

MEETING MINUTES REPORT – 2015-3			
MEETING	TEMPORARY HELP SERVICES ADVISORY COMMITTEE		
PLACE	Place du Portage, Phase III, Tower C, Boardroom 12C1 101A	DATE	July 23, 2015
		TIME	1330 to 1600
MEETING AGENDA			
<ol style="list-style-type: none"> Opening Remarks Acceptance of minutes for June 2, 2015 THSAC meeting THSAC Terms of Reference Procurement Strategy for THS Questions for THS One-on-One Consultations Round Table Discussion Next Meeting 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)	√
David B Watts Managing Partner, The Devon Group Ltd. (Alternate for Jean Thivierge)		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	✓
Valerie Holmes Procurement Specialist, Procurement Services Unit (Alternate for Brenda Harlow)		
Roland Dimitriu Manager, Contracting and Procurement Division (CPD)	Public Works & Government Services Canada (PWGSC)	✓
Samantha Walker 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	STAMS	

Acting Supply Team Leader, PSD, PSPD (Alternate for Mark Newman)		
GUESTS		
Kevin Hailemariam Senior Contracts, Procurement and Material Management Officer Comptrollership Branch	Canada Border Services Agency	✓
Danielle Gudbranson Supply Team Leader, PSD, PSPD	STAMS	✓
Kristopher Fequet Student, PSD, PSPD	STAMS	✓
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 June 2, 2015 THSAC meeting		
<ul style="list-style-type: none"> All in concurrence. The draft minutes for the THSAC meeting held on June 2, 2015 were accepted. 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. 		
3. THSAC Terms of Reference		
<ul style="list-style-type: none"> Suggested changes to the THSAC Terms of Reference (ToR) provided by Paul Gagnon via e-mail were presented and discussed. No other changes to the ToR were proposed. 		
ACTION ITEM(S):		
<ul style="list-style-type: none"> The updated ToR will be submitted for review and approval. Once approved, a new edition of the ToR will be shared. 		
4. Procurement Strategy for THS		
Procurement Strategy <ul style="list-style-type: none"> The Chair presented an update to the schedule for the THS procurement strategy work, reported on the status of the THS engagement activities, and provided an overview of the engagement objectives and methods. She welcomed all feedback and comments from the members, and encouraged members to provide recommendations. The Chair explained the intent of the 5 scenarios included with the THS questionnaires accessible via the THS RFI posted to Buy & Sell. The scenarios will assist discussions regarding client department needs at upcoming consultations, and it was noted that any of the scenarios could be dropped or changed, and that new ones could be added. A member asked if PWGSC could share the information gathered from the consultations, and the Chair responded that as much information as possible will be shared where possible, respecting any confidentiality requests from suppliers during the consultations. A supplier member recommended creating a system to keep track of all the feedback received by the THS Authority so that it can be easily reviewed, accessed and taken into consideration when developing a procurement strategy for THS. (Postscript: An Excel spreadsheet was setup to capture and categorize all engagement activity feedback.) 		
Member Feedback Regarding the THS Questionnaires and Scenarios		
<ul style="list-style-type: none"> Some supplier members expressed their view that the THS scenarios were not relevant. The Chair explained that each scenario is just a starting point for consideration and promoting discussion, and is subject to change or rejection as appropriate. 		

- A few supplier members stated that some of the questions in the questionnaire were poorly formulated and that the data obtained from them may not be valuable with respect developing a procurement strategy for THS. PWGSC acknowledged that the response options for a couple of questions could have been more realistic, however, we will benefit from gathering the information, and could consider if there are further information gaps which would be addressed in future in either a specific “deeper dive” on a subject area or in a follow up RFI, if required.
- The Chair clarified that the supplier and client department questionnaires are different. For example although the THS scenarios described in the supplier and client department questionnaires are the same, the questions asked to suppliers and clients are different so as to leverage the concerns and suggestions from both perspectives.

Member Feedback Regarding THS

- A member reported that administrative staff with little or no procurement and/or THS training are using the THS tool, which is resulting in an increased frequency of errors and misuse. A recommendation was made for increased training and education.
- Concerns were expressed regarding security clearances delays for THS resources. Sometimes the processes take so long that the resource may have taken a job elsewhere before the start of the THS assignment. The security clearance delays experienced are not just a THS issue. It is a much broader issue, and is a high priority for the Canadian Industrial Security Directorate (CISD) to address.
- According to a supplier member, the process to hire a casual is much easier than using the THS tool with regard to clearances.
- A client member described the situation in which a security clearance expires before the resource has completed their assignment. This can make it difficult for the client to retain the resource for the balance of the assignment period.
- A client member commented that going through resource resumes to match qualifications with requirements can be time consuming. The introduction of an e-procurement framework might help to reduce or streamline this manual process.
- A supplier member expressed concern that some clients include extremely specific requirements in their THS Requests for Availability and Requests for Services thereby making it difficult or sometimes impossible to find a resource to match the client’s needs. The member recommended that clients specify realistic requirements in alignment with the tasks to be performed by the resource(s).
- A supplier member mentioned that they find it difficult to get feedback from their clients regarding the quality of the service provided by their resources. Consequently, it can be difficult for the supplier to assess the quality of the resources that they provide to clients.
- Client and supplier members raised the issue that rates resulting from the Right of First Refusal selection methodology in the THS Standing Offer are too low and need to be increased so that suppliers can provide better service and better resources.
- A supplier member commented that issuing call-ups to the lowest bidder is not the best approach. The quality of proposed resources should also be a factor.

5. Questions for One-on-One Consultations

- Members were invited to suggest questions that could be asked at THS one-on-one consultations.
- All suggestions will be given consideration by PWGSC for inclusion on a list of questions to be prepared. PWGSC will use the questions as necessary at one-on-one consultations with suppliers and client departments to help facilitate discussions.
- During the round table discussion, a supplier member suggested the following questions for suppliers:
 1. What do you like about THS currently?
 2. What percentage of THS requests do you not respond to?
 3. What percentage of your bid responses to THS requests do not get responded to by the client?

ACTION ITEM(S):

- Members can suggest questions for THS one-on-one consultations by sending them to the THS Authority at dgasat.acqbths@tpsgc-pwgsc.gc.ca. A deadline of August 5, 2015 was given for questions for client departments, and a deadline of August 14, 2015 was given for questions for suppliers. (**Postscript:** This deadline was extended to September 3, 2015).

6. Round Table Discussion

- A client member commented that the qualifications for some resource classifications are intertwined (e.g. similar certification requirements), and suggested that clearer distinctions are needed between some classifications. The development of the procurement strategy for THS could include potential changes to THS classification requirements, as well as the potential introduction of new classifications and/or the elimination of existing classifications.
- A client member noted that as a consequence of the low rates resulting from the Right of First Refusal selection methodology in the THS Standing Offer and the associated problems with resource quality, some THS clients specify classification levels that are higher than what are needed for the tasks to be performed. Their hope is that by specifying a higher than needed classification level and thereby paying more, they will be able to obtain a resource that will perform better.

7. Next Meeting

- It was agreed the next committee meeting will take place in September.
(**Postscript:** The next THSAC meeting was scheduled for Tuesday September 22, 2015 at Place du Portage, Phase III, Tower C.)

8. Meeting Adjournment

- The meeting adjourned at approximately 15:30.

Attachments:

- Deck presented at July 23, 2015 meeting.