



Request for Information for Temporary Help Services



Background

Public Works and Government Services Canada (PWGSC) is committed to [Smart Procurement](#) principles. The objective of this Request for Information (RFI) is to engage with stakeholders to obtain a better understanding of the Temporary Help Services (THS) needs of client departments and agencies, gain more knowledge of supplier capabilities and views, and improve the procurement processes for THS. In order to do this, PWGSC is reviewing the present THS procurement processes, and using a scenario based approach to determine federal department and agencies' needs for THS. This RFI contains two sets of questions concerning THS. The first set pertains to the present THS procurement processes, and the second pertains to various THS scenarios.

The scenarios represent different situations in which federal departments and agencies may need or could use THS. The scenarios will help to align the THS needs of federal departments and agencies with procurement trends, supplier capacity and business dynamics. They will also help to identify business opportunities that could allow THS to be procured and managed more effectively and efficiently.

The THS scenarios have already been reviewed and discussed in consultation with the Temporary Help Services Advisory Committee, which consists of THS industry and federal government client representatives.

It is important to note that when reading the scenarios, the following three reasons define the context for when clients may use THS and should be taken into consideration when responding to the scenario based questions.

1. When a public servant is absent for a temporary period of time.
2. When there is a requirement for additional staff during a temporary workload increase.
3. When a position is vacant and a staffing action is being completed.

While THS procurement processes across Canada are currently supported through existing methods of supply (i.e. Standing Offers and Supply Arrangements) and tools, the THS scenarios were developed in the absence of restrictions based on pre-established methods of supply and tools. Client departments and agencies and suppliers are encouraged to respond to the questionnaire as the responses will have an impact on the development of a Procurement Strategy for THS.

Why Is Your Feedback Valuable and Important?

Feedback from federal government clients and the THS industry regarding present THS procurement processes and the scenarios will be taken into consideration in the development of a responsive Procurement Strategy for THS. PWGSC will be in a better position to review and as necessary, modify procurement processes to support federal

government clients' needs for THS, taking into consideration how suppliers can meet those needs. The final strategy will support the development of a robust framework for the procurement of THS on a going forward basis.

Questionnaire for Suppliers

<http://tpsgc-pwgsc1.sondages-surveys.ca/surveys/osmepd/annex-d-ths/>

Questionnaire for Federal Government Clients

<http://tpsgc-pwgsc1.sondages-surveys.ca/surveys/osmepd/annex-c-ths/>