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Travaux publics et Services gouvernementaux
Canada

Place Bonaventure, portail Sud-Est
800, rue de La Gauchetière Ouest
7^{ème} étage

Montréal
Québec

H5A 1L6

FAX pour soumissions: (514) 496-3822

Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

Regional Master Standing Offer (RMSO)

Offre à commandes maître régionale (OCMR)

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

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

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Travaux publics et Services gouvernementaux Canada

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800, rue de La Gauchetière Ouest
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Montréal
Québec

H5A 1L6

Title - Sujet OCPR: Services d'aide temporaire		
Solicitation No. - N° de l'invitation E6MON-150004/A	Date 2016-03-31	
Client Reference No. - N° de référence du client E6MON-15-0004	Amendment No. - N° modif. 001	
File No. - N° de dossier MTB-5-38358 (739)	CCC No./N° CCC - FMS No./N° VME	
GETS Reference No. - N° de référence de SEAG PW-\$MTB-739-13808		
Date of Original Request for Standing Offer Date de la demande de l'offre à commandes originale		2016-03-23
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-04-26		Time Zone Fuseau horaire Heure Avancée de l'Est HAE
Address Enquiries to: - Adresser toutes questions à: Carpentier, Patricia		Buyer Id - Id de l'acheteur mtb739
Telephone No. - N° de téléphone (514) 496-3505 ()	FAX No. - N° de FAX (514) 496-3822	
Delivery Required - Livraison exigée		
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:		
Security - Sécurité This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.		

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		

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AMENDMENT 1

Here are information related to the offeror's conference and also amendments to the request for standing offer.

Thursday March 31st 2016

Public Works and Government Services Canada (PWGSC)
Place Bonaventure
Suite 7300, South-East Portal
800 de la Gauchetière Street West
Montreal (Quebec)
H5A 1L6

Subject: Request for Regional Master Standing Offer (RMSO) for temporary help services
Reference E6MON-150004/A
Offerors conference
9h00 am (EDT), Room Toronto-Ontario-Canada (TOC)

Attendees (PWGSC):

- Patricia Carpentier (standing offer authority)
- Naoual Guérinik
- Caroline Séguin

1- Minutes of the meeting

General information

The Standing Offer Authority gave some specifications regarding the information included in the Request for standing offer (RFSO) posted on Buy and Sell.

This RFSO is a new posting since the Standing Offers (SO) currently in place at the moment will expire on May 31st 2016. If offerors are interested in offering their temporary help services (THS), they must present an offer in response to this request.

The RFSO is similar to the previous request (E6MON-130004). One additional geographic area (Drummondville) is covered by this request, for a total of nine (9) geographic areas. The current request includes three (3) Security Requirements Checklists (SRCL) for the following security levels: Reliability (mandatory), Secret (not mandatory) and Controlled Goods (not mandatory).

The originals of the letters of reference are not requested. A copy of the signed letters will be accepted.

There is no maximum SO to be issued following this request. A SO will be issued to all offerors who will have presented an offer responsive to all mandatory criteria.

A call-up may be issued by May 31st, 2016 at the latest under the current SO. The call-up may have an end date later than May 31st 2016. However, we will not be able to extend it since the standing offer under which it will have been issued will no longer be active.

The call-ups issued under the new SO can have a maximum duration of 48 weeks or a maximum value of \$100,000.00 (taxes and all amendments included), whichever comes first.

Rates offered

The offerors may propose rates for one or more THS categories included in Annex C - *Description of Temporary Help Services Categories* of the solicitation document.

The offerors may propose rates for one or more geographic areas identified in Annex A – *Requirement of the solicitation document*.

The offerors to whom a standing offer will be issued as a result of this process will have the possibility to refresh their rates on a yearly basis. If they wish to do so, offerors with a standing offer can resubmit the Annex 2 with their new rates in response to the new RFSO (E6MON-150004/B), which will be posted on Buy and Sell in 2017. These new rates may be for one or more THS categories or for one or more geographic areas. The offerors who wish to maintain their rates do not have to resubmit an offer.

The yearly refresh of the rates permits new offerors to be issued a standing offer by submitting an offer responsive to all mandatory criteria mentioned in the RFSO.

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We ask offerors to send an email to the generic email address (see below) in order to obtain an electronic copy of the Annex 2, which must be used to present the offered rates. As mentioned in the solicitation document, if there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy. At bid submission, it is important to present the electronic copy in Excel format, and not in Acrobat PDF format.

Agency's security clearance

The proof of ownership of a security clearance is not mandatory at bid submission.

If a placement agency already holds a reliability security clearance, there is no need to re-issue a request for a security clearance, unless the agency wishes to obtain clearance for secret and/or controlled goods levels. A security clearance does not have an expiry date. It may however be revoked in case of an offence. A verification of the security clearances will be done by PWGSC before issuing a standing offer to the agencies.

If an agency does not hold a security clearance, a request for sponsorship to PWGSC.

Additional information

The Standing Offer Authority, Patricia Carpentier, will be away from April 4th to May 16th 2016 inclusively. Her replacement, Naoual Guérinik, will have access to the generic email inbox in order to answer your questions regarding this request.

Generic Email Address: QUEAideTemporaire.QUETemporaryHelp@tpsgc-pwgsc.gc.ca

All the details concerning this request for standing offer are accessible on the following page:
<https://buyandsell.gc.ca/procurement-data/tender-notice/PW-MTB-739-13808>

2- Questions and Answers

Q1. What information documents do offerors need to provide if they have already been qualified for temporary help services (THS) in order to maintain their qualification from June 1st to May 31st 2017?

A1. This is a new request for standing offer (RFSO). The offerors who seek a standing offer (SO) must submit an offer in response to this new request (reference E6MON-150004/A). The current standing offers will expire on May 31st 2016 and will not be extended.

Q2. What is the standard delay to obtain a security clearance for employees who will be assigned to a designated client?

A2. The standard delay to obtain a security clearance can go from a few weeks to a few months. When a resource leaves an agency for another one, the security clearance does not follow the resource because it remains with the agency who made the request for it. If the agency hires a resource who used to hold a security clearance with another agency, it is possible to duplicate it by using on the initial form.

Q3. We note that the estimated total business may reach \$9,000,000, based on previous volumes. Please provide a breakdown of this historical usage (or anticipated volume), ideally by region and stream/category.

A3. We do not have the complete data to answer this question at this point. It is sometimes difficult to obtain the reports from the agencies. We remind the offerors that it is important to submit the reports every month to the standing offer authority.

Q4. Please provide a list of the most commonly filled positions for each region and stream/category.

A4. Once again, it is not possible for us to answer this question since we do not have to complete data.

Q5. With respect to the mandatory criteria Offerors are required to meet, must the experience we present be strictly within the public/government sector (reference section 4.1.1.1)?

A5. No, the experience does not have to be within the public sector or government.

Q6. What form of proof will PWGSC accept to illustrate that an Offeror has been providing temporary help services for at least two years (reference section 4.1.1.1)?

A6. The offerors do not have to submit this proof. A simple mention that the agency have been providing temporary help services since X or between X and X will be deemed sufficient to respond to this criteria.

Q7. Please define "individual". Is PWGSC referring to the Offeror's internal personnel who will be managing the account (reference section 7.3.2)?

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A7. The term "individual" refers to the resource proposed to the client by the offerors. The offeror must propose an equivalent resource if the resource proposed initially is no longer available.

Q8. Based on previous experience, the time it takes to obtain security clearances is a regular impediment to filling ad hoc THS roles. Does PWGSC have any suggestions (or future plans) to accelerate the process?

A8. If the offerors do not hold a security clearance yet, we suggest that they send an email to Patricia Carpentier at the generic email address (see below) today to make a request for sponsorship for the reliability and/or secret and/or controlled goods level. It is preferred that the sponsorship process is started as soon as possible because of the delays in security clearance issuance, which are out of our control unfortunately. The standing offers will be issued when the offeror will hold its security clearance. Therefore, the SO will not necessarily be issued on June 1st 2016.

Q9. If a candidate has an existing security clearance, but it was not requested by our agency, are we still permitted to refer that candidate or are we required to apply for a new clearance?

A9. See A2, considering the level held by the resource is appropriate with the need.

Q10. We note that there are various levels of security requirements that might be requested (OC1/OC2/OC3). Can you please elaborate on the uses of these qualifications, as well as when and how often they would apply?

A10. The requirements for which a secret or controlled goods security clearance is necessary are not frequent. A few departments, Defence Research and Development Canada for example, could have this type of requirement.

Q11. Please confirm whether Period Usage Reports are required monthly or quarterly. Both frequencies are mentioned within the description (reference section 7.3.2).

A11. The reports are required on a monthly basis. The error has been corrected in the document as part of this amendment 01.

Q12. Can offerors choose for which geographic area they wish to offer their services?

A12. Yes, offerors can offer their services for the geographic area(s) of their choice.

Q13. Can offerors choose for which resource category they wish to offer their services?

A13. Yes. The offerors can provide their services for the category or categories of their choice. Therefore, offerors do not have to provide rates for all categories identifies in Annex 2. We remind you that the SO works on a right of first refusal basis. The client must contact the agency who offers the lowest price for the required category. If this agency does not or cannot respond to the request within 48 hours, the client can contact the next agency with the lowest price. For efficiency purposes, the client can contact up to five (5) agencies at once for the same request, but the client must choose the agency who will have responded within 48 hours of the request with the lowest price first. This does not consist in a competition amongst the 5 agencies, but it simply accelerated the whole process. The agency must submit only one CV by resource. If more than one CV is provided in response to a client's request, the client will have to go with the first CV provided.

Q14. Often, the clients are not aware of the requirements and delays related to the security clearance. Is it possible to refer the clients to the standing offer authority?

A14. It is possible that the clients are not fully aware of the security requirements since the client departments are sometimes faced with a high turnover. Yes, it is a good practice to refer them to the SO authority.

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HERE ARE THE AMENDMENTS TO THE REQUEST FOR STANDING OFFER:

1) At page 3 of 47 of the request for standing offer, under point **1.2 Summary**;

DELETE ENTIRELY

REPLACE BY:

1.2 Summary

Description

Temporary help services (the categories of services are described in Annex C for federal departments and organizations located in nine (9) geographic areas of the Quebec Region:

1. Greater Quebec, including Lévis, Valcartier and Donnacona
2. Rimouski, Bas-Saint-Laurent and Gaspé
3. Saguenay, Lac-Saint-Jean and Côte-Nord
4. Greater MontrEal (including the North Shore and South Shore, in a radius of up to 50 km)
5. Greater Trois-Rivières, Nicolet, Shawinigan, including Grand-Mère
6. Sherbrooke, including Granby and Cowansville
7. Laurentians (north of MontrEal from St-Jérôme, including La Macaza)
8. Abitibi-Témiscamingue
9. Drummondville

2) At page 10 of 47 of the request for standing offer, under point **4.1.1.1 Mandatory Technical Criteria** ((2) Mandates and clients);

DELETE :

To meet this requirement, offerors must use the available letter of reference available under Annex K. The letter of reference must be completed, signed and dated by three (3) different clients. The letters of reference must be submitted with their offer,

REPLACE BY:

To meet this requirement, offerors must use the available letter of reference available under Annex J. The letter of reference must be completed, signed and dated by three (3) different clients. The letters of reference must be submitted with their offer.

3) At page 15 of 47 of the request for standing offer, under point **7.3.2 Periodic Usage Reports - Standing Offer**;

DELETE:

The quarterly reporting periods are defined as follows:

4) At page 24 of 47 of the request for standing offer, under point **3.3 Geographical areas of Annex A - Requirement;**

DELETE ENTIRELY

REPLACE BY:

3.3 Geographical areas

The supplier may offer services in one or more of the following geographical areas:

1. Greater Quebec, including Lévis, Valcartier and Donnacona
2. Rimouski, Bas-Saint-Laurent and Gaspé
3. Saguenay, Lac-Saint-Jean and Côte-Nord
4. Greater Montreal (including the North Shore and South Shore, in a radius of up to 50 km)
5. Greater Trois-Rivières, Nicolet, Shawinigan, including Grand-Mère
6. Sherbrooke, including Granby and Cowansville
7. Laurentians (North of Montreal from St-Jérôme, including La Macaza)
8. Abitibi-Témiscamingue
9. Drummondville

5) At page 25 of 47 of the request for standing offer, under point **4.1 Place of business and office staff of Annex A - Requirement;**
DELETE :

Notes :

The Quebec region is defined in the solicitation document. The region includes the eight geographical areas indicated in Annex-A, point 3.3.

REPLACE BY :

Notes :

The Quebec region is defined in the solicitation document. The region includes the nine geographical areas indicated in Annex-A, point 3.3.

All other terms and conditions remain unchanged.