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REQUEST FOR PROPOSAL (RFP)

Reference Number: 1000150249

ISSUE DATE: Thursday July 11, 2013

CLOSING DATE & TIME: Thursday August 22nd, 2013 at 14:00 (EDT)

PROJECT TITLE Integrated Facility Audits at Health Canada Funded First Nations Health Facilities in the Alberta, Saskatchewan, Manitoba, Ontario, Quebec and Atlantic Provinces.

DIVISION Health Infrastructure

DIRECTORATE Regional Support and Coordination

BRANCH First Nations and Inuit Health Branch

DEPARTMENT Health Canada

For any clarification or additional information, please e-mail: FNIHB_PPSU_PSMA_DGSPNI@hc-sc.gc.ca

Bid Submission Envelopes are to be delivered only to the following address:

Health Canada Bid Receiving Unit
Federal Records Centre Building
161 Goldenrod Driveway
Address Locator 1801B
Ottawa, ON K1A 0K9

RFP Reference Number: 1000150249

Attention: Rui Ormonde (Contracting Officer)

TABLE OF CONTENTS

PART II PROPOSAL REQUIREMENTS

7.0 Administrative Instructions

7.1 General Information
- 7.1.1 Components, Language and Number of Copies
- 7.1.2 Bid Validity Period
- 7.1.3 No Payment for Pre-Contract Costs

7.2 Delivery Instructions for Bid/ Proposal
7.3 Non-Acceptance of Proposals by Facsimile or Electronic Means
7.4 Closing Date and Time
7.5 Time Extension to Closing Date
7.6 Non-Compliance / Unacceptable Proposals
7.7 Bidders Conference / Site Visits /Interviews
7.8 Announcement of Successful Contractor
7.9 Rights of the Crown
7.10 Sample Long Form Contract
7.11 Employment Equity
7.12 Procurement Business Number (PBN)
7.13 Order of Precedence

8.0 Technical Proposal

8.1 General Information
8.2 Understanding of the Requirements
8.3 Approach and Methodology
- 8.3.1 General Approach
- 8.3.2 Methodology
- 8.3.3 Work Plan / Project Schedule
- 8.3.4 Performance and Quality Control

8.4 Proposed Team
- 8.4.1 Personnel
- 8.4.2 Contingency Plan

8.5 Contractor Profile
- 8.5.1 Organization
- 8.5.2 Relevant Work Experience
- 8.5.3 References

8.6 Résumés of Personnel

9.0 Financial Proposal

9.1 General Information
- 9.1.1 *Per Diems*
- 9.1.2. Travel
- 9.1.3 Other Expenses
- 9.1.4 Goods and Services Tax / Harmonized Sales Tax

PART I STATEMENT of WORK

1.0 Scope

1. 1 Title

Integrated Facility Audits at Health Canada Funded First Nations Health Facilities in the Alberta, Saskatchewan, Manitoba, Ontario, Quebec and Atlantic Provinces.

1.2 Introduction

The Health Facilities and Capital Program (HFCP) provides funding, through its Contribution Program, to eligible First Nation and Inuit communities (on an exceptional basis in regards to Inuit communities) for the construction, maintenance and management of an extensive portfolio of First Nations owned health facilities (fixed assets), and equipment (movable assets). These facilities provide the physical platforms through which health programs and services are delivered to and by First Nation and Inuit communities across Canada. Health facilities constructed on reserve under this program are subject to normal land tenure rules applicable to all reserve buildings. Namely, they are held by the Crown for the use and benefit of the First Nations. Under this framework, the control, management and usage rights to these facilities rest with the host First Nation, subject to any permit, designation, or surrender of the facilities to Health Canada or any other party, as described within the *Indian Act.* No special or additional ownership or usage rights accrue to Health Canada or the Crown by virtue of the provision of funding for these facilities under this program.

HFCP requires the services and technical expertise of a private sector consulting company to complete integrated facility audits at 24 Health Canada funded First Nations health facilities in western Canada (Alberta, Saskatchewan and Manitoba provinces) and eastern Canada (Ontario, Quebec and Atlantic provinces). This integrated facility audit initiative is part of Health Canada's ongoing campaign of audits and assessments at Health Canada funded First Nations health facilities across Canada. Integrated facility audits are undertaken for the benefit of the Minister, and the results of the audit are used internally by Health Canada to help ensure that the terms and conditions of contribution agreements are being met, as well as to provide evidence-based information to support the implementation of remedial activities, where required, and support financial planning and prioritization of funding allocation, through contribution agreements to First Nation communities.

1.3 Estimated Value

The total value of any contract (s) resulting from this RFP shall not exceed $240,000.00 for facilities located in eastern Canada and $320,000.00 for facilities located in western Canada. These amounts include all taxes and travel and living expenses. Any bid exceeding these amounts will be deemed non-compliant and not considered further.

1.3.1 Health Canada reserves the right to exercise two (2) one year option:

Option year 1: April 1st, 2014 - March 31st, 2015 / Estimated Value: not exceeding $240,000.00 for facilities located in eastern Canada and $320,000.00 for facilities located in western Canada **including HST and travel**.

Option year 2: April 1st, 2015 - March 31st, 2016 / Estimated Value: not exceeding $240,000.00 for facilities located in eastern Canada and $320,000.00 for facilities located in western Canada **including HST and travel**.

1.4 Objectives of the Requirement

The objective of this requirement is to conduct integrated facility audits at 24 Health Canada funded health facilities located in western Canada (Alberta, Saskatchewan and Manitoba provinces) and eastern Canada (Ontario, Quebec and Atlantic provinces). Refer to the table below for a listing of the facilities to be audited and **annex "1"**, which contains more detailed information about each facility.

Please note that this requirement is not exactly the same as previous years, changes have been made to the scope of work (e.g. removal of water, asbestos or lead sampling requirement), reporting template (e.g. addition of tables in place of text) and deliverables (e.g. removal of requirement for paper and CD copies of final reports) that are anticipated to lead to efficiencies in the IFA process.

Bidders can choose to bid on the eastern portion or the western portion of the requirement, or both. The bidder who is successful for one portion will be awarded a contract for that portion, therefore up to two contracts can be issued to two different bidders, one for east, one for west. However, if a single bidder is the successful one for both east and west portions, a single contract will be awarded for the entire requirement

Western Canada			
Region	**Community**	**Facility Name**	**Buildings**
Alberta	Hobbema	Hobbema Health Centre	Heath Centre & Garage
	Sarcee	Tsuu T'ina Health & Multi-Purpose Centre	Health Centre (in a multi-purpose building) & storage shed
	Stoney	Stoney Health Centre	Health Centre & storage shed
	Swan River	Swan River Health Centre	Health Centre
	Grouard	Kapown Treatment Centre	NNADAP Treatment Centre
Saskatchewan	Wollaston Lake	Hatchet Lake Nursing Station	Nursing Station, 2 Residences- Single, 1 Residence – Duplex, 1 Residence - 4-Plex, Storage shed and Garage
	Pelican Narrows	Pelican Narrows Nursing Station	Nursing Station, 2 Residences – Duplex, 1 Residence – Triplex, 2 Residences - 4-Plex and Garage
	Sturgeon Landing	Sturgeon Landing Health Station	Health Station

	Makwa Sahgaiehcan	Mistahey-Musqua Treatment Centre	NNADAP Treatment Centre
Manitoba	Lac Brochet	Lac Brochet Nursing Station	Nursing Station, Residence – Duplex, Residence – Triplex, Garage and Storage Shed
	Tadoule Lake	Tadoule Lake Nursing Station	Nursing Station, Residence – Duplex, Residence – Triplex, Garage/Workshop and Garage
	Sandy Bay	Sandy Bay Health Centre	Health Centre
	Rolling River	Rolling River Health Centre	Health Centre
Eastern Canada			
Ontario	Shawanaga	Shawanaga Health Centre	Health Centre (in a multi-purpose building) & 2 storage sheds
	Chippewas of Georgina Island	Georgina Island Health Station	Health Station
	Wasauksing	Wasauksing (Parry Island) Health Station	Health Station
	Mississaugas of the Credit	Mississauga of New Credit (Native Horizons Treatment Centre)	NNADAP Treatment Centre
Quebec	Gesgapegiag	Gesgapegiag Health & Community Services	Health Centre
	Gesgapegiag	Mawiomi Treatment Services	NNADAP Treatment Centre
	Listuguj	Centre de Santé Listuguj	Health Centre
	Timiskaming	Timiskaming Health Centre	Health Centre
Atlantic (New Brunswick)	St Mary's	Saint Mary's Health Centre	Health Centre
	Red Bank	Metepenagiag Mi'kmaq Nation Health Office	Health Office (located in a school)
	St. Basile	Madawaska Maliseet Health Building	Health Centre (in a multi-purpose building)

1.5 Background, Assumptions and Specific Scope of the Requirement

First Nations health facilities funded through the HFCP vary in type, occupancy, age, geographic location and type of construction, and have been constructed under a variety of site conditions. These facilities

range in size from 100 to 1550 m^2 floor area, but most are less than $1000m^2$. Most facilities have one main operational building that typically houses offices, and in many cases treatment and counseling rooms as well as meeting rooms. Many facilities have associated outbuildings, such as garages and generator buildings, while some facilities, particularly those in more remote areas, have associated residence buildings. Some facilities also contain specialized equipment and infrastructure such as dental treatment offices, pharmacy stores, and septic tanks with associated wastewater disposal fields. Brief descriptions of the types of health facilities normally supported through the HFCP are presented in **Annex "1"** along with specific information about each facility to be audited and a map.

The objective of the integrated facility audit (IFA) is to audit the condition and performance of each facility's infrastructure and buildings, as well as the performance of the facility's operations and maintenance practices. It is expected that the integrated facility audits will be conducted in an integrated manner so as to identify any operational, systematic and/or structural cause-and-effect relationships between the performance of a facility's building systems, equipment and infrastructure components, as well as the operations and maintenance practices in place at each facility, particularly as they relate to environmental management and occupant health and safety.

It is expected that knowledgeable professionals and/or technologist will use the standardized system to rank the condition of each of the facility's components, to assign priority ratings and to make holistic recommendations to address any identified concerns and develop cost to cure estimates for any identified defects.

To ensure that consistent methods, information gathering, analysis and reporting protocols are maintained throughout the IFA campaigns, Health Canada FNIHB has established a formal audit protocol document (the Protocol) and a standard report template, which includes an audit checklist (the Report Template) that provides additional details on the specific scope and requirements of the IFAs, and provides guidance on the type and resolution of information expected from audit activities. These documents are located in **Annex "2"** and **"3"** respectively. In addition, Health Canada FNIHB has developed a standard reporting table in the form of a formatted MS Excel workbook, which is simply an electronic version of the Summary of Recommendations table found in the executive summary section of the Report Template. This table helps to provide a consistent method of integrating IFA findings and recommendations into internal information management systems. The IFA reporting table will be provided to the successful bidder upon contract award.

2.0 Requirements

2.1 Tasks, Activities, Deliverables and Milestones

The required services are outlined in this Statement of Work (SOW) and the attached Protocol in **Annex "2"** and Report Template in **Annex "3". The following subsections give a general outline of the requirements, but bidders must refer to the Protocol and Report Template for a more thorough understanding of the requirements and expectations for this project.** The successful bidder shall complete the work in the following breakdown:

Project Initiation

- establish an audit team with the required skills to collect pertinent information and conduct the required audit;
- meet with the Health Canada Project Authority, to review requirements of the project;
- submit a detailed workplan to headquarters;
- ensure access to and review the applicable codes, standards, regulatory guidance and policy requirements for the jurisdiction; and,

- initiate record review prior to on-site work.

Facility-Specific Initiation

- communicate with Health Canada regional staff and on-site managers (e.g. Health Directors) to arrange on-site visits (including accommodations) and assistance with gathering background information;
- review background information and obtain and review additional records that are publicly available or provided by contacts.

On-Site Activities

- conduct entry interview;
- conduct initial site reconnaissance;
- conduct a detailed site investigation of all buildings identified for the integrated facility audit. The building investigations are to include all operational areas, as well as any basement, crawlspace, mezzanine and attic areas;
- identify, describe and document the condition of the facility's various components;
- start or test facility equipment and systems (e.g items included in the facility condition element), where feasible, in order to validate if they function well
- collect and copy for retention the pertinent records that describe the management practices at the facility, including those related to environmental compliance;
- conduct a visual survey for suspected or potential mould amplification sites. All suspected or potentially affected areas should be identified. If unknown, a hypothesis should be presented as to the source/cause of moisture in the affected area(s). Refer to **Annex "2"** - the Protocol for further information;
- develop inventories of suspected or potential asbestos-containing materials (ACM), Polychlorinated Biphenyl (PCB) containing equipment, halocarbons and other Ozone Depleting Substances (ODS) and controlled and other hazardous products, including pesticides;
- conduct interviews to obtain additional information on the facilities and their operations, including general maintenance procedures and repair practices and environmental management;
- conduct interviews with facility staff including the on-site Manager or Nurse-In-Charge, to gain information on the suitability of the working environment, the condition and history of the site and facility buildings, environmental management and operational procedures;
- review the checklists, records collected and field notes. If required, obtain additional pertinent records and information, prior to leaving the site;
- conduct a closing meeting with the on-site manager; and,
- contact the Health Canada Project Authority immediately if there are any immediate, urgent concerns (please see the Decision-Making Matrix and Communication protocols within the Protocol (**Annex "2"**) particularly for issues of potential microbial contamination, asbestos issues or life safety concerns).

Note: The site visits should be conducted over a period of time no longer than two (2) days.

Additional Contacts and Information Requests

- collect additional records or information from public, on-site, community or regional information sources to obtain additional records and/or knowledge of the community's civic infrastructure (i.e. wastewater treatment disposal operations, potable water source and treatment processes, solid waste disposal site location, etc.) as required and as indicated by review and analysis of the information obtained.

Review and Analysis

- rate the condition of the facility's various components. Identify, prioritize and develop cost to cure estimates to remediate any identified defects;
- conduct a regulatory review and compliance/conformity assessment to document the environmental context of the facility and the environmental aspects that must be managed in order to meet expected standards for resource conservation and pollution prevention, and in order to demonstrate due diligence in regulatory and policy compliance and good practice. Include references to the applicable sections of the criteria requirements;
- identify operational, systematic and or/structural cause-and-effect relationships between the performance of the building and the environmental and health and safety management of the facility. Describe the conditions where environmental conditions impact health and safety conditions or building components or vice-versa. Identify, prioritize and develop cost to cure estimate to remediate any identified defects;
- formulate recommendations, or use referenced common specific recommendations for improving the environmental performance of the facilities and their operations to address existing and potential adverse conditions, regulatory and policy non-compliance or for potential enhancements of environmental conditions; and,
- for each facility, complete a summary of recommendations table which will appear in the executive summary section of the report. An MS Excel version of this table is also required; the template will be provided to the successful bidder.

2.2 Specifications and Standards

The following standards apply:

Canadian Standards Association (CSA): Standards for ECAs and ASTM International (ASTM): Standards for FCAs.

2.3 Technical, Operational and Organizational Environment

The Health Canada Project Authority will act as a point of contact for all correspondence between Health Canada and the Consultant.

2.4 Method and Source of Acceptance

Acceptability of the work will be determined by the Health Canada Project Authority, based on the following criteria:

- electronic copies of IFA reports should be in MS Word and .JPG format. Final reports can also be in Adobe .PDF format;
- electronic copies of completed IFA summary tables should be in MS Excel format.

The Health Canada Project Authority shall have the right to reject any deliverables that are not considered satisfactory, or require correction before payments will be authorized at no extra cost.

2.5 Reporting Requirements

In addition to section 2.1, the consultant shall:

- provide bi-weekly progress reports by email to the Health Canada Project Authority;
- upon completion of all on-site work, participate via teleconference in on close-out meeting with the Health Canada Project Authority.
- provide one copy of the preliminary draft report (Integrated Facility Audit report) in electronic form for review by the Health Canada review committee;
- once the preliminary draft report is reviewed and accepted by the Health Canada Project Authority, provide one copy of the draft report for each audited facility for review by the Health Canada review committee. The draft report must be in an editable electronic form, following the format of the IFA report template (**Annex "3"**) and should be provided to the Health Canada Project Authority by email, or be accessible by the Health Canada Project Authority via FTP site;
- following incorporation of the comments provided by the Health Canada review committee, the Consultant must electronically provide the final report, together with all records, to the Health Canada Project Authority;
- in the Alberta, Saskatchewan, Manitoba, Ontario and Atlantic regions, an electronic copy of the final report for each site is required in both MS Word and PDF format. The final report is to be written in English. In addition to the final report for each site, the consultant should provide, in logical file structure, the integrated facility audit summary table, all site photographs and other pertinent documents and records;
- in the Quebec region, separate electronic English and French copies of the final reports are required for each site. These electronic copies are required in both MS Word and PDF format. In addition to the final report for each site, the consultant should provide, in logical file structure, the integrated facility audit summary table, all site photographs and other pertinent documents and records

NOTE: No paper copies of final reports are required.

2.6 Contractor Project Management Control Procedures

Information, data, photos, drawings, inventories, records and observations gathered as part of this project shall be treated as confidential and shall be made available only to the Health Canada individual identified in the RFP as the Departmental Representative or Project Authority. Refer any queries regarding this project from the public, news media or other to the Health Canada Departmental Representative or Project Authority. Those persons whom are to be contacted for interview or other reasons must be approved by the Health Canada Project Authority prior to the interviews taking place.

The Health Canada individual identified in the RFP as the Departmental Representative or Project Authority shall:

- meet with the successful bidder prior to the initiation of the Integrated Facility Audits;
- ensure progress reports are submitted on time and of acceptable quality; and,
- be involved in reviewing and approving all reports (preliminary draft, draft and final).

2.7 Change Management Procedures

No amendment of the contract nor waiver of any of the terms and provisions shall be deemed valid unless effected by a written amendment. If additional work is necessary due to a change in requirements, the Consultant will notify the Health Canada Departmental Representative or Project Authority in writing immediately by e-mail or fax. No work shall be undertaken which is additional or supplemental to or in

substitution of the work specified or the agreed upon budget, unless approved in advance.

2.8 Ownership of Intellectual Property

Not applicable.

3.0 Other Terms and Conditions of the SOW

3.1 Authorities

The Assistant Deputy Minister of FNIHB Regional Operations will be exercising the role of the Departmental Representative and the Contracting Authority. The Health Canada Project Authority will be the Manager of the Health Facilities and Capital Program and will oversee day to day operations, as well as address Administration and Invoicing questions.

3.2 Health Canada's Obligations

Health Canada will provide access to the health facilities identified in **Annex "1"**. Note that access will be provided during the regular business hours of the facilities. It should be assumed that weekend and off-hour access will not be provided.

Health Canada will also provide the successful bidder electronic versions of available previous reports on each site, such as environmental, facility condition and other inspection reports that may have been undertaken.

3.3 Contractor's Obligations

In addition to sections 2.1 and 2.5, the Consultant shall:

- be responsible for ensuring the health and safety of all its employees, sub-Consultants and others at the site in accordance with the applicable Occupational Health and Safety Act. Local on-site contacts will provide a general Health and Safety briefing to the Consultant if requested prior to conducting the site inspection;
- ensure that the appropriate personnel has sufficient training/certification to safely enter confined spaces should the need arise;
- ensure that identities of Clients and staff of the facility are to remain confidential. Occupants should not be photographed in a way that they can be identified, nor should specific information that can identify an individual be included in the report;
- ensure that private residential spaces of individuals must not be compromised. Direction should be sought from on-site staff if a private space must be entered;
- address any deficiencies noted in this statement of work and/or resolve other items that require clarification prior to the submission of the proposal. All communications relating to this RFP must be directed to the Health Canada contracting officer identified in this RFP; and,
- any threats to budget or schedule must be identified and communicated to the Health Canada Project Authority, as soon as they arise. Corrective action, if required will be discussed between the Health Canada Project Authority and the Consultant.

3.4 Location of Work, Work Site and Delivery Point

Any contract resulting from this RFP will be interpreted and governed by the laws of the

Province in which the health facilities are located. For site locations, refer to **Annex "1"**.

Due to existing workload and deadlines, all personnel assigned to any contract resulting from this RFP must be ready to work in close and frequent contact with the Departmental Representative and other departmental personnel. Consultant(s) will need to be available for meetings and teleconferences relating to the project.

3.5 Language of Work

Work will be conducted in English and French. In Quebec, the on-site team must include at least one (1) bilingual (English and French) resource, so that discussions and interviews can be conducted in the respondent's language of preference. Meetings with representatives from Quebec will be conducted in **French**. All work in the other provinces will be conducted in English. Refer to Section 2.5 for additional information regarding reporting requirements.

3.6 Special Requirements

Not applicable.

3.7 Security Requirements

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid **Designated Organization Screening (DOS),** issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

2. The Contractor/Offeror personnel requiring access to sensitive work site(s) must **EACH** hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.

3. Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.

Please note that proof of security clearance must be included with the proposal.

3.8 Insurance Requirements

It is the sole responsibility of the Consultant to decide whether or not any insurance coverage is necessary for its own protection or to fulfill its obligations under the contract and to ensure compliance with required federal, provincial or municipal law. Any such insurance shall be initiated and maintained by the Consultant at its own expense.

Any insurance secured is to the benefit and protection of the Consultant and shall not be deemed to release or diminish its liability in any manner including as may be referenced elsewhere by the provisions of this Contract.

The bidder must provide a copy of their valid **Errors & Omissions** Liability Insurance coverage.

3.9 Travel and Living Expenses

It is expected that there will be travel involved in conducting the work. The contractor will be expected to arrange travel (including accommodations) to the **24** sites identified in **Annex "1"**.

Note: Each site visit should be carried out over a period of time no longer than two (2) days.

Travel costs must be provided in the cost proposal, and based on no longer than a two (2) day visit to each of the 24 listed sites. This will be evaluated along with all other proposed costs, as part of the financial evaluation of bids.

Canada will not accept any travel and living expenses for:

- work performed within the same city as the contractors' location; and,
- any relocation of resources required to satisfy the terms of the Contract.

These expenses are included in all the inclusive fixed per diem rates specified in subsection 9.1.1 below.

The contractor will be expected to complete and submit travel expense claims, with necessary supporting documentation (e.g. original receipts) as soon as possible after the completion of travel.

The Contractor will be reimbursed for the authorized travel and living expenses reasonably and properly incurred in the performance of the work, at cost, without any allowance for overhead profit, in accordance with the meal, private vehicle and incidental expense allowances specified in the Treasury Board Travel Directive (http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/TBM_113/menu-travel-voyage-eng.asp), and with the other provisions of the directive referring to the "travelers" rather than those referring to "employees". All travel must have the prior authorization of the Health Canada Project Authority.

4.0 Project Schedule

4.1 Expected Start and Completion Dates

The services of the Contractor will be required for a period of approximately **7 months** upon contract award. On-site work must be completed by **December 13, 2013.** The expected completion date of this project is **March 31st, 2014**. Included in this RFP is an option to renew the Contracts for a total two (2) year options. The two (2) year optional periods may be exercised at Health Canada's discretion with a completion date of March 31, 2016.

4.2 Schedule and Estimated Level of Effort (Work Breakdown Structure)

Not applicable.

5.0 Required Resources or Types of Roles to be Performed

Not applicable.

6.0 Applicable Documents and Glossary

6.1 Applicable Documents

Annex "1"	**Map of Health Canada Funded Health Facilities and Facility Information Table**
Annex "2"	**The Protocol for Conducting Integrated Facility Audits at Health Canada Funded First Nations Health Facilities**
Annex "3"	**The Report Template**

6.2 Relevant Terms, Acronyms and Glossaries

File Transfer Protocol	(FTP)
First Nations and Inuit Health Branch	(FNIHB)
Health Facilities and Capital Program	(HFCP)
Request for Proposal	(RFP)
Statement of Work	(SOW)
Integrated Facility Audit	(IFA)

PART II PROPOSAL REQUIREMENTS

7.0 Administrative Instructions for Completion of the RFP

7.0 Administrative Information

7.1 General Information

7.1.1 Components, Language and Number of Copies

You are invited to submit written copies in either official language (English or French) of both the Technical and Cost Proposals. The RFP Reference Number and the name of the Departmental Representative must be marked on all documents, binders and respective envelopes. Your proposal must be structured in the following manner:

- **one (1)** covering letter, signed by an authorized representative of your firm;
- **four (4)** copies of the Technical Proposal; and
- **one (1)** copies of the Cost/Price Proposal, contained in a *separate sealed envelope*.
- **one (1)** electronic copy (on USB or CD) of the technical and financial proposal.

7.1.2 Bid Validity Period

Please refer to Section 16.0 Certifications.

7.1.3 No Payment for Pre-Contract Costs

No payment will be made for costs incurred in the preparation and submission of a proposal in response to this RFP. No costs incurred before receipt of a signed contract or specified written authorization from the Departmental Representative can be charged to the proposed contract.

7.2 Delivery Instructions for Bid / Proposal

Bid submission envelopes are to be returned to the following address:

Health Canada Bid Receiving Unit
Federal Records Centre Building,
161 Goldenrod Driveway (Loading Dock),
Ottawa, Ontario K1A 0K9
Attention: Rui Ormonde
RFP Reference Number: 1000150249
Hours of Operation: 07h30 to 16h30 (EST)

All bids must be time stamped at the Bid Receiving Unit. Each bid submission envelope must include

- the RFP reference number and
- the name of the responsible Departmental Representative

The onus for submitting bids on time at the specified location rests with the bidder. It is the responsibility of the bidder to ensure correct and timely delivery of the entire bid to the Crown, including all required information and proposal pages.

7.3 Non-Acceptance of Proposal by Facsimile or Electronic Means

Proposals sent by fax, telex, e-mail and telegraphic means will **not** be accepted.

7.4 Closing Date and Time

All proposals must be received at the specified location by Thursday August 22nd, 2013 at 14:00 (EDT). Proposals received after this time will be returned unopened.

7.5 Time Extension to Closing Date

Requests for a time extension to the closing date will not be considered.

7.6 Non-Compliance / Unacceptable Proposals

Failure to meet any of mandatory requirements of this RFP, and the minimum score in the point-rated requirements will result in your proposal being declared non-compliant.

Proposals received after the proposal closing time will not be considered and will be returned unopened to the bidder. Further, for any proposals which are found to be non-compliant, the financial part of the bid or proposal will be returned unopened with a letter from Health Canada indicating that the bid/proposal was non-compliant.

7.7 Bidders Conference / Site Visits (not mandatory)

N/A

7.8 Announcement of Successful Contractor

The name of the successful bidder will be announced on Buy and Sell only upon contract award and sign-off.

7.9 Rights of the Crown

The Crown reserves the right to:

- reject any or all proposals received in response to this RFP;
- accept any proposal in whole or in part; and
- cancel and/or re-issue this requirement at any time.

7.10 Agreement

The successful bidder for this requirement will be expected to enter into agreement with Health Canada as per departmental contract terms and conditions.

7.11 Employment Equity

The Federal Contractors Program for Employment Equity requires that some organizations bidding for federal government contracts make a formal commitment to implement employment equity, as a pre-condition to the validation of their bids. All bidders must check the applicable box(es) below. **Failure to do so may render the bid non-responsive.**

Program requirements do not apply for the following reason(s):

( ) bid is less than $200,000;

( ) this organization has fewer than 100 permanent part-time and/or full time employees across Canada;

( ) this organization is a federally regulated employer;

or, program requirements do apply:

( ) copy of signed Certificate of Commitment is enclosed; or

( ) Certificate number is _____

NOTE: *The Federal Contractors Program for Employment Equity applies to Canadian-based bidders only. The Certificate of Commitment criteria and other information about the Federal Contractors Program for Employment Equity are available in the PWGSC Standard Acquisition Clauses and Conditions (SACC) Manual, Section 2, and on the Government Electronic Tendering Service.*

7.12 Procurement Business Number (PBN)

Public Works and Government Services Canada (PWGSC) has adopted the Procurement Business Number (PBN) for all its purchasing databases, and now requires that its suppliers have one for each of their offices that may be awarded contracts. Register with Contracts Canada's Supplier Registration Information (SRI) service to obtain your PBN. As an existing or potential supplier to the Department, you must obtain a PBN to avoid possible delays of any contract award. It is Health Canada’s intention to use this sourcing system for all its procurements of goods and services to which the trade agreements do not apply.

SRI is a database of suppliers who have registered to do business with the Government of Canada. The PBN is created using your Canada Customs and Revenue Agency Business Number to uniquely identify a branch, division or office of your company. Unlike many existing departmental vendor databases, your information in SRI is accessible to all federal government buyers. SRI can help to open up new opportunities with the federal government for requirements not posted on the electronic tendering service, MERX™.

Visit the Contracts Canada Internet site at http://contractscanada.gc.ca/en/busin-e.htm for information and registration procedures. Alternatively, you may contact a Supplier Registration Agent at: 1-800-811-1148 or, in the National Capital Region, at 956-3440.

7.13 Order of Precedence

In the case of any dispute which may arise during the period which may be covered by any ensuing contract, the following documents will be considered in order of precedence in terms of importance in resolving any disputes between the parties:

- The Health Canada Contract;
- Any changes to the terms and conditions contained herein which have been approved by General Counsel for Health Canada;
- The Statement of Work in this RFP; and
- The terms identified in this RFP.

8.0 Technical Proposal

8.1 General Information

Your technical proposal must address all the requirements of the SOW and demonstrate that you are capable of meeting all obligations of the contractor specified in the same.

Your technical proposal must meet **all Mandatory Requirements** listed in Section 12.0, as well as the **minimum score identified for the Point Rated Requirements** in Section 13.0.

Furthermore, your technical proposal should include the following:

8.2 Understanding of the Requirements

A brief statement that demonstrates that the contractor understands the requirements of the SOW, including the objectives, scope of work and deliverables.

8.3 Approach and Methodology:

8.3.1 General Approach

A description of the overall approach and strategy to this project.

8.3.2 Methodology

Identify methodologies and techniques to be used, including identifying any proprietary information which is proposed to be used in the program.

8.3.3 Work Plan / Project Schedule

Break down the work by task - show phases, planned start, completion dates and the estimated level of effort (i.e. person days) needed to complete the task. The work plan may include a matrix and/or time line charts. A project schedule structured in weeks, reflecting milestones and deliverables, should be included.

8.3.4 Performance and Quality Control

Specify how you propose to deal with the performance and quality assurance of the work provided by your organization to the Crown. Include information about quality control methods and reporting mechanisms.

8.4 Proposed Team

8.4.1 Personnel

Identify the proposed personnel, including **Project Manager**, who will be assigned to this contract, describe the role they will be performing, including the amount of direct time dedicated to the project by principals and/or senior personnel, and explain why they are well suited for the work, referring to their qualifications, certifications, education and experience.

If applicable, include a list of proposed sub-contractors, with reference to their capabilities, experience and degree of involvement in the work.

The bidder must certify in the technical proposal that the information provided in all the personnel résumés has been verified to be true and accurate. In addition, for every resource proposed by the bidder who is not an employee of the firm, the actual resource must certify that they are aware that they are being bid as part of the bid/ proposal and state their relationship with the firm.

8.4.2 Contingency Plan

If the contract cannot be completed by the assigned personnel, the following

individual(s) will complete the work.

8.5 Contractor Profile

8.5.1 Organization

Provide background information about your company, including its legal name and the province in which the company is incorporated.

8.5.2 Relevant Work Experience

Describe your company's capacity and experience in this field.

8.5.3 References

The bidder must submit two (2) written letters of support from organizations /firms for whom they have previously provided audit services related to environmental compliance or occupational health and safety (1 letter) and facility condition (1 letter), at civic and/or residential facilities.

Letters of support shall be included in the Technical Proposal as they will be used to verify compliance with the mandatory and point rated criteria.

8.6 Résumés of Personnel

Attach résumés of proposed personnel.

9.0 Cost Proposal

9.1 General Information

The Cost Proposal must contain a detailed breakdown of the **total quoted price**, by phase, or by major tasks, or both. If bidding on both east and west portions of the work, please submit a cost breakdown for each portion. Failure to do so could result in disqualification The Cost Proposal should address each of the following, if applicable:

9.1.1 *Per Diem*

For each individual and/or labour category to be employed on the project, including subcontractors, indicate the proposed time rate and the estimated time requirement. Although detailed support for the rates is not requested at this time, you should be prepared to substantiate the proposed rates.

9.1.2 Travel

See Section 3.9 above

9.1.3 Other Expenses

List any other expenses which may be applicable, giving an estimated cost for each (e.g. long distance communications, reproduction, shipping, equipment, rentals, materials, etc.).

9.1.4 Goods and Services Tax / Harmonized Sales Tax

Various items in your cost proposal may be subject to GST / HST or custom duties, and this charge must be included in the cost estimates where applicable.

9.2 Price Justification

The Bidder must provide, on Canada's request, one or more of the following price justification:

- a current published price list indicating the percentage discount available to Canada; or
- a copy of paid invoices for the like quality and quantity of the goods, services or both sold to other customers; or
- a price breakdown showing the cost of direct labour, direct materials, purchased items, engineering and plant overheads, general and administrative overhead, transportation, etc., and profit; or
- price or rate certifications; or
- any other supporting documentation as requested by Canada.

10.0 Enquiries

All enquiries or issues concerning this procurement must be submitted **in writing only** to the Departmental Representative named on the front cover page of this RFP document **not later than seven (7) calendar days prior to the bid closing date.**

To ensure consistency and quality of information to Bidders, the Departmental Representative will provide, simultaneously to all bidders to which this solicitation has been sent,

- any information with respect to significant enquiries received, and
- the replies to such enquiries without revealing their sources,

provided that such enquiries are received no less than seven (7) calendar days prior to the bid closing date.

All enquiries and other communications with government officials throughout the solicitation and evaluation period are to be directed **only** to the Departmental Representative named on the front cover page of this RFP document. **Non compliance with this condition during the bid solicitation and evaluation period may be sufficient reason for bid disqualification.**

PART III BID SELECTION PROCESS

11.0 Introduction

N/A

12.0 Mandatory Requirements

12.1 Method of Evaluation

Mandatory requirements are evaluated on a simple pass or fail basis. Bidders must meet **all** the mandatory requirements described below to be considered further and evaluated for the point-rated requirements. Failure by bidders to meet any of the mandatory requirements will render the bidder's proposal **non-compliant**.

12.2 Mandatory Requirements

Attention Bidders: Write beside each of the criteria the relevant page number(s) from your proposal which addresses the requirement identified in the criteria.			
Criteria	**Page #**	**Pass**	**Fail**
M1. The bidder must possess a minimum of three (3) years experience (within the last 5 years) and provide a minimum of one (1)* example which demonstrates experience and expertise in environmental or Occupational Health and Safety compliance auditing. As part of this requirement, the bidder must also provide a minimum of one (1)* example which demonstrates experience and expertise in all the following areas: • building occupant and staff safety; • indoor air quality issues, including microbial contamination; and, • asbestos identification.			
M2. The bidder must possess a minimum of three (3) years experience (within the last 5 years) and provide a minimum of one (1)* example which demonstrates experience and expertise in facility condition assessment/auditing. As part of this requirement, the bidder must also provide a minimum of one (1) *example which demonstrates experience and expertise in all the following areas: • investigation and assessment of mechanical systems including, but not limited to: heating, ventilation and air conditioning (HVAC) systems, plumbing and fuel tanks; • investigation and assessment of electrical systems; and, • investigation and assessment of structural/building envelope components.			
M3. The bidder must identify the lead auditor who will conduct the site visits and provide a copy of their valid lead auditor certification, as granted by an accredited certification body. The lead auditor must possess recent experience (within the last 2 years) and provide a minimum of one (1) * example which demonstrates experience and expertise leading environmental/occupational health and safety OR facility condition assessment/auditing.			
M4. The bidder must possess recent experience (within the last 2 years) and provide a minimum of one (1) * example which demonstrates experience and expertise conducting interviews as part of an auditing process.			
M5. At least one (1) proposed personnel who will be responsible for conducting the on-site interviews, as well as any meetings with the Quebec region must be bilingual as demonstrated by: • having experience in at least one project where the proposed personnel was required to work in English and French in the past two years.			

The bidder must state where, when and how the experience was obtained and specifically describe the work performed in each language. Responsibility for overseeing the work of others, in French, will not be considered compliant. Refer to section 3.5 of the RFP. * This is only a mandatory requirement if the bidder is bidding on the eastern portion of the campaign or the entire campaign (i.e. both east and west).			
M6. The bidder must submit two (2) written letters of support from organizations/firms for whom they have previously provided audit services related to environmental compliance or occupational health and safety audits (1 letter) and facility condition assessments/ audits(1 letter) at civic and/or residential facilities.			
M7. The bidder must provide a copy of their valid Errors & Omissions Liability Insurance coverage.			
M8. All personnel requiring access to the work sites (i.e. health facilities and associated buildings) must each hold a **valid reliability status**, granted or approved by CISD/PWGSC. This includes all proposed back-up personnel or sub-contractors who require access to the work sites. The Contractor must, also, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC). Proof of security clearance must be included with the proposal.			
M9. As per section 16.0 - Certifications of the RFP, the bidder must submit the following signed certifications with the technical proposal: • Compliance with Terms and Conditions; • Education and Experience; • Availability of Personnel and Facility; and, • Bid Validity Period.			

***An example (see M1-M4) must be provided in the form of a summary of the relevant professional experience that is a maximum of one page.**

13.0 Point-rated Requirements

13.1 Method of Evaluation

A proposal with a score less than **70% (70 out of 100 points) overall** in the point-rated requirements be considered **non-compliant**, and eliminated from the competition.

13.2 Point Rated Requirements

Attention Bidders: Write beside each of the criteria the relevant page number(s) from your proposal which addresses the requirement identified in the criteria.			
Criteria	**Page #**	**Points allocated for the criteria**	**Score**
R1. Understanding of Scope and Objectives The Bidder must include a short introduction (5 page maximum) with an overview of the need for the project, the objectives of the proposed work, the reasons for carrying it out as proposed and the benefits to be derived. Emphasis will be placed on each of the following elements: • clear understanding of the integrated facility audit campaign at Health Canada funded health facilities; • the scope and the intended purpose of the integrated facility audit campaign; • knowledge and understanding of the context of health facilities and Health Canada's role on-reserve; and, • knowledge and understanding of the expected deliverables. *Up to four (4) points will be allotted for each element for up to a maximum of four (4) elements not exceeding a maximum of sixteen (16) points.* *4 = Excellent Overview - highly detailed, comprehensive, accurate and relevant;* *3 = Thorough Overview - reasonably detailed, generally accurate but has some weaknesses;* *2 = Adequate Overview - lacking in detail, some inaccuracies and minor deficiencies;* *1 = Poor Overview - lacking in detail, rife with inaccuracies, and major deficiencies;* *0 = Information is incomplete or inaccurate.*		**16**	

R2. Approach and Methodology Explain the overall approach and methodology to carry out all aspects of the integrated facility audits. Emphasis will be placed on each of the following elements: • the approach that will be taken to gather background and context information; • the approach that will be taken to organize the integrated facility audit on-site visits; • approach to ensure environmental, facility and health and safety components are integrated and that audit recommendations will address identified issues in a holistic manner; • approach that will be taken to investigate and assess building systems (see section 6.2 of the Report Template, which includes a checklist, and the Protocol, for full extent of this scope) • the approach and steps that will be taken to ensure that site visits are completed in a timely fashion; • the approach to ensure that all reporting deliverables are completed and on time and contain all required information; and, • the approach to address the cultural diversity of First Nation communities. *Up to four (4) points will be allotted for each element up to a maximum of seven (7) elements not exceeding a maximum of twenty-four (28) points.* *4 = Excellent - highly detailed, comprehensive, relevant and feasible;* *3 = Thorough - reasonably detailed, generally accurate but has some minor weaknesses;* *2 = Average - lacking in appropriate detail, relevancy is intermittent and weaknesses are apparent;* *1 = Poor - information provided for the element is incomplete, irrelevant and/or unfeasible;* *0 = No information provided.*		**28**	

R3. Workplan The Bidder shall submit a workplan in the form of a table which should indicate milestones, deliverables and other relevant dates. Emphasis will be placed on each of the following elements: • specific steps (milestones) to be performed and the order in which they are to be performed; • the time frame, in weeks, for completion of each milestone; • the role, responsibility and estimated level of effort (number of person days) of the proposed personnel in each step; • deliverables; and, • all key points at which the approval of the Project Authority will be sought. *Up to three (3) points will be allotted for each element for up to a maximum of five (5) elements not exceeding a maximum of fifteen (15) points.* *3 = Information provided is highly detailed, comprehensive, relevant and feasible;* *2 = Information provided is somewhat detailed, incomplete, and may not be completely relevant or feasible;* *1 = Information provided is incomplete, irrelevant and/or not feasible;* *0 = No information provided.*		**15**	

R4. Key Personnel Capability - relevant experience, qualifications and competence proven by similar and/or related work The bidder must provide a table that outlines the personnel to be assigned to the project. The table must clearly identify each individuals' roles and responsibilities within the project and provide a summary of their qualifications and experience and must clearly demonstrate that the proposed project team(s) meet all of the mandatory requirements **M1, M2, M3, M4, M5 and M9.** If multiple teams will be conducting on-site work, the assignment of team members must be specified. Within the table, clearly identify the **Project Manager and Lead Auditor**, who will be assigned to the project, and explain why they are well suited for the work, referring to their qualifications, certification, education and experience. Alternate team members must also be identified in the table. Note that alternates must demonstrate at minimum the same levels of experience and qualifications as the original team members. *Up to fourteen (14) points will be awarded for this table.* *14 = Table in thoroughly detailed, and clearly outlines team members' roles, responsibilities, qualifications and experience. Project team(s) meet(s) all mandatory requirements;* *12 = Table clearly outlines most key information, team members' roles responsibilities, qualifications and experience. Project team(s) meet all mandatory requirements;* *10 = Table outlines team members' roles, responsibilities, qualifications and experience with some key information missing. Project team(s) meet all mandatory requirements;* *8 = Table does not clearly outline team members' roles, responsibilities, qualifications and experience; Project team(s) meet 5 of the mandatory requirements;* *6 = Table provides a minimal level of detail, and only partially outlines team members' roles, responsibilities, qualifications and experience. Project team(s) meet 4 of the mandatory requirement;4 = Table provides a minimal level of detail and fails to clearly outline team members' roles, responsibilities, qualifications and experience Project team(s) meet 3 or less mandatory requirements;* *2 = Table provides an insufficient amount of information, team members' roles, responsibilities, qualifications and experience is unclear. Project team(s) meet 3 or less mandatory requirements;* *0 = No information has been provided. Project team(s) meet 3 or less mandatory requirements.* *Up to two (2) points will be awarded for providing CV's* *2 = All CV's provided;* *1 = Some CV's provided;* *0 = No CV's provided.*		**16**	

R5. Previous Work The Bidder must demonstrate that they have successfully completed integrated and/or concurrent audits of environmental compliance, occupational health and safety and facility condition at civic and/or residential facilities located in isolated and/or remote sites. The Bidder must also demonstrate that they have conducted work on a First Nations Reserve (or with First Nations) and that they have conducted work as a result of a Federal Government contract. This should be demonstrated through project description examples not to exceed one page in length with a maximum of 4 examples. If more than 4 examples are provided, only the first 4 will be considered. *Up to six (6) points will be allotted for the example(s) of similar work based on the quality of the examples provided.* *6 = All work experience elements(audits of environmental compliance, occupational health and safety and facility condition) demonstrated in projects of similar scope, scale and location;* *4 = All work experience elements (audits of environmental compliance, occupational health and safety and facility condition) demonstrated in projects of similar scope and scale;* *2 = At least two (2) of environmental compliance, occupational health and safety and facility condition work experience elements demonstrated in projects of similar scope and/or scale;* *0 = Work experience elements not demonstrated in projects of similar scope or scale.* *Up to three (3) points will be allotted for providing an example of work on a First Nations Reserve or with First nations and for work conducted as a result of a Federal Government contract.* *3 = Examples of both work completed on a First Nations Reserve (or with First Nations) and work conducted as a result of a Federal Government contract;* *1.5 = Only one example (of either work completed on a First Nations Reserve (or with First Nations) **OR** work conducted as a result of a Federal Government contract) provided;* *0 = No examples of work on a First Nations Reserve (or with First Nations) or as a result of a Federal Government contract.*		**9**	

R6. Quality Control The bidder should state any potential challenges to the project that could be anticipated and explain how these challenges could be addressed. In addition, the proposal must address the following requirements for quality control: • identify how the Bidder proposes to control the management and quality of the project; • identify the system the Bidder will use to control costs and labour; • identify the project manager who will be responsible for the overall control of the project; and, • describe the Bidder's approach for reporting progress to the Health Canada Project Authority. *Up to four (4) points will be allotted for each element for up to a maximum of four (4) elements not exceeding a maximum of sixteen (16) points.* *4 = Excellent - the element is highly detailed and comprehensive;* *3 = Good - the element is clearly outlined and generally relevant;* *2 = Adequate - the element is not entirely defined, lacking in detail and relevancy;* *1 = Poor - information provided for the element is incomplete and/or irrelevant;* *0 = No information is provided.*		**16**	
TOTAL		**100**	

***Minimum required 70% (70 out of 100)**

14.0 BASIS OF AWARDING CONTRACT

Highest Compliant Combined Rating of Technical Merit and Cost:

It is understood by the parties submitting proposals that, to qualify, bidders **must** meet all mandatory requirements as well as the minimum score identified for the point-rated criteria. The contract will be awarded based on a determination of best value taking into account both the technical merit of the proposals and the cost. To arrive at an overall score achieved by a firm, a weighting has been established whereby technical merit will be valued at **70%** of the bid and price at **30%.**

For the purpose of ranking all technically acceptable proposals, the following ratio will factor the technical and the cost component to establish a total percentage score:

Technical: 70%
Cost: 30%

Technical Score = $\frac{\text{Total Points}}{100}$ **x** 70%

Cost Score = $\frac{\text{Lowest Compliant Bid Cost}}{\text{Bidder's Cost}}$ **x** 30%

Total Score = Technical Score + Cost Score

The contract(s) will be recommended to **the bid achieving the highest total score** for each portion (east, west). If a single bidder is successful for both east and west, a single contract will be awarded for the entire requirement.

15.0 DEBRIEFING

A debriefing will be provided, on request, only following entry by Health Canada into a contractual arrangement with the successful Bidder. Should a Bidder desire a debriefing, the Bidder must contact the name identified on the front cover of the RFP **no later than 30 days** after being notified of an unsuccessful bid. The debriefing will include an outline of the reasons the submission was not successful making reference to the evaluation criteria. The confidentiality of information relating to other submissions will be protected.

16.0 CERTIFICATIONS

Compliance with Terms and Conditions

The Bidder by signing below hereby certifies that it has read the RFP in its entirety, including the Statement of Work, and signifies compliance with and acceptance of all the articles, clauses, terms and conditions contained or referenced in this RFP document.

Signature of Authorized Representative of the bidder	**Date**

Certification of Education and Experience

To be considered responsive, the proposals must contain the following certification:

"The Bidder hereby certifies that all statements made with respect to education and experience are true and that any person proposed by the Bidder to perform the work or part of the work is either an employee of the Bidder or under a written agreement to provide services to the Bidder."

The Crown reserves the right to verify the above certification and to declare the bid non-responsive for any of the following reasons:

a) unverifiable or untrue statement;
b) unavailability of any person proposed on whose statement of education and experience the Crown relied to evaluate the offer and award the Contract.

Signature of Authorized Representative of the bidder	**Date**

Certification of Availability and Status of Personnel

Availability of Personnel and Facility

The Bidder certifies that, should it be authorized to provide services under any Contract resulting from this solicitation, the persons and facility proposed in its offer will be available to commence performance of the work within a reasonable time from Contract award, of within the time specified herein and will remain available to perform the work in relation to the fulfilment of this requirement.

Signature of Authorized Representative of the bidder	**Date**

Bid Validity Period:

Certify below that all pricing identified in the bid/ proposal will be valid for a period of not less than ninety (90) days from the closing date of the RFP.

Signature of Authorized Representative of the bidder	**Date**