

Frequently Asked Questions

Q1 I've submitted under the Pre-Qualified Request (PQR). When will I be notified if I'm qualified?

A1 Over the last few weeks, Human Services staff have been working to review more than 1,600 submission packages from more than 1,000 different service providers for one or more of the PQRs. We have been following up directly with many service providers to clarify some of the information in their submissions, including discrepancies in legal entity names. This review is nearly complete. The overwhelming majority of those who submitted on the PQR met all the mandatory requirements.

We are preparing to distribute notification emails to service providers, for all successful submissions. If you submitted on the Transportation and/or Specialized Assessment & Consultation PQR(s), you have likely already received a notification email (and if not, you can expect to receive it by March 8, 2016). If you submitted on the Child and Family Services and/or Disability Services PQR(s), you can expect to receive a notification email by March 15, 2016.

In addition to confirming your status as a Qualified Service Provider (QSP), the notification email will include scanned copies of the executed Master Agreement, your Proposal, and the contract template(s) that will be used for future services agreements.

Q2 I submitted under the PQR but did not sign the Master Agreement. What happens now?

A2 If you submitted an unsigned Master Agreement and your proposal met all other mandatory requirements, your submission is considered successful pending receipt of a signed Master Agreement. You will not be confirmed as a Qualified Service Provider and will not be considered eligible for future work, until a Master Agreement is executed. Please sign the Master Agreement and send it to the Project Lead noted on the front page of the PQR submission package, as soon as possible.

Q3 What if my submission is deemed unsuccessful?

A3 Less than 20 of the 1,600 PQR submissions were deemed unsuccessful - as a result of failing to meet one or more mandatory requirements. This includes some submissions that were received after the PQR's closing date and time.

If your submission was unsuccessful, we will notify you, via email, with the reasons for the decision, and encourage you to contact your regional contract specialist to discuss how to address the gap in qualifications and reapply. Once you have addressed these gaps, you will be encouraged to re-submit at the next open PQR submission window, which we anticipate will take place in early April 2016. As a registered vendor on Alberta Purchasing Connection (APC), you will receive a notification email from APC in advance of the re-opening period. Please note that you must re-submit your proposal using the materials posted on APC during the re-open period. Your previous submission will not be retained.

Q4 Why is Human Services introducing new contract templates?

A4 Human Services is introducing new contract templates in 2016 to promote a standard, ministry-wide approach to contracting. The new contract templates will build greater consistency in contracting across all ministry programs and regions. This is an important part of our ongoing work to integrate business practices and programs, and reflects feedback from service providers. The new templates align with government standards and practice, and enhance accountability in contracting for Albertans.

Q5 When will the new contract templates be implemented? Will they be shared with Qualified Service Providers in advance?

A5 There are five new contract templates in the suite of common templates that will be used with Qualified Service Providers beginning either April 1, 2016 or July 1, 2016:

- Human Services version of the Contracting Centre of Excellence (CCOE) contract template for general services, including services pursuant to the Transportation PQR and the Specialized Assessment and Consultation PQR (April 1)
- Employment and Financial Supports contract template (April 1)
- Child and Family Services Block Funded contract template (July 1)
- Child and Family Services Time and Materials/Fixed Price (Fee for Service) contract template (July 1)
- Disability Services contract template (July 1)

The appropriate new template(s) will be part of the email confirming your status as a QSP (see A1 for timing).

Q6 When will I receive more information about the new Service Request process?

A6 Upon finalization of the Resource List, Human Services' delivery regions will begin requesting services of Qualified Service Providers by issuing a Service Request, which describes the services required and identified a maximum contract amount and specific requirements. If the QSP is willing to do the work outlined in a Service Request, they respond and ultimately a Services Agreement (or 'Contract') is entered into.

Human Services will be hosting a Webinar Information Session on the morning of **Tuesday, March 22, 2016** to provide QSPs with more detailed information about this process for the upcoming contract cycle. QSPs can choose to participate 'live' in the webinar or view the session at a later date. More details about the webinar session, including how to register, will be provided shortly by email. In the meantime, please refer to the PQR Reference Document and the Form of Service Request, which outline the process for issuing Service Requests.