

RETURN BIDS TO:
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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

Title - Sujet NURSING DIRECT SERVICES	
Solicitation No. - N° de l'invitation HT360-123541/B	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client HT360-123541	Date 2013-07-26
GETS Reference No. - N° de référence de SEAG PW-\$\$XF-010-26243	
File No. - N° de dossier 010xf.HT360-123541	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-07-29	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Benabdallah, Hana	Buyer Id - Id de l'acheteur 010xf
Telephone No. - N° de téléphone (819) 956-3333 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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

This amendment is raised to answer an industry's question, add a definition of semi-isolated community with reference to criterion RT1.3 and make changes to criterion RT1.3.

Questions & Answers:

Question 19:

Evaluation of Experience

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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.

How would we calculate nurse experience in the following scenario?

- Nurse A worked 30 days in a month;
- Nurse B worked 25 days in the same month; and
- Nurse C worked 15 days in the same month.

Is this experience equivalent to three months?

Response to question 19:

For the purpose of mandatory technical criterion MT1 evaluation, the Bidder must demonstrate its experience in managing the workforce of health services and providing nursing services to one or more clients, for at least two (2) years.

For example:

Under Contract 1 from Jan 1, 2012 to August 31, 2013 - 8 months of experience.

Under Contract 2 from Sept 1, 2009- September 30, 2010 - 12 months of experience.

However the bidder can use the number of hours under each contract to demonstrate its experience for managing the workforce of health services and provision of nursing services for criteria # RT1.2 and RT1.3, as applicable.

Amendment:

- 1. 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 content 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 criterion 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. Therefore, the month experience requirement corresponds to 15 to 30 days of work, per calendar month.

The Bidder

Bidder's Experience

Number	Mandatory Technical Criterion
MT1	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.

Bid Preparation Instructions
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); 3) The period of time over which the service was provided per month, in the following format: from (day/month/year) to (day/month/year) for each month; 4) The number of nurses provided during each period mentioned in 3). 5) 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. <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>
Bidder's Profile		
Number	Mandatory Technical Criterion	
MT2	Aboriginal Businesses Only 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.	Bid Preparation Instructions 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
RT1	Bidder's Experience		
	RT1.1	81	135
	RT1.2	88	135
	RT1.3	108	180
RT2	Bidder's Approach and Methodology		
	RT2.1	140	200
	RT2.2	147	210
RT3	Bidder's Proposed Aboriginal Participation Component	70	
	RT3.1		70
	RT3.2		70
OVERALL SCORE		700	1000

Point Rated Technical Criteria (RT)

Evaluation of experience: For the purpose of rated technical criterion 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 point rated technical criterion 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. Therefore, the month experience requirement corresponds to 15 to 30 days of work, per calendar month.

For the purpose of point rated technical criterion RT1.3 evaluation, the definitions of remote, semi isolated and isolated communities are as follows:

1. Remote - Isolated community: no scheduled flights, minimal telephone or radio services, and no road.
2. Isolated community: scheduled flights, good telephone services, and no year-round road access.

3. Semi-Isolated community: road access greater than 90 KM to physician services.

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.	<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 RT1.1:</p> <ol style="list-style-type: none"> 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); 3) The period of time over which the service was provided per month, in the following format: from (day/month/year) to (day/month/year) for each month; 4) The number of nurses provided during each period mentioned in 3). 5) 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>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>	<p>Points will be awarded as follows for demonstrated experience that meets the requirements of criterion RT1.1:</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> <p>Maximum Points: 135 Minimum Passmark : 81</p>
RT1.2	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	<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>Points will be awarded as follows for demonstrated experience that meets the requirements of criterion RT1.2:</p>

	hours of nursing services per year.	<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 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 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>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>Maximum Points: 135 Minimum Passmark : 88</p>
RT1.3	The Bidder should demonstrate its experience in providing nursing services in remote – isolated, semi isolated or isolated communities in the past five (5) years.	<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> <p>1) Short description of the nursing 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</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</p>

		<p>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>	<p>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> <p>40,001 to 50,000 hours per year of demonstrated experience = 30 points</p> <p>Over 50,000 hours per year of demonstrated experience = 36 points</p> <p>Maximum Points: 180 Minimum Passmark : 108</p>
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
75%	Response to the rated area is well addressed; good approach and methodology or missing minor elements. The Bidder
50%	Response to the rated criteria is satisfactorily addressed; adequate approach and methodology or missing many points
25%	Unsatisfactory response; the approach and methodology is weak or missing many major elements. The Bidder receives
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>Orientation and Continuing Education Program</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 Continuing Education program as per below:</p> <p>The Orientation and Continuing Education Program should describe the following <u>components</u>: a) theory, b) skill demonstration, c) learning assessment/evaluation for each of the following areas:</p> <ol style="list-style-type: none"> Management and Assessment of Adult Clients; Management and Assessment of Pediatric Clients; Management and Assessment of Obstetrical, Gynecological and Newborn Clients; Management and Assessment of Mental Health Clients; Management and Assessment of Emergency Clients; The knowledge and skill of performing and interpreting Laboratory tests, and ECG; The Competencies associated with public health/population health practice; and The First Nations cultural component.
	<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>Maximum Points: 200 Minimum Passmark : 140</p>
RT2.2	<p>Performance and Quality Assurance</p> <p>The Bidder's proposed approach and methodology</p>
	<p>The Bidder's bid should provide a sufficiently detailed description of its proposed Performance and Quality</p>
	<p>For each of the seven attributes identified in RT2.2, a maximum of 30 points will be awarded in</p>

<p>to managing performance and quality assurance should include all the following attributes:</p> <ul style="list-style-type: none"> a) identify how the Bidder will ensure that any issues raised by Canada in reference to performance or quality assurance, are to be resolved; b) identify the typical problems and risks associated with the work and how the Bidder will prevent them, remedy and provide solution from occurring; c) identify the method for auditing the quality and performance of the work, such as completeness of the charting by its resources; 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; 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; f) provide measures on how the Bidder will ensure the correct handling and documentation of controlled substances by its resources; and g) provide the hiring and recruitment plan tied to meeting Health Canada requirements as described in the Statement of Work. 		<p>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>	<p>accordance with the rating scheme above.</p> <p>Maximum Points: 210 Minimum Passmark : 147</p>
THE BIDDER'S PROPOSED ABORIGINAL PARTICIPATION COMPONENT			
RT3. Aboriginal Participation Component: Maximum: 140 points, Minimum: 70 points			
Bidders will be evaluated against the quality and quantity of Aboriginal participation it proposes to generate through the implementation of the			

Contract.

The Aboriginal component will be evaluated against:

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
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)

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.

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,</p>	<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>

		but not limited, to the following: 1. Dollar value subcontracts; 2. Labour hours; and 3. Expenses for accommodations.	More than 7% to 9% = 22 points More than 9% to 11% = 33 points More than 11% to 13% = 44 points More than 13% to 14% = 55 points More than 14% = 70 points Maximum Points: 70
RT3.2	The bidder will be evaluated against the quality of Aboriginal participation it proposes to generate through the implementation of the Contract.	The Bidder's bid should provide a sufficiently detailed description of its proposed Aboriginal participation. For each area of assessment, consideration will be given, but not limited, to the following: 1) Direct benefits: 1. aboriginal human resources employed for the contract work; and 2. material or equipment necessary for the contract work 2) Indirect benefits 1. skills development; 2. on the job training; and 3. apprenticeship	For each area of assessment identified in RT3.2, a maximum of 150 points will be awarded in accordance with the rating scheme above. Maximum Points: 70