

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
**Bid Receiving - PWGSC / Réception des soumissions -**  
**TPSGC**  
**Place du Portage, Phase III**  
**Core OA1\noyau OA1**  
**11 Laurier St.\11, rue Laurier**  
**Gatineau, Québec K1A 0S5**  
**Bid Fax: (613) 997-9776**

**SOLICITATION AMENDMENT**  
**MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

**Comments - Commentaires**

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du**  
**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**  
Health Services Project Division (XF)/Division des  
projets de services de santé (XF)  
Place du Portage, Phase III, 12C1  
11 Laurier St./11 rue, Laurier  
Gatineau  
Gatineau  
K1A 0S5

<b>Title - Sujet</b> NURSING DIRECT SERVICES	
<b>Solicitation No. - N° de l'invitation</b> HT360-123541/B	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> HT360-123541	<b>Date</b> 2013-07-19
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XF-010-26243	
<b>File No. - N° de dossier</b> 010xf.HT360-123541	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2013-07-29</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Benabdallah, Hana	<b>Buyer Id - Id de l'acheteur</b> 010xf
<b>Telephone No. - N° de téléphone</b> (819) 956-3333 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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**This amendment is raised to answer the industry's questions, change the closing date for the Letter of Interest (LOI) and make some changes to the draft Bid Solicitation, attached to the LOI document.**

**Questions and answers:**

**Question 1:**

I would like to request an extension of solicitation no. HT360-123541/B (RFI regarding the Procurement process for Nursing Services for Remote and Isolated First Nations Communities for Health Canada) to August 16, 2013. The extension will allow us and all potential proponents to thoroughly compile responses to the questions in the RFI.

**Response to Question 1:**

Health Canada has a very tight timeline for the completion of the procurement process that does not allow for an extension of the RFI response period beyond July 29, 2013. Hence the closing date of the RFI is extended from July 24, 2013 to July 29, 2013.

Please refer to Amendment 1 below for more details.

**Question 2:**

Would you be able to confirm the maximum scoring allotted to Question R1.2, and the minimum passing score. The maximum value in the scoring appears to be 27 points, yet the summary says the max. is 135 points (with a minimum pass of 88). If you can provide clarification we would appreciate it.

**Response to question 2:**

For R1.2 in Attachment 1 to Part 4 of the Bid Solicitation, the maximum score per year is 27 points and the total maximum points for five years is  $27 \times 5 = 135$  points. The minimum pass mark is 88 points for this criterion

**Question 3**

Would you be able to confirm the maximum scoring for Question R1.3, and the minimum passing score. The maximum value in the scoring appears to be 36 points and the summary indicates 180 points. Any clarification you can provide would be appreciated.

**Response to question 3**

For R1.3 in Attachment 1 to Part 4 of the Bid Solicitation, the maximum score per year is 36 points and the total maximum points for five years is  $36 \times 5 = 180$  points. The minimum pass mark is 108 points for this criterion.

**Question 4:**

We have a question about letter of interest HT360-123541/B:

Under item TC1.2 on page 24 of the 55-page French document, the Bidder is asked to "demonstrate its experience, within the last five (5) years, in providing at least 400,000 hours of nursing services per year."

Should TC1.2 instead read: "experience acquired within the last five (5) years in providing at least 400,000 hours of nursing services in the last five years"?

According to the document, businesses are not awarded any points if they have less than 400,000 hours per year of demonstrated experience. However, 400,000 hours per year, representing 146 nurses working full time for 365 days, seems excessive as a minimum number of hours required for an agency.

#### **Response to question 4:**

For RT1.2 and RT1.3 in Attachment 1 to Part 4, the hours of nursing services have been revised. Please refer to Amendment 2 below for more details.

#### **Question 5:**

Due to the challenge of identifying exactly all the changes that have been made in this large document, could you please provide a redline document which illustrates the changes from the previous draft of the RFP to the current version?

Or, if that is not possible, can you provide both documents unprotected to permit electronic document comparison of the 2 pdfs, or a Word version of the 2 documents?

#### **Response to question 5:**

The marked-up version of the draft Bid Solicitation, excluding annexes A, C, D, E and F will be made available to the industry as attachment. Also, the original version of Annex A - SOW as well as the current version will be provided to permit electronic document comparison. For the additional attachments, please refer to the Notice posted on Buyandsell.gc.ca.

#### **Amendments:**

##### **1. On page 1 of the LOI:**

##### **Delete:**

Solicitation Closes - L'invitation prend fin  
at - à 02:00 PM (Eastern Daylight Saving Time)  
on - le 2013-07-24

##### **and replace with:**

Solicitation No. - N° de l'invitation

HT360-123541/B

Amd. No. - N° de la modif.

001

Buyer ID - Id de l'acheteur

010xf

Client Ref. No. - N° de réf. du client

HT360-123541

File No. - N° du dossier

010xfHT360-123541

CCC No./N° CCC - FMS No/ N° VME

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Solicitation Closes - L'invitation prend fin  
at - à 02:00 PM (Eastern Daylight Saving Time)  
on - le 2013-07-29

- 2. Delete Attachment 1 to Part 4 - Technical and Financial Criteria** in its entirety and replace with the revised version attached to this amendment document.

**The contents of the LOI remain unchanged**

## ATTACHMENT 1 TO PART 4

### TECHNICAL AND FINANCIAL CRITERIA

#### 1.1 Technical Evaluation

##### 1.1.1 Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation identified in each mandatory technical criterion to support compliance with this requirement.

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

#### **Mandatory Technical Criteria (MT)**

**Evaluation of Joint Venture Bids:** For the purpose of mandatory technical criterion MT1 evaluation, Joint venture members cannot pool their experience to satisfy MT1. In order to meet this criterion (MT1), the Bidder must demonstrate that each member of the joint venture satisfies the requirement.

**Evaluation of experience:** For the purpose of mandatory technical criteria MT1 evaluation, the minimum two (2) years of experience required does not correspond to a period of continuous months but a period corresponding to a total of 24 months in which services were rendered, within the last ten (10) years of the Bid Solicitation closing date. Bidders are also advised that each month of experience listed for a client reference must consist of fifteen days or more in which services were rendered.

#### **The Bidder**

##### **Bidder's Experience**

<b>Number</b>	<b>Mandatory Technical Criterion</b>
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<b>MT1</b>	The Bidder must have a minimum of two (2) years experience, within the last ten (10) years of the Bid Solicitation closing date, providing and managing a workforce of health services providers including at least 20 different nurses per year.
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<b>Bid Preparation Instructions</b>
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To demonstrate its experience, the Bidder must provide at least the following information for each client reference for which the experience meets the requirements of evaluation criterion MT1: 1) Short description of the health services provided to the client; 2) The period of time over which the service was provided, in the following format: from (day/month/year) to (day/month/year);
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		<p>3) The number of nurses provided during the period mentioned in 2).</p> <p>4) The name of the client for whom the nursing services work was done as well as the name and one of the current e-mail address or telephone number of the delegated client's representative who would be able to confirm the information provided by the Bidder.</p> <p>Where the Contracting Authority determines that the Bidder has omitted to provide the delegated client's representative name and details as required or the contact person cannot be reached, the Contracting Authority will provide the Bidder with 24 hours to submit the required information.</p>
<b>Bidder's Profile</b>		
<b>Number</b>	<b>Mandatory Technical Criterion</b>	
<b>MT2</b>	<b>Aboriginal Businesses Only</b>  The following mandatory criterion applies only to those Bidders which are submitting an offer as an Aboriginal Business:  The Certification Set-aside for Aboriginal Business contained in Attachment 3 to Part 5, Certifications required with the bid, must be submitted with the Bidder's bid.	<b>Bid Preparation Instructions</b>  To meet criterion MT2, the Bidder must provide the certification Set-aside for Aboriginal Business as per the instructions in Part 5 of the Bid Solicitation, Certifications.

### 1.1.2 Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

Point Rated Technical Criteria (RT) and Scores		Required Minimum Number of Points	Maximum Number of Points
<b>RT1</b>	Bidder's Experience		
	RT1.1	81	135
	RT1.2	88	135
	RT1.3	108	180
<b>RT2</b>	Bidder's Approach and Methodology		
	RT2.1	140	200
	RT2.2	147	210
<b>RT3</b>	Bidder's Proposed Aboriginal Participation Component	70	
	RT3.1		70
	RT3.2		70
<b>OVERALL SCORE</b>		<b>700</b>	<b>1000</b>

### Point Rated Technical Criteria (RT)

**Evaluation of experience:** For the purpose of rated technical criteria RT1.1 evaluation, the period of demonstrated experience does not correspond to a period of continuous months but a period corresponding to a total of months in which services were rendered, within the last ten (10) years of the Bid Solicitation closing date.

For the purpose of mandatory technical criteria RT1.1 evaluation, Bidders are advised that each month of experience listed for a client reference must consist of fifteen days or more in which services were rendered.

#### THE BIDDER

#### RT1. BIDDER'S EXPERIENCE - Maximum: 450 points

Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)
RT1.1	The Bidder should demonstrate its experience, within the last ten (10) years of Bid Solicitation closing date, in providing and managing a workforce of health services providers including at least 20 different nurses per year.	To demonstrate its experience, the Bidder should provide at least the following information for each client reference for which the experience meets the requirements of evaluation criterion RT1.1: 1) Short description of the health services provided to the client;	Points will be awarded as follows for demonstrated experience that meets the requirements of criterion RT1.1:

		<p>2) The period of time over which the service was provided, in the following format: from (day/month/year) to (day/month/year);</p> <p>3) The number of nurses provided during the period mentioned in 2).</p> <p>4) The name of the client for whom the nursing services work was done as well as the name and one of the current e-mail address or telephone number of the delegated client's representative who would be able to confirm the information provided by the Bidder.</p> <p><u>Where the Contracting Authority determines that the Bidder has omitted to provide the delegated client's representative name and details as required or the contact person cannot be reached, the Contracting Authority will provide the Bidder with 24 hours to submit the required information.</u></p>	<p>0 to 24 months of demonstrated experience = 0 point</p> <p>25 to 48 months of demonstrated experience = 27 points</p> <p>49 to 72 months of demonstrated experience = 54 points</p> <p>73 to 96 months of demonstrated experience = 81 points</p> <p>97 to 120 months of demonstrated experience = 108 points</p> <p>Over 120 months of demonstrated experience = 135 points</p>
<b>RT1.2</b>	<p>The Bidder should demonstrate its experience, within the last five (5) years, in managing a workforce of health services providers and providing more than 40,000 hours of nursing services per year.</p>	<p>To demonstrate its experience, the Bidder should provide at least the following information for each client reference for which the experience meets the requirements of evaluation criterion RT1.2:</p> <p>1) Short description of the health services provided to the client;</p> <p>2) The period of time over which the service was provided, in the following format: from (day/month/year) to (day/month/year);</p> <p>3) The number of hours of nursing services provided during the period mentioned in 2).</p> <p>4) The name of the client for whom the nursing services work was done as well as the name and one of the current e-mail address or telephone number of the delegated</p>	<p><b>Maximum Points: 135</b> <b>Minimum Passmark : 81</b></p> <p>Points will be awarded as follows for demonstrated experience that meets the requirements of criterion RT1.2:</p> <p>0 to 40,000 hours of demonstrated experience = 0 point</p> <p>40,001 to 50,000 hours of demonstrated experience = 7 points</p> <p>50,001 to 60,000 hours of demonstrated experience = 12 points</p>



		<p>client's representative who would be able to confirm the information provided by the Bidder.</p> <p><u>Where the Contracting Authority determines that the Bidder has omitted to provide the delegated client's representative name and details as required or the contact person cannot be reached, the Contracting Authority will provide the Bidder with 24 hours to submit the required information.</u></p>	<p>60,001 to 70,000 hours of demonstrated experience = 17 points</p> <p>70,001 to 80,000 hours of demonstrated experience = 22 points</p> <p>Over 80,000 hours of demonstrated experience = 27 points</p> <p><b>Maximum Points: 135</b> <b>Minimum Passmark : 88</b></p>
<b>R1.3</b>	<p>The Bidder should demonstrate its experience in providing nursing services in remote and isolated communities in the past five (5) years.</p>	<p>To demonstrate its experience, the Bidder should provide at least the following information for each client reference for which the experience meets the requirements of evaluation criterion RT1.3:</p> <ol style="list-style-type: none"> <li>1) Short description of the nursing services provided to the client;</li> <li>2) The period of time over which the service was provided, in the following format: from (day/month/year) to (day/month/year);</li> <li>3) The number of hours of nursing services provided during the period mentioned in 2).</li> <li>4) The name of the client for whom the nursing services work was done as well as the name and one of the current e-mail address or telephone number of the delegated client's representative who would be able to confirm the information provided by the Bidder.</li> </ol> <p><u>Where the Contracting Authority determines that the Bidder has omitted to provide the delegated client's representative name and details as</u></p>	<p>Points will be awarded as follows for demonstrated experience that meets the requirements of criterion RT1.3:</p> <p>5,000 to 10,000 hours per year of demonstrated experience = 6 point</p> <p>10,001 to 20,000 hours per year of demonstrated experience = 12 points</p> <p>20,001 to 30,000 hours per year of demonstrated experience = 18 points</p> <p>30,001 to 40,000 hours per year of demonstrated experience = 24 points</p>

		required or the contact person cannot be reached, the Contracting Authority will provide the Bidder with 24 hours to submit the required information.	40,001 to 50,000 hours per year of demonstrated experience = 30 points  Over 50,000 hours per year of demonstrated experience = 36 points  <b>Maximum Points: 180</b> <b>Minimum Passmark : 108</b>
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**RT2. BIDDER'S APPROACH AND METHODOLOGY - Maximum: 410 points**

The following rating scheme will be used to assess the criteria RT2.1 and RT2.2

Rating	Description
100%	Outstanding response; the rated area is dealt with in depth and/or the rated area is exceeded; rigorous approach and methodology that meets all of the elements of the rated area. The Bidder receives 100% of the available points (125 points) for this area.
75%	Response to the rated area is well addressed; good approach and methodology or missing minor elements. The Bidder receives 75% of the available points (125 points) for this area.
50%	Response to the rated criteria is satisfactorily addressed; adequate approach and methodology or missing many points including some major elements. The Bidder receives 50% of the available points (125 points) for this area.
25%	Unsatisfactory response; the approach and methodology is weak or missing many major elements. The Bidder receives 25% of the available points (125 points) for this area.
0%	Unsatisfactory response or the rated area is not addressed. The Bidder receives 0% of the available points (125 points) for this area.

RT2.1	<p><b>Orientation and Continuing Education Program</b></p> <p>The Bidder's proposed Orientation and Continuing Education Program must prepare the Contract Resources for the remote environment and scope of practice as described in the Statement of Work. This should be clearly demonstrated by the following components of the Orientation and</p>	<p>The Bidder's bid should provide a sufficiently detailed description of its proposed Orientation and Continuing Education Program to meet the requirements of criterion RT2.1 and demonstrate the Bidder's understanding of Health Canada Nursing Services requirement.</p>	<p>For each of the eight areas identified in RT2.1, a maximum of 25 points will be awarded in accordance with the rating scheme above.</p> <p><b>Maximum Points: 200</b></p>
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	Continuing Education program as per below:  The Orientation and Continuing Education Program should describe the following components: a) <u>theory</u> , b) skill demonstration, c) learning assessment/evaluation for each of the following areas: a. Management and Assessment of Adult Clients; b. Management and Assessment of Pediatric Clients; c. Management and Assessment of Obstetrical, Gynecological and Newborn Clients; d. Management and Assessment of Mental Health Clients; e. Management and Assessment of Emergency Clients; f. The knowledge and skill of performing and interpreting Laboratory tests, and ECG; g. The Competencies associated with public health/population health practice; and h. The First Nations cultural component.		<b>Minimum Passmark : 140</b>
RT2.2	<p><b>Performance and Quality Assurance</b></p> <p>The Bidder's proposed approach and methodology to managing performance and quality assurance should include all the following attributes:</p> <p>a) identify how the Bidder will ensure that any issues raised by Canada in reference to performance or quality assurance, are to be resolved;</p> <p>b) identify the typical problems and risks associated with the work and how the Bidder will prevent them, remedy and provide solution from</p>	The Bidder's bid should provide a sufficiently detailed description of its proposed Performance and Quality Assurance approach and methodology to meet the requirements of criterion RT2.2 and demonstrate the Bidder's understanding of Health Canada Nursing Services requirement.	<p>For each of the seven attributes identified in RT2.2, a maximum of 30 points will be awarded in accordance with the rating scheme above.</p> <p><b>Maximum Points: 210</b> <b>Minimum Passmark : 147</b></p>

	occurring;		
	<p>c) identify the method for auditing the quality and performance of the work, such as completeness of the charting by its resources;</p> <p>d) provide measures on how the Bidder will be kept up-to-date and ensure resources will be kept up-to-date with changes in nursing practices;</p> <p>e) provide measures on how the Bidder will be kept up-to-date and ensure resources will be kept up-to-date with changes to nursing policies raised by the Technical Authority;</p> <p>f) provide measures on how the Bidder will ensure the correct handling and documentation of controlled substances by its resources; and</p> <p>g) provide the hiring and recruitment plan tied to meeting Health Canada requirements as described in the Statement of Work.</p>		
<b>THE BIDDER'S PROPOSED ABORIGINAL PARTICIPATION COMPONENT</b>			
<b>RT3. Aboriginal Participation Component: Maximum: 140 points, Minimum: 70 points</b>			
<p>Bidders will be evaluated against the quality and quantity of Aboriginal participation it proposes to generate through the implementation of the Contract.</p> <p>The Aboriginal component will be evaluated against:</p> <ol style="list-style-type: none"><li>1. The quantity, i.e. in terms of percentage of the proposed Aboriginal participation in relation of the total value of the subsequent Contract resulting from this Bid Solicitation process (e.g. subcontracts, labour hours and expenses for accommodations), and</li><li>2. The quality of the benefits, i.e. in terms of direct benefits (e.g. aboriginal human resources employed for the contract work, material or equipment necessary for the contract work) and indirect benefits (e.g. skills development, on the job training, apprenticeship)</li></ol> <p>Note to Bidders: The Contract will include provisions for a mechanism for holdback totalizing the possible amount of fee credit that will be released on a yearly basis after validation and acceptance of the Contractor's substantiation.</p>			

**The following rating scheme will be used to assess the criteria RT3.2**

Rating	Description
100%	Outstanding response; the rated area is dealt with in depth and/or the rated area is exceeded; rigorous description of the benefits that meets all the elements of the rated area. The Bidder receives 100% of the available points (150 points) for this area.
75%	Response to the rated area is well addressed; good description of the benefits or missing minor elements. The Bidder receives 75% of the available points (150 points) for this area.
50%	Response to the rated criteria is satisfactorily addressed; adequate description of the benefits or missing many points including some major elements. The Bidder receives 50% of the available points (150 points) for this area.
25%	Unsatisfactory response; the description of the benefits is weak or missing many major elements. The Bidder receives 25% of the available points (150 points) for this area.
0%	Unsatisfactory response or the rated area is not addressed. The Bidder receives 0% of the available points (150 points) for this area.

Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)
RT3.1	The bidder should include the percentage of the proposed Aboriginal participation in relation to the total value of the subsequent Contract resulting from this Bid Solicitation process.	<p>The Bidder's bid should provide a sufficiently detailed description of its proposed Aboriginal participation along with the percentage of the proposed Aboriginal participation in relation of the total value of the subsequent Contract resulting from this Bid Solicitation process.</p> <p>For the description, consideration will be given, but not limited, to the following:</p> <ol style="list-style-type: none"> <li>1. Dollar value subcontracts;</li> <li>2. Labour hours; and</li> <li>3. Expenses for accommodations.</li> </ol>	<p>Points will be awarded as follows for its proposed Aboriginal participation Component:</p> <p>0 to 5% = 0 point</p> <p>More than 5% to 7% = 11 points</p> <p>More than 7% to 9% = 22 points</p> <p>More than 9% to 11% = 33 points</p> <p>More than 11% to 13% = 44 points</p> <p>More than 13% to 14% = 55 points</p> <p>More than 14% = 70 points</p> <p><b>Maximum Points: 70</b></p>

RT3.2	<p>The bidder will be evaluated against the quality of Aboriginal participation it proposes to generate through the implementation of the Contract.</p>	<p>The Bidder's bid should provide a sufficiently detailed description of its proposed Aboriginal participation.</p> <p>For each area of assessment, consideration will be given, but not limited, to the following:</p> <p>1) Direct benefits:</p> <ul style="list-style-type: none"><li>1. aboriginal human resources employed for the contract work; and</li><li>2. material or equipment necessary for the contract work</li></ul> <p>2) Indirect benefits</p> <ul style="list-style-type: none"><li>1. skills development;</li><li>2. on the job training; and</li><li>3. apprenticeship</li></ul>	<p>For each area of assessment identified in RT3.2, a maximum of 150 points will be awarded in accordance with the rating scheme above.</p> <p><b>Maximum Points: 70</b></p>
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