

MEETING MINUTES REPORT – 2014-2		
MEETING	TEMPORARY HELP SERVICES ADVISORY COMMITTEE	
PLACE	Place du Portage, Phase III, Tower C, Boardroom 12C1 101A	DATE May 13, 2014 TIME 1330 to 1600
MEETING AGENDA		
1. Opening Remarks 2. Proposed Revisions to THSAC Terms of Reference Issued December 2013 (Subcommittee Structure) 3. Committee Membership 4. Draft Notice Regarding THSAC Membership and Terms of Reference 5. Round Table Discussion of THS Issues 6. Acceptance of minutes for February 25, 2014 THSAC meeting 7. Next Meeting 8. Meeting Adjournment		
MEETING ATTENDEES		
NAME	ORGANIZATION / PROJECT AND ROLE	PRESENT
SUPPLIER REPRESENTATION (THS Industry)		
Meredith Egan (The AIM Group Inc.)	Association of Canadian Search, Employment and Staffing Services (ACSESS)	✓
Eric Joannis (CLA Personnel, & Ottawa Chapter VP, ACSESS)	ACSESS	
Jeremy Ingle (Brican Personnel Inc.)	ACSESS	✓
Paul Gagnon	Portage Personnel Inc.	✓
Dan Moorcroft	QMR Consulting & Professional Staffing	✓
CLIENT REPRESENTATION (Federal Government Departments)		
Roland Dimitriu	Public Works & Government Services Canada (PWGSC)	✓
Ray Paquette (Alternate for R. Dimitriu)	PWGSC	
Caroline Carson	Health Canada	✓
Brenda Harlow	Natural Resources Canada (NRCan)	✓
POLICY & PROCESS REPRESENTATION (PWGSC Acquisitions Branch)		
John Penhale	Office of Small and Medium Enterprises and Strategic Engagement (OSME-SE)	
Helen Seto	OSME-SE	✓
Adam Albahrani (Alternate for Helen Seto)	OSME-SE	
Lynn Ménard	OSME-SE	
Pascale Archambault (Chairperson, & Acting Senior Director, PSPD)	Professional Services Procurement Directorate (PSPD)	✓
Rose Spirito (Deputy Chairperson, &	PSPD	✓

Manager, Procurement Strategies Division (PSD))		
Mark Newman (Secretary, & Acting Team Lead for THS, PSD)	PSPD	✓
Stephanie Riley	PSPD	✓
GUESTS		
Normand Masse (Director General, STAMS)	Services and Technology Acquisition Management Sector (STAMS) AB, PWGSC	
Martin Chenier (Former Chair, ACSESS)	N/A	✓
Tara Egan	OSME-SE	✓
Cheney Boutilier	OSME-SE	✓
Meeting Minutes		
1. Opening Remarks		
<ul style="list-style-type: none"> The Chair welcomed those present, and provided an overview of the agenda for the meeting. Round table introductions. Normand Masse, Director General, STAMS commented on the following: <ul style="list-style-type: none"> The role of the THS Advisory Committee, and the expectation that it will continue to provide an open, flexible, objective and informal forum for stakeholders to address concerns, and to share ideas and suggestions. Specific situations should not be discussed at Committee meetings, unless this is necessary to make a point. The upcoming effort to expand the THSAC membership. The frequency of THSAC meetings. If meetings are held more than once every couple of months, it might be necessary for PWGSC to share the workload associated with meetings with THS stakeholders. The proposed creation of THSAC Sub-Committees / Working Groups (e.g. Supplier-Client, Supplier- Policy & Process, and others to tackle specific issues). The possible creation of a website by THS industry and PWGSC to provide THS resources with information and guidance (e.g. regarding their rights). 		
2. Proposed Revisions to THSAC Terms of Reference Issued December 2013 (Subcommittee Structure)		
<ul style="list-style-type: none"> Proposed revisions to the Terms of Reference for the THS Advisory Committee issued in December 2013, were presented by tabling a draft prepared on May 12, 2014. Revisions concerning working groups were proposed in par. 7.4.5 Committee Secretary (under par. 7.4 Member Responsibilities), and in par. 9.0 Working Groups. Proposed revisions to par. 9.0 included the suggested establishment of two permanent supplier working groups; one for supplier and client members of THSAC (par. 9.1) and a second for supplier and policy & process members (par. 9.2). THSAC members were invited to provide input for proposed new paragraphs 9.1 and 9.2. No objections to the proposed changes to the Terms of Reference were expressed at the meeting. 		
ACTION ITEM(S):		
<ul style="list-style-type: none"> THSAC members wishing to provide input for proposed new paragraph 9.1 Supplier – Client (SC) Working Group and/or paragraph 9.2 Supplier – Policy & Process (SP) Working Group in the draft Terms of Reference are to send their suggestions to the THS Authority for the National Capital Region (NCR) by e-mail to dgasat.acqbths@tpsgc-pwgsc.gc.ca. 		
Postscript:		
<ul style="list-style-type: none"> On May 13, 2014 subsequent to the THSAC meeting, the Deputy Chairperson sent an e-mail to all THSAC members to distribute electronic versions of the documentation pertaining to the THSAC Terms of Reference. Members were 		

asked to provide any feedback by May 21, 2014 to the Committee Secretary. No feedback was received by the deadline. Paul Gagnon, Portage Personnel Inc. did, however, provide some comments by e-mail on June 3, 2014. His comments will be discussed at the next THSAC meeting.

3. Committee Membership

- PWGSC identified that increased client and supplier interest participation on the THS Advisory Committee would be solicited by way of a notice to be published on the Government Electronic Tendering Service (GETS). See Section 4 of the minutes below.
- PWGSC will tabulate all THSAC membership requests received in response to the published notice.
- Supplier interest members agreed that it is important to increase THS client interest representation on the Committee and its working groups, including the addition of THS end users. It was therefore suggested that when expressions of interest in participating on the Committee are received from THS clients, it should be clarified whether the clients are THS end users and/or materiel management staff.
- It was suggested that the value of participating on the Committee should be explained to stakeholders in order to encourage their participation.
- The value of having working groups to focus on specific issues in detail was discussed.
- The members agreed upon the establishment of four working groups as described below to tackle assigned topics. Although no timelines were set, it was agreed that each working group would report its findings at the next THSAC meeting, and if there were any updates prior to the meeting, they should be communicated to the Committee Secretary and Deputy Chairperson.

Working Group	Topic	Members	Due Date
1	Information Package for PWGSC Regarding the THS Industry	Jeremy Ingle (WG Chair)*	TBD
2	Information Website for Temporary Workers via PWGSC Website	Paul Gagnon (WG Chair) Jeremy Ingle Brenda Harlow	TBD
3	THS Supplier Assessment	Dan Moorcroft (WG Chair)** Others TBD	TBD
4	THS Client Satisfaction and Vendor Performance	Dan Moorcroft (WG Chair) Roland Dimitriu Rose Spirito Helen Seto	TBD
<p>* Jeremy will consult with ACSESS.</p> <p>** Dan offered to review the THS Supplier Assessment framework documents prepared in 2009, and to either work on revising them or prepare new documents. Documents will be circulated to all THSAC members for feedback.</p>			

- To assist the working group established to address THS Client Satisfaction and Vendor Performance, the Chair reported that Task Based Informatics Professional Services (TBIPS) recently completed a fluid survey to clients that was successful. She suggested that this survey could be used as a basis for developing a survey to be sent out to THS clients and/or suppliers.
- The Deputy Chair supported the preparation of a similar survey for THS clients, but recommended delaying its issuance for a period of time to avoid the possibility that respondents could confuse the THS survey with the TBIPS survey. She will consult with Working Group 4 regarding the requirements for a THS client survey since the survey aligns with the topic area of client satisfaction and vendor performance.
- A THS Supplier Assessment framework, a supplier interest member commented that he recommended audits for suppliers seven years ago.
- The Deputy Chair responded by stating that there were no formal requests for supplier assessments. She added that a supplier assessment was done in 2009 to evaluate assessment criteria. PWGSC would like to rebase-line a draft assessment to a format currently used. As identified in the table above, a working group was established to develop a THS Supplier Assessment framework.
- Martin Chenier was thanked by the Committee for his years of dedicated service on the THS Advisory Committee as

a representative for ACSESS, and his valuable contributions.

- Martin indicated that he would be willing to continue to contribute to the Committee as an independent consultant, and remarked that concrete actions are needed to improve the THS methods of supply for the THS industry and federal government end users.
- The ACSESS members were reminded that they need to confirm who will be representing their association on the Committee going forward.

ACTION ITEM(S):

- PWGSC will clarify whether clients that express an interest in participating on the THS Advisory Committee are THS end users and/or materiel management staff.
- At the next committee meeting, PWGSC will present a summary all THSAC membership requests received in response to the published notice and seek feedback from existing THSAC members regarding who PWGSC believes should be designated as new members.
- Each working group will report its findings and/or progress at the next THSAC meeting.
- The Deputy Chair will consult with Working Group 4 regarding the requirements for a THS client survey.
- ACSESS will confirm who will be representing their association on the THS Advisory Committee.

Postscript:

- On May 15, 2014, the Deputy Chairperson sent an e-mail to all THSAC members to provide a quick overview of the working groups to which the THS Advisory Committee agreed.

4. Draft Notice Regarding THSAC Membership and Terms of Reference

- PWGSC provided an update concerning the draft notice to be published as a Letter of Interest (LOI) on GETS, and intended to:
 1. Increase awareness of the THS Advisory Committee and its activities.
 2. Solicit feedback regarding the Terms of Reference for the THS Advisory Committee.
 3. Solicit interest from industry regarding THSAC participation.
 4. Solicit interest from clients regarding THSAC participation.
 5. Establish a well represented THSAC membership.
- THSAC members were consulted regarding the draft notice and the draft communiqués to stakeholders regarding the notice.

5. Round Table Discussion of THS Issues

- Highlights of the discussion concerning various THS issues are documented below.
- The Chair recommended that to achieve greater success at addressing THS issues, one issue should be addressed at a time with realistic objectives.
- When working to resolve THS issues, it was noted that the Committee and its working groups should take into consideration what is being done in other jurisdictions.
- It was suggested that as a National Strategy is developed for THS, a clear indication of what THS can be used for is required. For example, will the three reasons for using THS continue apply, will THS be restricted to only providing a worker or will it expand to allow the temporary worker to provide expertise not available within the organization?
- Concerns and ideas were expressed by various supplier members of the Committee as summarized below.
 - There seems to be a blending of capabilities for various methods of supply for professional services (e.g. Task-Based Informatics Professional Services (TBIPS), Task and Solutions Professional Services (TSPS), and THS).
 - The THS industry and the federal government need to get together to discuss ideas and to come up with best practices for the provision of THS. A proactive approach is required, rather than putting out fires.
 - Information sessions for THS clients would be valuable. Topics such as the following could be covered: How to prepare a good Statement of Work; How to validate résumés; Efficient use of the THS Supply Arrangement.
 - The Right of First Refusal selection methodology associated with the THS Standing Offer gives suppliers no option but to supply the cheapest possible resources.
 - The THS industry is not the cause of low rates for THS, the method of supply forces suppliers to set rates as low as possible.

- The THS industry cannot modify or replace the Right of First Refusal selection methodology. PWGSC needs to consider alternatives.
- Giving THS suppliers an opportunity to compete for THS business on a rotational basis was not considered to be a viable option because there are too many prequalified suppliers.
- THS resources are being paid minimum wage to do work for the federal government, but nobody cares.
- The government should be purchasing decent resources at a decent price.
- THS rates are an artificial construct. For example, rates for a Senior Auditor under Stream 5 range from \$30 / hour to \$ 200 / hour. For some situations, but not for all, paying \$30 / hour for an auditor will be sufficient to ensure that a THS resource with adequate knowledge, skills and experience is acquired.
- It was reported that total federal government spending on THS annually has dropped significantly in recent years. A supplier interest member suggested that there has been a drop in THS spending from approximately \$300 million to \$165 million, but noted that there could be significant THS costs not reflected in the lower annual figure (e.g. work not completed by low paid resource, costs associated with replacing resources that cannot be retained because of low wages). **(Postscript:** According to Public Accounts of Canada data, annual THS payments (for all regions) dropped from a high of approximately \$269 million for fiscal year 2009 - 2010 to approximately \$165 million for fiscal year 2012 - 2013. For reference purposes, THS payments for other fiscal years are documented below.

Fiscal Year	THS Payments (Public Accounts of Canada)
2006 – 2007	\$190,499,085.00
2007 – 2008	\$238,286,773.00
2008 – 2009	\$216,122,296.00
2009 – 2010	\$269,396,158.00
2010 – 2011	\$229,649,294.00
2011 – 2012	\$205,967,637.00
2012 – 2013	\$165,486,554.00)

- In response to comments regarding low wages of THS resources, Normand Masse stated the following:
 - The cause is not only the method of supply for THS, and not only the THS industry, it is also the result of the federal government's direction in the past 5 years to save and cut costs in all government contracting areas.
 - The federal government would like to get value for money for THS resources hired, and the THS Supply Arrangement has been one way of doing so.
 - The THS Advisory Committee needs to look at options to modify the THS Standing Offer such that it provides a vehicle for the federal government to obtain value for money with respect to THS resources (e.g. setting minimum rates, restricting the use of the THS Standing Offer, requiring the use of the THS Supply Arrangement instead of the Standing Offer in certain situations).
 - Changing the THS Standing Offer vehicle to one which provides value for money would require a good selling job. If proposed changes were expected to result in the federal government paying 30% more for THS resources without any tangible benefits, the proposed changes would not be acceptable to some government officials. If it can be demonstrated that the quality of THS resources would be increased, then a 30% cost increase could be sellable.
- A suggestion was made to involve market rates in the selection methodology for the THS Standing Offer, however, it was pointed out that this would require an agreed upon means of determining market rates.
- Some supplier members suggested that wages for THS resources under the Standing Offer should either be equivalent to federal government rates, or in some way be related to those rates.
- According to a supplier member, at one time THS wages were approximately 65% of what the federal government was paying its employees, and the result was a 98% government client satisfaction rate with THS resources; whereas, the current satisfaction rate is said to be low.

6. Acceptance of minutes for February 25, 2014 THSAC meeting

- This agenda item was not covered at the meeting.
- The draft minutes for the THSAC meeting held on February 25, 2014 will be tabled for acceptance at the next Committee meeting.

ACTION ITEM(S):

- PWGSC will include an item on the agenda for the next THSAC to accept the minutes for the February 25, 2014 THSAC meeting.

7. Next Meeting

- Target early August 2014.

Postscript:

- Due to action items requiring completion and the appointment of a permanent Senior Director for the Professional Services Procurement Directorate to take effect on **August 25, 2014**, the next THSAC meeting was scheduled as documented below. It is expected that the new Senior Director will chair the next committee meeting.

Date: Tuesday September 9, 2014

Time: 1330 to 1600 (Registration at Commissionaires Desk from 1300 to 1330)

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

8. Meeting Adjournment

- The meeting adjourned at approximately 15:50.

Attachments:

- Deck presented at May 13, 2014 meeting.