b> 2013-04-12
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZT-009-25428	
<b>File No. - N° de dossier</b> 009zt.E60ZT-120001	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2013-04-17</b>	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Gilmour, Peggy	<b>Buyer Id - Id de l'acheteur</b> 009zt
<b>Telephone No. - N° de téléphone</b> (819) 956-7642 ( )	<b>FAX No. - N° de FAX</b> (819) 956-9235
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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## AMENDMENT 6

### Reason for Amendment:

#### ***To respond to questions asked by Suppliers as a result of the consultations in March 2013.***

Q.104 I have read the Q&A regarding what I must do and the deadlines. I remain confused. I think simpler, more direct answers would help. I have enrolled in the CPSS, just enrolled, nothing else. Is that all I have to do? It is unsettling to see 11 April 2013 referenced everywhere without knowing why.

A.104 The current Letter of Interest now expires on 17 April, 2013. As stated in A.133 below, all questions were to be submitted by March 25, with answers posted on Merx April 8, 2013. The final ProServices Request for Supply Arrangement is due to be released the week of April 18, 2013 on Merx, and in CPSS under "Open Solicitations".

Q.105 Page 26, Regions, Metropolitan Areas – As the questions on the current TBIPS RFSA have shown, this paragraph bears some further explanation in-line.

A.105 The National Zone is used when a Client has no preference in terms of where the work is performed.

#### **Note to Bidders:**

By selecting the National Zone in the DCC, the Bidder is not automatically selecting all Regions and/or Metropolitan Areas.

By selecting a Region in the DCC, the Bidder is not automatically selecting the Metropolitan areas within that Region. .

By selecting "all Regions and Metropolitan areas" in the DCC, the bidder is selecting all possible regions and metropolitan areas including the National Zone.

Q.106 Will a project reference be accepted without a contract number?

A.106 There must be an identifying number, if not contract or call up number, then invoice number, etc.

Q.107 a) Please repeat Security Screening requirements  
b) If a supplier indicates more than one region why wouldn't the system auto copy supplier input to all selected regions.

A.107 a) All ProServices suppliers must have a Designated Organization Screening (DOS) at issuance of a Supply Arrangement. If you do not have this you may send an email requesting that PWGSC sponsor you to: [RCNSpenligne.NCRPSONline@tpsgc-pwgsc.gc.ca](mailto:RCNSpenligne.NCRPSONline@tpsgc-pwgsc.gc.ca)

b) Once a supplier chooses the regions they require to bid on, the supplier then chooses the streams and categories you will be qualifying for. This will automatically change the status to a YES under Services Offering for Supply Arrangement for each of the regions. However at that point you should verify each to make sure everything is correct.

- Q.108 With reference to Question 14c, are you saying that people in the incoming Communications Consultant category will be able to access ProServices ONLY through TSPS holders? Or can they still compete as individuals or sole proprietorships?
- A.108 If a supplier is pre-qualified in communications category under TSPS, he can be “grandfathered” into ProServices. However, if not pre-qualified in that category under TSPS, a Supplier may submit a proposal under ProServices for any category not pre-qualified in TSPS and/or TBIPS.
- Q.109 Did I see a requirement to provide two client email addresses for reference purposes? If so, I am not aware of federal government clients having more than one work email address.
- A.109 As per Attachment B, Technical Evaluation to the draft RFSA, under Mandatory M.2, it states that the Bidder must provide 1 reference to be substantiated, with a 2nd reference as backup, for each category. This would be a different reference **name**.
- Q.110 Will you require that we respond to the draft ProServices, or should we wait until the final document is released via Merx.
- A.110 No response is required for the draft ProServices solicitation.
- Q.111 My company currently has a Standing Offer and Supply Arrangement with PWGSC for the provision of learning services. Will both these contracting mechanisms be grandfathered?
- A.111 Only pre-qualified suppliers under TSPS and TBIPS are being grandfathered at this time.
- Q.112 You said “translation is a separate method of supply”....to what method do you refer?
- A.112 Translation Services are covered by Standing Offers. For more information contact Pascale Archambault, Manager, Linguistic Services Division, 819-956-1382, pascale.archambault@tpsgc-pwgsc.gc.ca
- Q.113
- a) Do you mean that all requirements below NAFTA \$78K must go through ProServices where suppliers will be invited?
  - b) There will be NO open competitions under \$78K? What about for services requirements for which there are no ProServices categories defined?
- A.113
- a) ProServices will be a mandatory tool **for professional services**, for those requirements below the NAFTA threshold (\$78,500), for supply arrangements. TBIPS and TSPS will still be used for Standing Offers (**any value**), and for SAs above the NAFTA threshold.
  - b) Yes there will still be open competitions below the NAFTA threshold for requirements that do not fall under ProServices categories.
- Q.114 You said that ProServices is mandatory for requirements under NAFTA. In a previous consultation session, it was stated that departments will not be prevented from sole source under 25k. What is right?
- A.114 Both are correct, however, with ProServices suppliers will be pre-qualified and clients are encouraged to follow the mandatory use of supply arrangements.
- Q.115 We are currently registered as a PSONline vendor. Due to a variety of reasons, we were unable to attend the vendor briefing. Could you please confirm that to enrol in CPSS, we need to log

into PSONline and then the option for doing this registration will appear? We were unable to find any other specific instructions at the link in the document:

<http://www.tpsgc-pwgsc.gc.ca/app-acq/spc-cps/spc-cps-eng.html>

- A.115 PS Online is not part of CPSS enrolment. To enrol in the single eportal CPSS, click on the above link. At the bottom of the page, you will see the following:

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Supplier Login

Supplier Enrolment - CPSS e-Portal Supplier Module

This is where you would enrol. Also at the top of the page in the Important Notices, there is a Supplier Easy Step guide to assist you.

- Q.116 I have a question regarding the ProServices RFSA substantiation process. Section 5 (iii) of "M.3 References Substantiation" in the draft RFSA for ProServices says that "(i)n the event that no response is received from the 1st reference by the due date stated in the original email: an email will be sent to the 2nd reference requesting that they respond to the questions stated. If no response is received to the second request by the time and date indicated in the email, that particular Category will not be included in the Bidder's arrangement."

Can't PWGSC phone either the 1st or 2nd reference to substantiate a project cited if no email response is received? Email is not always reliable -- emails can get caught in spam filters, or servers can break down, resulting in the loss of emails. A phone call would be a last recourse (and not necessary for all bids received). It might also be quicker than drafting an email. It doesn't seem economically sound for either PWGSC or suppliers when businesses risk being disqualified from business opportunities simply because references didn't respond to emails, perhaps through no fault of their own.

- A.116 As per Attachment B Technical Evaluation, mandatory requirements M.3. Reference substantiation will be by email only. No follow up will be done with telephone calls.
- Q.117 Will the use/functionality of PS Online be maintained until such time as existing PS Online suppliers are fully registered and operational i.e. able to bid on contracts via Pro Services?
- A.117 PSONline will be maintained until ProServices is in place.
- Q.118 I have the following question regarding PROSERVICES: As far as ProServices is concerned, what happens if a department has a requirement say for training services which involves course development and deliver, but also the production of training materials, some of which will be in a video format. Can the entire job be sourced through ProServices?
- A.118 Training Services does not fall under ProServices. Learning Services is a Method of Supply which would encompass this and is on CPSS  
(<http://www.tpsgc-pwgsc.gc.ca/app-acq/spc-cps/spc-cps-eng.html>)
- Q.119 1) Because I have been working as a sub-contractor, I do not have direct access to the contract/call up number on most of the work I done in the past five years. I worry that companies that I work through may not be willing to provide me with this information, yet this information is mandatory on the CPSS. Simply asking for the information from the other company could have a negative impact on our business relationship. In the end, this requirement gives the larger companies at an advantage and creates a barrier to organizations such as mine to qualify on ProServices. Can you provide guidance on how

companies such as mine can complete the CPSS information without a contract/call-up number?

- 2) Can you please clarify how my company is to qualify for the higher tiers in the different categories, which often require more than 5 years of experience, when I can only describe work done on one project in the past 5 years?
  - 3) M.2 states "(...)The project must have been previously provided within the last five years(...)"? Does this mean the project cannot have started before 2008 and must have finished by 2013? If this is the case, understand that this is a barrier to small organizations such as mine, that tend to have long term but part-time contracts. Can we utilise Task Authorizations as a reference point in time, in lieu of contracts?
  - 4) In the bidder's conference on March 14th, it was stated that the two reference emails had to come from the same organization. There are a large number of retirements and, at senior levels, the public service is quite mobile. Will you accept references from retirees (note this means that the two references would be from 2 different "organizations")? Will you accept references from people who have moved to other organizations?
- A.119
- 1) As per Attachment B, Technical Evaluation, under the mandatory requirements M.3 states that a project must provide the project title, category, contract/project reference # . This could be a contract/call-up or invoice number which refers to the project title, as long as the reference can substantiate it.
  - 2) Within ProServices, you need to provide only 1 project per category which needs to be substantiated. For information on qualifying for higher tiers, you would need to contact the TSPS team at [SPTS.TSPS@tpsgc-pwgsc.gc.ca](mailto:SPTS.TSPS@tpsgc-pwgsc.gc.ca) or the TBIPS team at [RCNMDAI.-NCRIMOS@tpsgc-pwgsc.gc.ca](mailto:RCNMDAI.-NCRIMOS@tpsgc-pwgsc.gc.ca)
  - 3) As per Attachment B, Technical Evaluation, under the mandatory requirements M.2 states that a project must have been previously provided to a Client within the last five years immediately prior to the date of closing of this bid solicitation. This includes an ongoing project put in place five years ago.
  - 4) Yes, we will accept emails from a different organization or personal emails..
- Q.120
- 1) For TSPS Supply Arrangement No. E60ZN-090002 and Standing Offer No E60ZN-110001/222 that I obtained, can you please validate that the renewal is imminent and I have to wait for it to change the prices that I offered.
  - 2) Considering these renewals, I can pretend to be a pre-selected supplier (since ProServices is not asking for rates) and pre-register in CPSS and complete the data collection component. Is this right?
  - 3) As a pre-qualified TSPS supplier I should not complete the technical evaluation, correct?.
- A.120
- 1) As this is not part of ProServices, it can not be answered. We note that your email was cc'd to TSPS, and they would be responding to your email of March 16, 2013.
  - 2) As a pre-qualified TSPS supplier, once the ProServices solicitation is open, you would have to sign the Grandfather Certification in the Data Collection Component of CPSS

Supplier Module, and complete your pre-qualified categories under TSPS as "currently offered" and submit additional documentation as requested in the RFSA.

- 3) As a pre-qualified TSPS supplier, you do not have to submit substantiation for your "currently offered" categories. However you still have to complete the Data Collection Component with your information and submit additional documentation as requested in the ProServices RFSA .
- Q.120 1) To understand your terminology, there are two major sectors of activities: Information Technology (IT) and non-IT which includes 12 streams that include categories of services. Is that correct?
- 2) Will you tell us when the questions / answers will be available online and give us the link to get there?
- Q.120 1) That is correct. There are 7 streams under IT, and 5 streams under non-IT.
- 2) As per the Letter of Interest on Merx, questions and answers will be posted the week of April 8, 2013 on Merx ([www.merx.com](http://www.merx.com)), solicitation # E60ZT-120001/C.
- Q.122 We have just completed the first part of the steps for enrolling as a supplier for ProServices. The PSONline tool asks if we have a security certificate. Is this certificate required? How do we obtain it? The presenter at the webinar on ProServices alluded to the Designated Organization Screening (DOS). I understand that this is also a way to obtain the certification. What are the differences between these certifications? What is it we need to get to offer our services to the Government of Canada?
- A.122 If you have enrolled in CPSS Supplier Module, that is all that is required at the present time. There is no security certificate required for PSONline, what is required is a certificate of incorporation only. For ProServices, a supplier must have a Designated Organization Screening (DOS) for the firm. If you do not have this you can request sponsorship from PWGSC by sending an email to [RCNSpenligne.NCRPSONline@tpsgc-pwgsc.gc.ca](mailto:RCNSpenligne.NCRPSONline@tpsgc-pwgsc.gc.ca)
- Q.123 I am a longtime PSONline person. I have successfully completed my database info for the new CPSS. It would appear from M. Robitaille's remarks that I have to complete a 4 pager of some sort. I missed the details on this as they were apparently given during the time I could not hear your briefings. I have tried to access the CPSS links but they are blocked to publiservice persons and are followed by a symbol which will probably be removed when you go live. Could you tell me the name of the 4 pager so I know what I am supposed to complete and when I can complete it.
- A.123 For the pages referred to in your question, please look in Part 2 Supplier Instructions of the draft Request for Supply Arrangement, paragraph 2, Submission of Arrangements, paragraph (i) states: The Bidder must submit in print, to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page one of the bid solicitation, the following elements of the bid:
- the Bidder signed front page (Attachment E)
  - proof of one year in business, i.e. certificate of ownership or business registration or tax returns
  - code of conduct:
    - ◆ if incorporated, a complete list of names of all individuals who are currently directors of the Supplier;

- ◆ if a sole proprietorship, the name of the owner, and
- aboriginal certifications, if applicable.

Q.125 For reference substantiation: what if the "client" is an individual, not a gov't dept or a company and there is only ONE contact person and email address.

A.125 That is acceptable, as long as they can substantiate the category. A reference to be used for substantiation must be a person who has never been employed by or acted as a consultant (or subcontractor) for the Bidder who can substantiate that the Professional Services were provided.

Q.126 Could you clarify the flexible grid for the Non-IT Streams. It looks like it is assessing specific consultants but thought ProServices was assessing the company experience and not the individual experience. The IT Stream requires two reference projects to qualify. Are two reference projects required for the Non-IT Stream categories? Is this in addition to the flexible grid? How do we demonstrate greater than 10 years of experience in the flexible grids when the reference projects must be from within the past 5 years? Any clarification would be appreciated!

A.126 The flexible grids will not be used to qualify Suppliers for the ProServices Supply Arrangement. They **could** be used for the next stage, when clients send RFPs to pre-qualified suppliers.

As per Attachment B, Technical Evaluation, M.2 Identification of Categories, for both IT and non-IT streams for ProServices, suppliers need only submit 1 project per category for reference substantiation

Q.127 At: Part 3- Arrangement Preparation Instructions: Section II - "Online" response template submitted electronically through the CPSS Supplier Module- Data Collection Component, which should include Certifications.

- a) Do the Certifications mentioned in this section refer to the Professional Certifications required for the Bidders score?
- b) If the Bidder does not have specific Certifications i.e. Diversity does this disqualify from this process or just limit the score awarded?

At: Attachement B - page 29: Under the field "Contract/Project Reference #", the Bidder must insert the contract/call up number which matches the title of the project which the Bidder has input in the field "Project Summary Number``.

- c) Does the system assign a number once the information is inputted? If not, where do we get this number?

A.127 a) The certifications referred to above are not the Professional Certifications. These are the Mandatory Certifications to which a Bidder must respond.

b) The Professional certifications are only required in the next phase when clients send RFPs to suppliers - they could be part of that process for scoring.

c) This contract/call up or invoice number must be input by the Supplier, for project reference substantiation.

- Q.128 For TBIPS and SBIPS pre-qualified vendors can you please confirm what steps need to be taken to comply with ProServices?
- A.128 As per previous answer 9 and 56, Suppliers who are currently qualified under another method of supply (such as TBIPS or TSPS) must bid on the upcoming Supply Arrangement for ProServices. They will need to download the Request for Supply Arrangement through [www.Merx.com](http://www.Merx.com), and create an account on the Centralized Professional Services System (CPSS) Supplier Module. Once the ProServices solicitation is under "Open Dashboard" Suppliers must complete the Data Collection Component. They must also complete the Grandfather Certification. There will be several pages which will need to be sent to Bid Receiving Unit.
- Q.129 I was present at the last consultation (re: March 15th). From the presentation of the Q&A already received, your team had specified that a Communication category will be included. Can you please indicate me if Graphic Design, Web design / programming and New Media will be encompassed under the Communication category? If not, would it be possible to please add a category for Graphic Design, Web design and programming and New Media services since contracts of 25 K and less are very often within all departments and agencies for these Professionnel services areas. We are really accounting on these business opportunities. Please advice.
- A.129 ProServices uses categories from TSPS and TBIPS. While Graphic Design, Web design and New Media are not listed under this category, the list of services under Communication category is not all encompassing. The work descriptions for these categories were created by the Task and Solutions Professional Services (TSPS) team.
- Q.130 It is stated that there is no Communications service category in Pro-Services, why? I do understand that there is a technical writer category under streams 4 and 10 but this is not matching the need I am expressing above. Will suppliers need a minimum number of business volume to be able to write an article of 1200 words for a GOC client?
- A.130 TSPS does have a communications category , so it will be included in ProServices, in Stream 9, Project Management Services. The work descriptions for the non-IT categories were created by the Task and Solutions Professional Services (TSPS) team. There is no requirement for business volume for ProServices. Suppliers must provide 1 project per category for substantiation.
- Q.131 When my company completed a mandate in the past 10 years, a best practice I used was to ask the GOC client(s) served for a written letter of reference in order to capture accurately the feedback on the performance of the consultant upon the end of an assignment, this practice also enabled my company to improve its services thereafter.
- 1) Could PWGSC consider using the written reference letters that can be provided if the clients/project authority are not responding? These past letters of references could be used at bid response time and could be kept on file by PWGSC thereafter and referred to as required.
  - 2) It was stated at the conference that the suppliers should avoid using the same project to justify many consultant categories Why not if the services can be demonstrated as per the evaluation criteria?

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- A.131 1) As per Mandatory Requirement 3 in Attachment B, Technical Evaluation, paragraph 4, For each Category, substantiating information will be obtained based on an e-mail sent to the reference indicated in the bid. This letter(s) can be referenced in the Data Collection Component (DCC), as long as it includes title, contract/project reference #, and category. This letter must be provided with the paper copy of the bid submitted to Bid Receiving Unit (BRU) at bid closing date and time.
- 2) A project may include many different categories, as long there is reference substantiation for each category.
- Q.132 Can we submit responses by fax?
- A.132 No responses can be submitted by fax. Suppliers must enroll in CPSS Supplier Module, complete their technical component in the Data Collection Component, when ProServices is an "open solicitation" and submit what is required in hard copy from the Solicitation to the Bid Receiving Unit by the closing date and time.
- Q.133 When will the questions received during the webinar be posted.
- A.133 As stated in the Letter of Interest on Merx, questions and answers will be posted by April 8, 2013. As well, questions were to be received by March 25.
- Q.134 PWGSC is sponsoring my company only at the lowest possible level. Accordingly, I would request that you sponsor my company for a secret clearance immediately so that my prospects for contracting with the federal government in the future will not be severely diminished.
- A.134 At our consultations, we advised suppliers that we would sponsor them for an upgrade for one level. We did so for you and can not do another at the present time. Once ProServices is in place, you can then apply for another sponsorship upgrade.
- Q.135 You stated during the session that every contract has a number and therefore it is a mandatory requirement. I can inform you that I currently have 2 contracts that have no contract numbers. It is not unusual in private industry for contracts to have titles and nothing else. I will therefore not be able to reference current relevant projects. This seems unnecessarily harsh and again does not appear to serve any purpose. I would ask that you remove the mandatory status on this requirement if it does exist.
- A.135 All contracts must have some type of number, i.e.contract, call-up or invoice #, etc. It remains a requirement that the Supplier must reference a number.