

**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**

**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**

**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/ProServices	
<b>Solicitation No. - N° de l'invitation</b> E60ZT-120001/E	<b>Date</b> 2014-06-19
<b>Client Reference No. - N° de référence du client</b> E60ZT-120001	<b>Amendment No. - N° modif.</b> 004
<b>File No. - N° de dossier</b> 009zt.E60ZT-120001	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZT-009-27511	
<b>Date of Original Request for Supply Arrangement</b> 2014-03-31 <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 2015-02-11</b>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Hickey, Natasha	<b>Buyer Id - Id de l'acheteur</b> 009zt
<b>Telephone No. - N° de téléphone</b> (819) 956-6896 ( )	<b>FAX No. - N° de FAX</b> (819) 956-9235
<b>Delivery Required - Livraison exigée</b>	
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	
<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>		

Solicitation No. - N° de l'invitation

E60ZT-120001/E

Amd. No. - N° de la modif.

004

Buyer ID - Id de l'acheteur

009zt

Client Ref. No. - N° de réf. du client

E60ZT-120001

File No. - N° du dossier

009ztE60ZT-120001

CCC No./N° CCC - FMS No/ N° VME

---

See attached document.

## Amendment 004

### **Reason for Amendment:**

1. To respond to questions asked by bidders.

### **1. Questions and Answers**

#### **Solicitation Questions:**

- Q57. (i) Under Category -Substantiation, Category Summaries, Item 3 states that, "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". As a recently retired public servant, I established a consulting company in October, 2013, and my company has not entered into any contracts, to date, with either Canada or the private sector. Item 3, quoted above, implies that my newly established company cannot participate in this process once the requirement of being in business a year has been satisfied as it has had no contracts. Is this assessment correct?**
- (ii) I have registered as a supplier and opened an account on the buyandsell.gc.ca website. The "Company Information" page has an entry for Commodity Information (Goods/Services) where I can list the services I wish to provide. The list of commodities is both different from, and much broader, than the ProServices Stream. What is the difference between the two, and why have separate categories of services?**
- (iii) PS Online was established to allow department's access to retired public servants for short-term projects. Why was PS Online merged with ProServices, where the bidding process is both cumbersome and opaque?**

#### **A57.**

- (i) Please refer to Amendment 003, item 1. Modify Attachment "A" ProServices Supply Arrangement Technical Evaluation.**

As per Attachment "A" ProServices Supply Arrangement Technical Evaluation, ProServices has three mandatory requirements: M.1 Minimum Years in Business; M.2 Identification of Categories; and M.3 References Substantiation.

In the example provided above, if you submitted a bid/response to this ongoing opportunity to qualify, which closes on June 30, 2014, your bid/response would be considered non-compliant under M.1 due to your company not being in business for a minimum of 1 year as of the end date of the refresh bid solicitation period, as well as non-compliant under M.3 due to the fact that you do not have any contracts under your

## Amendment 004

company, to date, and therefore unable to input any category substantiation information into the Data Collection Component.

- (ii) Registering on the buyandsell.gc.ca website (also known as the Supplier Registration Information (SRI)) is separate from the Centralized Professional Services System (CPSS) ePortal. Questions regarding Commodity Information (Goods/Services) within SRI can be addressed by contacting the Office of Small and Medium Enterprises (OSME) at [bpmeclient.osmeclient@tpsgc-pwgsc.gc.ca](mailto:bpmeclient.osmeclient@tpsgc-pwgsc.gc.ca)

The list of Streams and Categories specific to ProServices can be found at: <http://www.tpsgc-pwgsc.gc.ca/app-acq/sp-ps/vlcat-strmcat-eng.html>.

- (iii) PSONline has not merged with ProServices. ProServices replaced PSONline which was established as an interim solution for federal department clients to issue contracts for requirements below the North American Free Trade Agreement (NAFTA) threshold. PSONline included a total of 62 categories and did not include any type of pre-qualification process. Due to recommendations by the Procurement Ombudsman, ProServices was created with 152 categories, was streamlined through the Professional Services National Procurement Strategy to appear similar to other professional services methods of supply, contains easier mandatory criteria, and includes a pre-qualification process that all suppliers must go through prior to obtaining a ProServices Supply Arrangement.

### Q58. In Part 3, “New” Bidders:

It states that the submitter should submit in print, Certifications (Attachment ‘C’) of the Refresh Bid Solicitation.

1. Is this Attachment ‘C’ intended for only those who are ‘Grandfathering’? Or, must the ‘new’ (first time) bidder complete the section asking for their initials? Or, are ‘new’ (first time) bidders to complete only the last section of the form where it asks for the Legal Name of Bidder, PBN, and Signature, and submit, regardless?
2. The Attachment ‘C’ speaks to ‘existing’ ProServices Suppliers and Suppliers that were awarded a Supply Arrangement. I find this contradictory. If I am ‘new’, then I am not ‘existing’. And if I am ‘new’, then I have not been ‘awarded’ a Supply Arrangement, nor am ‘annual re-competition’ because I’m new.

My understanding is that, if I am not ‘Grandfathering’, then the Attachment ‘C’, does not apply to me and I should not submit this form. Please confirm or clarify

### A58.

1. Attachment “C” ProServices Certifications contains multiple certifications including the Grandfather Certification. The Grandfather Certification is intended only for bidders who are ‘Grandfathering’. New ProServices bidders should refer to columns 2 and 3 of the modified Submission Grid in Amendment 001, item 2. Modify

## **Amendment 004**

Submission Grid under Part 3 – Bid Preparation Instructions to determine whether the Grandfather Certification is applicable.

2. Attachment “C” ProServices Certifications contains multiple certifications including the Grandfather certification. If a bidder is not Grandfathering then the Grandfather Certification within Attachment “C” does not apply. However, all other certifications within Attachment “C” should be completed as applicable.

**Q59. I’m incorporated and am the owner of the company and do not have any employees other than myself. Therefore, I don’t have a ‘list’ of names to submit. What am I to do? And, I do not know where I’m to go to submit a list, if any, or to reply that there is no list of employees.**

**A59.** The following answer is provided based on the assumption that the above question is in reference to the Code of Conduct Certification.

As per Attachment “C” ProServices Certifications, item 3. Code of Conduct: Certifications and Related documentation, suppliers who are incorporated must provide a complete list of names of all individuals who are currently on the Supplier’s Board of Directors. If you are incorporated, and have no employees, the name of the owner is to be provided, as is the case for a sole proprietorship.

Please also refer to Q42 in Amendment 002 for additional information on the format to submit the Code of Conduct information.

**Q60. Under the field, Contract/Project Reference #, you are asking to insert the contract/call up number which matches the title of the....(please see page 21 of the 31 page document that we must read). I don’t understand this question as I don’t believe I have a call up number since I am a new bidder. Yet, this paragraph is under the ‘New bidder’ section.**

**A60.** Please refer to item 1. Modify Attachment “A” ProServices Supply Arrangement Technical Evaluation in Amendment 003.

Please also refer to Questions 46 and 55 in Amendment 003.

**Q61. I have been contacted by CISD and am on hold for their DSO approval.**

- (i) **Is there anything else that i can do to move the process along.?**
- (ii) **Once I get CISD approval is company approved for the Pro Services Standing offer?**

**A61.**

- (i) Suppliers should contact the Canadian Industrial Security Directorate (CISD) directly at 1-866-368-4646 to discuss the security process.
- (ii) No. Suppliers are not automatically approved for a ProServices Supply Arrangement (SA) following the approval and confirmation of security from the

## Amendment 004

Canadian Industrial Security Directorate (CISD). Suppliers must provide a bid/response to the ProServices Request for Supply Arrangement (RFSA) which is posted on the Buy and Sell Tenders website at the following link:

<https://buyandsell.gc.ca/procurement-data/tender-notice/PW-ZT-009-27511>, meet all of the mandatory criteria, have their bid/response evaluated, and be deemed compliant before they are issued an SA.

**Q62. When I try to complete my application under the solicitation dashboard, under the table of contents, I have completed all except "Services Offered under Supply Arrangement". This is where I seem to be stuck. I cannot complete because a command comes up "You must first select the categories you wish to offer" (which makes sense). But there is no drop down menu of the codes and for the life of me, I cannot find where to enter them (not in edit my profile or supplier profile that I can see ...). I would appreciate your help here**

**A62. You must first indicate the Streams and Categories that you wish to offer within the "Mandatory Criteria" section in the Data Collection Component.**

Please refer to the Mandatory Criteria, a. Stream Information portion within the Supplier Easy Steps – for Data Collection Component at the following link:

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

**Q63. Our company provides general writing and editing services. This is often referred to as "business writing." That means we create or improve written content (proofreading, copyediting, plain-language editing, etc.) for print and online materials for a variety of uses. Those uses include: website pages, presentations, news releases, fact sheets, brochures, annual reports, speeches, scripts, research reports, feature articles, etc.**

**The CPSS category that appears to come closest to those services is Project Management (stream 10), but I am not clear as to which streams we should bid for.**

- (i) Question 1: Which stream is for "business writing" services?**
- (ii) Question 2: I am unable to find any reference to "editing" services. Normally, this would fall under language services. Can you tell me which stream that would fall under?**
- (iii) Question 3: Since we provide content for web pages, should we, to be safe, add ourselves to 4.14? I guess we would be "unsubstantiated? (I'm sorry, I have read through the Easy Steps document and I don't understand the "substantiation" categories at all.)**

## Amendment 004

**A63.**

- (i) You may want to read the descriptions of the categories within Stream 10 – Project Management Services (TSPS Stream 3), however it is recommended that all Streams and Categories specific to ProServices be reviewed. The list of Streams and Categories can be found at: <http://www.tpsgc-pwgsc.gc.ca/app-acq/sp-ps/vltcat-strmcat-eng.html>.
- (ii) You may want to read the descriptions of the categories within Stream 4 – Business Services, however it is recommended that all Streams and Categories specific to ProServices be reviewed. The list of Streams and Categories can be found at: <http://www.tpsgc-pwgsc.gc.ca/app-acq/sp-ps/vltcat-strmcat-eng.html>.

You could also contact the Linguistic Services method of supply at [achatsformationlinguistique.languagetrainingprocurement@tpsgc-pwgsc.gc.ca](mailto:achatsformationlinguistique.languagetrainingprocurement@tpsgc-pwgsc.gc.ca), as they also may offer these services.

- (iii) We cannot advise on what Streams and/or Categories to apply for. As per the text in the online response template, only the following dropdowns apply: “New Substantiated”, “Currently Substantiated”, and “Not Offered”. Please refer to the descriptions listed on the Categories page in the Data Collection Component for a brief description of the options and apply them accordingly.

**Q64. We are existing TBIPS supplier who applied for the additional categories with previous TBIPS quarterly update.**

**For the categories which are currently under evaluation with TBIPS update, should we leave the status as “Not offered”?**

**A64.** No, the categories should not be indicated as “Not offered” in the Data Collection Component. As per the text in the Data Collection Component:

*Existing TBIPS and/or TSPS suppliers (i.e. suppliers who have been awarded a standing offer or supply arrangement or both from the recent annual TBIPS and/or TSPS (task based only) re-competition or refresh) will need to identify which categories they want to have Grandfathered to the ProServices method of supply (MoS) by selecting "Currently substantiated" from the drop down menu to identify their current TBIPS and/or TSPS substantiated and unsubstantiated categories.*

Please also refer to Question 23 in Amendment 001, Question 33 in Amendment 002 and Question 49 in Amendment 003.

**Q65. I am a former public servant. I was subject to a workforce reduction program but I am not in receipt of a pension. Do I understand correctly that the “Former public servant” certification is to be completed only by former public servants who are receiving a pension?**

## **Amendment 004**

**A65.** No. The “Former Public Servant” certification is to be completed by any former public servant who is part owner, shareholder, etc. of the company regardless of whether or not they are in receipt of a pension.

**Q66.** I have completed the certification regarding workforce adjustment. In the online solicitation, the mandatory criteria include “number of months in business.” For a joint venture, the “date established” for each member of the joint venture must be completed, but there is also an “established on” date for general “Supplier Information.” Should this be the date of one of the members of the joint venture? The lead member? The member with the shortest or longest period in business? Or is it the date that the joint venture was established?

**A66.** The “Established on” field of the “Supplier Information” section within the Number of Months in Business page is the date that the joint venture was established.

Under the JV Member Information section of the same page collects the “Date established” of each JV member.

**Q67.** For the References Substantiation (as outlined in Attachment A, M.3), we note that the online pages for Category – Substantiation include a field for the JV member and the resource. When the reference substantiating a category receives the email from PWGSC, will the email indicate the JV member and resource associated with the project? Will it indicate the joint venture (with its full name)? Understanding what will be indicated in the email will help us in requesting references from our clients.

**A67.** The full legal name of the joint venture will be indicated in the email to the reference substantiating a category as well as the JV member name. No resource will be provided in the reference substantiation email.

Please refer to the Request for Supply Arrangement (RFSa), Attachment “A”, M.3 References Substantiation, item 4.

**Q68.** We would like to comply with the Policy on Green Procurement. Are these guidelines or requirements? Is any proof of recycled paper required? Is double-sided printing required?

**A68.** The Policy and Green Procurement is not a mandatory requirement for this ProServices solicitation; however suppliers should take the necessary steps to incorporate environmental considerations where possible. Please refer to Part 3 – Bid Preparation Instructions of the current ProServices quarterly refresh Request for Supply Arrangement (RFSa) on the Buy and Sell Tenders website. Proof of recycled paper is not required however double-sided printing is preferred.

**Q69.** The RFSa states that in the field “Contract/Project Reference#”, the Bidder must insert the contract/callup number which matches the title of the project which the Bidder has input in the field “Project Summary Number”. If I have had no prior contracts how are these fields to be filled in? Is inputting NIL possible, or will it result in the bid being judged non-compliant?



## Amendment 004

**A69.** Please refer to Amendment 003, item 1. Modify Attachment “A” ProServices Supply Arrangement Technical Evaluation.

If you have had no prior contracts, then these fields mentioned above cannot be filled in.

A NIL response is possible; however you will be deemed non-compliant for not demonstrating the mandatory requirement as per M.3 References Substantiation under Attachment “A” ProServices Supply Arrangement Technical Evaluation.

**Q70.** The RFSA states that proof of a year in business can be established by the date of incorporation of that business. I have a certificate of incorporation and a CRA business number. Am I qualified to bid after a year of the date of the Certificate of Incorporation, even though I have not had any contracts as a start-up business? Please clarify.

**A70.** After one year of being established, you would be qualified for the minimum mandatory requirement M.1 Minimum Years in Business, however all other mandatory requirements specific to the ProServices refresh bid solicitation must also be met.

Please also refer to Question 57 (i) above.