

MEETING MINUTES REPORT – 2015-2

MEETING	TEMPORARY HELP SERVICES ADVISORY COMMITTEE		
PLACE	Place du Portage, Phase III, Tower C, Boardroom 12C1 101A	DATE	June 2, 2015
TIME	1330 to 1600		

MEETING AGENDA

1. Opening Remarks
2. Acceptance of minutes for January 20, 2015 THSAC meeting
3. THSAC Terms of Reference
4. Procurement Strategy for THS - Update
5. THS Solicitations Update
6. THS Utilization Reporting Update
7. Other Business
8. Round Table Discussion
9. Next Meeting
10. Meeting Adjournment

MEETING ATTENDEES

NAME & TITLE	ORGANIZATION	PRESENT
SUPPLIER REPRESENTATION (THS Industry)		
Meredith Egan Vice-President, The AIM Group Inc.	Association of Canadian Search, Employment and Staffing Services (ACSESS)	
Eric Joannis Vice-President , CLA Personnel, & Ottawa Chapter VP, ACSESS	ACSESS	√
Jeremy Ingle Co-Owner, Brican Personnel Inc.	ACSESS	√
Kathryn Tremblay Co-Founder, Excel Human Resources Inc.	ACSESS	√
Mary McIninch Executive Director, Government Relations (Alternate for ACSESS Members)	ACSESS	
Jean Thivierge Strategic Advisor, Valcom Consulting Group Inc.	Canadian Business Information Technology Network (CABINET)	√
Priya Bhaloo Vice-President, TAG HR - The Associates Group Human Resources	National Association of Computer Consulting Businesses (NACCB) Canada	√
Paul Gagnon President	Portage Personnel Inc.	√
Dan Moorcroft Chief Executive Officer	QMR Consulting & Professional Staffing	√
Dave Robertson President	Robertson & Company Ltd.	√
Daniel Charron Associate, Financial Services & Consulting Services	Samson & Associes CPA/Consultation Inc.	√
CLIENT REPRESENTATION (Federal Government Departments)		
Caroline Carson Manager, Materiel Services and Operations	Health Canada	

Jennifer Ethier Senior Contracting Officer, Contracts and Materiel Management	Industry Canada	
Adam Michalski Senior Corporate Services Officer, Office of the Superintendent of Bankruptcy Canada (Alternate for Jennifer Ethier)	Industry Canada	
Louise Belisle Second Career Assistance Network (SCAN) Manager, Director Casualty & Support Management (DCSM)	National Defence	√
Tara Debassige Client Service Coordinator CFSU(O) Shared Support Services, Vice Chief of the Defence Staff (Alternate for Louise Belisle)	National Defence	
Ugo DiPenta Section Head, Director, Electronic Systems, Procurement (DES Proc 5) (Alternate for Louise Belisle)	National Defence	
Brenda Harlow Procurement Team Leader, Procurement Services Unit	Natural Resources Canada	
Roland Dimitriu Manager, Contracting and Procurement Division (CPD)	Public Works & Government Services Canada (PWGSC)	√
Ray Paquette Supply Specialist, CPD (Alternate for Roland Dimitriu)	PWGSC	
Lisa Culleton Manager, Business Management	Shared Services Canada	
POLICY & PROCESS REPRESENTATION (PWGSC Acquisitions Branch)		
Mario Beaulne Manager	Business Management Sector (BMS)	
Helen Seto Supply Team Leader (Alternate for Mario Beaulne)	BMS	
Adam Albahrani Supply Team Leader (Alternate for Mario Beaulne)	BMS	√
Lynn Ménard Senior Director, Acquisitions Account Executive Directorate (AAED)	Office of Small and Medium Enterprises and Strategic Engagement (OSME-SE)	
Michael Conway Manager, Barrier Analysis and Reductions Division, AAED (Alternate for Lynn Ménard)	OSME-SE	√
Janice MacDonald Chairperson, & Senior Director, Professional Services Procurement Directorate (PSPD)	Services and Technology Acquisition Management Sector (STAMS)	√
Rose Spirito Deputy Chairperson, & Manager, Procurement Strategies Division (PSD), PSPD	STAMS	
Mark Newman Secretary, & Supply Team Leader, PSD, PSPD	STAMS	√
Stephanie Riley Acting Supply Team Leader, PSD, PSPD (Alternate for Mark Newman)	STAMS	
GUESTS		
Normand Masse Director General	STAMS, Acquisitions Branch (AB), PWGSC	√

Danielle Gudbranson Supply Team Leader, PSD, PSPD	STAMS	v
Meeting Minutes		
1. Opening Remarks		
<ul style="list-style-type: none"> • The Committee Chair, Janice MacDonald, welcomed those present. • Round table introductions. 		
2. Acceptance of minutes for January 20, 2015 THSAC meeting		
<ul style="list-style-type: none"> • All in concurrence. The draft minutes for the THSAC meeting held on January 20, 2015 were accepted. • Some members expressed concerns that meeting minutes were too detailed. • Minutes for previous THSAC Meetings are available via the Buy and Sell Tenders website at: https://buyandsell.gc.ca/cds/public/2014/06/27/c220a58a4f64876e4b1d5ca05749962e/minutes_of_meetings_-_english.zip. 		
ACTION ITEM(S):		
<ul style="list-style-type: none"> • PWGSC will reduce the level of detail recorded in future meeting minutes. 		
3. THSAC Terms of Reference		
<ul style="list-style-type: none"> • The Chair presented a summary of key topics covered in the Terms of Reference (ToR) including: Purpose of Committee, Governing Principles, Member Responsibilities, and Committee Meetings. 		
ACTION ITEM(S):		
<ul style="list-style-type: none"> • PWGSC will distribute to the members for their review a copy of the ToR with proposed changes introduced (e.g. revisions to Section 9.0 Working Groups and updates to Annexes A and B). (Postscript: The updated ToR was distributed on July 8, 2015 with a deadline of July 20, 2015 given for feedback.) 		
4. Procurement Strategy for THS - Update		
<ul style="list-style-type: none"> • The Chair presented an update to the schedule for the THS procurement strategy work, as well as an overview of the engagement objectives and methods. She also explained that the 5 scenarios included in the THS questionnaires are intended to provide a starting point for discussion, particularly with respect to client department needs. • A client member expressed support for the Administrative Support Pool Scenario because it could make the acquisition of temporary resources quicker and easier. Conversely, a supplier member commented that resource pool approach was attempted previously by the Ontario Government and failed because too many internal government resources were required to manage and maintain the pool. • Normand Masse commented that the consultations regarding THS will be broad and made the following points: <ul style="list-style-type: none"> ○ The THS procurement instrument needs to address both quality and price issues; ○ Clients need to have more flexibility to be able to acquire quality resources; ○ Changing the THS framework and system will drive a change in supplier and client behavior; ○ Do not rehash the current system, but focus on improvements to be built into a new system; ○ PWGSC's e-procurement automated system is expected to be implemented in 3 to 4 years; ○ Consideration should be given to implementing some degree of manual performance evaluation for suppliers (e.g. 25% of the business or suppliers); 		
5. THS Solicitations Update		
Extension of Current THS SOs and SAs for the NCR		
<ul style="list-style-type: none"> • For each existing THS SO and SA, a modification changing the end date from July 8, 2015 to July 7, 2016 will be sent to the supplier. To confirm acceptance of the change, suppliers will be required to sign and return the front page of the modification. • A supplier member commented that the costs associated with maintaining compliance with the THS SO and SA are very high (e.g. security clearances, quarterly reporting). It was suggested that supplier audits are needed to confirm that pre- 		

qualified THS suppliers are meeting mandatory requirements.

- Members were reminded that Working Group 3 chaired by Dan Moorcroft has been in place since last year to address the following topics: THS Supplier Assessment, THS Client Satisfaction and Vendor Performance. (**Postscript:** At the May 13, 2014 THSAC meeting, Dan offered to review the THS Supplier Assessment framework documents prepared in 2009, and to either work on revising them or prepare new documents.)

ACTION ITEM(S):

- When modifications changing the THS SO and SA end dates are sent out, PWGSC will include a note to remind suppliers that when they sign the front page of the modification, they are also confirming compliance with all terms and conditions for providing THS for the NCR for the entire period of the SO and/or SA, and that Canada reserves the right to verify that compliance.
- Dan Moorcroft and Kathryn Tremblay will provide input for a supplier compliance reminder pointing to some specific terms and conditions that must be met and identifying the consequence(s) of not doing so.

Q3 & Q4 (FY 14-15) Refreshes

- Detailed summaries for both refreshes were presented.
- The total number of prequalified suppliers of THS to the NCR following the Q4 refresh was 192: 168 holders of both a THS SO and THS SA; 7 holders of a THS SO only; and 17 holders of a THS SA only.
- There was a general consensus that there are too many SO and SA holders given that many are winning little or no business. In addition, PWGSC incurs costs associated retaining those prequalified suppliers.

6. THS Utilization Reporting Update

- An updated summary of THS Quarterly Usage Report (QUR) data including data for Q3 of FY 14/15 was presented.
- Based upon QUR data at May 29, 2015, the usage of the THS SO and the SA for Q3 of FY 14/15 was 70% and 30% respectively, which aligns with the average THS business volume distribution (i.e. 67% SO, 33% SA) for the period from Q1 of FY 13/14 to Q3 of FY 14/15.
- The following was also presented for Q3 of FY 14/15 for the THS SO & SA:
 - Business Volume by Supplier (Top 15)
 - Business Volume by Client Department & Agencies (Top 15)

7. Other Business

Top 3 THS Issues

- Highlights of concerns raised by supplier members:
 - Federal government THS rates are lower than THS rates in the private sector and other government jurisdictions.
 - Suppliers have challenges recruiting quality resources because of the low THS rates.
 - The current SO procurement model causes suppliers to set rates that are too low (a new model is needed).
 - Companies that never supply resources should not be allowed to remain in the procurement instrument.
 - THS job classifications need to be reviewed (e.g. identify overlapping requirements; determine if some resource qualifications are too high or too low).
 - Hidden costs (supplier and client) of re-competing for THS requirements.
 - Security clearance delays. PWGSC noted that the Canadian Industrial Security Directorate (CISD) has 3 shifts working to try to reduce the backlog.
 - When security is required for a professional services contract, the current requirement for individuals that are incorporated consultants to hold a Facility Security Clearance (FSC), even when they are subcontracted by a firm with an FSC.
 - Fraudulent supplier activity.
 - Vendor performance is not being used as a compliance requirement for suppliers. Note: It was suggested that vendor performance should be piloted for a government department.
 - Many clients are not able (e.g. not trained and/or do not have the delegated financial authority) to use the SA.
- Note: A supplier member mentioned that suppliers would like to have access to the online THS training currently required for THS client users in the NCR, or a demo of it.

ACTION ITEM(S):

- PWGSC will check on how access to the online THS training for client users could be shared with suppliers.
- Normand will invite the DG of CISD or a delegate to attend the next THSAC meeting. (**Postscript:** This invitation will be for a subsequent THSAC meeting.)

- Highlights of concerns raised by client members:
 - Acquisition of THS resources is not simple and quick.
 - Falsified résumés (e.g. same resource, but different experience data reported)
 - Falsified resource consent by suppliers responding to THS requests for availability or services
 - Unqualified resources (e.g. suspect that supplier did not check references).
 - Vender performance measures are required to weed out bad suppliers. Note: Eliminating bad suppliers with low rates could result in the remaining suppliers being able to supply quality resources at a “fair” price.
 - Vender performance is not being used as a compliance requirement for suppliers.

8. Round Table Discussion

- This agenda item was skipped because members were able to voice their issues under agenda item 7. Other Business.

9. Next Meeting

- Normand Masse requested that the next committee meeting be scheduled for sometime in July.
(**Postscript:** The next THSAC meeting was scheduled for Thursday July 23, 2015 at Place du Portage, Phase III, Tower C.)

10. Meeting Adjournment

- The meeting adjourned at approximately 16:00.

Attachments:

- Deck presented at June 2, 2015 meeting.