



Public Works and  
Government Services  
Canada

Travaux publics et  
Services gouvernementaux  
Canada

Assistant Deputy Minister  
Acquisitions Branch

Sous-ministre adjointe  
Direction générale  
des Approvisionnements

Ottawa, Canada  
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**NOV 23 2006**

Dear Sir/Madam:

On behalf of Public Works and Government Services Canada (PWGSC), I am pleased to follow up on the commitment expressed in my e-mail to participants dated October 18, 2006 to forward you a copy of The Conference Board of Canada's consultation report for Temporary Help Services. In addition to the report, you will find enclosed PWGSC's response to the suggestions received from the industry during the consultation process.

We are hopeful that the new process of consultation we have launched will result in a good outcome both for the Government and for your industry. There are areas where we are most interested in your feedback and resolution. These are:

- **Categories of personnel:** The current categories do not permit a good cross reference between the employee being replaced and the resource which is replacing them. We are also interested in simplifying the Temporary Help Category by moving highly specialized types of personnel to other Categories.
- **Pricing process:** The current dynamic pricing regime is difficult to monitor in terms of value received. We have observed that in many cases the lowest prices are frequently not available causing clients to move higher up the scale. We would welcome your suggestions in this area.
- **Evaluation Criteria:** We would like to arrive at a good set of evaluation criteria which provide for selecting the firms with the best value propositions.

The publication of this report and of PWGSC's response represent a step in the evolving relationship of the department with the supplier community for Temporary Help Services. We have received many useful suggestions from the industry about the creation of a "Government-Industry" committee. I am pleased to confirm that the Government Temporary Help Services Advisory Committee was recently established.

The Government Temporary Help Services Advisory Committee will be, among other things, exploring solutions to the following issues: the categories of personnel are outdated, confusing and include highly specialized categories that

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overlap other procurement instruments; our experience with dynamic pricing and right of first refusal is that a significant number of orders are going to suppliers that are charging higher rates which suggests that the government is not obtaining the best competitive rates; and some of the evaluation criteria are restrictive and as a result, we will be focusing the evaluation on value-added criteria. PWGSC looks forward to the continuation of the productive dialogue initiated in the context of the consultations led by The Conference Board of Canada.

I want to take this opportunity to thank you again for participating in the consultations. I hope that this report and PWGSC's response will provide you with valuable information in working with us to improve procurement in the Government of Canada.

Best regards,



Ian Bennett