Service Request Process Information Session

March 22, 2016

Information Session Outline

- **Webinar Housekeeping**
  - Zoom Question & Answer function
  - Chat function
  - Accessing recorded Webinar in the future
- **Human Services Procurement Initiative overview**
- **PQR implementation update**
- **The Service Request Process**
  - What is a Service Request?
  - Procuring in the transitional period
  - Service Request template and appendix
  - Service Request options
  - What about the here and now?
  - Responding to a Service Request
- **Question & Answer period**

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Webinar Housekeeping

- If you have questions about the information presented, submit them using the Zoom **Question and Answer function**

- Following the presentation, we will take a **20-minute intermission** to review the questions and identify common themes

- We will address as many questions as possible in the time allotted, and will address the remaining in a **Q & A document** that will be posted with the recorded webinar on the Human Services website

- If you experience technical difficulties during the information session, please make us aware by using the **"Chat" function**

- Both the Webinar and Q & A document will be posted on the Human Services website at http://www.humanservices.alberta.ca/department/pre-qualified-resource-lists.html

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Human Services Procurement Initiative

Current State

- Fragmented approach to contract and grant management
- Administratively burdensome
- Lacking transparency, clarity and consistency

Human Services Procurement Initiative

| Align multiple contracting tools and practices into a single Human Services approach | Shift to more open, transparent and competitive procurement approaches | Engagement and consultation with service providers |

Phased approach over the next few years

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Pre-Qualified Resource (PQR) Implementation Update

- Over 1,600 PQR submissions received from over 1,000 distinct service providers
  - 99% of submissions successful
- Qualified Service Providers (QSPs) have been notified
- Proponents with unsuccessful/late submissions will have an opportunity to re-submit at the next PQR open period (April 4, 2016)
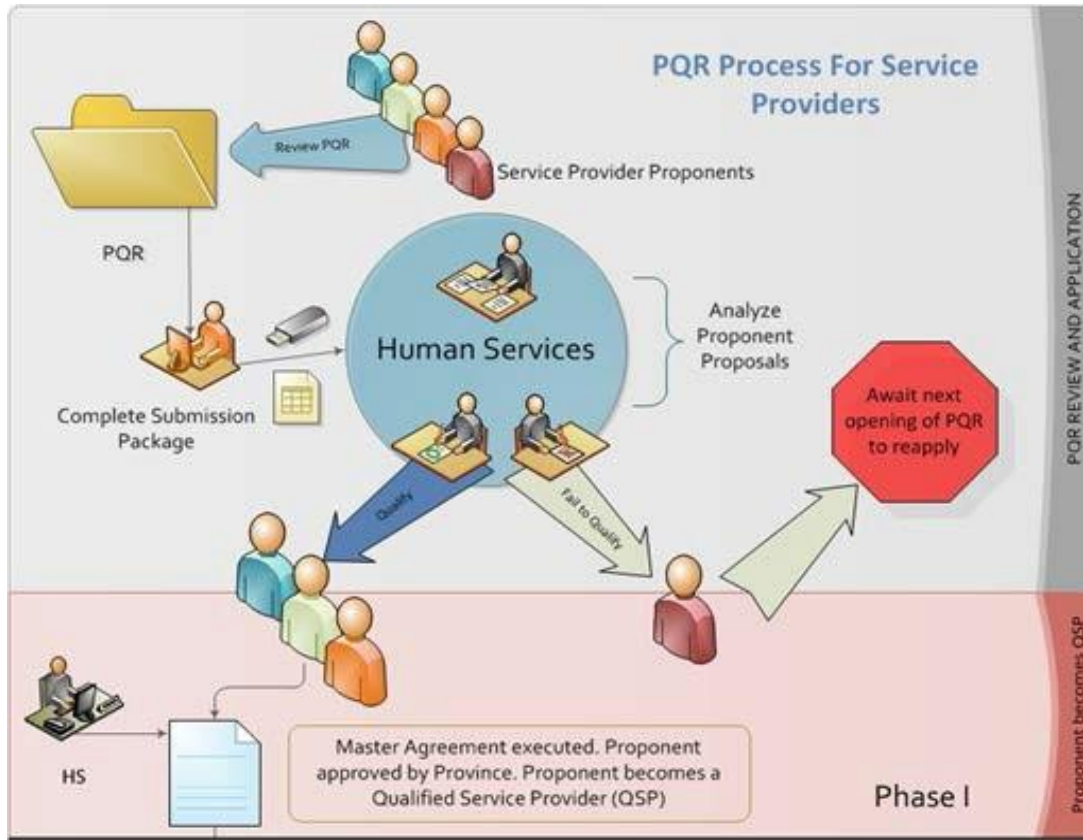- Regions will begin issuing Service Requests to QSPs and entering into contracts for 2016/17

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True or False?

- Human Services is implementing PQR Lists to ensure compliance with trade agreements and directives. **?**

- Requiring service providers to get on PQR Lists is the first step in implementing competitive tendering for all services. **?**

- A primary goal of the HS Procurement Initiative is to drive down costs. **?**

- The shift to more open, transparent and coordinated procurement can be achieved while maintaining focus on continuity of care and client choice. **?**

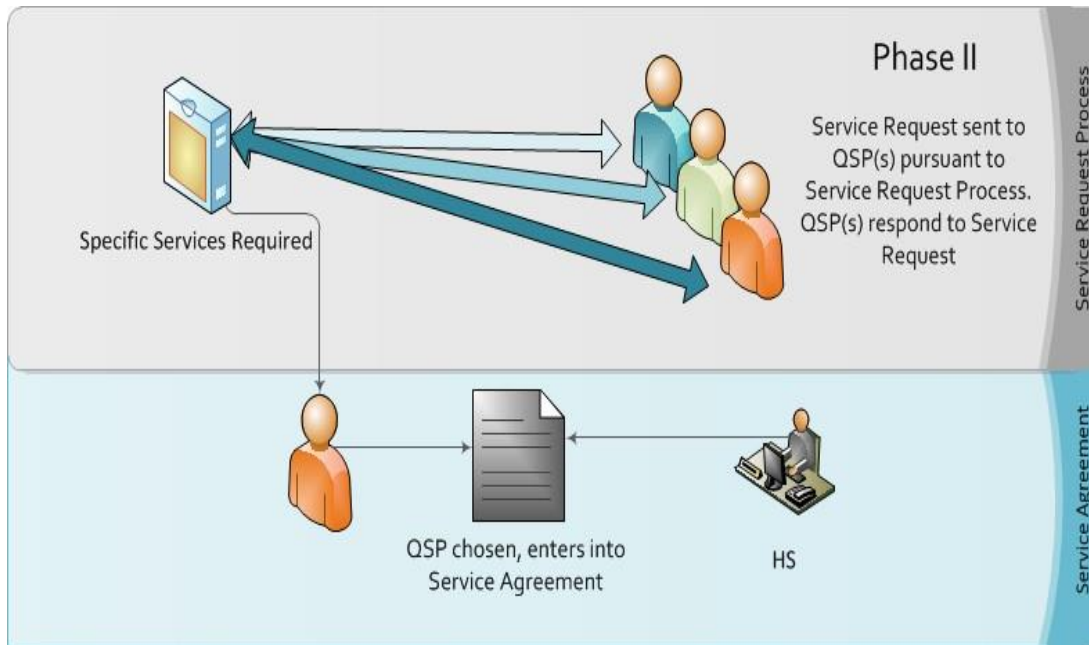Alberta

The Service Request Process

PQR Process: Phase 1

PQR Process For Service Providers

PQR

Complete Submission Package

Review PQR

Service Provider Proponents

Human Services

Analyze Proponent Proposals

Qualify

Fail to Qualify

Await next opening of PQR to reapply

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Master Agreement executed. Proponent approved by Province. Proponent becomes a Qualified Service Provider (QSP)

Phase I

PQR REVIEW AND APPLICATION

Proponent becomes QSP

Phase I

- Service Providers who successfully met the requirements of the PQRs are now considered QSPs
- QSPs have self-identified which services in which regions they propose to provide services
- Each Service Delivery Region (SDR) can access a Resource List to identify QSPs that match the desired service category for their region

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PQR Process: Phase II, Service Request

Phase II

Service Request sent to QSP(s) pursuant to Service Request Process. QSP(s) respond to Service Request

Service Request Process

Specific Services Required

QSP chosen, enters into Service Agreement

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Service Agreement

Phase II
- When services are required by a Service Delivery Region (SDR), a **Service Request** will be sent out to one or more QSPs who pre-qualified in the service category
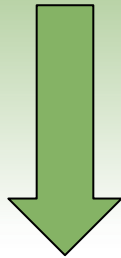
What is a Service Request?

Service Request → Potential Work

Services Agreement → Committed Work

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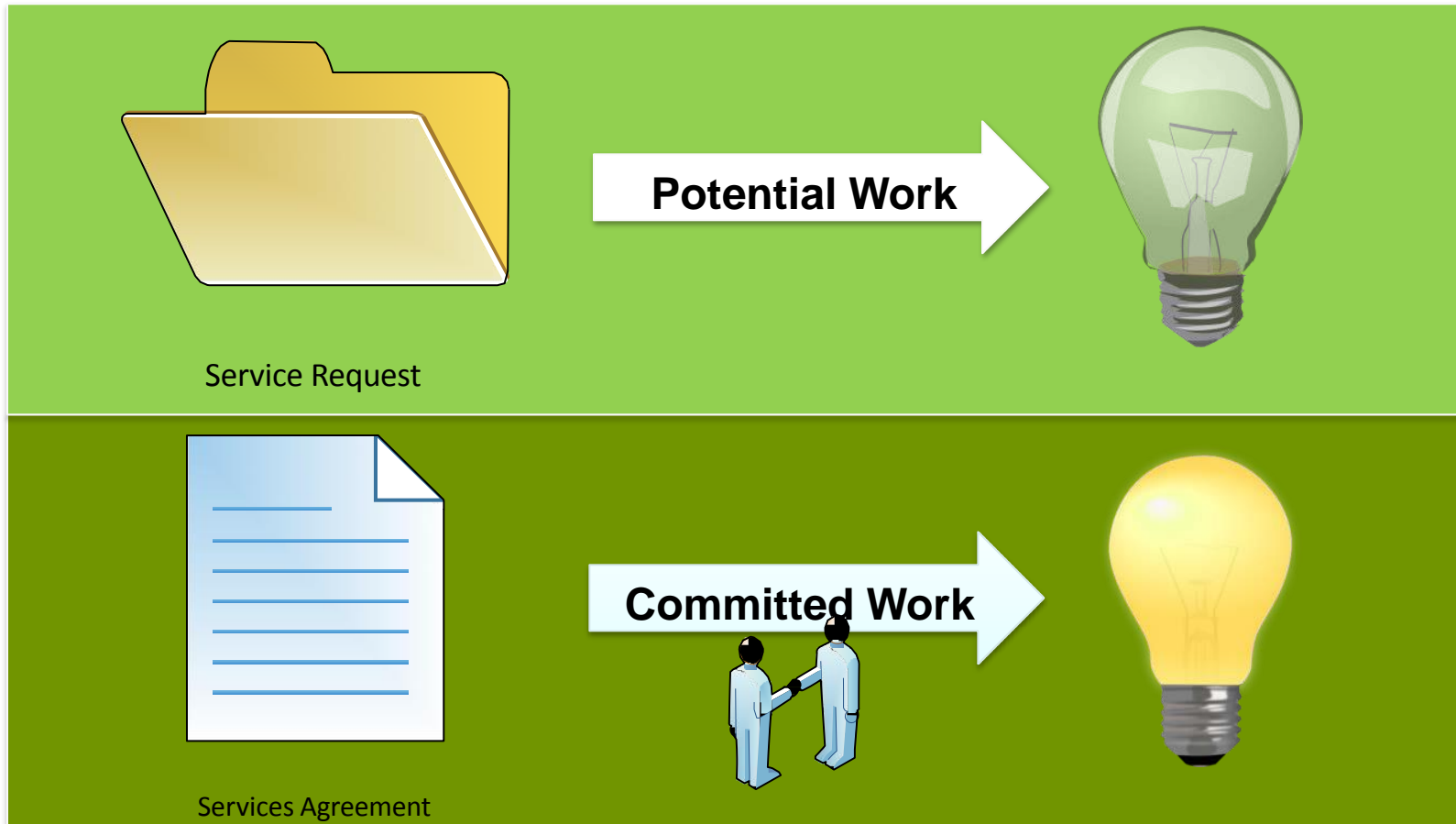
Procuring in the Transitional Period

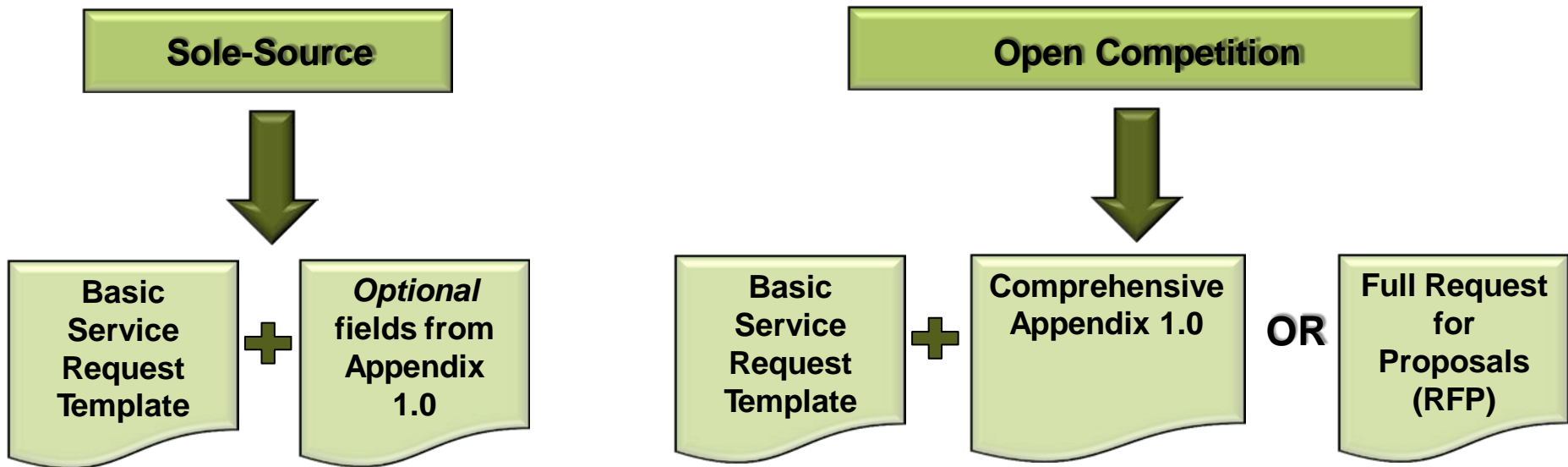|	
Services/supports are direct, client-facing and: • **have historically been sole-sourced;** • **meet a defined trade exception;** • **incumbent is willing to provide services and has a record of satisfactory performance**	• **Services have historically been competitively tendered** • **New services** • **Need for increased capacity within existing services** • **Other business/operational requirement** • **Previously confirmed**
↓	↓
Sole-Source with Incumbent QSP	**Open Competition**

Maximum term up to Mar. 31, 2018

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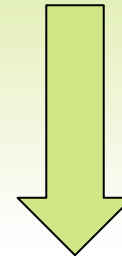
Service Request Template

- Service Requests will be issued using the Basic Service Request template, and will provide QSPs with the following information:

  - Identifies the Service category

  - Indicates the maximum contract amount and term

  - Provides a project overview and objectives

  - Describe the scope and deliverables

  - Describe how to submit a response, and by when

- Service Requests will be issued in all cases with the exception of situations of unforeseeable urgency

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Using the Service Request Appendix 1.0

In addition to the Basic Service Request Template, Regions <u>may</u> choose to identify additional qualifications or other provisions. These would be described in Appendix 1.0 and form part of the Service Request.

Sole-Source		Open Competition		
Basic Service Request Template	**+** *Optional* fields from Appendix 1.0	Basic Service Request Template	**+** Comprehensive Appendix 1.0	**OR** Full Request for Proposals (RFP)

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Service Request Options

1

2

3

4

- **Send a competitive Service Request to all QSPs**

- **Send a non-competitive Service Request to all QSPs**

- **Send a Notice of Work (NOW) to all QSPs**

- **Send a Service Request to a single QSP**

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Competitive Service Request

- Comprehensive Service Request is sent to all QSPs (for a given service category/ Region dyad), setting out the criteria to determine which QSPs are most suited to provide required services

- Interested QSPs respond to Service Request

- Responses are evaluated

- QSP with highest scoring response is selected

- Services Agreement ('Contract') is entered into

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Non-Competitive Service Request

- Service Request is sent to all QSPs (for a given service category/Region dyad), requesting additional information about particular skills and qualifications to meet a particular service need

- Interested QSPs respond to Service Request

- Responses are reviewed and used to inform decision about best procurement method (sole-source or open competition)

    - If sole-source, Notice of Work is issued to all QSPs, noting intention to proceed with sole QSP

Sole Source Service Request with Notice of Work

- A Notice of Work is sent to all QSPs informing of the Region's intention to sole-source:

    - May be considered to accommodate client choice, protect continuity of care, or if there is a requirement for a highly specialized skillset that can only be provided by a single QSP

    - Provides a 'notice' period during which other QSPs may submit objections or submissions in order to consider potential for more open procurement in the future

    - Includes intended QSP, proposed duration of agreement, proposed services and estimated value for the engagement

- Enter into Contract with selected sole-source QSP

Sole Source Service Request – no Notice of Work

- Used in instances where unforeseeable situation of urgency exists and immediate services are required by a client

- Service Request sent to single QSP able to meet the urgent need

- Other QSPs are not informed of the potential work due to time constraints

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What about the Here and Now?

- In most cases, an individual Notice of Work will not be issued

- Sole-source contracts with incumbents for a maximum term up to March 31, 2018

- For services that have been competitively tendered in the past, new work, need for increased capacity, and other business/operational needs, Service Requests will be sent to all QSPs

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Responding to a Service Request

- Only QSPs who have been pre-qualified in the Service Category for that Region are eligible to respond

- If QSP is willing to provide services as outlined in the Service Request, QSP signs and returns Service Request

- Responses will be accepted in hard copy (paper) format or email.

- Responses are reviewed by the Region against the service requirements

- Region will enter into discussions with successful QSP to prepare and execute a Services Agreement ('Contract')

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Questions?

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