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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

<b>Title - Sujet</b> Pharmacy Support Services	
<b>Solicitation No. - N° de l'invitation</b> H3551-144214/A	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> H3551-144214	<b>Date</b> 2014-10-28
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$WPG-080-9177	
<b>File No. - N° de dossier</b> WPG-4-37099 (080)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2014-11-12</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Central Daylight Saving Time CDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Almonte, Cathleen	<b>Buyer Id - Id de l'acheteur</b> wpg080
<b>Telephone No. - N° de téléphone</b> (204) 984-6664 ( )	<b>FAX No. - N° de FAX</b> (204) 983-7796
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

Solicitation No. - N° de l'invitation

H3551-144214/A

Amd. No. - N° de la modif.

003

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

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**H3551-144214/A**  
**Bidders` Conference for Pharmacy Support Services**  
**October 9, 2014, 9:00 a.m. to 9:55 a.m.**  
**391 York Avenue, Winnipeg**

**Attendance:**

Jack Rosentreter (NIHB) Joelle Breton (NIHB) Glenn Howell (FNIHB)	Cathleen Almonte (PWGSC) Bill Perkins (PWGSC) Karen Kuzych (PWGSC)
Joe Tyson (Health Canada, Nursing) Amber Wiebe (Health Canada, Nursing) Rose Anne Zacharias (Health Canada, Nursing)	Murray Carswell (GMHS) Gail Halko (GMHS)
Jeff Uhl (Altec Drug Services)	David Huston (Provident Pharmacy)
David Mackay (Resultz PR)	Olaf Koester (Medocare) Brad McAllister (Medocare)
Jay Stuebing (North Group)	Derek Reimer (Muskegki) Laurie Kaminsky (Muskegki)
Myles Haverluck (Dauphin Pharmacy)	

**Agenda Items**

- Opening and Welcoming Remarks
- Introductions and Sign-in
- Review of RFP
- Questions/Answers
- Closing Remarks

**Opening and Welcoming Remarks:**

- Cathleen Almonte, the PWGSC Contracting Authority, thanked everyone for attending.
- The purpose of this meeting is to review and discuss the Request for Proposal for Pharmacy Support Services (Solicitation number H3551-144214/A) and also to provide and clarifications to any questions.
- It is recommended that Aboriginal businesses register in the Aboriginal Business Directory (ABD) [www.aadnc-aandc.gc.ca/abd](http://www.aadnc-aandc.gc.ca/abd) in order to be PSAB eligible for set-asides.

**Introduction and Sign-In:**

- Roundtable introductions of all attendees.
- Reminder for all to complete the sign-in sheet.
- The Agenda and the Proposal Guide were distributed to attendees during the meeting.

**Review of the Request for Proposal:**

- The solicitation closes at 14:00 CST, November 12, 2014. Faxed bid submissions will not be accepted.
- The period of the Contract is from August 25, 2015 to August 24, 2016 plus 2 additional 1 year options.
- This procurement is set-aside under the Federal Government's Procurement Strategy for Aboriginal Business.
- Results cannot be released prior to the award process.

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**Questions/Answers:**

**Q1** How is the pricing determined?

**A1** The unit rate will be taken. The financial bid comprises 40% of your total evaluated score. The technical bid comprises 60% of your total evaluated score.

**Q2** Why do you need to see the dispensing fee for prescription services?

**A2** Whoever the successful bidder is, prescription delivery to patients at the nursing stations becomes the exclusive right of the bid winner. For this right, the dispensing fee is included in the contract.

**Q3** How does the dispensing fee in this contract work when pharmacies already have their dispensing fee with ESI.

**A3** This contract supersedes the dispensing fee with ESI. The bidder`s dispensing fee becomes the bidder`s fee for all prescriptions filled for NIHB clients.

**Q4** Does the dispensing fee carry weight?

**A4** Yes.

**Q5** The dispensing fee is paid through ESI. Are there no further negotiating fees?

**A5** Correct. There will be a set dispensing fee. If necessary, dispensing fees (from other pharmacies) for prescriptions that the pharmacy needs special expertise to fill are allowed.

**Q6** Can you elaborate on the nursing stations re CAW's ?

**A6** The need for Community Access Workers (CAWs) is determined by the Contractor, and Nursing who will discuss where these services are most needed within First Nations communities in Manitoba. Not all communities have CAW's.

**Q7** Could you provide the information on the number of CAW's in the communities?

**A7** Health Canada may not be able to release that type of information. A direct request would have to be forwarded to Public Works requesting permission to obtain it. We would then look into whether we can release that information.

Proposals for CAW's or any proposal are the bidder's responsibility regarding whether they meet the College of Pharmacists' of Manitoba and Health Canada's approval.

Any decrease in the use of CAW's or change in the process must be included in any submission.

**Q8** Does the RFP allow the bidding entity (e.g. patient contact pharmacy) to use a central fill pharmacy"subcontractor as part of this bid?

**A8** Yes

**Q9** Would the RFP consider the subcontracted"central fill pharmacy's" experience in pharmaceutical service delivery? Or would it only consider the patient contact pharmacy experience (P1)?

**A9** Health Canada would consider the experience of both groups together (patient contact pharmacy and subcontracted central fill pharmacy).

**Q10** Would the RFP require the central fill pharmacy to provide pharmacist licenses and letter of standing? Or just the bidding pharmacy "patient contact" pharmacists (P3)?

**A10** All pharmacists at both sites.

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- Q11** How is the program administered presently i.e. is the RFP a continuation of an existing program or a revised or new method of delivery?
- A11** The RFP process for service to the north has been in place for over 8 years. Health Canada has used this process to provide the best service possible to northern communities.
- Q12** Will there be logistical information regarding community supply chain for the 22 communities that outlines available carriers and schedules for the communities?
- A12** We don't know what everyone's processes are going to be. It is the bidder's responsibility to gather the information required for the Request for Proposal.
- Q13** Further to M7 – does provide mean the same thing as access?
- A13** It does. Health Canada will change the wording in the RFP to read provide and access if bidders feel this is more appropriate.

Bidders are reminded that support services to the northern nursing stations is extremely important, and that proposals must be very clear regarding what is meant when they submit their bids. There can be subtle differences in services provided in all bids. Wording should clearly explain such, and, grading will take the same into consideration.

- Q14** Further to M3 - Define why are you looking for all the licences specified in the RFP?
- A14** It covers off what may be required by Health Canada and by the College of Pharmacists of Manitoba for different proposals. You may require a provider's licence to provide all the services required at the nursing stations but only these two groups can correctly advise you. With the timeframes we now have in place, bidders have more time to establish what you will need to obtain in terms of licences.
- Q15** Can a bid be submitted on the basis that certain licences may still be required?
- A15** Yes, if you can guarantee that everything necessary will be provided by the deadline of August 2015 (with timelines leading up to that), then your bid will be accepted.
- Q16** Aboriginal joint venture – 51%
- A16** Yes.
- Q17** Regarding P5, Transition Work Plan. Would Health Canada give documentation to ensure transition out?
- A17** This question should be submitted to Public Works, with as much detail as possible, so the question can be researched with the current contractor, to see what information can be provided.
- Q18** Further to Page 7, Paragraph 1 - Can you given some sense of what historical models you are referencing?
- A18** As of January, 2014, in Manitoba, with a new Act and Regulations in place, pharmacists were given increased responsibilities and abilities. The reference to historical models refers to models that could be and were presented during the last bidding process; at the present time it is recognized that pharmacists may be able to present proposals that they could not previously.
- Q19** For new proposals, do you want qualified, not a quantified analysis?
- A19** Yes.

**PUBLIC HEALTH COMMENTS:**

TB program needs: TB medications are ordered on prescriptions and all must be bubble packages as medications are provided by directly observed therapy (DOT). The prescriptions are clear on packaging medications for tuberculosis. The TB program also has tubersol and BCG vaccine supplies

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that it stores at the pharmacy in a cold chain maintained environment. The tubersol solution and BCG vaccines are ordered through the TB unit and the authorization for shipping comes from the TB unit. Any supplies are shipped with regular shipping processes to avoid extra costs for shipments."

**Q20** Further to P6, 5<sup>th</sup> bullet – I need to get a further understanding of this question.

**A20** It's referring to the CAWs or the best service provision possible. If you can provide better services with other models, the service should be included in your model.

**Q21** Is it our responsibility to determine if CAWs are approved by the College?

**A21** Yes.

**NURSING COMMENTS**

The two major challenges and constraints faced in northern nursing stations are the space available and staff available.

It's very costly for nurses up North to distribute and dispense the medications. Building new facilities are also extremely costly.

Approximately 40% of the staff is from the Maritimes and 30-40%, from Manitoba.

**Q22** It is not necessary to submit documentation for financial purposes?

**A22** No, financial information is not required at bid submission.

**Q23** What is the anticipated award date?

**A23** We are trying to give the successful applicant approx. 6 months from award date to August 2015.

**Q24** Is Methadone or Suboxone used in the north

**A24** No, not at this time. The College of Pharmacists of Manitoba is currently looking at a possible review of their guidelines in Manitoba. The use of these products may come into force in the future.

**Q25** Do you have network capabilities for all 22 remote nursing stations within Manitoba?

**A25** No. Approximately 5 stations have such.

**Q26** The successful bidder will have access to an open network?

**A26** In order to access Tele-Health network, you have to book the time.

**Q27** Requesting consideration for P5 –Transition Phase

Criteria currently revolves around transition to new provider but there is no requirement for a transition OUT process.

Proponents should describe their transition planning process that will result in a plan to enable a smooth transfer to the Services outlined in this RFP "transition in" to the Proponent, or at the end of the contract, from the Proponent to a new service provider "transition out", ENABLING UNINTERRUPTED Pharmacist Support services during each transition.

Proposals should include two high-level Transition Plans (one for transitioning in and one for transitioning-out), each showing the Proponents approach to the transition, anticipated transition roles, tasks, skills required, identified stakeholders, training needs, resource requirements, hand over and project schedule. The proposal should include the Proponent's commitment to working collaboratively with the next service provider.

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**A27** Criteria for P5 will continue to only address the transition phase for the initiation phase for the start of the next contract. As of the end of the current contract, the winning bid will be the only pharmacy that can ship/deliver medication through the nursing stations.

**Q28** Consistent with prior RFP, the contractor will consider “years experience” of one of the partners of a Joint Venture. Does this still apply?

**A28** All partners experience will be taken into consideration.

**Q29** P. 8 – Canada requests that bidders address and present topics in the order of the evaluation criteria under same headings. For clarification, this includes both Annex F 1.1.1 and 1.1.2?

**A29** Yes.

**Q30** Do you have an approximate number of calls to the help center for the previous few years that came from the Reserve Clinics?

**A30** Approximately 220/month.

**Q31** Will you be providing the list of all attendees from the Bidders meeting and who they represent in an addendum?

**A31** Yes.

**Q32** Who is the current pharmacy supplier for the Clinics?

**A32** Grand Medicine.

**Q33** How is the current contractor going to be scored in section P5: transition. The max point value is 135 with a pass of 101.5. Please provide specifics.

**A33** All bidders must address the items specified in P5. Grading is applied equally and fairly to all and is allocated as described in P5.

**Closing Remarks:**

- Any further questions must be submitted in writing to Cathleen Almonte no later than 7 calendar days prior to the bid closing date.

**PROPOSAL GUIDE**

<b>Proposal:</b>	Comprised of 3 sections - Technical Bid (4 hard copies), Annex F - Financial Bid (1 hard copy), Annex B - Certifications (1 hard copy), Part 5	
<b>Certifications:</b>	Required with Bid	- Canadian Content Certification (Article 1.2.1.2, p. 11) - Set Aside for Aboriginal Business (Article 1.2.2, p. 11-12)
	Required prior to Award	- Integrity Provisions (Article 1.1.1, p. 10) - Federal Contractors Program for Employment Equity (Article 1.1.2, p. 10) - Status and Availability of Resources (Article 1.1.3, p. 10-11) - Education and Experience (Article 1.1.4, p. 11)
<b>Financial Bid:</b>	Complete Annex B Includes 2 Pricing Schedules Comprises 40% of total evaluated score	

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**Technical Bid:** Complete Annex F to be submitted with your proposal  
Mandatory Criteria – pass or fail  
Point Rated Criteria – 75% pass mark per criterion  
Comprises 60% of total evaluated score

**Note:** Complete and sign front page

Complete contact information in Part 7, Article 5.3 Contractor's Representative (p. 16)

Complete Part 2, Article 3.0 Former Public Servant (p. 4-6)  
- Former Public Servant in Receipt of a Pension  
- Workforce Adjustment Directive

Solicitation Closing Date: 12 November 2014 – Bids submitted by fax will not be accepted

**All questions and answers are posted as an amendment to the RFP. Please send all questions to the Contracting Authority:**

Cathleen Almonte  
Supply Specialist  
Public Works and Government Services Canada  
100-167 Lombard Avenue  
Winnipeg, MB R3B 0T6

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