

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. 003
Client Reference No. - N° de référence du client H3551-144214	Date 2014-10-28
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.

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 (Providen Pharmacy)
David Mackay (Resultz PR)	Olaf Koester (Medocare) Brad McAllister (Medocare)
Jay Stuebing (North Group)	Derek Reimer (Muskehi) Laurie Kaminsky (Muskehi)
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 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, 5th 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

Proposal: Comprised of 3 sections - Technical Bid (4 hard copies), Annex F
- Financial Bid (1 hard copy), Annex B
- Certifications (1 hard copy), Part 5

Certifications: 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)

Financial Bid: 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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