



**RETURN RESPONSES TO:
RETOURNER LES RÉPONSES À:**

Bid Receiving / Réception des
Attn : Owen Nicholl, **21120-15-2073683**
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Ottawa, Ontario

**LETTER OF
INTEREST LETTRE
D'INTÉRÊT**

Comments - Commentaires

Title - Sujet RFI – NURSE PRACTITIONER SERVICES TO INMATES	
Request for Information (RFI) No. - N° Demande de Renseignements (DDR) : 21120-15-2073683	Date 2014-08-06
Client Reference No. - N° de référence du client 2073683	GETS Ref. No. - N° de réf. de SEAG 21120-15-2073683
File No. - N° de dossier 21120-15-2073683	CCC No./N° CCC - FMS No./N° VME
Request for Information (RFI) closes - Demande de renseignements (DDR) prend fin at – à 02:00 PM on - le 2014-09-17	
F.O.B. - F.A.B.	
Plant-Usine: Destination: x Other-Autre:	
Address Enquiries to: - Adresser toutes questions à: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Owen.Nicholl@csc-scc.gc.ca	Buyer Id - Id de l'acheteur
Telephone No. - N° de téléphone (613) 995-0884	FAX No. - N° de FAX (613) 995-1217
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

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

Delivery Required - Livraison exigée See Herein	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

Issuing Office - Bureau de distribution

Correctional Services Canada
340 Laurier Ave West / 340, avenue Laurier Ouest
Ottawa, Ontario
K1A 0P9



Request for Information

Nurse Practitioner Services to Inmates

For

Correctional Services Canada

THIS IS NOT A BID SOLICITATION



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REQUEST FOR INFORMATION (RFI)

Regarding

NURSE PRACTITIONER SERVICES TO INMATES

1.0 Background and Purpose of this Request for Information (RFI)

Correctional Service Canada (CSC) is a federal government agency responsible for administering sentences of a term of two years or more, as imposed by the courts. CSC is responsible for managing institutions of various security levels across Canada and supervising offenders under conditional release in the community.

The purposes of this Request for Information (RFI) are as follows:

- (i) To provide the supplier community with preliminary information about the technical and operational requirements of Nurse Practitioner Services. This preliminary information is described in the attached Annex A (Draft Statement of Work).
- (ii) To invite potential suppliers to submit responses to questions related to CSC's proposed approach and related specifications for Nurse Practitioner Services. These questions are set out in the attached Annex B (Information Requested from Potential Suppliers).
- (iii) To invite potential suppliers to provide feedback/recommendations on CSC's proposed approach and related specifications. Respondents may submit comments, concerns, suggestions, and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied or improved upon. Respondents may also submit comments regarding the content, format and/or organization of Annex A.

2.0 Nature of Request for Information

This is not a bid solicitation. This RFI will not result in the award of any contract.

Potential suppliers of any goods or services described in this RFI must then, not reserve stock or facilities, nor allocate resources on making any commitment to their parties, as a result of any information contained in this RFI. This RFI will not result in the creation of any source list. Responding to this RFI will not preclude any supplier from participating in any future opportunities to bid on nurse practitioner services requirements. To that effect, the procurement of any of the goods and services described in this RFI may not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI. This RFI does not reflect a real or implied commitment on the part of CSC to implement any or all of the application or infrastructure initiatives described herein.

CSC does not currently provide nurse practitioner services, however, CSC is seeking to explore the feasibility of providing nurse practitioner services to inmates.

3.0 Nature and Format of Responses Requested

Responses from potential suppliers to the information requested in this RFI will assist CSC in formulating a procurement strategy that meets CSC's business and operational requirements. Respondents are requested to review Annex A, and to submit written responses to the information requested in Annex B.

Respondents must explain any assumptions they make in their responses.

In addition to providing responses to the information requested in Annex B, respondents may submit comments, concerns, suggestions, and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied or improved upon.

Respondents should note that Annex A is a draft document and remains a work in progress. Respondents should not assume that new clauses or requirements will not be added to any related bid solicitation(s) that could ultimately be published by Canada. Nor should respondents assume that any of the clauses or requirements will be deleted or edited.

4.0 Response Costs

The Government of Canada (Canada) will not reimburse any respondent for expenses incurred in responding to this RFI.

5.0 Treatment of Responses

- (a) **Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.
- (b) **Review Team:** A review team composed of representatives of CSC will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.
- (c) **Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the *Access to Information Act*.
- (d) **Follow-up Activity:** Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response. Canada reserves the right to invite any or all respondents to present their submissions to this RFI and/or perform a product/service demonstration.

6.0 Format of Responses

- a) **Cover Page:** If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.
- b) **Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:
 - (i) the title of the respondent's response and the volume number;
 - (ii) the name and address of the respondent;
 - (iii) the name, address and telephone number of the respondent's contact;
 - (iv) the date; and
 - (v) the RFI number.
- c) **Numbering System:** Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.
- d) **Number of Copies:** Canada requests that respondents submit two (2) hard copies of their response to the Contracting Authority detailed below:

Bid Receiving - Réception des soumissions:

Owen Nicholl (21120-15-2073683)

Senior Procurement Officer / Agent principal d'approvisionnement

Mailroom, Correctional Service Canada / Salle du courrier, Service correctionnel Canada

Ground Floor / rez-de-chaussée

340 Laurier Ave West / 340, avenue Laurier Ouest

7.0 Enquiries

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries via email to:

Contracting Authority:

Owen Nicholl

Senior Procurement Officer

340 Laurier Ave West

Ottawa, ON, K1A 0P9

8.0 Submission of Responses

- a) **Time and Place for Submission of Responses:** Suppliers interested in providing a response must deliver it to the Contracting Authority identified above by the time and date indicated on page 1 of this document.
- b) **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.

9.0 Main GSINs:

G001A	Nursing Care Services / Soins infirmiers
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ANNEX A – Statement of Work - NURSE PRACTITIONER SERVICES TO INMATES

1.1 Requirement Overview:

The requirement is for the provision and coordination of Nurse Practitioner services to inmates at CSC's 52 institutions in five regions listed in Annex D, that meet legislative, professional practice and CSC policy requirements.

The Contractor will collaborate with the institution's multi-disciplinary health services team that includes but is not limited to, Nurses, Institutional Physicians, Dieticians and other allied health professionals.

The Contractor must provide Nurse Practitioner services that respect gender, cultural, religious and linguistic differences, and are responsive to inmate needs, including the special needs of women and Aboriginal people.

CSC will provide the supplies and equipment required for Nurse Practitioner services to inmates.

1.2 Background:

CSC has a legal obligation, under the Corrections and Conditional Release Act (CCRA), to "provide every inmate with essential health care and reasonable access to non essential mental health care".

The Commissioner's Directives 800 series are the key references on essential health services covering Clinical services, mental health, and public health services.

The mission of Health Services is to provide offenders with efficient and effective health services that encourage individual responsibility, promote healthy reintegration, and contribute to safe communities.

Consistent with its transformation agenda, CSC recognizes that health outcomes are a shared responsibility between service providers and inmates. Inmates must be involved in taking responsibility and proactive measures to safeguard their health.

Health Services are provided in ambulatory Health Service Centres, in institutions, regional hospitals, and regional treatment / psychiatric centres. Inmates may have to go to the community for emergency services, specialized health care services, and for hospitalization that cannot be accommodated in CSC's regional hospitals. In CSC, health care is provided by a wide range of regulated and non-regulated health professionals.

CSC has 5 Regional Hospitals with bed capacity ranging from 6 to 16 providing 24 hour inpatient enhanced nursing care services. CSC's regional treatment/psychiatric centres provide inpatient psychiatric services.

In broad terms health care means medical, dental, mental health care, and public health services. During the period of incarceration, inmates are provided with a range of coordinated health services that are accessible, affordable, and appropriate to the correctional environment.

1.3 Scope of Work

The Contractor must provide primary Nurse Practitioner care to inmates that comply with relevant federal legislation, provincial standards, and CSC policies and guidelines.

The following is a list of key relevant legislation and CSC Policy/Guidelines but should not be considered an exhaustive list. CSC's policies and guidelines can be found on the CSC internet website at www.CSC-SCC.GC.ca.

- Corrections and Conditional Release Act - Section 85 Health Care
- Commissioner's Directive 800, Health Services
- Commissioner's Directive 803, Consent to Health Service Assessment, Treatment and Release of Information
- Commissioner's Directive 805, Management of Medication
- Commissioner's Directive 835, Health Care Records
- National Essential Health Services Framework
- Emergency Medical Directives

- CSC's Sterilization Quality Assurance Program in Health Facilities
- National Formulary
- Managing Medication Events Guidelines
- Documentation for Health Services Professionals
- Abbreviations for Health Services
- Guidelines for Sharing Personal Health Information
- Accreditation Standards and Required Organization Practices

1.4 Licensing Certification and Permit

The Nurse Practitioner resource(s) must hold a current license in good standing with the provincial licensing body for nurses in the Province(s) where the work will be performed for the duration of the contract.

1.5 Commercial General Liability Insurance:

Nurse Practitioners must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.

Nurse Practitioners must obtain Malpractice Liability Insurance in an amount of \$10,000,000.00, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of the defence costs.

1.6 Tasks and Deliverables

Tasks and Deliverables include but are not limited to the following:

Nurse Practitioner Services:

1.6.1 The Contractor must provide essential Nurse Practitioner, both physical and mental, health services to inmates, as requested by the Chief Health Services, in accordance with the National Essential Health Services Framework. This includes any amendment to this Framework issued by CSC during the contract period and any optional period if and when exercised by CSC.

1.6.2 These services include, but are not limited to the following:

- a. Comprehensive physical and mental health assessments and synthesis of data from multiple sources to make a diagnosis of disease and/or disorder.
- b. Practice autonomously, offering the full scope of primary health care, (including mental health services) Nurse Practitioner practice in accordance with provincial regulations for practice (Prescribing and Distributing Guidelines for Nurse Practitioners and Nurse Practitioner Competencies). Nurse Practitioners are solely accountable for his/her actions while practicing.
- c. Consult with physicians or other health care professionals when the client's condition requires care beyond the scope of Nurse Practitioner practice.
- d. Prescribe medications in accordance with CSC's National Drug Formulary, order x-rays, ultrasounds, and lab tests in accordance with the Nurse Practitioner regulations of the province of practice.
- e. Perform complete wellness and periodic physical/mental health examinations including but not limited to, any education/supportive counseling/prescriptive and follow up requirements.
- f. Collaborate on the management of offenders with chronic illnesses including mental illnesses.
- g. Refer offenders to other providers or programs in accordance with the CSC's National Essential Health Services Framework.
- h. Implement strategies to promote inmate health and prevent illness.
- i. Function as a member of a multidisciplinary team in the provision of comprehensive primary physical/mental health care services.



- j. Manage all aspects of healthcare services for inmates under their direct care.
- k. Document health assessment, treatment, and consultations in the inmate's health care record.

1.7 Constraints

All nurse practitioners must participate in various CSC internal inmate grievance/investigation processes when necessary, which may include a review of the Contractor's documentation on the Health Care Records. Upon request from the Chief, Health Services, the Contractor's resources may have to undergo interviews as a result of an inmate grievance/investigation process.

The Contractor's resources must attend Institutional Health Services team meetings when requested by the Chief, Health Services which may also include meeting at the Regional Headquarters. The Contractor may be requested to attend meetings once per quarter.

1.8 Reporting Requirements

- The contractor must respond within a maximum of three (3) business days to all meeting requests, teleconference calls, email requests, and telephone requests issued by the Project Authority (PA);
- The contractor must respond within a maximum of two (2) business day to all urgent email or telephone calls.
- The contractor must submit bi-Monthly time sheets to the PA for approval;
- The contractor must submit monthly progress reports as required by the PA.

Annex B - The Proposed Basis of Payment for the initial Contract Period (one year)

For the provision of **Nurse Practitioner Services** as described in Annex A - Statement of Work Nurse Practitioner Services

	RESOURCE NAME	QUOTED ALL-INCLUSIVE HOURLY RATE (in Cdn \$)
1.0	Nationally For all regions.	
1.1	Atlantic	
1.2	Quebec	
1.3	Ontario	
1.4	Prairies	
1.5	Pacific	

Canada will not accept any travel and living expenses for any travel between the Contractor's place of business and the Institution and any relocation of resources required to satisfy the terms of the Contract. These expenses are included in the all inclusive hourly rates specified in this annex.

ANNEX C - Information Requested from Potential Suppliers

Respondents are requested to read Annex A (Draft Statement of Work) before answering the questions below. The questions have been grouped under common themes.

1. Please identify all requirements set out in Annex A that your company cannot meet or provide. For each requirement that your company cannot meet or provide, please propose an alternative solution.
2. Does your company have any suggestions or recommendations that would reduce the cost of these services?
3. Does your company have any suggestions or recommendations that would improve the quality and/or the delivery of the services?
4. As a federal government agency, CSC is required to provide all end-users with bilingual service (English and French).
 - a) Can your company meet this bilingual requirement?
5. Please provide one or more examples where your company has provided similar services during the last 5 years to individuals with high rates of chronic and infectious diseases, mental health issues and addictions.
6. Canada would propose an initial contract period of 3 years plus 2 one-year option periods should it decide to proceed with a bid solicitation. Please provide your comments on this approach.
7. Can your company provide the same services in all provinces?
8. Are there any important considerations that you feel need to be added to our requirements should Canada decide to proceed with a bid solicitation?
9. CSC is proposing that all proposed Nurse Practitioners must hold a current license in good standing from the provincial licensing body for Nurses in the province where services are to be provided. Do you think this is reasonable? If not, please provide recommendations.
10. CSC is proposing that the minimum amount of experience required for proposed Nurse Practitioners is six (6) months. Do you think this is reasonable? If not, please provide recommendations.
11. What are the provincial rates of pay for Nurse Practitioners?
12. CSC is considering setting a percentage above the provincial rate. Do you think this is reasonable? If yes, what would you propose? If not, please provide recommendations
13. Do you have any other recommendations for CSC as we move towards the competitive process?
14. The Contractor's resources must attend Institutional Health Services team meetings when requested by the Chief, Health Services which may also include meeting at the Regional Headquarters. The Contractor may be requested to attend meetings once per quarter. What do you propose as a percentage of the hourly rate for travel and a percentage of the hourly rate for the attendance at the meeting?

ANNEX D – CSC SITE LIST

CORRECTIONAL SERVICE OF CANADA INSTITUTIONS

Atlantic Region

**Atlantic Institution
(Max)**

13175 Route 8
PO Box 102
Renous, New Brunswick
E9E 2E1

**Dorchester Penitentiary
(Med)**

4902 Main Street
Dorchester, New
Brunswick
E4K 2Y9

**Springhill Institution
(Med)**

330 McGee Street
PO Box 2140
Springhill, Nova Scotia
B0M 1X0

**Dorchester Penitentiary
(Min)**

4902 A Main Street
Dorchester, New
Brunswick
E4K 2Y9

**Nova Institution for
Women (Multi)**

180 James Street
Truro, Nova Scotia
B2N 6R8

**Shepody Healing
Centre (Multi)**

4902 Main Street
Dorchester, New
Brunswick
E4K 2Y9



Quebec Region

Donnacona Institution (Max)

1537 Highway 138
Donnacona, Quebec
G3M 1C9

Port-Cartier Institution (Max)

Chemin de l'Aéroport
PO Box 7070
Port-Cartier, Quebec
G5B 2W2

Regional Reception Centre (Multi)

246 Montée Gagnon
Sainte-Anne-des-Plaines,
Quebec
J0N 1H0

Cowansville Institution (Med)

400 Fordyce Avenue
Cowansville, Quebec
J2K 3G6

Archambault Institution (Med)

242 Montée Gagnon
Sainte-Anne-des-Plaines,
Quebec
J0N 1H0

Joliette Institution (Multi)

400 Marsolais Street
Joliette, Quebec
J6E 8V4

La Macaza Institution (Med)

321 Chemin de l'Aéroport
La Macaza, Quebec
J0T 1R0

Drummond Institution (Med)

2025 Jean-de-Brébeuf
Blvd.
Drummondville, Quebec
J2B 7Z6

Federal Training Centre (Min)

600 Montée Saint-
François
Laval, Quebec
H7C 1S5

Archambault Institution (Min)

244 Montée Gagnon
Sainte-Anne-des-Plaines,
Quebec
J0N 1H0

Federal Training Centre (Med)

6099 Lévesque
Boulevard east
Laval, Quebec
H7C 1P1

Regional Mental Health Centre (Multi)

242 Montée Gagnon
Sainte-Anne-des-Plaines,
Quebec
J0N 1H0



Ontario Region

Joyceville Institution (Min)

Highway 15, No. 3766
PO Box 4510
Kingston, Ontario
K7L 5E5

Grand Valley Institution for Women (Multi)

1575 Homer Watson
Blvd.
Kitchener, Ontario
N2P 2C5

Millhaven Institution (Max)

Highway 33
PO Box 280
Bath, Ontario
K0H 1G0

Collins Bay Institution (Max/Med)

1455 Bath Road
PO Box 190
Kingston, Ontario
K7L 4V9

Joyceville Institution (Med)

Highway 15
PO Box 880
Kingston, Ontario
K7L 4X9

Warkworth Institution (Med)

County Road #29
PO Box 760
Campbellford, Ontario
K0L 1L0

Bath Institution (Med)

5775 Bath Rd.
PO Box 1500
Bath, Ontario
K0H 1G0

Beaver Creek Institution (Med)

2000 Beaver Creek Drive
P.O. Box 5000
Gravenhurst, Ontario
P1P 1Y2

Collins Bay Institution (Min)

1455 Bath Road
PO Box 7500
Kingston, Ontario
K7L 5E6

Beaver Creek Institution (Min)

PO Box 1240
Gravenhurst, Ontario
P1P 1W9

Regional Treatment Centre – Millhaven Institution (Multi) 560 King St W.

PO Box 22
Kingston, ON
K7L 4V7

Regional Treatment Centre - Collins Bay Institution (Multi)

1455 Bath Road
PO Box 7500
Kingston, Ontario
K7L 5E6



Prairie Region

Edmonton Institution (Max)

21611 Meridian Street
PO Box 2290
Edmonton, Alberta
T5J 3H7

Saskatchewan Penitentiary (Med /Max)

15th Street West
PO Box 160
Prince Albert,
Saskatchewan
S6V 5R6

Stony Mountain Institution (Med)

Highway #7
PO Box 4500
Winnipeg, Manitoba
R3C 3W8

Drumheller Institution and Annex (Med /Min)

Highway #9
PO Box 3000
Drumheller, Alberta
T0J 0Y0

Bowden Institution and Annex (Med/Min)

Highway #2
PO Box 6000
Innisfail, Alberta
T4G 1V1

Grande Cache Institution (Med/Min)

Hoppe Avenue
Bag 4000
Grande Cache, Alberta
T0E 0Y0

Grierson Centre (Min) (Basement)

9530 – 101 st Avenue
Edmonton, Alberta
T5H 0B3

Saskatchewan Penitentiary (Min)

15th Street West
PO Box 850
Prince Albert,
Saskatchewan
S6V 5S4

Stony Mountain Institution (Min)

Highway #7
PO Box 72
Stony Mountain,
Manitoba
R0C 3A0

Pê Sâkâstêw Centre (Min)

Highway #2A
P.O. Box 1500
Hobbema, Alberta
T0C 1N0

Regional Psychiatric Centre (Multi-level)

2520 Central Avenue
North
PO Box 9243
Saskatoon,
Saskatchewan
S7K 3X5

Willow Cree Healing Centre (Min)

PO Box 520
Duck Lake,
Saskatchewan
S0K 1J0

Edmonton Institution for Women (Multi -level)

11151-178th Street
Edmonton, Alberta
T5S 2H9

Okimaw Ohci Healing Lodge (Med/Min)

PO Box 1929
Maple Creek,
Saskatchewan
S0N 1N0



Pacific Region

Pacific Institution/Regional Treatment Centre (Multi-Level)

33344 King Road
PO Box 3000
Abbotsford, British
Columbia
V2S 4P4

Kent Institution (Max)

4732 Cemetery Road
PO Box 1500
Agassiz, British Columbia
V0M 1A0

Matsqui Institution (Med)

33344 King Road
PO Box 2500
Abbotsford, British
Columbia
V2S 4P3

Mountain Institution (Med)

4732 Cemetery Road
PO Box 1600
Agassiz, British Columbia
V0M 1A0

Mission Institution (Med)

8751 Stave Lake Street
PO Box 60
Mission, British Columbia
V2V 4L8

William Head Institution (Min)

6000 William Head Road
Victoria, British Columbia
V9C 0B5

Kwikwèxwelhp Healing Village (Min)

Harrison
Mills, British Columbia
(Off Morris Valley Road)
V0M 1L0

Mission Institution (Min)

33737 Dewdney Trunk
Road
PO Box 50
Mission, British Columbia
V2V 4L8

Fraser Valley Institution for Women (Multi-Level)

33344 King Road
Abbotsford, British
Columbia
V2S 6J5