

## **Annex "A"**

### **STATEMENT OF WORK**

#### **Field Office Contract Nurse**

##### **1.0 Background**

Veterans Affairs Canada (VAC) administers a number of health and social benefits and programs for clients. VAC's clients are: Members of the Canadian Forces and Merchant Navy Veterans who served in the First World War, the Second World War or the Korean War, certain civilians who are entitled to benefits because of their wartime service, former members of the Canadian Forces (including those who served in Special Duty Areas) and the Royal Canadian Mounted Police, survivors and dependants of military and civilian personnel.

##### **2.0 Objective**

The Contractor must provide nursing consultation services on behalf of Veterans Affairs Canada (VAC) for the St. John's Field Office in accordance with the terms and conditions set out in this document.

##### **3.0 Language Requirements**

The Contractor/Service Provider must have the ability to communicate effectively in English both oral and written.

##### **3.1 Period of Contract**

Two years with the option to renew the term of the contract by three (3) additional twelve (12) month periods.

##### **4.0 Contractor's Tasks**

- 4.1** Provide professional nursing consultation services and advice to the staff of the (xxx) Field Office(s), and to other offices if required, on a wide variety of nursing issues related to the care and treatment of adult and older adult clients. This includes, but is not limited to, the provision of professional advice and recommendations on client cases presented at Interdisciplinary Team (IDT) meetings and case conferences.
- 4.2** Use a VAC computer and software for client documentation in a Windows environment, including word processing, electronic mail and Internet.
- 4.3** Use the Departmental system, Benefits and Health Services On Line (BHSOL) to request nursing assessments and reports from nurses and other health professionals; to review and finalize these reports and to follow-up with the respective VAC members of the IDT or others on services for the client.

The Contractor will be required to request, review and précis nursing and related health professional reports from other community agencies and services.

Direct follow-up with the service providers regarding quality and status of work will be required.

- 4.4** At the request of the National Nursing Officer (NNO), provide training in the use of the BHSOL system to Nurses in other Field Offices, and to external nursing providers completing assessments and reports on behalf of VAC.
- 4.5** Participate in IDT meetings and case conferences on client or health-related issues. Make any follow-up calls and inquiries from a nursing perspective related to clients discussed at Interdisciplinary Team meetings or during case conferences/consultations with staff.
- 4.6** Liaise with health care professionals and agencies in the community and in long-term care facilities in relation to specific client cases.
- 4.7** Make recommendations and give professional approval or decline of various benefits or services for Veterans, in accordance with VAC policy, including determining the assessment instruments to be used, the related amount of time required, and advising the external providers via BHSOL, and the Treatment Authorization Centres and other staff who initiate expenditures, of the professional recommendations and/or approval, via CSDN Work Items.
- 4.8** Develop and deliver information sessions to VAC staff, clients and others on health related topics.
- 4.9** Complete Departmental nursing assessments, visits and reports on VAC clients in their homes or the facilities in which the clients reside.

Prepare reports on the health status and care needs of the clients, using BHSOL.

Elements to be assessed include, but are not limited to:

- Nursing Assessment
- Mini-Mental Status
- Depression
- Pain
- Psychological agitation or distress
- Braden Scale

- 4.10** Apply competency in interpersonal skills, judgement, dependability, and oral and written communications.

The Field Nursing Services Officer will assign the work priorities and review performance. As required, direction may be provided by the NNO.

## **5.0 Volume of Work**

### **5.1 Scheduled Relief Services:**

Contractor will receive an estimated schedule of work, the scheduled time cannot be exceeded without approval. For scheduling purposes, the work is to be performed during the normal business hours of the office where the work is to be performed. The number of hours of service per day is limited to 7.5 hours. Services are to be provided Monday to Friday inclusive, exclusive of statutory holidays.

The estimated number of days of schedule relief service for the St. John's Field Office is 1,398 hours per contract year. The Project Authority reserves the option to amend the schedule.

## **5.2 Un-scheduled Services**

The Project Authority may pre-authorize additional days per contract year to VAC to meet changing demands in client workload. For scheduling purposes, the number of hours of service per day is limited to 7.5 hours. Services are to be provided Monday to Friday inclusive, exclusive of statutory holidays. Services may have to be provided within 24 hours notice.

## **6.0 Travel**

There may be a requirement for occasional travel within the Field Area. Travel must be pre-authorized by the Project Authority. Travel related costs to and from the Field Office are the Contractor's responsibilities.

### **6.1 Location of Work**

The nursing services are to be carried out at the following location:

Veterans Affairs Canada  
St. John's Field Office

Nursing assessment work, when required, must be carried out in the homes or facilities in which VAC clients reside.

### **6.2 Geographic Area**

There may be a requirement for occasional travel within the Field Area which may extend to areas outside of St. John's NFLD.

Travel must be pre-authorized by the Project Authority, in accordance with Departmental travel policy, and must be in accordance with the Basis of Payment.

### **6.3 Access to Government Facilities and Equipment**

Access to any government Facilities, and equipment and materials (workstation, phone and computer) necessary to the performance of the work will be provided through arrangements made with the Technical/Project Authority.

### **6.4 Training**

Orientation and training on the required VAC Nursing services and VAC computer systems (such as BHSOL) will be provided to the Contractor upon contract award.

Orientation and training will be provided over a two week period. The estimated number of days of training is 7 days. All of the orientation and training must be completed within this two week period.

The Contractor will only be compensated for orientation and training time once during the duration of the contract period.

## **7.0 Replacement of Personnel**

### **7.1 Back up resource for specific person(s)**

At all times, the contractor is required to have at least one additional qualified security cleared individual available, to act as a back up to cover unexpected or short-term absences of the specified contract nurse(s).

This individual must meet all the mandatory requirements outlined in the original Request for Proposal, and no work may be performed under the contract by the back-up resource without prior Project Authority approval.

## **7.2 Replacement Personnel for specific person(s)**

At all times, the contractor is required to have at least one additional qualified security cleared individual available to serve as a replacement should the specified contract nurse leave.

This individual must meet all the mandatory requirements outlined in the original Request for Proposal, and no work may be performed under the contract by the replacement without prior Contract Authority approval.

All replacement personnel will be required to participate in the orientation and training as specified herein. There will be no compensation provided to the Contractor for orientation and training of replacement personnel.

## **8.0 Information Management**

For the purpose of this contract, personal health information will be referred to as personal information as defined in Section 3(b) of the Privacy Act.

### **Accuracy of Information**

The Contractor shall make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Project Authority in a decision-making process that will directly affect the individual to whom the information relates.

### **Requests for Information**

Should the Contractor receive a request for information from a third party the Contractor will advise the Project Authority. Following consultation with the VAC Access to Information and Privacy Coordinator, the Project Authority will provide the Contractor with guidance and direction on handling the request.

### **Collection of Personal Information**

Personal information collected about clients by the Contractor for the provision of services covered by the contract shall be collected in accordance with the following requirements.

1. Authorized in legislation and confirmed that it has been so authorized by the Project Authority.

2. The Contractor(s) shall notify individuals from whom it collects personal information.

(a) of the purpose for collecting it

(b) of any statutory authority for the collection

(c) whether the response is voluntary or required by law;

(d) of any possible consequences of refusing to respond;

(e) of the individuals right of access to and correction of the information; and

(f) of the number of personal information banks in which the personal information will be retained.

3. Limited to that which is required for the administration of services and benefits necessary for the contractor(s) to comply with the contract (there shall be a demonstrable need for each piece of personal information collected:

4. Unless otherwise directed in writing, information is to be collected directly from the individual to whom the information relates; and

5. If information is collected from a third party, it is to be collected with the clients consent or with an appropriate legislative authority authorizing collection.

The Contractor(s) shall agree to work with the Project Authority to determine the personal information elements that will be collected to fulfill the requirements of the contract, and to develop the notification statement that will be used when collecting personal information from clients.

**Note:** The Project Authority will review and approve all forms that the Contractor(s) proposes to use in support of the collection of information. After initial approval, if changes or amendments are made by the contractor, during the life of the contract, the forms shall be re-approved by the Project Authority. The Contractor's employees shall effectively identify themselves to the individuals from whom they are collecting personal information and provide individuals with a means to verify that they are actually working on behalf of the Project Authority and authorized to collect the information.

### **Use of Personal Information**

Unless otherwise directed in writing, the Contractor shall use all personal information solely for the purpose(s) for which it was provided, as determined by the Department to which the information belongs and in accordance with the requirements of the Contract. Any secondary use of such information, including research, shall be approved by each of the Departments.

### **Disclosure of Personal Information**

Information in the custody of the Contractor shall not be disclosed or transferred to a third party, except in accordance with specifics of the Contract, without the written permission of the Department to which the information belongs.

If the Contractor receives any request for disclosure of personal information for a purpose not authorized under the contract, or if it becomes aware that disclosure may be required by law, the Contractor shall immediately notify the Project Authority about the request or demand for disclosure and shall not disclose the information without the written permission of the Department to which the information belongs.

Information from any one (1) specific Department shall not be shared with any of the other Departments unless authorized by the specific Department to which the information belongs.

### **Notification of Non-Compliance or Breach of Privacy and Security**

The Contractor shall notify, in writing, the Project Authority, Veterans Affairs Canada and the Contracting Authority immediately of any reason it does not comply with the Privacy and Security provisions of the Contract in any respect. The Contractor shall promptly notify the Project Authority of the particulars of the non-compliance and what steps it proposes to take to address, or prevent recurrence of the non-compliance.

The Contractor shall notify the Project Authority immediately when it becomes aware of an occurrence of breach of privacy or of the security requirements of the Contract. This includes but is not limited to:

- a) unauthorized access to or modification of the personal information in its custody
- b) unauthorized use of the personal information in its custody
- c) unauthorized disclosure of the personal information in its custody
- d) A breach of privacy or security with respect to personal information in its custody or with respect to any computer system in its custody and that may be used to access personal information.

The Contractor shall work with the Department to achieve resolution and compliance with Government of Canada privacy and security requirements. Standard Operating Procedures shall be developed during the contract implementation phase.

### **Ownership and Control**

All information provided to the Contractor for the purposes of this contract, remains under the ownership and control of Veterans Affairs Canada (VAC). All applicable Federal legislation applies under all circumstances, even when such information is in the sole custody of the Contractor.

Upon delivery of the final product(s) to VAC, the Contractor shall ensure that all information is returned to the Project Authority.

#### **Non-Disclosure of Confidential Information**

All information, whether technical, financial or otherwise, including without limitation all secret or confidential information belonging to Veterans Affairs Canada, in whatever form, which are derived from discussions and examples during this training session, shall be referred to in this Statement as "Confidential Information". Confidential Information is a valuable, special and unique asset belonging to Veterans Affairs Canada. The contractor agrees that it will not disclose Confidential Information belonging to VAC to any person, firm, corporation, association or any other entity for any reason or purpose whatsoever.

## Annex "B"

### BASIS OF PAYMENT

#### Field Office Contract Nurse

In consideration of the work satisfactorily completed under this Contract, including time spent while in orientation or training or both on the required nursing services and VAC computer systems, the Contractor will be paid in accordance with the firm hourly rates outlined below.

Pricing includes all salary and benefits, travel costs not otherwise provided by VAC, replacement costs and other expenses due to the fulfilment of the Contract. They are firm for the duration of the Contract and any option periods.

Period	Firm All Inclusive Hourly Rate (HST Extra)
Contract Year 1	
Contract Year 2	
Option Year 1	
Option Year 2	
Option Year 3	

#### Travel and Living Expenses

The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C, and D of the Treasury Board Travel Directive ([http://www.tbs-sct.gc.ca/pubs\\_pol/hrpubs/TBM\\_113/td-dv\\_e.asp](http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/TBM_113/td-dv_e.asp)), and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

All travel must have the prior authorization of the Project Authority.

Travel from home to and from the Field Office is not an authorized travel expense.

All payments are subject to government audit.

Estimated Cost: **\$2,000.00** per contract year for 5 years.

**Annex "C"**

**EVALUATION CRITERIA**

**Field Office Contract Nurse**

**MANDATORY REQUIREMENTS**

**ATTENTION BIDDERS:**

It is understood by the parties submitting offers that to be considered valid, an offer **MUST** meet all the following mandatory requirements. Proposals which fail to meet the mandatory requirements will be declared non-responsive. Proposals should be concise and address the points that are subject to the mandatory evaluation criteria against which the proposal will be evaluated. Each mandatory requirement should be addressed separately. Bidders must address these criteria in sufficient depth in their bid. **Simply repeating the statement contained in the solicitation document is not sufficient.** Bidders should explain and demonstrate how they meet the requirements. Proposals not meeting all of these mandatory requirements will be given no further consideration.

Phrases such as "within the past seven years" are used to mean "within the seven years preceding the closing date of the RFP". In the event the RFP closing date is changed after the initial publication of the RFP, the Bidder may choose to interpret the phrase as being measured from either the initial closing date or the final closing date, unless otherwise directed in an RFP amendment.

For the purpose of personnel qualifications, experience gained during formal education shall not be considered work experience.

**BIDDERS ARE REQUESTED TO INDICATE THEIR COMPLIANCE WITH THE CRITERIA LISTED BELOW. BIDDERS ARE REQUESTED TO WRITE THE PAGE NUMBER FROM THEIR PROPOSAL THAT CORRESPONDS WITH EACH CRITERIA.**

<b>Each proposed person to provide Field Office Contract Nurse services shall meet the following qualifications:</b>	Page # in Proposal	(For Office use only)	
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<p><b>Each proposed person to provide Field Office Contract Nurse services shall meet the following qualifications:</b></p>	<p><b>Page # in Proposal</b></p>	<p><b>(For Office use only)</b></p>	
<p><b>1.</b> Graduation with a degree from a recognized university with an acceptable specialization in nursing – e.g. B.N.; BScN; BA with a Major in Nursing; Bachelor of Science in Psychiatric Nursing ; Bachelor of Health Science (Psychiatric Nursing).</p> <p>Bidders with a degree from outside of Canada are required to provide an equivalency rating from an accredited rating company. The list of recognized organizations can be found under the Canadian Information Centre for International Credentials website at the following internet link: <a href="http://www.cicic.ca">http://www.cicic.ca</a></p> <p>Proof of education must be submitted and may include, but is not limited to a photocopy of the degree, original or photocopy of transcript.</p> <p>Bidders <b>MUST</b> submit supporting documentation with their bid.</p>			
<p><b>2.</b> A certificate of current registration as a Registered Nurse or as a Registered Psychiatric Nurse in the province where the work is to be performed.</p> <p>(A photocopy of the document is acceptable.)</p> <p>Bidders must submit supporting documentation with their bid.</p>			

<p><b>Each proposed person to provide Field Office Contract Nurse services shall meet the following qualifications:</b></p>	<p>Page # in Proposal</p>	<p>(For Office use only)</p>	
<p>3. 24 months of full time experience in the last seven (7) years providing nursing care to adults, or teaching the nursing care of adults, as a Registered Nurse or Registered Psychiatric Nurse.</p> <p>Experience related to providing nursing care to adults or teaching the nursing care of adults in an obstetrical or maternal-child care setting is not applicable experience.</p> <p><b>Supporting documentation describing the exact nature of the experience must be provided at time of bid closing.</b></p>			
<p>4. Experience with the use of personal computers and software in a Windows environment including word processing, electronic mail and Internet.</p>			
<p>5. Must hold a valid driver's license in the province where the work is to be performed. (A photocopy of the document is acceptable.)</p> <p>Bidders must submit supporting documentation with their bid.</p>			

<p><b>Each proposed person to provide Field Office Contract Nurse services shall meet the following qualifications:</b></p>	<p>Page # in Proposal</p>	<p>(For Office use only)</p>	
<p>6.</p>	<p>6 months of full time experience as a Registered Nurse or as a Registered Psychiatric Nurse (within the last seven (7) years) in providing nursing care to adults in a community health setting; or, in a mental health setting; or, teaching the practice of nursing adults residing in a community setting, or the nursing of adults with mental health conditions.</p> <p><b>Supporting documentation describing the exact nature of the experience must be provided at time of bid closing.</b></p>		

## **POINT RATED REQUIREMENTS**

In addition to meeting all of the mandatory requirements, the technical proposal will be evaluated on the following basis. There is no minimum point value required, however, the score from the rated requirements will be considered in awarding the contract. **Only the information provided with the bid, before the bid closing date and time, will be used to point rate the proposal.**

### **Interpretation of point rated evaluation criteria by the Evaluation Team**

To demonstrate experience (i.e. work experience), the Bidder must provide complete detailed information regarding their experience including where, when (month and year) and how (through which activities/responsibilities) the stated experience was obtained. The Bidder is advised that only listing positions or assignment titles without providing supporting data to describe responsibilities, duties, and relevance to the requirements will not be considered "demonstrated" for the purpose of this evaluation and will receive a score of zero.

For evaluation purposes,

-“where” means the name of the employer as well as the position/title held by the individual;

-“when” means the start date and end date (in terms of months, e.g. from January 2000 to March 2002) of the period during which the individual acquired the experience; and

-“how” means a clear description of the activities performed and the responsibilities assigned to the individual under this position and during this period.

The Bidder is advised that, if the experience description only contains years, and does not specify any months within the year, then a maximum of only one month of experience will be allowed by the evaluation team if the experience starts and ends in the same year; and if the experience starts and ends in different years, only one month for the beginning year and one month for the end year of the range specified.

In addition to demonstrating the period of a work experience, for the purpose of this solicitation only, the bidder is advised that their proposal should quantify precisely each work experience within a time period. The bidder should demonstrate this by indicating either full time or part time work. For evaluation purposes:

“full-time work” is defined as working 5 full days or more per week (this will be scored as 100% of full time);

“part time work” is defined as working less than 5 full days per week, this will be scored in accordance with the number of full days worked (example: 1 full day per week = 20% of full time, 2 full days per week = 40% of full time, 3 full days per week = 60% of full time, and 4 full days per week = 80% of full time).

Phrases such as “within the past seven years” are used to mean “within the seven years preceding the closing date of the RFP”. In the event the RFP closing date is changed after the initial publication of the RFP, the Bidder may choose to interpret the phrase as being measured from either the initial closing date or the final closing date, unless otherwise directed in an RFP amendment.

**Definitions:**

*Community Health Setting* - care delivery provided to clients who reside in their principal residence or with a family member, etc. in the community; this care is provided in the home environment in the community; this setting does not apply to clients who reside in a nursing home, chronic care facility, or who are hospitalized.

*Long term care setting/facility* – care delivery provided to clients who reside in a nursing home, chronic care facility, or a long term care unit in a hospital.

*Mental health/psychiatric program* – a formal program specifically dedicated to the provision of care for clients with mental health problems. The program may be delivered on an out-patient basis to clients at home or within a facility as a specialized program for which the client is registered or enlisted.

**ATTENTION BIDDERS: WRITE BESIDE THE CRITERIA BELOW THE RELEVANT PAGE NUMBER(S) FROM YOUR PROPOSAL WHICH ADDRESSES THE ISSUE AND CLEARLY DEMONSTRATE HOW YOU MEET THE POINT RATED EXPERIENCE REQUIREMENTS.**

		Page # in Proposal	(For Office use only)	
1.	<p>Number of months of experience as a Registered Nurse or as a Registered Psychiatric Nurse (within the last seven (7) years) in providing nursing care in a community health setting; or, teaching the nursing of adults residing in a community setting,</p> <p>Experience related to providing nursing care to adults or teaching the nursing care of adults in an obstetrical or maternal-child care setting is not applicable experience.</p> <p>(Maximum 30 points)</p>			

	Page # in Proposal	(For Office use only)	
<p>2. Number of months of experience as a Registered Nurse or as a Registered Psychiatric Nurse (within the last seven (7) years) in providing nursing care to adults in a long term care setting/facility.</p> <p>(Maximum 20 points)</p>			
<p>3. Number of months of experience as a Registered Nurse or as a Registered Psychiatric Nurse (within the last seven (7) years) in providing nursing care to clients in a mental health/psychiatric program; or, teaching the nursing of adults with mental health conditions.</p> <p>(Maximum 50 points)</p>			

## RATING GRID

1.	Failure to provide supporting data to describe responsibilities, duties, and relevance to the requirement will receive a score of 0 Points 0 - 6 months = 0 Points 7 - 24 months = 10 Points 25 - 59 months = 20 Points 60 + months = 30 Points
2	Failure to provide supporting data to describe responsibilities, duties, and relevance to the requirement will receive a score of 0 Points 0 - 11 months = 0 Points 12 - 23 months = 10 Points 24 - 35 months = 15 Points 36 + months = 20 Points
3.	Failure to provide supporting data to describe responsibilities, duties, and relevance to the requirement will receive a score of 0 Points 0 - 6 months = 0 Points 7 - 12 months = 10 Points 13 - 24 months = 20 Points 25 - 36 months = 30 Points 37- 59 months = 40 Points 60 + months = 50 Points

**Total**

**100 Points**

## **Annex "D"**

### **Basis of Selection**

#### **Field Office Contract Nurse**

To be declared responsive, a bid must first:

(a1) comply with all the requirements of the bid solicitation; and

(b1) meet all the Mandatory Requirements on Annex C, Evaluation Criteria

Bids not meeting (a1) or (b1) will be declared non responsive.

All the responsive bids will be evaluated in accordance with Point Rated Requirements in Annex C, Evaluation Criteria and assigned a technical score.

For each bidder, the rates outlined in their financial bid will be averaged and used as their Firm Hourly Rate for evaluation purposes.

(a2) Firstly, the Firm Hourly Rates submitted by all responsive bidders for the period of the contract will be added together and averaged to arrive at the bid evaluation price.

(b2) In order to be considered further, a rate ceiling set at 20% above the averaged bid evaluation price will be calculated. An example of this calculation is detailed at below. Any bid that exceeds the averaged bid price by more than 20% will be rejected and no further consideration will be given.

(c2) All remaining bids will be considered further based on BEST VALUE taking into account the technical merit (50%) and price (50%). Amongst the remaining compliant bids, proposals will receive a prorated percentage relative to the total number of points. The lowest total priced bid will receive a full 50% for this part of the evaluation. All higher priced bids will receive a prorated percentage relative to the lowest price. The compliant bid with the highest total combined score will be considered BEST VALUE to the Crown.

If less than three responsive bids are received (b2) does not apply.

#### **Example of Best Value Calculation**

A two – step best value calculation shall be utilized. The following examples assume that five valid bids are received and that each meets all of the mandatory technical criteria.

#### **Step 1: Financial Compliance – Average Plus 20% Calculation**

All price proposal which are greater than twenty percent (20%) of the average of all price proposals that satisfy all mandatory requirements will be deemed non-compliant and receive no further consideration.

	Bid #1	Bid #2	Bid #3	Bid #4	Bid #5
Technical Score	1 point	50 points	70 points	80 points	90 points
Bid Evaluation Price	\$50.00/hr	\$60.00/hr	\$80.00/hour	\$90.00/hr	\$160.00/hr

Sum of All bid prices = \$440.00/hr

Average of All Bid Prices = \$88.00/hr

20% Above the Average of All Bid Prices is \$105.60 ( $\$88.00/\text{hr} + (\$88.00 \times 0.20) = \$105.60$ )

	Bid #1	Bid #2	Bid #3	Bid #4	Bid #5
Financial Compliance	Yes	Yes	Yes	Yes	No

Bid #5 is non-compliant and will not be further evaluated

### Step 2: Technical/Financial Best Value Calculation

All remaining proposals will be evaluated in order to determine best value in accordance with the following ratio: Technical – 50% Price 50%. A sample appears below:

Calculation	Technical Points	Price Points	Total Points
Bid #1	$(1/100^*) \times 50 = 0.50$ points	$50^{**}/50 \times 50 = 50$ points	50.50 points
Bid #2	$(50/100) \times 50 = 25$ points	$50/60 \times 50 = 41.67$ points	66.67 points
Bid #3	$(70/100) \times 50 = 35$ points	$50/80 \times 50 = 31.25$ points	66.25 points
Bid # 4	$(80/100) \times 50 = 40$ points	$50/90 \times 50 = 27.78$ points	67.78 points

\*The total available points in this example is 100 points

\*\*Lowest Price Proposal

Based on the highest score consideration technical merit and price – Winner is Bid 4

**THIS IS AN EXAMPLE ONLY**