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11 Laurier Street / 11, rue Laurier

Place du Portage, Phase III

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Gatineau

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K1A 0S5

Bid Fax: (819) 997-9776

**Revision to a Request for Supply  
Arrangement - Révision à une demande  
pour un arrangement en matière  
d'approvisionnement**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

**Comments - Commentaires**

THERE IS A SECURITY REQUIREMENT  
ASSOCIATED WITH THIS REQUIREMENT

**Vendor/Firm Name and Address**

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**

Procurement Strategies Division / Division des  
stratégies d'acquisition

11 Laurier St. / 11, rue Laurier

Place du Portage, 11C1

Phase III, Tower C

Gatineau

Quebec

K1A 0S5

<b>Title - Sujet</b> TEMPORARY HELP SERVICES	
<b>Solicitation No. - N° de l'invitation</b> EN578-060502/D	<b>Date</b> 2012-05-01
<b>Client Reference No. - N° de référence du client</b> EN578-060502	<b>Amendment No. - N° modif.</b> 013
<b>File No. - N° de dossier</b> 004zn.EN578-060502	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZN-004-24061	
<b>Date of Original Request for Supply Arrangement</b> 2012-03-26 <b>Date de demande pour un arrangement en matière d'app. originale</b>	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2012-05-15</b>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Mao, Lan	<b>Buyer Id - Id de l'acheteur</b> 004zn
<b>Telephone No. - N° de téléphone</b> (819) 956-8465 ( )	<b>FAX No. - N° de FAX</b> (819) 997-2229
<b>Delivery Required - Livraison exigée</b>	
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> AS SHOWN IN RESULTING CONTRACTS	
<b>Security - Sécurité</b> 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

<b>Acknowledgement copy required</b>	<b>Yes - Oui</b>	<b>No - Non</b>
<b>Accusé de réception requis</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
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)		
<b>For the Minister - Pour le Ministre</b>		

## THIS AMENDMENT #013 IS RAISED TO ANSWER QUESTIONS

### QUESTIONS AND ANSWERS

#### QUESTION 106

Part 6. Staffing Arrangements states, "A transfer fee will be payable to the SO Holder/Supplier by the department of a Federal Department User when the "office" where the THS Resource has been assigned during the call-up/contract period hired the resource (without competition) either on a casual, term or indeterminate basis, prior to the passage of us to 20 calendar weeks measure from the start of services under the call-up against the THS Standing Offer or contract under the Supply Arrangement. Fees will be able payable if the resource is hired to work in the same office, regardless of duties."

SO Holders/Suppliers spend considerable effort to locate resurces (including the time and money spent to locate candidates) for THS opportunities. With this clause, the Federal Department has taken measures to ensure that SO Holders/Suppliers are treated fairly and that a Federal Department User does not hire resources that have been on assignment for a very short period of time. However, this clause leaves open the possibility of Federal Department Users to hire the same resource through other SO Holders/Suppliers which diminishes the efforts of the original SO Holders/Suppliers. Therefore, to discourage this practice, we are requesting the following change to the above statement.

"A transfer fee will be payable to the SO Holder/Supplier by the department of a Federal Department User when the "office" where the THS Resource has been assigned during the call-up/contract period hired the resource (without competition) either on a casual, term, indeterminate basis or through another SO Holder/Supplier, prior to the passage of up to 20 calendar weeks measured from the start of services under the call-up against the THS Standing Offer or contract under the Supply Arrangement. Fees will also be payable if the resource is hired to work in the same office, regardless of duties."

#### ANSWER 106

PWGSC will not amend this statement at this time.

#### QUESTION 107

- a. Section 8 states that "when an Identified User requests an Intermediate Clerk, the SO Holder/Supplier will not provide a Senior Clerk in place of an Intermediate Clerk." For example, an Intermediate General Clerk, requires a minimum of 1 year of experience while a Senior Clerk requires three years of experience. Therefore, by the previous statement, an SO Holder can only supply a resource for an Intermediate Clerk who has over 1 year but less than 3 years of experience. This will severely limit the number of candidates who can be presented for Intermediate Clerks. We request the following change, "when an Identified User requests an Intermediate Clerk, the SO Holder/Supplier will not provide a Junior Clerk in place of an Intermediate Clerk."
- b. Section 12, Resumes and Interviews states "interviews and resumes may not be required by the Identified User". How will Identified Users know if a candidates meets the Education and Experience qualification of the category if resumes are not required to be submitted? We respectfully ask the Crown to amend this statement to "interviews may be be required by the Identified User".

#### ANSWER 107

a.b. Identified Users can ask the supplier to provide references to validate a resources experience and education. PWGSC will not amend this statement.

**QUESTION 108**

Several Federal Departments require candidates to have duplicated security clearances to the company that is supplying the resource. This can be detrimental to some candidates with high levels of clearance. For example, if an organization holds a Secret Designated Organizational Clearance, they can only hold clearances to the level of Secret. If they are proposing a candidate who has a Top Secret clearance, the candidate's clearance will be downgraded to a Secret Clearance when the clearance is duplicated. Therefore, the candidate will no longer be able to be proposed on future opportunities that require Top Secret Clearances. We ask that as long as each candidates has a valid clearance to the level required that this is sufficient for the Identified User.

**ANSWER 108**

Unfortunately Federal Departments have to follow the security policies set out by their departments. A resource's higher security clearance is still on file and will remain so until it expires.

**QUESTION 109**

Overtime, The Overtime clauses states that overtime is payable in Ontario and Quebec for time worked in excess of the province's weekly limits as well as for time worked in excess of 8 hours/day. Our understanding is that the provinces of Ontario and Quebec only have weekly overtime limits, not daily overtime limits. Would the Crown please clarify this?

**ANSWER 109**

Your understanding is correct that the provinces of Ontario and Quebec only have weekly overtime limits and not daily. Canada will comply with the Employment Standards Act in each province and will amend the Annex D - Protocols and Standards to remove "in excess of 8 hours/day."

**QUESTION 110**

The Supply Arrangement Document states that all candidates submitted for positions under THS meet the minimum requirements set out in each classification. We have reviewed all classification and are requesting the following changes:

- a. Classification: Clerk, Sub-Classification - Human Resources: The Intermediate level of this clerical category requests successful completed of post-secondary courses in HR or related disciplines. We recognize that this may be required for Senior level resource but Intermediate level resources in clerical categories may not have post secondary education but have experience in the field. Therefore, we ask that the requirement for post-secondary courses be removed or made as asset qualifications.
- b. Classification: Desktop Publishing: The Intermediate level requires additional courses in Desktop Publishing or Graphics Design. Many Intermediate Desktop Publishers have extensive experience in software but may have not taken specific courses. We ask that the additional courses in Desktop Publishing or Graphics Design be made into an asset qualification.
- c. Classification: Project Administrator, Intermediate, The Intermediate level is required to have completed additional courses in business, administration or other fields while the other levels do not have that requirement. We request that this be made an asset qualification.
- d. Classification: Auditor - The requirements for an Auditor on the THS SA exceed the requirements for Auditors on the Professional Audit Support Services (PASS) SA. We request the following changes to make them more comparable: Auditor - Junior - Remove all education requirements and replace with: Must be in the process of obtaining a degree/diploma in a similar field; Auditor: Intermediate - Remove all education requirements and replace with "must have either a Degree/Diploma in a relevant field OR a Professional Audit/Accounting Designation, ie. CA, CMA, CGA, CIA or CFE"; Auditor: Senior - Remove all education requirements and replace with "must have either a Degree/Diploma in a relevant field OR a Professional Audit/Accounting Designation, ie. CA, CMA, CGA, CIA or CFE"; Auditor: Advanced - Remove all education requirements and replace with "Professional Audit/Accounting Designation, ie. CA, CMA, CGA, CIA or CFE is required".

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- e. Financial Management - Intermediate/Senior: The education requirements require a current and valid certification as a Chartered Accountant, Certified General Accountant or Certified Management Accountant. Most intermediate/senior Financial Management resources do not have professional certification so we ask that this be made an asset qualification.
- f. Classification: Materiel Management: Junior/Int/Senior/Advanced: All levels require demonstration of continuous advancement towards obtaining certification as a Certified Professional Purchaser. We request this be made an asset requirement for all levels.
- g. Classification: Procurement: : Junior/Int/Senior/Advanced: All levels require demonstration of continuous advancement towards obtaining certification as a Certified Professional Purchaser. We request this be made an asset requirement for all levels.
- h. Classification: Media Monitor: Junior/Intermediate: requires completion of a diploma or degree in communication, journalism or relevant field. We request this be made an asset requirement. Senior/Advanced: requires completion of a graduate degree in a relevant field. We request this be made an asset requirement.
- i. Classification: Librarian: Junior/Intermediate: requires completion of a graduate degree in Library Science. We request that this be made an asset requirement for the Junior/Intermediate categories
- j. Classification: Human Resources, All subclassifications and levels require a degree or diploma. Many experienced HR resources do not have degrees or diplomas but instead have extensive experience in the field. We request that this be made an asset requirement for all subclassifications and levels.
- k. Classification: Strategist: Senior/Advanced, requires a completion of a graduate degree in Statistics. We request that the requirement is simply a graduate degree as a strategist may specialize in other disciplines than statistics.

#### ANSWER 110

- a. Annex "A"- Requirement will be reviewed and amended with some changes to this classification.
- b. PWGSC will not amend the intermediate level of this classification as it states under Education that  
 •Successful completion of additional courses **or** experience involving Desktop Publishing or Graphics principles and applications, **or** both, is required.
- c. PWGSC will not amend the intermediate level of this classification as it states under Education that  
 •Successful completion of additional courses in business, administration, or other fields related to the position, **or an acceptable combination of education, training and experience** is required
- d. Annex "A"- Requirement will be reviewed and amended with some changes to this classification.
- e.f.g. Please see modifications made to this classification in RFSA amendment #008.
- h. PWGSC will not amend the Junior/Intermediate levels of this classification at this time. Annex "A"- Requirement will be reviewed and amended with some changes to the Senior/Advanced levels of this classification.
- i.j.k. Annex "A"- Requirement will be reviewed and amended with some changes to this classification.

#### QUESTION 111

We are an existing THS SA and SO holder with one classification in Stream 4. We would now like to add one additional classification in Stream 4. In order to ensure that we submit a compliant bid, please clarify which of the following would meet the requirement to qualify under one additional classification within that same stream:

- a. Providing one more temporary help resource name in the desired classification? We previously submitted over compliant 20 resource names.

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- b. Providing a minimum of 20 temporary help resource names under a combination of the existing and the desired classification?

**ANSWER 111**

Attachment 1 to Part 4 - Mandatory Evaluation Criteria states the following:

**Qualification for Streams/Classifications (Streams 1, 2, 3, 4)**

If the 20 compliant temporary help resource names demonstrate only one or two different classifications within a stream, the Supplier is considered compliant for the one (1) or two (2) classifications demonstrated. If the Supplier demonstrates three (3) or more different classifications within a stream, the Supplier is considered compliant for all the classifications within that stream.

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

The answer is b) Providing the minimum of 20 different temporary help resource names which are compliant under a combination of the existing and the desired classification.

**QUESTION 112**

In regards with "Temporary Help Services" bid that closes on the 8th of May, I would like to know how are companies chosen if there are no prices included in the arrangement?

**ANSWER 112**

Please refer to Part 4 - Evaluation Procedures and Basis of Selection.

**QUESTION 113**

If a firm joint ventured for the THS RFSA and RFSO in 2009, and wishes to remove the names of its other joint venture partners from their contract, what is the process to refresh and resubmit their THS RFSO and RFSA?

**ANSWER 113**

If the bids for the current THS SO and SA were submitted as and issued to a Joint Venture entity they cannot be changed. Therefore if a bidder wanted to change a JV partner they would not keep their existing SO or SA.

As per general conditions 2020 of the SA: "If the Supplier is a joint venture, the Supplier agrees that all members of the joint venture are jointly and severally or solidarily liable for the performance of any contract awarded under the Supply Arrangement. If the membership of a joint venture changes, the Supply Arrangement will be cancelled and members who wish to qualify separately or as part of a different joint venture must submit a new arrangement by following the qualification process established by Canada."

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**QUESTION 114**

Can a Supplier/Offeror combine both RFSO/RFSA's together in one package when submitting or must they be separated in different envelopes?

**ANSWER 114**

A Supplier/Offeror can combine both in the same package however bidders are to clearly indicate that there are two proposals in the package and clearly indicate which proposal is for which solicitation with the solicitation numbers marked on their proposals.

**QUESTION 115**

Since there is no Financial Offer, can the Certifications be in a section within the same binder as the Technical Offer for both the RFSO and RFSA? In other words, can an Offeror/Supplier provide two binders (2 hard copies) and two CDs (soft copies) of the RFSO/RFSA that include both the Technical Offer in one section and the Certifications in another? Please advise.

**ANSWER 115**

Yes the Certifications can be in a section within the same binder as the Technical Offer/Arrangement for both the RFSO & RFSA.

Yes bidders could provide two binders (2 hard copies) and two CDs (soft copies) of the RFSO/RFSA that include both the Technical Offer/Arrangement in one section and the Certifications in another if the bidder clearly identifies which proposal is for which solicitation and they identify the solicitation number on each bid and all resulting documents.

**QUESTION 116**

We realize this question may not be answered due to the question deadline listed in the RFP, but throughout the THS Refresh amendments, suppliers are reminded that we are NOT required to submit temporary help resource names for those classifications we were previously technically compliant for.

So, why in Q75 (SA) and Q85 (SO) are we asked to submit 20 names for M2C in order to qualify for just one additional sub-stream of Stream 5? Why not simply min. 2 up to a max. of 4 names for the proposed sub-stream.

**ANSWER 116**

For stream 5, suppliers who wish to qualify for a sub-stream that they were not qualified previously must also submit the 20 names for M2C.

**QUESTION 117**

"A limitation of liability is routinely included in technology contracts with the Crown. Currently Government of Canada Temporary Help Services Solicitation #EN578-060502/D has no provision limiting the Contractor's liability.

Please confirm Canada will amend Government of Canada Secure Remote Access Service for Canada Solicitation #EN578-060502/D to include SACC N0000C (2011-05-16)."

**ANSWER 117**

The above mentioned SACC clause is to be used in conjunction with general conditions 2030, 2035 and 2040 only. THS requirements use general conditions 2010B.

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**QUESTION 118**

Can you assure us that if we are already qualified on the standing offer (EN578-060502/XXX/C) and supply arrangement (EN578-060502/XXX/C) for sub-streams: 5a, 5b, 5c, 5e and 5f of Stream 5 and we do not want to apply to other sub-stream in Stream 5 or other Streams, if we need to propose 20 to 40 resources under stream and sub-streams that we already qualify? Our requirement is to complete for this criterion, with only Annex A to Attachment 1 to Part 4?

**ANSWER 118**

Bidders that are already qualified on the standing offer (EN578-060502/XXX/ZT) and supply arrangement (EN578-060502/XXX/ZT) for sub-streams: 5a, 5b, 5c, 5e and 5f of Stream 5 and do not want to apply to other sub-stream in Stream 5 or other Streams need not propose the 20 to 40 temporary help resource names under Stream 5. These suppliers need to complete Appendix A to Attachment 1 to Part 4 - Certification for Suppliers Qualified under the Supply Arrangement Issued under RFSA no.EN578-060502/C and must comply with the requirements of the entire solicitation which includes Annexes and Attachments.