

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving Public Works and Government
Services Canada/Réception des soumissions Travaux
publics et Services gouvernementaux Canada
Room 100,
167 Lombard Ave.
Winnipeg
Manitoba
R3B 0T6
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
Room 100
167 Lombard Ave.
Winnipeg
Manitoba
R3B 0T6

Title - Sujet Pharmacy Support Services	
Solicitation No. - N° de l'invitation H3551-144214/A	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client H3551-144214	Date 2014-10-02
GETS Reference No. - N° de référence de SEAG PW-\$WPG-080-9177	
File No. - N° de dossier WPG-4-37099 (080)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-11-12	Time Zone Fuseau horaire Central Daylight Saving Time CDT
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: Almonte, Cathleen	Buyer Id - Id de l'acheteur wpg080
Telephone No. - N° de téléphone (204) 984-6664 ()	FAX No. - N° de FAX (204) 983-7796
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

Solicitation No. - N° de l'invitation

H3551-144214/A

Amd. No. - N° de la modif.

002

Buyer ID - Id de l'acheteur

wpg080

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

H3551-144214

File No. - N° du dossier

WPG-4-37099

CCC No./N° CCC - FMS No/ N° VME

PHARMACY SUPPORT SERVICES

Amendment No. 002 is hereby issued to modify Solicitation No. H3551-144214/A as follows:

1. **INSERT:** the attached PDF document titled, "H3551-144214-A ENG"

If your bid has already been forwarded and you wish to revise the same, this revision should reach the Bid Receiving Unit identified before the closing date. The bid number and closing date are to be clearly identified.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

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H3551-144214/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
wpg080

Client Ref. No. - N° de réf. du client
H3551-144214

File No. - N° du dossier
WPG-4-37099

CCC No./N° CCC - FMS No./N° VME

List of Annexes:

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PHARMACY SUPPORT SERVICES

PART 1 - GENERAL INFORMATION

1.0 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Financial Requirements: includes specific requirements that must be addressed by bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, the Insurance Requirements, the Task Authorization Form 572 and any other annexes.

2.0 Summary

Health Canada has a requirement for pharmaceutical support and distribution of pharmaceutical goods and services to the Health Canada team, medical professionals and clients, predominantly in 22 remote nursing stations in First Nations communities within Manitoba as detailed in the Statement of Work (attached hereto as Annex A). The period of the Contract is from 25 August 2015 to 24 August 2016 inclusive with Canada retaining an irrevocable option to extend the Contract for an additional two (2) consecutive one (1) year periods.

For services requirements, Bidders in receipt of a pension or a lump sum payment must provide the required information as detailed in article 3 of Part 2 of the bid solicitation.

The requirement is limited to Canadian goods and/or services.

This procurement is set aside under the federal government's Procurement Strategy for Aboriginal Business.

This procurement is set aside from the international trade agreements under the provision each has for set asides for small and minority businesses.

Further to Article 1802 of the Agreement on Internal Trade (AIT), AIT does not apply to this procurement.

3.0 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

1.0 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

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.

The 2003 (2014-09-25) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: one hundred and twenty (120) days

2.0 Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

DUE TO THE NATURE OF THE BID SOLICITATION, BIDS TRANSMITTED BY FACSIMILE TO PWGSC WILL NOT BE ACCEPTED.

3.0 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian

Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c.S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c.C-17, the [Defence Services Pension Continuation Act](#), 1970, c.D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c.R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c.R-11, the [Members of Parliament Retiring Allowances Act](#), R.S., 1985, c.M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c.C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **YES** [] **NO** []

If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **YES** [] **NO** []

If so, the Bidder must provide the following information:

- a. name of former public servant;

- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

4.0 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than seven (7) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

5.0 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Manitoba.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

6.0 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 10 days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

7.0 Bidders' Conference

A bidders' conference will be held at **391 York Avenue, Winnipeg, Manitoba on 9 October 2014. The conference will begin at 9:00 AM in. Bidders are to report to the reception area on the third floor.** The scope of the requirement outlined in the bid solicitation will be reviewed during the conference and questions will be answered. It is recommended that bidders who intend to submit a bid attend or send a representative.

Bidders are requested to communicate with the Contracting Authority before the conference to confirm attendance. Bidders should provide, in writing, to the Contracting Authority, the name(s) of the person(s) who will be attending and a list of issues they wish to table no later than 2 working days prior to the scheduled conference.

Any clarifications or changes to the bid solicitation resulting from the bidders' conference will be included as an amendment to the bid solicitation. Bidders who do not attend will not be precluded from submitting a bid.

PART 3 - BID PREPARATION INSTRUCTIONS

1.0 Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (4 hard copies)
Section II: Financial Bid (1 hard copy)
Section III: Certifications (1 hard copy)

PRICES MUST APPEAR IN THE FINANCIAL BID ONLY. No prices must be indicated in any other section of the bid.

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders

should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Section II: Financial Bid

1.1 Bidders must submit their financial bid in accordance with the Basis of Payment in **Annex B**. The total amount of Applicable Taxes must be shown separately.

1.2 Exchange Rate Fluctuation

C3011T (2013-11-06) Exchange Rate Fluctuation

Section III: Certifications

Bidders must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1.0 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

1.1 Technical Evaluation

Mandatory and point rated technical evaluation criteria are included in **Annex F**.

1.2 Financial Evaluation

1.2.1 Mandatory Financial Criteria

SACC Manual Clause A0220T (2014-06-26) Evaluation of Price

2.0 Basis of Selection

2.1 Basis of Selection – Highest Combined Rating of Technical Merit and Price

- 1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and

- b. meet all mandatory criteria; and
- c. obtain the required minimum points specified for each criterion for the technical evaluation, and
- d. obtain the required minimum of 630 points overall for the technical evaluation criteria which are subject to point rating.

The rating is performed on a scale of 840 points.

2. Bids not meeting (a) or (b) or (c) or (d) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	Pricing Score	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
Combined Rating		83.84	75.56	80.89
Overall Rating		1 st	3 rd	2 nd

PART 5 – CERTIFICATIONS

Bidders must provide the required certifications and associated information to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default in carrying out any of its obligations under the Contract, if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

1. Certifications Required Precedent to Contract Award and Certifications Required with the Bid

1.1 Certifications Required Precedent to Contract Award

The certifications listed below should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to comply with the request of the Contracting Authority and to provide the certifications within the time frame provided will render the bid non-responsive.

1.1.1 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.

1.1.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](#)" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from [Employment and Social Development Canada \(ESDC\) - Labour's](#) website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of contract award.

1.1.3 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications

and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

1.1.4 Education and Experience

SACC *Manual* clause [A3010T](#) (2010-08-16), Education and Experience

1.2 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

1.2.1 Canadian Content Certification

1.2.1.1 SACC *Manual* clause A3050T (2010-01-11) Canadian Content Definition.

1.2.1.2 Canadian Content Certification

This procurement is limited to Canadian services.

The Bidder certifies that:

[] the services offered are Canadian services as defined in paragraph 4 of clause [A3050T](#).

For more information on how to determine the Canadian content for a mix of goods, a mix of services or a mix of goods and services, consult Annex 3.6.(9), Example 2, of the [Supply Manual](#).

1.2.2 Set-aside for Aboriginal Business

1. This procurement is set aside under the federal government's Procurement Strategy for Aboriginal Business, as detailed in [Annex 9.4](#), Requirements for the Set-aside Program for Aboriginal Business, of the *Supply Manual*.
2. The Bidder:
 - i. certifies that it meets, and will continue to meet throughout the duration of any resulting contract, the requirements described in the above-mentioned annex;
 - ii. agrees that any subcontractor it engages under any resulting contract must satisfy the requirements described in the above-mentioned annex; and
 - iii. agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex.
3. The Bidder must check the applicable box below:

- i. The Bidder is an Aboriginal business that is a sole proprietorship, band, limited company, co-operative, partnership or not-for-profit organization.

OR

- ii. The Bidder is either a joint venture consisting of two or more Aboriginal businesses or a joint venture between an Aboriginal business and a non-Aboriginal business.

4. The Bidder must check the applicable box below:

- i. The Aboriginal business has fewer than six full-time employees.

OR

- ii. The Aboriginal business has six or more full-time employees.

5. The Bidder must, upon request by Canada, provide all information and evidence supporting this certification. The Bidder must ensure that this evidence will be available for audit during normal business hours by a representative of Canada, who may make copies and take extracts from the evidence. The Bidder must provide all reasonably required facilities for any audits.

6. By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

1.2.2.1 Owner/Employee Certification – Set-aside for Aboriginal Business

If requested by the Contracting Authority, the Bidder must provide the following certification for each owner and employee who is Aboriginal:

1. I am _____ (*insert "an owner" and/or "a full-time employee"*) of _____ (*insert name of business*), and an Aboriginal person, as defined in [Annex 9.4](#) of the *Supply Manual* entitled "Requirements for the Set-aside Program for Aboriginal Business".
2. I certify that the above statement is true and consent to its verification upon request by Canada.

Printed name of owner and/or employee

Signature of owner and/or employee

Date

PART 6 - FINANCIAL REQUIREMENTS

1.0 Financial Capability

Manual SACC clause [A9033T](#) (2012-07-16) Financial Capability

PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

1.0 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at **Annex A** and the Contractor's technical bid entitled ___TBD___, dated ___TBD___.

1.1 Task Authorization

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

1.1.1 Task Authorization Process

1. The Technical Authority will provide the Contractor with a description of the task using the "Task Authorization" form specified in **Annex D**.
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis (bases) and methods of payment as specified in the Contract.
3. The Contractor must provide the Technical Authority, within **2 calendar days** of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the Technical Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

1.1.2 Task Authorization Limit

The Contracting Authority may authorize individual task authorizations up to a limit of \$TBD, Applicable Taxes included, inclusive of any revisions.

1.1.3 Canada's Obligation - Portion of the Work - Task Authorizations

Canada's obligation with respect to the portion of the Work under the Contract that is performed through task authorizations is limited to the total amount of the actual tasks performed by the Contractor.

1.1.4 Periodic Usage Reports - Contracts with Task Authorizations

The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract.

The Contractor must provide this data in accordance with the reporting requirements detailed below or in **Annex E**. If some data is not available, the reason must be indicated. If services are not provided during a given period, **the Contractor must still provide a "nil" report.**

The data must be submitted on a monthly basis to the Contracting Authority.

The monthly periods are defined as follows:

- 1st Month: 25 August 2015 to 30 September 2015;
- 2nd Month: 1 October 2015 to 31 October 2015;
- 3rd Month: 1 November 2015 to 30 November 2015; etc.

The data must be submitted to the Contracting Authority no later than 10 calendar days after the end of the reporting period.

Reporting Requirement- Details

A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process. This record must contain:

For each authorized task:

- i. the authorized task number or task revision number(s);
- ii. a title or a brief description of each authorized task;
- iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- v. the start and completion date for each authorized task; and
- vi. the active status of each authorized task, as applicable.

For all authorized tasks:

- i. the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TAs; and
- ii. the total amount, exclusive of Applicable Taxes, expended to date against all authorized TAs.

2.0 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual)(<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

2.1 General Conditions

2035 (2014-09-25), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

3.0 Security Requirement

There is no security requirement applicable to this Contract.

4.0 Term of Contract

4.1 Period of the Contract

The period of the Contract is from 24 August 2015 to 25 August 2016 inclusive

4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

5.0 Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Cathleen Almonte, *B. Comm. (Hons.)*
Supply Specialist
Public Works and Government Services Canada
Western Region
Acquisitions Section
Suite 100-167 Lombard Avenue
Winnipeg, MB R3B 0T6

Telephone: (204) 984-6664

Facsimile: (204) 983-7796

E-mail address: cathleen.almonte@pwgsc-tpsgc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

5.2 Project Authority

The Project Authority for the Contract is: TBD

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

5.3 Contractor's Representative

Name: _____
Title: _____
Telephone: _____
Facsimile: _____
E-mail: _____

6.0 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

7.0 Payment

7.1 Basis of Payment – Firm Price

For the Work described in the Statement of Work and relating to Scheduled Services (A) in Pricing Schedule 1:

In consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid a firm price for a cost of \$TBD. Customs duties are included and Applicable Taxes are extra.

For the firm price portion of the Work only, Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

7.1.1 Limitation of Price

SACC *Manual* Clause 6C000C (2011-05-16), Limitation of Price

7.2 Basis of Payment - Limitation of Expenditure - Task Authorizations

For the Work described in the Statement of Work and relating to “As and When Requested: Services (B) in Pricing Schedule 1:

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work specified in the authorized Task Authorization (TA), as determined in accordance with the Basis of Payment in Annex B, to the limitation of expenditure specified in the authorized TA.

Canada's liability to the Contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

No increase in the liability of Canada or in the price of the Work specified in the authorized TA resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

7.2.1 Limitation of Expenditure - Cumulative Total of all Task Authorizations

1. Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of \$ TBD . Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
3. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a. when it is 75 percent committed, or
 - b. four (4) months before the contract expiry date, or
 - c. as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions,whichever comes first.
4. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.2.2 Canada's Obligation – Portion of the Work – Task Authorizations

SACC Manual Clause B9031C (2011-05-16), Canada's Obligation – Portion of the Work – Task Authorizations

7.3 Monthly Payment

SACC Manual clause H1008C (2008-05-12), Monthly Payment

7.4 SACC Manual Clauses

A9117C (2007-11-30) T1204 – Direct Request by Customer Department
C0710C (2007-11-30) Time and Contract Price Verification

8.0 Invoicing Instructions

- A. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

a. a copy of the release document and any other documents as specified in the Contract;

B. Invoices must be distributed as follows:

a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

9.0 Certifications

9.1 Compliance

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing associated information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, fails to provide the associated information, or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

9.2 SACC Manual Clauses

A3000C (2011-05-16) Aboriginal Business Certification

A3060C (2008-05-12) Canadian Content Certification

10.0 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Manitoba.

11.0 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (c) the general conditions 2035 (2014-09-25) General Conditions – Higher Complexity – Services;
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (h) Annex C, Insurance Requirements;
- (i) the signed Task Authorizations (including all of its annexes, if any);
- (j) the Contractor's bid dated _____.

12.0 SACC Manual Clauses

B7500C (2006-06-16) Excess Goods

Solicitation No. - N° de l'invitation
H3551-144214/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
wpg080

Client Ref. No. - N° de réf. du client
H3551-144214

File No. - N° du dossier
WPG-4-37099

CCC No./N° CCC - FMS No./N° VME

13.0 Insurance Requirements

The Contractor must comply with the insurance requirements specified in **Annex C**. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

Statement of Work**ANNEX A****Pharmacy Support Services****1.0 Scope****1.1 Title**

Pharmacy Support and Distribution Services Health Canada, Manitoba Region.

1.2 Introduction

Health Canada requires a Contractor to provide pharmaceutical support and distribution of pharmaceutical goods and services to the Health Canada team, medical professionals and clients, predominantly in 22 remote nursing stations in First Nations communities within Manitoba.

The Contractor will be the provider of Non-Insured Health Benefits (NIHB) client-specific medication shipped to and received at the nursing stations. The estimated value of that business using 2013 expenditure data is approximately \$9.0 M per year (refer to Appendix A).

1.3 Objectives of the Requirement

Contractor to:

- A) Provide pharmaceutical expertise and support services for the nursing stations.
- B) Become the provider of Nursing Station narcotic and stock shortage items shipped to and received at the nursing stations and health centers as required.
- C) Store and provide drugs for the Tuberculosis (TB) Program.
- D) Provide NIHB distribution of Client Specific Drugs and Products

All services will be provided as required by Health Canada to remote and isolated communities (listed in, but not limited to Appendix A) and other First Nations and Inuit Health (FNIH) facilities.

2.0 Requirements**2.1 General**

Services must be provided by a facility and personnel located, registered, and licensed in the Province of Manitoba to operate a pharmacy.

The Contractor will provide "as and when requested" services to multiple Health Canada FNIH programs including Nursing, Health Protection [not limited to and inclusive of Communicable Disease Control (CDC), TB, STIBBP (Sexually Transmitted Infections & Blood Borne Pathogens), Immunization and CDHE (Communicable Disease Health Emergencies)] and Non-Insured Health Benefits.

The Contractor must offer business hours that coordinate services with the demands of the normal nursing station clinical hours Monday to Friday 8:30am to 5:00pm. The Contractor must also provide 24 hour on call service.

The Contractor must implement appropriate packaging, shipping and receiving management/ distribution processes and procedures as required. This includes, but is not limited to: closed chain custody, special processes to receive and distribute routine NIHB shipments, and narcotic and controlled drug stock, cold chain shipping, dangerous goods, and special supply requirements.

All shipments (e.g., non-NIHB: narcotics, stock, TB, emergency CDC) provided under this Contract are the responsibility of the Contractor and are to be shipped along with the NIHB client specific items at no additional cost. If those other shipments cannot be coordinated with NIHB items, actual shipping costs with no possibility for up charge, can be paid through this Contract with prior approval from the Project Authority. The Project Authority request must be supported by a certified copy of the prepaid transportation bill.

The Contractor must create and implement an accountability process, as per Health Canada requirements, for information on product shipped to, used by, returned by, and destroyed at Nursing Stations or destroyed at the Contractor's pharmacy and provide reports as requested.

The Contractor must maximize cost recovery of products (patient specific and stock medication) with limited, old or expired dating. Where possible the Contractor should notify the nursing stations of dated drugs that have been sent and should be returned for credit to the original supplier before return deadlines are past. The Contractor's community aid workers are to return to the Contractor, patient specific drugs that have limited dating or are expired. The Contractor must accept these expired or dated drugs from nursing stations and return them to the appropriate distributor so that a credit will be provided to Health Canada.

The Contractor must work with Health Canada on best practices in utilization of pharmaceuticals for Health Canada, health professionals, and nursing station staff.

The Contractor must develop and implement a backup supply management process for stock shortages and back-orders.

The Contractor must assist with the development and implementation of pandemic/emergency responses, medication advisories and recalls, and other medication related requests from Health Canada.

The Contractor must work with communities and health professionals in community evacuations to store medication from nursing stations when required, to ship medication as necessary and when requested to individuals and professionals sites, and to organize and work with other groups and pharmacies in different regions where individuals may be evacuated, as necessary, to ensure medication delivery.

2.2 Pharmacist Support Services to Nursing Station and Health Canada Professionals

The Contractor must provide 24 hour, on call pharmacist consultation services, (minimum services must address I.V. admixtures, dosing issues, drug information, and drug interactions) available to Health Canada professionals, with an after-hour call back time to health care professionals within 15 minutes. During regular business hours all calls must be answered.

The Contractor must provide pharmaceutical services including knowledge and product as required to Health Canada, health professionals, First Nation clients, the 22 nursing station staff noted in this Contract, and additional locations as and when requested.

The Contractor must provide a reliable monitoring system for drug interactions and medication errors, and must be able to intervene with nurses and or physicians immediately with a follow-up report including, if applicable, any process change required. This report must be developed within 24 hours of any intervention, and, be distributed to all facilities and the Project Authority as necessary.

The Contractor must participate in Continuing Education sessions for healthcare providers at centralized locations within Manitoba, in person or by telehealth or teleconference, as requested. These sessions may occur approximately 4 times per year.

The Contractor must provide clinical education resources and expertise that can be shared with the nursing stations, health facilities and health professionals as it becomes available or as requested.

The Contractor must conduct Nurse Orientation Training in Winnipeg related to pharmacy services, inventory management, and expired stock management. This service will be requested approximately 5 times per year.

2.3 Narcotic and Stock Medication Supply

The Contractor must have the ability to provide narcotic, controlled substances and stock shortage medication upon request, to all nursing stations/sites as required. All products must be delivered in the format and quantities requested. The Contractor must provide product(s) for emergencies within 24 hours, and in non urgent situations within 72 hours.

2.4 Health Protection Directorate

The Contractor must store Health Canada BCG vaccine and Tubersol testing solution, and distribute same to facilities identified by Health Canada within Manitoba. The number of shipments is estimated at 200 shipments per year. The Contractor must store a minimum of 150 vials of BCG and 150 vials of Mantoux (Tubersol) for shipment to the various communities and contact Health Canada to replenish stock when low.

The Contractor must supply and ship client-specific TB Medication to facilities identified by Health Canada within Manitoba. The number of yearly shipments to areas outside the 22 nursing stations mentioned in this contract is estimated at 90 per year.

The Contractor must have capacity for compounding TB meds for palatability at the pharmacy or in the nursing station.

The Contractor must be able to provide/deliver emergency CDC medications (including compounded products) within 24 hours to the 22 nursing stations and additional locations as and when required. The Contractor must be knowledgeable on the established MHHL CDC (<http://www.gov.mb.ca/health/publichealth/cdc/protocol>) protocols.

The Contractor must be available to meet with the Health Protection directorate quarterly as required to discuss and address needs, concerns, etc.

The Contractor must provide the CDC Manager quarterly reports on the number of PEP (Post-Exposure Prophylaxis) kits sent to communities, and identify communities that received kits.

The Contractor must provide the TB Manager with monthly reports on available stock of BCG and Mantoux, and immediate notification of anticipated shortages of TB meds, BCG or Mantoux.

The Contractor must provide the CDC Manager documentation on shipping (date, time, method) and site receiving (date, time) (closed chain of custody) of all ordered emergency CDC medications.

2.5 NIHB Supplier Requirements

The NIHB rates committed to in this Contract must be billed through the National NIHB Claims Processor, along with the eligible actual acquisition product costs. Actual acquisition product costs refer to the invoice costs from the provider's suppliers that can be produced by the contractor who is providing services. Rates for the NIHB program are established within this Contract but will not be paid through this agreement.

All clients' prescription information must be entered into the Manitoba Drug Program Information Network (DPIN) as long as the patient has a Personal Health Identification Number (PHIN). Should a PHIN not be available at the time of filling the prescription, efforts must be made (with appropriate documentation) to obtain the information. The Contractor must bill other parties as first payer when applicable. NIHB is supplemental to benefits that clients are entitled to from other plans.

The Contractor must provide product(s) to clientele at all nursing stations for emergencies within 24 hours, and in non urgent situations within 72 hours.

The Contractor must provide collaborative care plan development for patient drug management and coordination of patient and drug information sharing with nursing stations. The Contractor must work with nurses to keep information in patient charts, information of drugs and drug recalls current.

The Contractor must guarantee delivery of product to the patient and the nursing station, with a chain of signatures available to government personnel who may request access to this information (closed chain of custody).

The Contractor must provide professional prescription services as per the practice of pharmacy in Manitoba as regulated by the College of Pharmacists of Manitoba (CPM) to the remote communities and facilities that ensures clientele access to safe, cost-efficient rates for products.

The Contractor will work with physicians serving the northern communities to review interchangeability of medical supply and equipment (MS&E) supplies and pharmaceuticals to analyze and utilize cost effectiveness in providing products to First Nation clients. Interchangeability for products not on the Manitoba Formulary, but, listed elsewhere (where similar cheaper products are available and are recognized by NIHB), must be discussed with attending physicians (unless this ability for the pharmacists has been recognized by the CPM) to achieve cost savings that are supported by provincial professional authorities.

The Contractor must train and employ community aid workers in the 22 communities (as required if required as approved by the Director of Nursing) in Appendix A, to pick-up and receive incoming medication and products, distribute to patients (during hours of receiving), distribute nursing station drugs, stock, store patient drugs not yet distributed, watch for and return outdated patient stock, and administer the control processes (onsite inventory management developed by the Contractor), for routine shipments, in compliance with the College of Pharmacists of Manitoba regulatory structures. Emergency shipments and distribution at other times will be completed by the nursing station staff.

Shipping and receiving for NIHB items is the responsibility of the Contractor and is included in the NIHB rates for providing prescription medications, over-the counter medications and medical supplies and equipment.

Prescriptions received by the Contractor that they do not have the expertise to fill may be subcontracted out. The responsibility of shipping the finished product remains that of the

Contractor. Prescriptions would be billed by the subcontracted pharmacy through the national NIHB claims processor.

The Contractor, working with all facilities, must review and develop distribution processes that, when possible, take advantage of 90-100 day distribution supplies for the delivery of chronic medication where patients are stable. This must be documented in the patient profile.

The Contractor must have a refill notification and refill management system that provides the highest level of care for remote First Nation clients, and addresses cost efficiencies for products dispensed and shipped.

The Contractor must provide a service that addresses dosing irregularities, and provides specialized packaging for medication needs by clients and health professionals that is cost effective to the Program. (e.g., Lasix: to be dispensed separately from main bubble packs because of variable dosing)

The Contractor must have the ability to provide current medication profiles to the nurses and physicians at the client facilities in either hard copy or electronic file format, as requested by the Project Authority.

The Contractor, as requested, must work with professionals in Manitoba to address discharge coordination from hospitals or other programs to ensure the health and safety of people returning to their home communities or other areas.

Helpful Links to NIHB Product Supply Information:

Medical Supply & Equipment Information Link: http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/_medequip/2009-prov-fourn-guide/index-eng.php

Drug Benefit List for NIHB: <http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/provide-fournir/pharma-prod/med-list/index-eng.php>

2.6 Reporting Requirements

The Contractor must provide the Project Authority with ad hoc reports as requested, the following monthly reports, and an annual roll-up report by region. All reports must include monthly and year-to-date data. Reports must reach the Project Authority within ten (10) working days after month end.

1) Activity Report detailing support services, including: number of clinical consults during regular hours (08:30-17:00) and after hours, emergency assistance with evacuations and supplies, orientation/education activities, etc as per services provided under this Contract, and complaints from the public, other health professionals, or the College of Pharmacists of Manitoba regarding service, professional practice issues, medication dispensing or delivery errors, and product availability problems.

2) Drug Utilization per Community, including:

- a) number of regular shipments and number of items per shipment and cost
- b) number of emergency shipments and the medication, reason and shipping cost
- c) unusual occurrences (e.g., pharmacy and field errors, shipping and receiving problems)
- d) number of returned prescriptions (not delivered to client)
- e) BCG/ Tubersol stock supplied to Health Canada facilities
- e) reports as requested

3) Annual report by region.

4) The Contractor must provide the FNIHB TB Manager with a monthly update of BCG and Mantoux stock on hand and immediate notification of anticipated shortages of any TB meds, BCG or Mantoux.

3.0 Other Terms and Conditions

3.1 Health Canada Obligations

Health Canada will provide:

- a list of Nursing station locations and contact information
- will fax prescriptions from the nursing stations, and other orders from the Winnipeg office to the Contractor
- relevant information as soon as it becomes available in the event of impending nursing station evacuations
- notice of program changes, as well as program information and situational support to problem-solving
- accommodations for pharmacists at nursing stations for training and education purposes when prior approval is obtained and if room is available
- ordering information and prior approvals (for non-NIHB services.)
- space within the nursing station to receive, store, and distribute meds being handled by community aid workers

3.2 Location of Work and Delivery

The Contractor must be a pharmacy licensed and operating in Manitoba. Services will be provided to the 22 nursing stations as per Appendix A. Delivery sites will be as per Appendix A and additional delivery sites as requested by Health Canada within Manitoba.

3.3 Language of Work

The language of work is English.

3.4 Special Requirements

- 1) The service model and the processes used by the Contractor must adhere to the terms and conditions of the Regional Agreement with the Manitoba Society of Pharmacists as well as the national NIHB Program, detailed within section 2.1 of the *Pharmacy Claims Submission Kit*, <http://www.provider.esicanada.ca/pharmacists.html>
- 2) All prescriptions for medication filled for individuals by the Contractor are entered into the Drug Programs Information Network (DPIN)
- 3) The Contractor will recognize NIHB as the second payer when it receives prescriptions for individuals who have coverage from:
 - a. The Workers Compensation Board of Manitoba
 - b. Manitoba Public Insurance
 - c. Provincial and Federal correctional centers
 - d. Other third party payers
- 4) The service model and actions provided by the Contractor must follow all Laws of

Canada and in Canada,

- 5) The service model and work provided by the Contractor, must meet all expectations required by Manitoba Health and all associated Associations and Colleges (e.g., College of Pharmacists of Manitoba)
- 6) The Contractor, the Contractor's personnel, and any pharmacists or professionals the Contractor employs or contracts with, are bound by and must comply with the provisions of their agreement with the National NIHB Claims Processor and all applicable laws, rules and regulations regarding the practice of pharmacy including, but not limited to applicable rules of practice established by provincial or territorial pharmaceutical colleges, regulatory or licensing authorities. The Contractor must ensure all pharmacists it employs or contracts with obtain and maintain in good standing at all times, all required licenses, certificates and permits that are necessary to allow the Contractor and its pharmacists (as applicable) to undertake the practice of pharmacy and to lawfully dispense medications. The Contractor shall provide evidence of such good standing, certification and licensure without charge to the National NIHB Claims Processor, Health Canada or a designee of the National NIHB Claims Processor or Health Canada, within five (5) calendar days of written request by such party.
- 7) The Contractor, depending on the model the Contractor provides, must have the appropriate medical supplies and medical equipment wholesaler license and /or other licenses should such be required by the College of Pharmacists of Manitoba and Health Canada.

Approximate timelines to obtain the following licenses are as follows:

1. Drug Establishment License (wholesaling activities) - three to six months if the company has all the Good manufacturing Practice (GMP) requirements met at the time of the application and prelicensing inspection. It is important to note that the inspections and subsequent licensing are sometimes delayed because the company requires more time to put the GMP requirements in place.

2. Medical Device Establishment License - four to five weeks if all the information in their application is correct. These licenses can also be delayed because the company did not provide the correct information.

The link to the Establishment Licensing section of the website where the various forms and guides are located:

<http://www.hc-sc.gc.ca/dhp-mps/compli-conform/licences/index-eng.php>

For more information, please contact:

*Darryl Melnyk
Medical Devices Inspector
Health Canada
Phone (204) 983-1547
Fax (204) 984-2155*

APPENDIX A

Potential Client Facilities

The following constitutes a list of the client facilities and a sample of prescription volume from 2013. **The numbers in this appendix are no guarantee of the level of services to be provided in this contract.**

Communities	Approximate number of Rx's 2013	Population December 2013 On- Reserve	% of Population receiving benefits by current contractor	Communities with a water leg from airport to communities
Brochet	4726	460	37.2%	
Berens River	16,709	2022	21.4%	
Bloodvein	6639	1045	20.2%	
Cross Lake	32,239	5680	11.4%	
Garden Hill	38,440	3779	28.0%	Water Leg
God's Lake Narrows	21,698	1457	47.2%	
God's River	8129	723	36.5%	
Lac Brochet	5512	877	33.3%	
Little Grand Rapids	10,504	1233	30.5%	Water Leg
Nelson House	8902	2952	23.0%	
Oxford House	18,809	2415	29.3%	
Pauingassi	5328	565	32.9%	Water Leg
Poplar River	10,816	1208	29.2%	
Pukatawagan	261	2261	1.0%	
Red Sucker Lk	14,811	913	35.9%	
Shamattawa	10,486	1366	26.2%	
South Indian Lk	9909	1075	30.9%	
Split Lake	17,092	2346	24.0%	
St. Theresa Pt	39,310	3644	32.1%	Water Leg
Tadoule Lake	3652	311	49.8%	
Wasagamack	20,828	1783	32.2%	Water Leg
York Landing	5493	464	39.2%	
Overall Total	310,293	38,579	25.3%	

Basis of Payment

ANNEX B

It is **MANDATORY** that Bidders submit firm prices/rates for the period of the proposed Contract for all items listed hereafter. **This section, when completed, will be considered as the Bidder's financial proposal.**

Bidders shall provide bids as per unit of issue requested. It is the responsibility of the bidder to provide conversion to the unit of issue requested. Failure to do so will render the bid non-responsive without further consideration.

Should there be an error in the extended pricing of the Bidder's proposal, the unit pricing shall prevail and the extended pricing shall be corrected in the evaluation. Any errors in the quantities of the Bidder's proposal shall be changed to reflect the quantities stated in the RFP.

The quantities specified below are provided for evaluation purposes only.

Rates quoted must remain firm for the period of the Contract. Rates MUST include ALL costs associated with providing the service in accordance with the Statement of Work, Annex A attached herein. GST, if applicable, is to be shown as a separate item on any resulting invoice. Payment will be made in accordance with the following pricing.

* The Extended Price for materials is calculated by adding the **mark-up** quoted to the total estimated expenditure. Example: Year 1, \$500.00 estimated expenditure; 10% mark-up quoted = \$500.00 + (\$500.00 x 10%) = \$550.00

Parts will be supplied FOB Destination including all delivery charges. The following definitions have been used to arrive at the figures noted:

- i) MARK-UP - The difference between the Contractor's laid-down cost for product and resale price to the Crown. Mark-up includes applicable internal cost allocation by the Contractor such as material handling and general and administrative (G&A) expenses plus profit.
- ii) LAID-DOWN COST - The cost incurred by a vendor to acquire a specific product or service for resale to the government. This includes but is not limited to the supplier's invoice price (less trade discounts), plus any applicable charges for incoming transportation, foreign exchange, customs duty and brokerage.

"AS AND WHEN REQUESTED" SERVICES

TASK AUTHORIZATIONS

Additional service may be required on an "as and when requested" basis and authorized by the Technical Authority. The work requested must be for the type of services defined in the statement of work.

PRICING SCHEDULE 1: CONTRACT H3551-144214/001/WPG

Firm all inclusive rates for scheduled and "as and when requested" services in accordance to Annex A.

Contract Period: 24 August 2015 - 25 August 2016 Firm Unit Pricing, F.O.B. Destination, GST (if applicable) Extra					
Item No.	Description	Qty.	Unit of Issue	Firm Unit Price	Extended Price
A	SCHEDULED SERVICES Pharmacy Support Services to Remote Nursing Station in Manitoba – Maximum Total not to exceed \$100,000.00 annually				
1	Pharmacy Support Services	12	Month	\$	\$
B	TASK AUTHORIZATION: "AS AND WHEN REQUESTED" SERVICES Storage, Supply and Shipping – Shipping is to be coordinated with regular NIHB shipments at no additional cost. When it cannot be coordinated (e.g. for non-nursing station communities), shipping is paid at actual costs, when prior approved. These items are paid under this Contract, to a maximum of \$250,000.00 on an as needed basis, including product and fees or mark-up.				
1	TB Program – Fee for Distribution of stored HC TB BCG & Tubersol	200	Per Shipment	\$	\$
2	Narcotic Supply – Fee for Dispensing Small Package Narcotic Supply	400	Per Shipment	\$	\$
3	Mark-up for Non-NIHB Product Supply to all First Nations Communities (e.g. pandemic or supply shortage) may be charged at _____% mark-up above actual acquisition cost (e.g. wholesale product cost; actual cost for additional required resources when prior approved). <i>Estimated usage: \$75,000.00</i>				

Solicitation No. - N° de l'invitation
H3551-144214/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
wpg080

Client Ref. No. - N° de réf. du client
H3551-144214

File No. - N° du dossier
WPG-4-37099

CCC No./N° CCC - FMS No./N° VME

Option Year 1: 24 August 2016 - 25 August 2017 Firm Unit Pricing, F.O.B. Destination, GST (if applicable) Extra					
Item No.	Description	Qty.	Unit of Issue	Firm Unit Price	Extended Price
A	SCHEDULED SERVICES				
	Pharmacy Support Services to Remote Nursing Station in Manitoba – Maximum Total not to exceed \$100,000.00 annually				
1	Pharmacy Support Services	12	Month	\$	\$
B	TASK AUTHORIZATION: “AS AND WHEN REQUESTED” SERVICES				
	Storage, Supply and Shipping – Shipping is to be coordinated with regular NIHB shipments at no additional cost. When it cannot be coordinated (e.g. for non-nursing station communities), shipping is paid at actual costs, when prior approved. These items are paid under this Contract, to a maximum of \$250,000.00 on an as needed basis, including product and fees or mark-up.				
1	TB Program – Fee for Distribution of stored HC TB BCG & Tubersol	200	Per Shipment	\$	\$
2	Narcotic Supply – Fee for Dispensing Small Package Narcotic Supply	400	Per Shipment	\$	\$
3	Mark-up for Non-NIHB Product Supply to all First Nations Communities (e.g. pandemic or supply shortage) may be charged at _____% mark-up above actual acquisition cost (e.g. wholesale product cost; actual cost for additional required resources when prior approved). <i>Estimated usage: \$75,000.00</i>				

Option Year 2: 24 August 2017 - 25 August 2018 Firm Unit Pricing, F.O.B. Destination, GST (if applicable) Extra					
Item No.	Description	Qty.	Unit of Issue	Firm Unit Price	Extended Price
A	SCHEDULED SERVICES				
	Pharmacy Support Services to Remote Nursing Station in Manitoba – Maximum Total not to exceed \$100,000.00 annually				
1	Pharmacy Support Services	12	Month	\$	\$
B	TASK AUTHORIZATION: “AS AND WHEN REQUESTED” SERVICES				
	Storage, Supply and Shipping – Shipping is to be coordinated with regular NIHB shipments at no additional cost. When it cannot be coordinated (e.g. for non-nursing station communities), shipping is paid at actual costs, when prior approved. These items are paid under this Contract, to a maximum of \$250,000.00 on an as needed basis, including product and fees or mark-up.				
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3	Mark-up for Non-NIHB Product Supply to all First Nations Communities (e.g. pandemic or supply shortage) may be charged at _____% mark-up above actual acquisition cost (e.g. wholesale product cost; actual cost for additional required resources when prior approved). <i>Estimated usage: \$75,000.00</i>				

PRICING SCHEDULE 2: BILLED THROUGH NATIONAL NIHB CLAIMS PROCESSOR

Firm all inclusive rates in accordance to Annex A.

Contract Period: 24 August 2015 - 25 August 2016 Firm Unit Pricing, F.O.B. Destination, GST (if applicable) Extra					
Item No.	Description	Qty.	Unit of Issue	Firm Unit Price	Extended Price
A	<p>NIHB Product Supply Rates include all professional services, shipping, receiving and distribution. Rate becomes usual and customary rate for all NIHB billing by supplier, not just for the 22 nursing station communities. <u>NIHB items are billed through National NIHB Claims Processor and not through this Contract, and must be provided in accordance with NIHB Program policies and procedures (e.g. prior approvals, prescriptions, etc).</u></p> <p><u>NIHB Product Cost</u></p> <ul style="list-style-type: none"> A. Prescription Drugs (NAPRA schedule I): Actual Acquisition Wholesale Cost for largest available package size B. Over-the-Counter (OTC) Medications (Napra schedule II, III & unscheduled, and diabetic diagnostic agents and supplies): Actual Acquisition Wholesale Cost for largest available package size C. Medical Supplies and Equipment: Actual Acquisition Wholesale Cost for cost-effective items for need (e.g. low to mid range; exceptions with justification) 				
1	NIHB Prescription Dispensing Fee	200,000	Per Rx	\$	\$
2	NIHB OTC Flat Fee	75,000	Per Rx	\$	\$
3	NIHB Medical Supplies & Equipment Mark-Up may be charged at ____% mark-up above actual wholesale acquisition cost. <i>Estimated usage: \$350,000.00</i>				

Option Year 1: 24 August 2016 - 25 August 2017					
Firm Unit Pricing, F.O.B. Destination, GST (if applicable) Extra					
Item No.	Description	Qty.	Unit of Issue	Firm Unit Price	Extended Price
A	<p>NIHB Product Supply Rates include all professional services, shipping, receiving and distribution. Rate becomes usual and customary rate for all NIHB billing by supplier, not just for the 22 nursing station communities. <u>NIHB items are billed through National NIHB Claims Processor and not through this Contract, and must be provided in accordance with NIHB Program policies and procedures (e.g. prior approvals, prescriptions, etc).</u></p> <p><u>NIHB Product Cost</u></p> <ul style="list-style-type: none"> A. Prescription Drugs (NAPRA schedule I): Actual Acquisition Wholesale Cost for largest available package size B. Over-the-Counter (OTC) Medications (Napra schedule II, III & unscheduled, and diabetic diagnostic agents and supplies): Actual Acquisition Wholesale Cost for largest available package size C. Medical Supplies and Equipment: Actual Acquisition Wholesale Cost for cost-effective items for need (e.g. low to mid range; exceptions with justification) 				
1	NIHB Prescription Dispensing Fee	200,000	Per Rx	\$	\$
2	NIHB OTC Flat Fee	75,000	Per Rx	\$	\$
3	<p>NIHB Medical Supplies & Equipment Mark-Up may be charged at ____% mark-up above actual wholesale acquisition cost. <i>Estimated usage: \$350,000.00</i></p>				

Option Year 2: 24 August 2017 - 25 August 2018 Firm Unit Pricing, F.O.B. Destination, GST (if applicable) Extra					
Item No.	Description	Qty.	Unit of Issue	Firm Unit Price	Extended Price
A	<p>NIHB Product Supply Rates include all professional services, shipping, receiving and distribution. Rate becomes usual and customary rate for all NIHB billing by supplier, not just for the 22 nursing station communities. <u>NIHB items are billed through National NIHB Claims Processor and not through this Contract, and must be provided in accordance with NIHB Program policies and procedures (e.g. prior approvals, prescriptions, etc).</u></p> <p><u>NIHB Product Cost</u></p> <ul style="list-style-type: none"> A. Prescription Drugs (NAPRA schedule I): Actual Acquisition Wholesale Cost for largest available package size B. Over-the-Counter (OTC) Medications (Napra schedule II, III & unscheduled, and diabetic diagnostic agents and supplies): Actual Acquisition Wholesale Cost for largest available package size C. Medical Supplies and Equipment: Actual Acquisition Wholesale Cost for cost-effective items for need (e.g. low to mid range; exceptions with justification) 				
1	NIHB Prescription Dispensing Fee	200,000	Per Rx	\$	\$
2	NIHB OTC Flat Fee	75,000	Per Rx	\$	\$
3	<p>NIHB Medical Supplies & Equipment Mark-Up may be charged at ____% mark-up above actual wholesale acquisition cost. <i>Estimated usage: \$350,000.00</i></p>				

Insurance Requirements

ANNEX C

1.0 Commercial General Liability Insurance

1. The Contractor 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.
2. The Commercial General Liability policy must include the following:
 - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - j. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

2.0 Medical Malpractice Liability Insurance

1. The Contractor must obtain Medical Malpractice 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 \$1,000,000 per loss and in the annual aggregate, inclusive of the defence costs.
2. Coverage is for what is standard in a Medical Malpractice policy and must be for claims arising out of the rendering or failure to render medical services resulting in injury, mental injury, illness, disease or death of any person caused by any negligent act, error or omission committed by the Contractor in or about the conduct of the Contractor's professional occupation or business of good samaritan acts.
3. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
4. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

Task Authorization Form PWGSC-TPSGC 572

ANNEX D

Reference attached PDF document titled, "*Annex D – PWGSC 572*"

Task Authorization Usage Form

ANNEX E

Reference attached PDF document titled, "*Annex E – TA Usage Form*"

Technical Evaluation

ANNEX F

1.1 Technical Evaluation

1.1.1 Mandatory Technical Criteria

Mandatory requirements are evaluated on a simple pass or fail basis. Failure by Bidders to meet any of the mandatory requirements will render the Bidder's proposal non-responsive.

	Mandatory Requirement	Page	Pass	Fail
M1	The Bidders must be located, registered and licensed in the Province of Manitoba to operate a pharmacy.			
M2	The Bidder must provide a pharmacist(s) licensed to practice in the Province of Manitoba.			
M3	The Bidder must provide the appropriate medical supplies and medical equipment wholesaler license and or other licenses required by the College of Pharmacists of Manitoba and Health Canada, or a letter from Health Canada's licensing authority confirming they do not need any licenses for the businesses they will conduct; or, the bidder must demonstrate that activities required to obtain the necessary medical supply and medical wholesaler license(s) or other licenses required by the College of Pharmacists of Manitoba or Health Canada are underway at bid closing, with the bidder providing timelines for the process they will use to obtain the appropriate licenses prior to the award date that are signed off by Health Canada or the College of Pharmacists of Manitoba.			
M4	The Bidder must provide permission to the Contracting Authority to obtain information from any jurisdiction in Canada regarding their pharmacists' history, standing and associations.			

M5	The Bidder must be registered as a pharmacy service provider with Health Canada's Non-Insured Health Benefits Health Information Claims Processing System. http://www.provider.esicanada.ca/pharmacists.html			
M6	The Bidder must demonstrate they have a dangerous goods shipping management plan that meets Transport Canada air and road requirements.			
M7	The Bidder must provide a reliable monitoring system for drug interactions and medication errors.			

1.1.2 Point Rated Technical Criteria

Bids meeting all mandatory criteria will be evaluated on the following point rated evaluation criteria. **Bidders must clearly demonstrate in their bid how they meet the following Point-Rated Criteria:**

	POINT RATED CRITERIA	PAGE	MAX. POINTS	MIN. PASS MARK
BIDDER EXPERIENCE				
P1	Years of experience of the Bidder in pharmaceutical service delivery (prescriptions to clients including all related elements of this service). <ul style="list-style-type: none"> • 10 or more years - 30 points • 6-9 years - 15 points • 2-5 years - 10 points • Less than 2 years - 5 points 		30	22.5
P2	Previous experience and level of satisfaction from First Nations Community Leadership, Health Professionals or Clients (3 references minimum) <ul style="list-style-type: none"> • Previous experience with a high (positive, above expectations) level of satisfaction from First Nations Community Leadership, Health Professionals or clients. - 30 points • Previous experience with a satisfactory level of satisfaction from First Nation Community Leadership, Health Professionals or clients. - 15 points 		30	22.5

	POINT RATED CRITERIA	PAGE	MAX. POINTS	MIN. PASS MARK
	<ul style="list-style-type: none"> • Previous experience with a minimal or poor level of satisfaction from First Nation Community Leadership, Health Professionals or clients. - 5 points • No previous experience - 0 points <p>Bidders should detail any previous experience they have had with First Nations, and supply letters of satisfaction signed by First Nation Community Leadership, Health Professionals or Clients. Providing contact names and phone numbers for these references are optional, however Health Canada reserves the right to request contact names and phone numbers (and to contact people noted) for each reference if not provided with the proposal.</p>			
BIDDER AND PERSONNEL EXPERIENCE				
P3	<p>Provide a ``letter of standing`` from the College of Pharmacists of Manitoba or appropriate Colleges for all pharmacists, pharmacist managers, pharmacist consultants, and pharmacist owners associated with or to work in the proposed service facility.</p> <ul style="list-style-type: none"> • For each missing letter of understanding, 15 points will be deducted <p>Should pharmacists working at or associated with (e.g. helped prepare) the proposed service facility have work histories in other provinces, it is expected that `letters of standing`` from the appropriate Colleges in those areas also be provided.</p>		30	22.5
UNDERSTANDING, PLAN AND APPROACH				
P4	<p>Provide detailed information regarding the proposed model of service provision and Bidder`s value added services (benefit analysis as required) as it relates to the activities or resources of the Bidder.</p> <p>Maximum points will be awarded for attention to a management system that focuses on timely medication delivery process that ensures the highest quality of service to nursing stations and individuals alike – no matter what the service. Depending on the model chosen for service, a benefit analysis should be provided to show how the model to be used will be superior to historical models used in medication provision, or, how the model being introduced is superior to current models used in other areas of</p>		170	127.5

	POINT RATED CRITERIA	PAGE	MAX. POINTS	MIN. PASS MARK
	<p>Manitoba/Canada.</p> <p>Additional points will be awarded for documentation or proof of certification or recognition regarding qualities that can be shown or have been recognized by external groups, programs, institutions and/or peers.</p> <ul style="list-style-type: none"> • Description of resources (people, facility, etc.) available to provide service - max. 40 points • External recognition of resources (documentation or proof of certification or Staff/Company recognition) -max. 10 points • Model (and benefit analysis) including but not limited to: - max. 120 points <ul style="list-style-type: none"> ○ Service and product management ○ Dispensing activities / controls ○ Packaging / bubble packs ○ Staffing and training ○ Value added services ○ Cost efficiency activities ○ Communication / consultation ○ Collaborative issue management 			
P5	<p>Transition work plan that provides, in detail (with dating), the components of the proposal that will be followed to address the smooth transition of service from the present situation/contractor to the proposed new delivery/work service.</p> <p>Information should include but not be limited to:</p> <ul style="list-style-type: none"> - process / plan - sample documentation - procedure manuals for service delivery - timing for actions - education plans for all facilities / other professionals to address the start of the new contract - company contacts for issue resolution as work progresses <p>Maximum points will be given for clear, comprehensive descriptions of how the new proposal will address all transition issues that may arise (nursing station/ individual). Major time lines (dates) for total transitioning should be</p>		135	101.25

	POINT RATED CRITERIA	PAGE	MAX. POINTS	MIN. PASS MARK
	<p>provided with a goal of complete transfer of responsibilities being August 25, 2015.</p> <p>Points will be deducted for lack of clarity/ poor understanding of process management/ unreasonable time lines/lack of detail in addressing professional issues and providing seamless transition of services</p> <ul style="list-style-type: none"> • Detailed transition plan - <i>max. 60 points</i> • Transition of services by August 25/15 - <i>max. 15 points</i> • Information transfer/ IT processes - <i>max. 15 points</i> • Timely accurate medication provision transfer plans - <i>max. 30 points</i> • Communication/ education - <i>max. 15 points</i> 			
P6	<p>A detailed transportation and delivery plan that addresses timely and cost effective processes for normal and emergency shipments for nursing station and consumer stock.</p> <ul style="list-style-type: none"> • Understanding of the transportation networks involved in delivering medication and product; plan to ensure timely delivery of product - <i>max. 20 points</i> • Detailed plan that describes appropriate packaging, shipping, tracking and accountability processes for product security from pharmacy to nursing station (or other distribution point) to clients or professionals - <i>max. 30 points</i> • Understanding of the human and financial implications of actions and efforts required to ensure timely product delivery; emergency plans to address emergency shipments, missed shipments, and drug emergencies - <i>max. 30 points</i> • Understanding of handling unique goods that may be sensitive to temperature extremes - <i>max. 20 points</i> • Description of process to train, and maintain community based resources to accept and distribute products at nursing stations, or work in the north if part of a different distribution 		120	90

	POINT RATED CRITERIA	PAGE	MAX. POINTS	MIN. PASS MARK
	<p>mechanism - max. 20 points</p> <p><i>(should a different delivery mechanism be suggested other than using the nursing stations, the 20 points noted in this question should be used in the points above that deal with training of staff, hiring of staff, upkeep of facilities to distribute medication)</i></p> <p>This area is extremely important because of the distance factor in this contract. There can be no mistakes in medication delivery. Customer death could be the result.</p>			
P7	<p>Provide a backup/contingency/disaster plan that will guard against service interruptions to nursing stations and client specific prescription delivery for any scenarios that may occur such as station closures, computer break-downs, disaster and pandemic planning.</p> <p>The plan should include, but is not limited to:</p> <ul style="list-style-type: none"> • List of potential risks -max. 5 points • Communication plans prior to, during and post any problems -max. 10 points • Services to ensure the provision of chronic medication in the event of a nursing station closure. -max. 10 points • Pandemic planning -max. 10 points • Actions to deal with computer problems or electrical outages -max. 5 points • Continuing care for individuals who may be relocated to various areas of Manitoba and groups that the contractor would involve or work with to ensure continuing care for all clientele. -max. 10 points • Understanding of situation and any specialized planning that is necessary -max. 10 points 		60	45

	POINT RATED CRITERIA	PAGE	MAX. POINTS	MIN. PASS MARK
	Bidder would not be expected to list every problem they may encounter while working with this contract, but, they should show their organizational skills as well as their sincerity to following up on any problem to ensure people don't get hurt because of an issue they could have resolved. They should also have a good understanding regarding the types of issues they may face with this contract.			
P8	<p>Provide a backup supply management process for stock shortage and back orders.</p> <ul style="list-style-type: none"> Understanding of situations and impacts of such that may require specialized planning <i>-max. 10 points</i> Unique planning to address situations discussed <i>-max. 10 points</i> 		20	15
P9	<p>Provide a refill notification and refill management system unless the applicant can provide alternative systems of product delivery that provide the highest level of care for remote First Nation clients. Value comparisons must be included in new models that vary from traditional methods of service value that allow for a comparative review of unique proposals.</p> <ul style="list-style-type: none"> Services that provide timely accurate products <i>-max. 10 points</i> Cost effectiveness of processes / efficiency and effectiveness of system <i>-max. 5 points</i> 		15	11.25
P10	<p>Provide a drug recall management structure to address any drug safety issues in a timely manner.</p> <ul style="list-style-type: none"> Understanding of situations and impacts of such that may require specialized planning <i>-max. 10 points</i> Unique planning to address situations discussed <i>-max. 10 points</i> 		20	15
P11	<p>Provide a description of processes used to ensure efficient and cost effective services for NIHB clients. (Points to be evaluated on realistic descriptions, creativity and impact).</p> <p>Points will be given for items such as the following:</p>		40	30

	POINT RATED CRITERIA	PAGE	MAX. POINTS	MIN. PASS MARK
	<ul style="list-style-type: none"> - purchases that will offer NIHB savings from purchasing decisions - products that provide the required therapeutic requirements but are cost effective (e.g.: interchangeability for unique products) - interventions that provide improved patient care with cost saving results - bulk purchasing - maximizing cost recovery of products with limited /expired dating - work location possibilities - product delivery as well as emergency deliveries (how to provide efficiently) - bidders unique cost effective business plan suggestions 			
P12	<p>Provide details on the communication procedure that will be used to provide a pharmacist on call after normal working hours and during the weekend to provide emergency services. (cellular phone, paging system, etc.)</p> <ul style="list-style-type: none"> • description and applicability of communication procedure <i>-max. 10 points</i> • contingency plans <i>-max. 5 points</i> • information and services available <i>-max. 5 points</i> <p>Resources and response times are very important in this area. Bidder must show they have dedicated staff that will provide the services continuously.</p>		20	15
P13	<p>Outline the education and intervention programs included in their services which may be offered to facilities, professionals, staff and individuals. Locations of programs should be included.</p> <p>Points will be given for an awareness of the issues being addressed, and for the resources made available to help all aspects of service delivery.</p> <ul style="list-style-type: none"> • Resources available (number of people, qualifications, experience, programs and delivery methods) <i>-max. 15 points</i> • Presentation of resources, timing, location and mode of delivery <i>-max. 15 points</i> 		30	22.5
P14	Provide a collaborative care plan for patient drug		30	22.5

	POINT RATED CRITERIA	PAGE	MAX. POINTS	MIN. PASS MARK
	<p>management and coordination of patient and drug information sharing with nursing stations.</p> <ul style="list-style-type: none"> • Description and applicability of process <i>-max. 15 points</i> • Information and services available <i>-max. 15 points</i> 			
ORGANIZATION AND MANAGEMENT				
P15	<p>Demonstrate that the Contractor shall provide all the staff necessary to perform all services as specified in the Statement of Work - Annex A, as it pertains to: the team's organization, services to be managed, and proof of the Contractor's resources and capacity to provide additional resources, if and when needed.</p> <p>What the Contractor should provide but not be limited to:</p> <p>a) Overall Contractor's Organization: <i>(max. 5 points)</i></p> <p>An organization chart for the Contractor.</p> <p>Key personnel position title and length of time with the Contractor as they relate to assigned roles and responsibilities.</p> <p>b) Team assigned to this Contract: <i>(max. 10 points)</i></p> <p>An outline indicating the number of personnel that would be utilized to carry out the services. The number of personnel should be broken down to reflect the number of, supervisor(s), technicians.</p> <p>c) Monitoring of Contractor's Staff <i>(max. 15 points)</i></p> <p>A detailed description of the Contractor's intended methods to supervise and monitor the staff to ensure the work performance adheres to the Quality Standards specified in the Request for Proposal. This should include the number of hours for the working Supervisor(s).</p> <p>d) Absenteeism of Contractor's Staff <i>(max. 15 points)</i></p> <p>A detailed narrative of how you would remedy the situation if the quality of services that you are</p>		45	33.75

	POINT RATED CRITERIA	PAGE	MAX. POINTS	MIN. PASS MARK
	providing to the client diminished due to a high level of absenteeism.			
QUALITY ASSURANCE				
P16	<p>A demonstration that quality standards described herein shall be strictly adhered to as it relates to the Contractor's commitment towards a quality organization and the contractors method of maintaining and improving quality services.</p> <p>The Contractor should provide but not be limited to:</p> <p>a) Quality Assurance (QA) Program <i>(max. 20 points)</i></p> <p>A detailed description of the Quality Assurance Program currently employed by the Contractor, including the employee involvement.</p> <p>b) Quality Assurance Training <i>(max. 10 points)</i></p> <p>Provide detailed description of QA Training and any other courses attended outside the organization given to employees to ensure quality service delivery.</p> <p>c) Resolution of Problems <i>(max. 15 points)</i></p> <p>A detailed description of how the Contractor resolves contentious issues related to the quality of services.</p>		45	33.75
MAXIMUM POINTS AVAILABLE			840	630