

Questions and Answers

Important reminder: When you enter your primary contact information into the Master Agreement, please provide us with an email address that is not expected to change over time. This may be your organization's shared mailbox or an email address that is not tied to a particular individual. If your organization's contact information changes, please notify us as soon as possible at HS.CorporateProcurementOffice@gov.ab.ca. This will ensure that you continue to receive the information you need to conduct business with the ministry through our Pre-Qualified Resource lists – this includes opportunities for work, communications, and other relevant updates.

Q1 Why is Human Services re-opening its Pre-Qualified Resource (PQR) lists?

A1 On January 4, 2016, Human Services posted four province-wide Pre-Qualified Requests on Alberta Purchasing Connection (APC) for the following service categories:

- Services to individuals with disabilities
- Child and family services
- Transportation services
- Specialized assessments and consultation with health professionals

The Human Services PQRs will be re-opened on [Alberta Purchasing Connection](#) (APC) from September 26 to October 7, 2016.

The ministry intends to re-open the PQRs in September of each year for a two-week period. Implementing regular, scheduled open periods for PQRs is standard procurement practice to support transparency and fairness for service providers.

Prospective service providers have the opportunity to submit on the PQR, and, if successful, be considered a qualified resource for future contracting work with the ministry. The open period also allows Qualified Service Providers (QSPs) that qualified under previous PQR open periods an opportunity to resubmit their application to further refine the scope of their services by adding or removing service categories and/or service delivery regions.

Q2 Why did the ministry decide to re-open its PQRs when there are many new Qualified Service Providers who are still waiting for their first opportunity to take on work with the ministry?

The practice of implementing regular, predictable open periods for PQRs supports transparency, creates fairness, and allows service providers to plan ahead.

Re-opening the PQR each year for a brief period provides the balance between including new

service providers while maintaining a reasonable opportunity of work for those who have already qualified and are on the PQR list.

It is important that the ministry can access a variety of service providers, small and large, with a range of service approaches to ensure that it can support the unique and complex needs of the Albertans it serves. The PQR process supports this by providing a fairer and more consistent process for all those who wish to be considered for future work with Human Services.

Q3 I am already a QSP and my organization is moving. How do I update our QSP information on the PQR list?

A3 The Human Services PQR lists are maintained by our Corporate Procurement Office. If you are an existing QSP and need to update your administrative and contact information in the Master Agreement, please send an email to HS.CorporateProcurementOffice@gov.ab.ca.

Q4 I am already a QSP and am confused about the upcoming PQR open period. Do I need to resubmit?

A4 No. Existing QSPs who do not wish to make changes to their current scope of services will not be impacted by the upcoming PQR open period, and will remain on the PQR lists under which they had previously qualified.

If, however, you are already a QSP but would like to make changes to your scope of services by adding or removing service categories and/or service delivery regions, the upcoming open period is your opportunity to do so. To change the regions or service categories for which you are qualified, you need to resubmit a Submission Package during the annual open period of the PQR.

QSPs should be aware that any new submission will replace the previous submission, therefore it is important to include all, not just new, service categories and regions that you wish to apply for.

Q5 The Human Services PQR lists have been in place for several months. What has changed since this time?

A5 Since the implementation of the PQR lists earlier this year, all services within scope of the PQRs are being procured through the PQR process. This means that new contracts entered into since April 1, 2016, that are within scope of the PQRs, now require a Service Request to be issued to one or more QSPs by the service delivery region. More information about the Service Request process can be found at humanservices.alberta.ca/PQR.

Q6 I am a new QSP interested in delivering contracted services on behalf of Human Services, but I

haven't received any Service Requests. What steps should I take?

A6 To minimize disruption of client services, the majority of contracts for direct, client-facing services are in place until March 2018 as the ministry fully implements the new PQR process. This means that during this transitional period, we do not anticipate issuing a significant number of competitive Service Requests. Circumstances when Service Requests may be issued to all QSPs (for a particular service category/region combination) include:

- When services are not direct/client-facing
- When the service has been competitively tendered in the past
- When new services are required
- When a need for increased capacity for an existing service is identified
- To meet ongoing business or operational requirements

In these circumstances, a Service Request will be sent by email to all QSPs who have identified an ability and interest in delivering the required services. The Service Request describes the services required, any additional qualifications, a maximum contract amount and any other specific requirements. Upon reviewing the Service Request, QSPs may or may not choose to respond. All QSPs have an equal opportunity to respond. QSP responses to Service Requests are evaluated consistently and objectively against the requirements set out in the Service Request. Based on this, the Service Delivery Region determines which QSP is most qualified to deliver the required service.

The ministry is carefully considering multiple related factors as it shifts to more open and transparent procurement. Human Services is taking a phased approach to changing its procurement processes. The ministry will continue to update QSPs as this work evolves.

More information about the transitional period and Service Request process can be found in the recorded webinar and accompanying Frequently Asked Questions, on humanservices.alberta.ca/PQR.