

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Bid Receiving Public Works and Government  
Services Canada/Réception des soumissions Travaux  
publics et Services gouvernementaux Canada  
PO Box 1408, Room 100  
167 Lombard Ave.  
Winnipeg  
Manitoba  
R3C 2Z1  
Bid Fax: (204) 983-0338

## **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**  
Public Works and Government Services Canada -  
Western Region  
PO Box 1408, Room 100  
167 Lombard Ave.  
Winnipeg  
Manitoba  
R3C 2Z1

<b>Title - Sujet</b> Ground Medical Transportation	
<b>Solicitation No. - N° de l'invitation</b> HT434-132531/A	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> HC	<b>Date</b> 2014-03-06
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$WPG-209-8919	
<b>File No. - N° de dossier</b> WPG-3-36260 (209)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-03-13</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Central Standard Time CST
<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> Allard, Ken	<b>Buyer Id - Id de l'acheteur</b> wpg209
<b>Telephone No. - N° de téléphone</b> (204) 983-4920 ( )	<b>FAX No. - N° de FAX</b> (204) 983-7796
<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 (type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

---

**THIS AMENDMENT IS RAISED TO ADDRESS THE FOLLOWING:****UNDER: PART 2 - BIDDER INSTRUCTIONS**1. Standard Instructions, Clauses and Conditions

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

DELETE:

The 2003 (2013-06-27) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation

INSERT:

The 2003 (2014-03-01) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation

**UNDER: PART 6 - RESULTING CONTRACT CLAUSES**2.1 General Conditions

DELETE: 2035 (2013-06-27) General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

INSERT: 2035 (2014-03-01) General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

**UNDER: PART 5 - CERTIFICATIONS****1. Mandatory Certifications Required Precedent to Contract Award**DELETE:**1.1 Code of Conduct and Certifications - Related documentation**

By submitting a bid, the Bidder certifies that the Bidder and its affiliates are in compliance with the provisions as stated in Section 01 Code of Conduct and Certifications - Bid of Standard Instructions 2003 The related documentation therein required will assist Canada in confirming that the certifications are true.

INSERT:**1.1 Integrity Provisions - Associated Information**

By submitting a bid, the Bidder certifies that the Bidder and its affiliates are in compliance with the provisions as stated in Section 01 Integrity Provisions - Bid of Standard Instructions 2003 The associated information required within the Integrity Provisions will assist Canada in confirming that the certifications are true.

**Questions and Answers as follows:****1. Scope 1.2 Introduction (p. 19 of 33)**

Second sentence states,

"This service will pick-up, wait for the client if required, and drop-off patients from arrival and departure points, accommodations, various medical and/or professional facilities, or other locations when dispatched by the Health Canada (HC), First Nations and Inuit Health Branch (FNIHB), Alberta Region, Non-Insured Health Benefits (NIHB) Edmonton Referral Office."

**Question #1:** Who determines "if required?"

**Answer#1: Health Canada Dispatch**

**Question #2:** Who determined or other locations when dispatched? Health Canada Dispatch

**Answer#1: Health Canada Dispatch**

**Question #3:** Do all other locations need to be in the defined area of service? YES

**Answer#3: Yes**

**1.3 Objectives of the Requirement (p. 19 of 33)**

First sentence states,

"Using their own vehicles, employees and driver dispatch services, the Contractor must provide transportation pick-up, drop-off and waiting services for referred First Nations ...."

**Question #4:** Who dispatches? Contractor dispatches in response .

**Answer#4: Health Canada Dispatches the Contractor Dispatch.**

There is a conflicting dispatch service message as listed in 1.2 as previously stated and 1.3 per above  
Last sentence of 1.2 Introduction states, "...when dispatched by the Health Canada ..." and 1.3 implies that the Contractor must use their own driver dispatch services.

Third sentence states,

"There may be some requirement to pick-up/drop-off medical supplies as required." (p. 19 of 33)

**Question #5:** Are these pick-up/drop-offs counted as trips?

**Answer#5: YES**

**2. Requirements****2.1 TRANSPORTATION SERVICES**

First sentence states, (pages 19 & 20 of 33)

"The Contractor must keep accurate and complete Daily Activity Reports (DAR) of each trips and destination, for the use of the Technical Authority (First Nations and Inuit Health Branch, Health Canada). See attached DAR template."

and

Third paragraph states,

"The Contractor shall make arrangements with regard for special needs, such as wheelchairs, crutches, etc. The Contractor shall be responsible for the confirmation all arrangements. The Health Canada Edmonton Referral Unit is responsible for identifying those calls/pick-ups which will require special vehicles/equipment."

**Question #6:** Is there a number of each piece of equipment the contract must have?

**Answer#6** Clients will have their own medical equipment such as crutches, wheelchairs, etc, however the contractor will be responsible for transportation equipped with mobility accessible vehicles.

## 2.2 TRANSPORTATION SERVICES – DRIVERS and VEHICLES

The Contractor's drivers must meet the following requirements: (pages 20 & 21 of 33)

Last sentence of point "i." states,

i. "...The drivers will frequently be alone with such persons for extended periods and must be reliable."

**Question #7:** Who is responsible for dangers to the drivers by clients?

**Answer#7:** The responsibility lies on the contractor to put the proper measures in place for such situations.

## 2.3 TRANSPORTATION SERVICES: TRIP VOLUMES and LOGISTICS

Point "a" states, (page 21 of 33)

The volume will vary from month to month, but it is expected that the Contractor must be able to Accept and process a minimum of 1,400 requests for pick-up and drop-off per month.

and

5.2 Applicable Documents and Glossary "Relevant Terms, Acronyms and Glossaries" (page 24 of 33) states, "Daily Activity Report" means a report that will show the following information:

- Trip number
- Client name
- Escort name
- Total number of passengers (pax)
- Start location (name and address)
- End location (name and address)
- Trip pick-up time
- Trip drop-off time

Questions #7-#18 are provided below.

**Question #7:** How do you factor Wait time into the trip? Not factored in. Is there a number of minutes that would constitute a trip count?

**Answer#7** Minutes does not matter, as long as the client is picked up and dropped off to their appointment location, this constitutes as one trip and the trip back is considered another trip.

**Question #8:** Who can vary a pick-up time? How does this process work? If only Health Canada who verifies Arrival Times?

**Answer#8:** Health Canada Dispatch & Contractor Dispatch

**Question #9:** What is the average trip distance or time?

**Answer#9:** Time and Distance will vary. It will be within Edmonton and surrounding area.

**Question #10:** What is the process for dispatch by Health Canada?

**Answer#10:** Client contacts Health Canada(HC), HC clerk determines client eligibility. once trip approved, HC dispatch contacts Contractor dispatch to dispatch trip.

**Question #11:** What does the contractor do if additional people arrive with the client? Who authorizes and who denies?

**Answer#11:** Contractor Dispatch contacts HC clerk to seek approval or denial. HC clerk authorizes or denies

**Question #12:** If contractor arrives at dispatched location and no one is there, is this a trip?

**Answer#12:** Yes

Solicitation No. - N° de l'invitation

HT434-132531/A

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

HC

Amd. No. - N° de la modif.

001

File No. - N° du dossier

WPG-3-36260

Buyer ID - Id de l'acheteur

wpg209

CCC No./N° CCC - FMS No/ N° VME

---

**Question #13:** If client is not ready what is the required wait time?

**Answer#13:** 10 minutes

**Question #14:** If wait time is exceeded, does this constitute as an additional trip if client is picked, or does driver request a new dispatch?

**Answer#14:** Yes, it constitute as additional trip and yes the driver requests new dispatch.

**Question #15:** Is there a difference in trip count if the trip is over a certain distance ie Nova Hotel to Royal Alex as compared to Spruce Grove to Grey Nuns Hospital?

**Answer#15:** No difference - a trip is a trip.

**Question #16:** Who is responsible for the contents of a client's carry-on? re alcohol, drugs, bed bugs -

**Answer#16:** The client is responsible, this is irrelevant.

**Question #17:** Under what conditions can a client be refused service?

**Answer#17:** If driver feels their safety is at risk or their is a concern, driver should contact HC dispatch to seek direction.

**Question #18:** Vehicle type and size, are there any specifications requirements

**Answer#18:** Contractor must determine specs for their vehicles in order to transport clients, and clients with special needs/mobility issues. Refer to Mandatory Specification M2