

## IFB 2023/2025 Service of Temporary Employment Agency

### QUESTIONS AND ANSWERS

1. Are Proponents required to be able to provide temporary placement services for all roles listed under 2. Description of Services Requested?

**Answer: Yes. The request will be presented to the Supplier in the form of a Purchase Order which will indicate the role required at the time, along with a description of the tasks to be performed.**

2. For the Payroll Services being requested, can the ITA please clarify if you require payroll services only for Temporary placements sourced by the ITC (e.g. there is no request to provide payrolling services for full time permanent employees of the ITA)?

**Answer: Payroll services are to be provided ONLY for certain Temporary placements sourced by the Italian Trade Commission or by the Supplier.**

3. Is the ITA able to provide job descriptions for the roles listed under 2. Description of Services Requested?

**Answer: Each Purchase Order will contain a description of the role and required qualifications. Here are some examples of the 3 most requested roles:**

***Administrative Assistant:***

Daily Tasks are (but not limited to the following)

Filing internal documents

Handling of large volume documents to be scanned and archived in a structured order

Data entry

Preparation of administrative documents

Other similar tasks, as requested by the supervisors

Qualified candidates should have

Working knowledge of English and Italian.

Working knowledge of office equipment like printers and telephone system

Excellent technical knowledge of Microsoft applications and Google Suite.

Strong organizational skills with the ability to multitask

Ability to produce documents in a timely and accurate manner.

Excellent time-management and problem solving skills

Strong attention to detail.

A positive attitude and professional image.

***Trade Analyst - Entry Level:***

Update ITA's database of Canadian companies

Contacting local environmental and aerospace professionals to invite them to visit our booths at the two trade shows.

Following-up with the Italian companies participating in the two trade shows.

Content writing and related online publication on ITA – Italian Trade Agency's website and social media accounts to highlight ITA participation.

Help with the catalog's preparation and other graphic work for the trade show booths.

Presence as a Hostess/host at our booth for Aeromart 2023.

General office and administrative tasks

Any other activity related to the main tasks assigned by the Senior Marketing Analyst or the Office Director

Qualified Candidates should have

Orientation to detail and client service, resourcefulness, enthusiastic

Excellent organizational and communication (written and oral) skills

Critical thinking and problem-solving attitude.

Skillful use of applications: MS office, particularly Word, Excel and PowerPoint, internet, email, and database software

Outstanding phone skills

Knowledge of and experience in utilizing Social Media applications, with an understanding of a wide variety of community platforms

Professional appearance and demeanor

French and English proficiency and Italian knowledge an asset

Motivation to succeed.

***Trade Analyst - Intermediate Level:***

Daily Tasks are (but not limited to the following)

Researching, gathering, and analyzing business data

Create, manage and update databases of Canadian companies from a wide range of sectors

Marketing Specialist in the development of budget for advertising campaigns

Assist in contacting external counterparts including service providers and responding to their inquiries

Any other activity related to the main tasks assigned by the Vice Director or the Office Director

Qualified Candidates should have

Orientation to detail and client service, resourcefulness, enthusiastic

Excellent organizational and communication (written and oral) skills

Critical thinking and problem solving attitude

Skillful use of applications: MS office, particularly Word, Excel and PowerPoint, internet, email and database software

Outstanding phone skills

1. Knowledge of and experience in utilizing Social Media applications, with an understanding of a wide variety of community platforms

Professional appearance and demeanor  
French or Italian knowledge an asset  
Motivation to succeed in this project

4. Under Section 5. Requirements for the Submission of Offers it outlines that Proponents are to provide a completed Annex 4 – Declaration statement, declaring that we are in compliance with:
  - 4.1. General Business Requirements
  - 4.2. Requirements for Professional Competence in the sector of reference for the service to be rendered and
  - 4.3. Technical and Professional Skills

We are unable to locate any reference to the above documents. Can the ITA please provide Proponents with the documents that we are declaring we are in compliance with?

**Answer: The link to the required documents is on our website under Market Survey Notices, Invitation to Bid, [Annex 4](#)**

5. Tender 2 2. What are the current pay rates for each of the positions?

**Answer: The current pay rates vary between \$20-\$30 per hour based on the role, duration of the contract and the funds available for the specific project.**

6. Tender 2 2. What types of positions are fulfilled by payrollees?

**Answer: The types of positions are listed on page 2-3 of the IFB**

7. Tender 2 2. What is the approximate average pay rate for the payrollees? What is the current range of pay rates (i.e., lowest, and highest) offered to payrollees?

**Answer: Please see question #5**

8. Tender 5 7. Please confirm what information will be disclosed at the public opening. Will bidders' names and prices be announced?

**Answer: The bidders' names and prices will be announced during the public session.**

9. Tender 6 8. This section states that the bid submission deadline is Thursday, June 30. Please confirm if the deadline is Thursday, June 29, or Friday, June 30.

**Answer: The correct deadline date for submission is Friday, June 30, 2023. We apologize for the error.**

10. Tender 6 9. Please clarify what is meant by "bi-monthly". Does this mean twice per month or every second month?

**Answer: Bi-monthly refers to every two weeks.**

11. Tender 6-7 11. Please confirm if the Italian Trade Commission will accept a bank letter of financial standing as proof of financial solidity.

**Answer: Yes**

12. Tender 8 16. Please confirm that the formal contract that will be received upon award is subject to review, comments, and/or modifications by the selected bidder before its final execution between the two parties.  
**Answer: Although we will consider modifications and/or comments to the final contract, any clauses already mentioned in the Invitation for Bid and/or mandated by Law, cannot be modified.**
13. Annex 2 - - Please provide the anticipated or historical volume of requirements for both recruitment and payrolling in British Columbia, as a percentage of the total volume  
**Answer: Our office in British Columbia opened recently so historical data on the volume of requirements is not available. However, we anticipate that the volume will not be more than 10% of the total volume.**
14. Annex 2 - - Are we obliged to submit a quote for all three provinces? Will the ability to fulfill requirements in all three provinces factor into the evaluation?  
**Answer: Yes to both questions.**
15. Annex 2 - - We note that statutory and/or public holidays (as defined in provincial employment legislation) are not listed as being included in the mark-up percentage. Please confirm that statutory and/or public holidays are to be factored into our mark-up.  
**Answer: Yes, statutory and/or public holidays should be included in the mark-up percentage.**
16. Annex 2 - - Please confirm if what is contained in the brackets should constitute the full cost of employer burden.  
**Answer: Yes, we confirm.**

