

CONSULTATION WITH SUPPLIERS – TEMPORARY HELP SERVICES PWGSC RESPONSE

1. Consultation and opportunity for input

Industry Input

The industry has expressed a need for more consultations.

PWGSC Response

PWGSC is establishing an ongoing Government Temporary Help Services (THS) Advisory Committee. The Committee will provide a forum for discussion of issues of mutual concern within the THS industry.

2. Categories of personnel

Industry Input

The industry is concerned that the categories proposed by PWGSC are not sufficient.

PWGSC Response

The Government THS Advisory Committee will provide a forum to explore suggestions with regard to the proposed categories of personnel. However, PWGSC's goal is to match the categories as closely as possible to those of the public service positions regularly staffed with temporary help.

3. Pricing

Industry Input

PWGSC's intent to "unbundle" the suppliers' rates by wage rate and mark-up is problematic for the industry.

The current daily dynamic pricing system, whereby companies have the freedom to set and change their hourly rates, 24 hours a day, 7 days a week, achieves competition and value.

PWGSC Response

PWGSC is exploring a simpler pricing model, such as all inclusive, hourly rates. PWGSC will be discussing alternatives with the industry in the context of the ongoing Government THS Advisory Committee.

Experience with dynamic pricing demonstrates wide variations in prices being paid by government for the same classifications of personnel.

4. Evaluation Criteria

Industry Input

Some of the evaluation criteria, such as assessing firms based on their capacity, are problematic. Certain factors, such as value-added services, are missing or are not weighted appropriately.

PWGSC Response

To the extent possible, PWGSC has tried to incorporate value-added elements in the evaluation. PWGSC will be further exploring concerns and possible solutions with the industry in the context of the ongoing Government THS Advisory Committee.

5. Joint Ventures

Industry Input

The proposed strategy forces them to create joint ventures and impedes participation by Small and Medium Enterprises (SMEs).

PWGSC Response

PWGSC will be discussing alternatives with the industry in the context of ongoing Government THS Advisory Committee. These alternatives could include reducing the number of categories of personnel suppliers must provide to qualify for a Standing Offer.

6. Limiting the number of suppliers

Industry Input

PWGSC wants to limit the number of suppliers.

PWGSC Response

PWGSC is not seeking to limit the number of suppliers to a pre-determined number. In fact, the strategy is based on issuing standing offers to more suppliers than the government requires to meet its needs.

7. Client Education

Industry Input

PWGSC should conduct more client education sessions (with other government departments) and better monitor the use of Temporary Help Services across government.

PWGSC Response

PWGSC plans to enhance its client and supplier monitoring, auditing and training activities for the current and the new method of supply.