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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

**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 with this document

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

Title - Sujet PROSERVICES	
Solicitation No. - N° de l'invitation E60ZT-120001/D	Date 2013-06-14
Client Reference No. - N° de référence du client E60ZT-120001	Amendment No. - N° modif. 006
File No. - N° de dossier 009zt.E60ZT-120001	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$\$ZT-009-25977	
Date of Original Request for Supply Arrangement 2013-04-18 Date de demande pour un arrangement en matière d'app. originale	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-07-15	
Address Enquiries to: - Adresser toutes questions à: Gilmour, Peggy	Buyer Id - Id de l'acheteur 009zt
Telephone No. - N° de téléphone (819) 956-7642 ()	FAX No. - N° de FAX (819) 956-9235
Delivery Required - Livraison exigée	
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	
Security - Sécurité This revision does change the security requirements of the solicitation. Cette révision change 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		

Amendment 6

Reason for Amendment

1. Update the schedule for amendments to ProServices' solicitation with question and answer responses (further to the schedule contained in Amendment #3).
2. To respond to additional questions
3. Correct grammatical errors (French grammar), contained in answers in Amendment #5.

1. Schedule of questions and answers

Additional questions and answers will be posted on GETS according to the following schedule (roughly every 10 days, following Amendment #3):

Amendment #1	22 April 2013
Amendment #2	1 May 2013
Amendment #3	13 May 2013
Amendment #4	23 May 2013 (Bidders' Conference 30 May 2013)
Amendment #5	7 June 2013 (additional time in posting, i.e. 15 days, responds to Bidders' Conference)
Amendment #6	17 June 2013
Amendment #7	27 June 2013
Amendment #8	8 July 2013

2. Additional Questions and answers:

Q184. Will you publish a notice on Buyandsell.gc.ca/tenders and/or send an email to all bidders shortly before you begin to send emails to references as part of Reference Substantiation as described Attachment B, M.3. point 4? Also what email address and subject line will you use for your reference substantiation emails? This would help ensure that your emails are not caught by span filters.

A184. We will email our first reference substantiation emails September 3 for the 1st wave, and they have to respond by September 13th. The second email for the 2nd wave will be sent September 16, with a response requested by September 26th, 2013. A sample of the letter to be used is referenced in Attachment B, Technical Evaluation, under M.3, paragraph 4. We will not publish a notice on Buy and Sell.

Q185. For the proof that the company has been in business at least one year, is a certification of incorporation acceptable?

A185. Yes, as long as your proof shows one year in business.

Q186. I require further information about the code of conduct. Answer 26 only indicates a complete list of directors but doesn't tell anything about code of conduct format or template. The conflict comes as many "Code of conduct" could exist such as; for HR, for Services, for Employees; for Security etc. The name of directors is totally irrelevant without identifying nature of requested "code of conduct". On the other hand all directors have already identified in SRI registration and I couldn't understand why that question is not part of certifications in DCC if it is required again. The "Code of Conduct" in DCC certificates just has a check-box!

A186. Additional information was provided in Amendment 5, answer 137. The Code of Conduct is a title, and the contents are about ethical conduct. A full description is in the Solicitation, at Part 5, Certifications. The Bidder must select the checkbox within the Code of conduct certification in the DCC, and submit a hard copy with a list as per answer 26 in Amendment 2. There is no form for code of conduct.

- Q187 Why is there no Stream for Financial Management Services? The only Finance related stream/category is a subset of Project Management. Clearly there are many circumstances and requirements for Financial Management Services for many department and agencies that do not fall under Project Management per se. I have been providing such services for over 6 years.
- A187. ProServices is comprised of streams and categories migrated from TBIPS and TSPS. We do not create new categories. The list of responsibilities under this category in Annex A, Requirement for Services, is not all encompassing, and could include additional duties.
- Q188. We require clarification on joint ventures. We are an incorporated company with some employees, and some independent contractors (many, very long-term). If we were planning to use any of our independent contractors to deliver services under the SA, does that mean we must bid as a joint-venture? By the time January rolls around, it's certainly possible that some of these individuals may or may not even be with our firm anymore so it doesn't seem to make sense to approach this as a joint venture. I could certainly see at the RFP stage for a particular department when we're asked to bid actual resources that we may need to go that route then. But it doesn't seem to make sense at this stage. In Answer 90, it states "...the supplier is ultimately responsible for the arrangement". In this case, our firm would be the supplier - and at this point in time, we can't be 100% certain as to whether we will use employees or independent contractors to deliver the specific services at the time we are being engaged for actual work.
- Could you offer some insight into this? We would prefer to submit only one bid as a single entity.
- A188. You can use your associate's experience for project reference substantiation, as an associate can also be viewed as a sub-contractor, which enables the small firm to use that experience and be qualified in more categories. The choice of what legal entity to create is the choice of the small firm - to have 1 bid using all the experience of the sub-contractors or with a joint venture as associate members. You can only submit 2 bids from the same legal entity.
- Q189. Our organization has a majority shareholder who is also a shareholder of another legal entity. These two companies provide different services to various aspects of industry and they do not share management, employee's or information.
- Can both of these entities submit a response to ProServices for the same categories?
 - If the answer is NO to a) - Can both of these entities submit a response to ProServices for different categories?
- A189. A supplier may only submit 2 bids from the same legal entity. Both of these entities could submit a response to ProServices, 1 as the main and 1 as a joint venture, and could be the same categories or different.
- Q190. Our firm has DOS/Reliability security already and the minimum for ProServices has been identified as DOS. If we ask for a sponsorship to FSC/Secret, will PWGSC issue an SA to a firm with DOS pending the FSC application or would we need to wait until security is finalized before being issued an SA? In other words, is there an advantage to asking for a sponsorship to a higher level of security than the minimum through this solicitation?
- A190. The requirement for ProServices is to have a Designated Organization Screening (DOS) at supply arrangement award. If you have requested an upgraded sponsorship it can be changed in the system once received. The advantage to having a higher level of security makes you able to respond to requirements asking for this level.
- Q191. I have a question re TSPS grandfathering. I understand I can do this BUT it looks as if I could just submit again under ProServices and leave TSPS alone. If I do that, do I then have the benefit of being registered in both TSPS and ProServices? That way I do not have to rely on some kind of "grandfather" link.

- A191. If you are a pre-qualified supplier under TBIPS and/or TSPS, the advantage to grandfathering into ProServices is that you do not have to substantiate categories you already have under TBIPS and/or TSPS. You click on the Grandfather Certification, and under Streams and Categories, identify the categories you have as substantiated. You will be registered in TBIPS and/or TSPS and ProServices.
- Q192. On page 5 of the original solicitation Stream 7 is identified as Technical Engineering and Maintenance, while both online and in amendment 2 of this solicitation identify Stream 7 as Telecommunication Services. Could you please confirm that Stream 7 is Telecommunication Services and Stream 12 is Technical, Engineering and Maintenance Services?
- A192. Stream 7 is entitled Telecommunications Services, under IT and Stream 12 is Technical, Engineering and Maintenance Services under non-IT services.
- Q193. We have recently applied for TBIPS 2103 refresh and most likely would be substantiated for categories, which we are applying in this solicitation too. Our queries are:
- What happens if we select the option "Newly Offered" on the CPSS and in the meantime that we get substantiated for the categories under TBIPS?
 - Will you again send email to the references to check whether we have provided services to them? As we are using the same contacts, it may not look good to send the same email to the reference, requesting for substantiation.
 - What if we don't hear before 21-06-2013, whether we have been substantiated for those categories or no under TBIPS.
 - In case we get selected as a TBIPS Vendor before the solicitation close date, can we use Grandfathering option and substantiate the categories as "Existing Offered" on CPSS.
- A193. As answered in Amendment 5, a proposal submitted for the recent Task Based Informatics Professional Services (TBIPS) and/or Task and Solutions Professional Services - task based only (TSPS) re-competitions [aka refresh], may include additional categories that are not yet in the Centralized Professional Services System (CPSS). Bidders responding to ProServices are to reflect this information in ProServices under "Grandfathered", <Currently Substantiated>. As part of the evaluations for ProServices, verification of all information (certification and categories) for "grandfathering" will be carried out based on the ongoing review of information in CPSS.
- Q194. Will the subsequent bids issued under this solicitation be under NAFTA threshold (currently \$78,500) or above this amount?
- A194. Yes, ProServices RFPS will not exceed the NATA threshold.
- Q195. I wish to provide a notification to all my referral (reference name) before submitting my bid:
- is this acceptable to PWGSC
 - I understand that the formatted email (as illustrated on page 33 of 42 of the solicitation document) will provide to the recipient the " Bidder Name ", Could you please confirmed if this will be only my company name ? If this is the case, this will be a problem because most of them know me by my name. Would it be possible to add my name to the email with the company name?
- A195. The decision of whether or not to provide a notification to the references you used to substantiate categories remains with you. We will email our first reference substantiation emails September 3 for the 1st wave, and they have to respond by September 13th. The second email for the 2nd wave will be sent September 16, with a response requested by September 26th, 2013. A sample of the letter to be used is referenced in Attachment B, Technical Evaluation, under M.3, paragraph 4. The emails will reference the supplier legal name - what is registered in the CPSS.

Q196. M3 References Substantiation

The RFSA states "To demonstrate this requirement, the Bidder must provide for each such Category Summary of M.2 above, one reference to be substantiated, with a second reference as a backup, for each Category, from a person who has never been employed by or acted as a consultant for the Bidder who can substantiate that the Professional Services were provided as required by this paragraph."

When some government employees retire, they become consultants to the Government, especially in circumstances where they possess deep knowledge and unique understanding of policy, systems and so forth. In order for Canada to take advantage of this expertise, these retirees work with experienced professional services firms who have established contracting vehicles such as TBIPS, PS Online, THS etc. Further, these vehicles acknowledge this through the "Former Public Servant" certifications that all Bidder's complete with their submissions under such vehicles.

The above criteria is unfair to firms who represent former public servants. In many instances these retirees were senior government officials with responsibilities for managing and approving projects. If they had the authority to oversee the work on behalf of Canada why would they not be trusted to confirm a matter of fact: that the work was done by a given firm, in a given period for a given category of work? This is information that is accessible to the public via contracting records.

We request that the criteria be changed to include:

"...from a person who has never been employed by or acted as a consultant for the Bidder for the referenced engagement who can substantiate that the Professional Services were provided as required by this paragraph."

A196. The requirement remains unchanged. When a reference retires, the name of the individual who has replaced the retiree can be used to substantiate the project(s).

Q197. We currently hold our own TBIPS SO & SA, therefore eligible for Grandfathering.

However, we will be adding additional Streams & Categories which we will be substantiating. For several categories we provided resources to GoC Clients via other firms, some of which we are affiliated with. Who do we use as the reference, someone from the firm or the GOC contract? In some cases we have no direct contact with the GOC contract.

A197. As per the instructions in Attachment B, Technical Evaluation, M.3 Reference Substantiation, paragraph 1: To demonstrate this requirement, the Bidder must provide for each such Category Summary of M.2 above, one reference to be substantiated in the DCC with an email address, from a person who has never been employed by or acted as a consultant for the Bidder who can substantiate that the professional services were provided as required. It can not be someone from the firm.

Q198. If you are already pre-qualified as providing Standing Offers, are not making application for any new streams of service and the CPSS information has been filled out - is anything more required?

A198. We are not clear what you are pre-qualified in. If you are a TBIPS and/or TSPS pre-qualified supplier, then you may be grandfathered into ProServices. Detailed instructions on preparing a bid can be found at Part 3 - Arrangement Preparation Instructions of the Request for Supply Arrangements and all subsequent amendments.

Q199. Is a hard copy only submitted at the time of making a bid for a contract - or is it to be submitted at the current time?

- A199. Hard copy documents must be submitted to Bid Receiving Unit listed on page 1, by the date and time of bid closing.
- Q200. Do the Bidders have to submit in print an acknowledgement for each amendment with the bid?
- A200. No they do not.
- Q201. For M.2 can you please verify that the Bidder is expected to provide a Project Summary (similar to TSPS Refresh) for each category for which an arrangement is offered in hard copy format as well as populating the relevant project information in DCC?
- A201. For ProServices, you do not need to submit in hard copy a project summary for a category. The information is only required to be input in the DCC.
- Q202. For Bidders that will be grandfathering existing categories from TBIPS and/or TSPS and will be looking to qualify for newly added categories (9.15 and 10.11) could you please confirm that Bidders are only required to submit the following as part of their response:
- hard copy - signed front page (Att. E)
 - CPSS: designated contacts, company information, regional information, mandatory criteria, and services offering for supply arrangement.
- A202. See answer 193 above. However, if you have not added the new categories to your recent TBIPS and/or TSPS refresh you may do the following: the "Grandfathered" Bidder must select the necessary certifications in the DCC and provide the category substantiation for each new category. The "Grandfathered" Bidder is not required to re-submit certifications previously provided to the recent TBIPS and/or TSPS re-competition, as this information will be part of the verification of all information (certification and categories) for "grandfathering" carried out for ProServices.
- Q203. My partner and I are currently consulting under the umbrella of a Society called SENC. It is not a company per se. I am applying only for my services as a consultant and I was the only one involved in the project that I will be presenting as a reference. Should I apply as an individual.
- A203. As explained in the solicitation, a supplier has to demonstrate being in business for one year from date of bid closing, and demonstrate one project per category, within the past five years from date of bid closing. You can use your associate's experience for project reference substantiation, as an associate can also be viewed as a sub-contractor, which enables the small firm to use that experience and be qualified in more categories. The choice of what legal entity to create is the choice of the small firm - to have 1 bid using all the experience of the sub-contractors or with a joint venture as associate members.
- Q204. One of my clients does not know if they have to get security sponsorship for ProServices, they are an ex-public servant with a Top Secret III Clearance, and they are the only employee of the company. Will their existing security CIRD number suffice, or do they need to go through the DOS organizational reliability procedure?
- A204. Each supplier must have a DOS for ProServices, so the company will have to apply for sponsorship for a DOS. They can send an email requesting sponsorship to :
RCNSpenligne.NCRPSOnline@tpsgc-pwgsc.gc.ca
- Q205. A follow on question in response to Q&A 89, please confirm that existing TBIPS holders who are currently qualified under PKI Specialist and Privacy Specific Categories may grandfather these categories under ProServices, Stream 6 Cyber Protection Services, and should indicate them as "Currently Substantiated" While current, these categories have been moved to Cyber Stream under the TBIPS re-competition but currently are still a part of Stream 3 IM/IT? With the addition of Stream 6 on ProServices it is not entirely clear that this is the procedure to be used.

- A205. As per answer 193 above, a proposal submitted for the recent Task Based Informatics Professional Services (TBIPS) and/or Task and Solutions Professional Services - task based only (TSPS) re-competitions [aka refresh], may include additional categories that are not yet in the Centralized Professional Services System (CPSS). Bidders responding to ProServices are to reflect this information in ProServices under "Grandfathered", <Currently Substantiated>. As part of the evaluations for ProServices, verification of all information (certification and categories) for "grandfathering" will be carried out based on the ongoing review of information in CPSS.
- Q206. With the switch to Buyetsell.gc.ca are update notifications being sent out or do you have to go and look on the site each day?
- A206. The best way to stay on top of the latest information is to return to Buyandsell.gc.ca to check for changes, updates or amendments. Buyandsell.gc.ca/tenders is the official site you should rely on to find Government of Canada tenders to ensure you always get the most up-to-date and accurate information about new tender notices or amendments.
- If you want to receive an email notification for new amendments, web-based services such as Blogtrottr (website only available in English) and Feed2Mail (website only available in English) are easy to use feed-to-mail services. They require no registration or cost. Just add your Buyandsell.gc.ca-generated web feed address and your email and these services will update you when new amendments are available.
- You will have to return to Buyandsell.gc.ca to download your amendment, but with no registration and fee required, you can download the amendment in one click.
- Q207. Please confirm that only sections from the Data Collection Component that must be printed and submitted in hard copy are the following: -Bidder's Statement, and -Grandfather certification.
- R207. Prequalified suppliers from TSPS and TBIPS are only required to submit the Bidder's Statement (Attachment E) in hard copy. However, they must also complete the Data Collection Component, including Categories and Substantiation.

DCC Questions and Answers

- Q208. We wish to submit for Project Management stream 10 but in the category of Technical Writer 10.10 and Communications Consultant 10.11. We have selected "newly substantiated" and will proceed with the necessary details to substantiate. However, although there is a list of several options (see below) to choose from for the rest of the categories, we cannot find the field to choose "newly Unsubstantiated" for remaining categories (see categories list below). When clicking on the field the drop down menu (from the Project Management stream 10 screen) it shows only 2 options - Newly substantiated or Not offered. When we click on "return to streams" page and click on categories for Stream 10 still the only two options are - Newly substantiated or Not Offered. Where are the other choices? There are a few categories in the stream where we would like to indicate "Newly Unsubstantiated" and others where we will say "not offered". Please help to clarify so we may choose the correct option from the choices as listed below.
- A208. For this solicitation, the option of "Newly Unsubstantiated" is not applicable and therefore is not included in the ProServices solicitation. Within the Stream page in the Data Collection Component, if you have selected "Currently Offered" (typically selected by supplier who are already offering these categories under TBIPS and/or TSPS), the resulting dropdown menu in the Category page will be: Newly Substantiated, Currently Substantiated, Currently Unsubstantiated, Currently unsubstantiated - now substantiated, and Not Offered. If you have selected "Newly Offered" within the Stream page (typically done by new suppliers or those grandfathered suppliers who want to offer new categories), the resulting dropdown menu in the Category page will be: Newly Substantiated, and Not Offered.

Q209. How does one complete the CPSS for a joint venture? I have one link on the dashboard, which I have used for my company. I would need a second to input information for the joint venture. How does one get the second link? Does it require a second registration?

A209. You must have a different PBN for a joint venture, and then enrol as a second supplier.

Q210. Question re Mandatory criteria under information components: In order to clearly identify what (s) category (s), we provide with our services, can you help us determine if the component 8.1 is really the one that best fits the training services we offer. We looked at all the components and sub-components, and did not find a category that clearly identifies the provision of training and staff development. We specialize in training on organizational interpersonal skills,; customer service (quality and excellence, dealing with difficult customers); Self-efficacy (eg, time management, stress management, meeting facilitation, etc.); Group effectiveness (winning negotiation team work, etc.).

A210. The list of required services under this category can be found in Annex A, Requirements for Services with the original solicitation. The list is not comprehensive and responsibilities could include but are not limited to what is listed there.

Q211. When we need to identify our business scope in the project justification, only one number or project name is required. This is insufficient to describe the type of activity: training and different trainings in which we specialize. Is there another field where this should be registered? We wonder how customers would search our training services?

A211. This is the requirement for ProServices, only a project title and number are to be entered into the Data Collection component along with reference information that can be used by PWGSC to substantiate the referenced project. Client departments using CPSS for a requirement can conduct their search based on a specific category, region/metro area/zone, security, etc.

Q212. Local Office - what is the use of this? What is the difference between Region/ Metropolitan areas and Local Office?

A212. A supplier needs to identify any region/metropolitan area that the proposal covers. Suppliers can identify 1 local office and its address - for each metro area within the RFSA. This does not apply to the regions. This can be done at RFSA stage (DCC) or Main Supplier contact can do this at a later date.

Q213. For several Categories we provide resources to GoC Clients via other firms, some of which we are affiliated with. Who do we use as the reference, someone from the firm or the GoC contact? In some cases we have no direct contact with the GoC contact, therefore would prefer a contact from the firm.

A213. As stated in Attachment B, Technical Evaluation of the solicitation, M.3 Reference Substantiation, paragraph 1: To demonstrate this requirement, the Bidder must provide for each such Category Summary of M.2 one reference to be substantiated in the DCC with an email address, from a person who has never been employed by or acted as a consultant for the Bidder who can substantiate that the Professional Services were provided. It can not be someone from the firm.

Q214. The evaluation criteria for expertise level includes relevant education and professional certifications and relevant experience in Categories. I don't see any place to enter this information into CPSS. Is this criterion to be used by me to determine whether or not my consultants meet the criteria for specific expertise levels (i.e. self-assessed?) Or am I missing something?

A214. We are only qualifying suppliers at the solicitation stage. No resumes or flexible grids are required. The expertise levels will be at the next stage, when client department send out RFPs.

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- Q215. In the category substantiation section of CPSS, it seems to indicate that we are to provide two contacts as category references. However, it seems that there is only fields for one contact (with 2 emails). Are we supposed to enter both names and contact information in each field? Is there another way to add a second contact?
- A215. A supplier must supply the information requested to substantiate the project (i.e. a project title and reference information including an email address for the client). A second email for the same client is requested to be used as a back-up. No other information is required for the second email.
- Q216. I am the Director of a company that was incorporated just over two years ago. Previously, I worked as a sole proprietor offering the same services as I do now under my corporation. I have two questions:
- In addition to the projects that I have completed under my corporate name in the last two years, can I also use projects completed within the last five years as a sole proprietor prior to my incorporation?
 - Depending on your answer to a) above, must the references provided to substantiate experience in a category/stream be only those clients that were associated with the actual project? Or can I use reference(s) from similar projects completed prior to my incorporation that can substantiate my overall experience in that particular category/stream?
- R216. Yes you can use these projects, as long as they are within five years from date of bid closing. The references provided to substantiate experience must be from the clients who were associated with the actual project.
- Q217. Our client has a policy in place, which will not allow for written references. This client is key to our proposal. Would the Crown consider a verbal reference?
- A217. As per the solicitation, under Attachment B, Technical Evaluation, for each Category, substantiating information will be obtained based on an email sent to the reference (i.e. client) you entered in the Data Collection Component as your Category Reference. We will not do verbal references.
- Q218. I would just like to confirm that there are no project descriptions required for ProServices, only project titles/numbers and reference information.
- A218. There are no project descriptions required other than project titles/numbers and reference information.
- Q219. We are preparing a bid for the ProServices RFSA. We're having some trouble with the CPSS response pages. Despite filling in all sections in any given page in company information, Regional Info, and Mandatory Criteria, they all save as "in progress" as opposed to "completed". All the stream categories also remain "substantiate" after completion.
- A219. Once you have entered all the information in the Data Collection Component and you return to the Supplier Response Home Page you need to click on the dropdown menu under status and change the status to completed for each one, then click the Save Response button. Once completed you can then click the Submit Response button to submit.

3. Correction of grammatical errors (French language) contained in answers provided in Amendment #5.

Note: Questions and answers in English language have been repeated hereunder for consistency in documentation.

Reason for Amendment:

1. To extend the closing date of the Bid Solicitation to July 15, 2013, 2:00 pm. And to revise the Request for Supply Arrangement
2. To revise in the French solicitation, Attachment B, Technical Evaluation, M.3
3. To respond to additional questions
 - Solicitation Questions: Q102 to Q153
 - DCC Questions : Q154 to Q162
 - Bidder's Conference Questions: Q163 to Q176
 - Bidder's Conference - May 30, 2013 - Presentation attached
 - Buy and Sell Questions: Q177 to Q184

1. Extend the Bid Solicitation closing date for ProServices:

C. In addition to completing the required information in the DCC under Category Substantiation, a reference letter can be submitted, and indicated in the Cross Reference Field that it is being submitted by hard copy. Suppliers still need to complete the "Category References" section. It is noted this alters the instructions under Categories Summaries, item 1. Canada reserves the right to use this letter of reference in lieu of conducting an email verification provided the letter contains the following minimum information:

1. recognized letterhead;
2. date within the last 5 years from the date of closing of this bid solicitation (Request for Supply Arrangement) for ProServices;
3. the name of the project;
4. a reference number for the project;
5. the category (categories) of professional service(s); and
6. confirmation that the services were provided within the past 5 years from the date of the closing of this bid solicitation (Request for Supply Arrangement) for ProServices.

3. Additional Solicitation Questions and Answers:

Q114. Please confirm that the only sections of the database that need to be printed and submitted with the hard copy are: Bidder's Statement and Grandfather Certification.

A114. You must submit to the PWGSC Bid Receiving Unit, one (1) hard copy of the following documents by the closing date, time, and location indicated on page one of this solicitation.

- the Bidder signed front page (Attachment E)
- proof of one year in business from date of bid closing, 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.

Q119. Will we be grandfathered from our TSPS Solutions Based SA? To ensure our company does get status on the ProServices SA, should we not wait to find out if have been successful in TSPS to be grandfathered in, or go ahead and apply as a first time submission to ProServices?

A119. TSPS Solutions Based SA suppliers will not be grandfathered into ProServices.

Q146. I have used the same contact person to substantiate work in several different categories. Please can you confirm that, as part of your backroom office operations, you will be sending only one request for substantiation to each contact person rather than sending several e-mails to the same person and covering different categories?

A146. Yes, a bidder can substantiate experience in more than one category by the same reference. The goal is one combined email.

Q151. If we elect in this current RFP to grandfather all currently substantiated TBIPS and/or TSPS categories for the Jan 2014 supply arrangement would we then be able to grandfather, in the first ProService refresh, the categories awarded in the current TBIPS and/or TSPS arrangements?

A151. See answer 150 above.

DCC Additional Questions and answers

Q154. I have the following question on DCC. I have submitted the references to substantiate my experience. Under table of contents, there is a tab for Services Offering for Supply Arrangement, it tells me to:

- You must first select the categories you wish to offer (for all component/tiers applied for).

I have selected the categories but I cannot seem to find the area to enter information on the projects I want to submit. Where is the space or location to enter summaries of the project we have worked on?

A154. You need to go into the Category Substantiation page and make a selection against all categories. Those categories where you have selected "Newly Substantiated" from the dropdown menu will display a "Substantiate" link once the category page has been saved. Once the "Substantiated" link is clicked, you can begin to substantiate your projects. Only the project title is required. There is no area to enter summaries of projects, nor is there project summaries required to be submitted in hard copy.

Q155. In the Project Summary Number field under Category Summary for one of the categories in which I am applying, I placed the title of the project I'm using in the field (since this contract was through a head-hunting organization, I don't have a project number) and, after completing the other fields, saved this category. On reviewing the Data Collection Component for the bid, I decided to add to the Project Summary Number field a short description of the project. This of course made the entry longer than the box provided. The field accepted this longer entry, however, simply allowing the line to continue. When I saved the new entry, though, the additional description I had entered did not save. I assume this means that you cannot enter text longer than the box for this field and that a more complete (and informative) description of substantiating projects is not required. Is this true?

A155. This field only allows 250 characters, so additional information will not be captured. We do not require description of projects. The Bidder must input the following information in the CPSS Supplier Module - DCC under Category substantiation:

- Select the streams you wish to offer, complete and save.
- Select the categories under the stream you wish to offer. All categories relevant to that particular stream will be listed in a table.
- On the Category - Substantiation page, you must substantiate your category as follows:
 - under the heading "Category Summaries", in the field "Project Summary Number", insert the title of the project that closely matches the services outlined for that Category
 - Under the heading "Category References", the Bidder must complete the fields of "Client (Government Department/Company Name)", "Contact Name", "Position", and "Telephone" and two email addresses from the same Client must be provided, which will be used to conduct reference(s) substantiation.
 - 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".

Bidder's Conference Questions and Answers:

Q175. If we substantiate a category by sending a letter of reference, and we also enter all the relevant information in the DCC, will you still contact the reference to substantiate the category?

A175. In addition to completing the required information in the DCC under Category Substantiation, a reference letter can be submitted, and indicated in the Cross Reference Field only. It is noted this alters the instructions under Categories Summaries, item 1. Canada reserves the right to use this letter of reference in lieu of conducting an email verification provided the letter contains the following minimum information:

1. recognized letterhead;
2. date within the last 5 years from the date of closing of this bid solicitation (Request for Supply Arrangement) for ProServices;
3. the name of the project;
4. a reference number for the project;
5. the category (categories) of professional service(s); and
6. confirmation that the services were provided within the past 5 years from the date of the closing of this bid solicitation (Request for Supply Arrangement) for ProServices.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.