



MEETING MINUTES REPORT – 2013 PROCÈS VERBAUX DE LA RÉUNION –2013			
MEETING RÉUNION	TEMPORARY HELP SERVICES ADVISORY COMMITTEE COMITÉ CONSULTATIF DES SAT		
PLACE ENDROIT	Place du Portage, Phase III, Tower C Boardroom 12C1-101A	DATE DATE 30 April 2013	TIME HEURE 1300 to 1600
MEETING AGENDA – ORDRE DU JOUR			
<ol style="list-style-type: none"><li>1. Overview of the THS Renewal that closed on April 16, 2013</li><li>2. Review and Acceptance-THSAC Meeting Minutes from 26 February 2013</li><li>3. THSAC – Governance / Structure</li><li>4. Update Sub-Committee - Vendor Performance Review</li><li>5. THS Update<ul style="list-style-type: none"><li>• Supplier QUR Reporting SO to SA Trend</li><li>• National Strategy for THS</li><li>• Assessment Framework</li><li>• Update on the THS Pilot Learning Harmonization</li></ul></li><li>6. GoC tendering opportunities moving from MERX to buyandsell.gc.ca</li><li>7. Round-table Questions</li></ol>			
MEETING ATTENDEES – PARTICIPANTS À LA RÉUNION			
NAMES - NOMS	ORGANIZATION / PROJECT AND ROLE – ORGANISATION OU PROJET ET RÔLE	PRESENT	
Vincent Robitaille (Chair)	Senior Director – Professional Services Procurement Directorate (PSPD), Acquisitions Branch (AB), PWGSC – CHAIRPERSON	✓	
Dan Moorcroft	QMR Consulting & Professional Staffing		
Gail Pierre-Jerome	QMR Consulting & Professional Staffing (filling in for Dan Moorcroft)	✓	
Jeremy Ingle	ACSESS	✓	
Martin Chenier	ACSESS	✓	
Matt Harrington	ACSESS		
Meredith Egan	ACSESS	✓	
Paul Gagnon	Portage Personnel	✓	
Brenda Harlow	Natural Resources Canada (NRCan)		
Caroline Carson	Health Canada		
Lucie Lambert	Library and Archives Canada		
Patricio Comas	Department of Fisheries and Oceans		
Roland Dimitriu	PWGSC Materiel Management		
John Penhale	PWGSC, Procurement Strategy and Performance Management Directorate		
Brett Hughes	PWGSC, , Office of Small and Medium Enterprises and Strategic Engagement	✓	
Helen Seto	PWGSC, Office of Small and Medium Enterprises and Strategic Engagement		
Rose Spirito	PWGSC, Procurement Strategies Division	✓	
Lan Mao	PWGSC, THS Team Lead	✓	
Stephanie Riley	PWGSC, THS Team	✓	

## Meeting Minutes

### #1. Overview of the THS Renewal that closed on April 16, 2013

- Positive feedback from industry representatives on the simplicity of the renewal process. The industry representative were pleased with the proactive approach PWGSC is taking to build the trust and credibility during the THS procurement process.
- PWGSC provided an update on the planned activities and timelines for the renewal process

### #2. Review and Acceptance-THSAC Meeting Minutes from 26 February 2013

- All in concurrence

### #3. THSAC – Governance / Structure

#### ACTION ITEM:

- Committee members will continue to look for their copy of the Terms of Reference from 2006 and provide to PWGSC

### #4. Update Sub-Committee - Vendor Performance Review

- Sub-committee member provided an update on their first meeting
- Sub-committee members which consisted of 2 industry representatives and a client representative reviewed the existing vendor performance provisions in the THS SO/SA, and brainstormed ideas to tie in these provisions with a quick and efficient reporting mechanism, e.g. an electronic mandatory form user needs to complete after each THS contract
- Sub-committee also looked at the demerit point system IPS committee has proposed but requires further review as other issues need to be considered, how it used, subjectivity etc.
- Industry members discussed quality/performance control mechanisms that were used years ago such as the Quality Control Card (QCC) and Start System
- Committee members also looked into the feasibility of extracting information from supplier QUR and use it as a starting point to approach end users to gather vendor performance reports. Due to the limitation of the type of data available in the QUR report, the idea was not adopted
- PWGSC suggested that a user-based survey could be sent on a quarterly basis to all existing users to gather the feedback on vendor performance on THS transactions, including positive and negative feedback on practices prior to, during and after a THS transaction
- PWGSC expressed the willingness to take steps upon committee agreement on proposed recommendation from the sub-committee
- Once a draft recommendation is tabled by the sub-Committee to THSAC, further recommendations regarding legal review, implementation will be determined accordingly

#### ACTION ITEM:

- Sub-committee to come up with a proposed recommendation that includes the following:
  - ❖ Survey questions (based on current vendor performance provisions in the THS SO/SA)\
  - ❖ Sanction (proposed, subject to further PWGSC legal review)
  - ❖ Dispute resolution mechanism
- Sub-committee will present their recommendation at the next THSAC meeting

### #5 THS Update

- **Supplier QUR Reporting SO to SA Trend**
- **National Strategy for THS**
- **Assessment Framework**

## Meeting Minutes

### • Update on the THS Pilot Learning Harmonization

- Supplier QUR Reporting for Q3 is still showing a trend of moving towards the usage of the SA
- Supplier representative inquired about the effectiveness of the Directed Method. PWGSC confirmed that currently there is no data available to conduct analysis on this method as the Directed Method was only launched less than a year ago
- Suppliers asked about whether the financial limit for the Directed Method can be increased and suggested to test it with a smaller user group as a pilot project.
- PWGSC responded that any future decisions will be based on the effectiveness of the current 25<sup>th</sup> percentile method, to assess whether the Directed Method is addressing the problems, is this method being utilized enough etc.
- Input from committee client representatives will be valuable in assessing the Directed Method, as such the importance to solidify the governance structure accordingly
- PWGSC provided an update on the National Strategy for THS: A Client Focus Group Discussion was held by Client Engagement Sector on March 20, 2013 to gather information from end users on how THS is being used.
- Update on the assessment framework. As a result of government Fiscal Year End, extensions were granted for Identified User to submit the documentation required. No impact to the schedule
- Update on the THS Pilot Learning Harmonization: THS is revamping PS Pilot Material to make it more THS Specific based on feedback from THSAC on the existing THS Material and Pilot PS Pilot Learning. A review will be addressed at a later date.

### #6 GoC tendering opportunities moving from MERX to buyandsell.gc.ca

- PWGSC advised the committee members of the moving of GoC tendering opportunities from MERX to buyandsell.gc.ca effective June 1, 2013
- Industry representatives commented that supplier community is aware of the upcoming change

### #7 Round-table Questions

- For the purposes of the next agenda to allow for more discussion around key areas, the monthly agenda will focus on one main topic out of the following: Vendor Performance, Governance, Learning and alternate between monthly agendas. This will allow the members to have more in-depth discussion on a focussed agenda around the current issues and key topics.

Next Meeting: Tuesday, May 28 2013

Time: 1300 to 1330 Registration with Commissionaire from 1300 to 1330 hours)

Meeting: 1330 to 1600 Meeting timeslot

Location: Place du Portage, Phase III, Tower C – **12C1 101A** Boardroom

**Meeting adjourned at 15:45**