

**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

<b>Title - Sujet</b> Paramedical Support Services	
<b>Solicitation No. - N° de l'invitation</b> H3501-133581/A	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> H3501-133581	<b>Date</b> 2014-11-28
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$WPG-209-9228	
<b>File No. - N° de dossier</b> WPG-4-37044 (209)	<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 2014-12-09</b>	
<b>Time Zone</b> Fuseau horaire Central Standard Time CST	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Allard, Ken	<b>Buyer Id - Id de l'acheteur</b> wpg209
<b>Telephone No. - N° de téléphone</b> (204) 983-4920 ( )	<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> Raison sociale et adresse du fournisseur/de l'entrepreneur	
<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> (type or print) <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>

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H3501-133581/A

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Amd. No. - N° de la modif.

001

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Please refer to the attached:

- 1) Amendments to the Solicitation Document(s) H3501-133581 Paramedic Services
- 2) Questions and Answers

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The following amendments have been made to the solicitation:

**Under: Annex A - Part 4**

4.2 Contract Paramedics are required to have the following certifications:

**Delete** a. International Trauma Life Support (ITLS)

**Delete** d. Neonatal Resuscitation Program (NRP).

**Under: Annex A - Part 6**

**Delete 6.1.1 Regular Working Hours:** Monday to Friday

Shift #1: 16:30-01:00 hrs (8.5 hrs) for one Contract Paramedic.  
On call from 08:00-12:30 hrs.

Shift #2: 00:30-09:00 hrs (8.5 hrs) for one Contract Paramedic.  
On call from 12:30-17:00 hrs.

**Insert 6.1.1 Regular Working Hours:**

Shift #1: 00:30-09:00 hrs (8.5 hrs) Monday to Friday for one Contract Paramedic.  
On call from 12:30-17:00 hrs.

Shift #2: 16:30-01:00 hrs (8.5 hrs) ) Monday to Friday for one Contract Paramedic.  
On call from 08:00-12:30 hrs.

**Delete 6.2.1 Regular Working Hours:** Monday to Friday

Shift #1: 16:30-01:00 hrs (8.5 hrs) for one Contract Paramedic.  
On call from hrs 08:00-12:30

Shift #2: 00:30-09:00 hrs (8.5 hrs) for one Contract Paramedic.  
On call from 12:30-17:00 hrs.

**Insert 6.2.1 Regular Working Hours:**

Shift #1: 00:30-09:00 hrs (8.5 hrs) Monday to Friday for one Contract Paramedic.  
On call from 12:30-17:00 hrs.

Shift #2: 16:30-01:00 hrs (8.5 hrs) ) Monday to Friday for one Contract Paramedic.  
On call from 08:00-12:30 hrs.

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### **6.3 Overtime**

#### **Delete 6.3.1 Regular Work Week:**

- a) Straight time for each hour worked up to the first 8.5 hours overtime worked; and thereafter
- b) @1.5/hr for each overtime hour worked above 51 accumulated hours in a week.

#### **Insert 6.3.1 Overtime Hours:**

Overtime will be paid for hours worked in a week greater than 44 hours @1.5/hr

### **Under: Appendix 2 to Annex A**

#### **Delete**

<b>PART 2 - MANDATORY POINT RATED CRITERIA</b>
R1 – Company Profile and Experience
R2 – Company Management Practices
R3 – Performance, Quality Assurance and Contingencies
R4 – Proposed Health Care Professionals

#### **Insert**

<b>PART 2 - POINT RATED CRITERIA</b>
R1 – Company Profile and Experience
R2 – Company Management Practices
R3 – Performance, Quality Assurance and Contingencies
R4 – Proposed Health Care Professionals

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## **PART 1 - TECHNICAL MANDATORY SPECIFICATIONS**

### **Delete M3**

The Bidder must provide registered Paramedics (EMT-P) practitioners with the Alberta College of Paramedics and provide proof of current standing with no restrictions, and certifications for ITLS, PALS, and NRP (refer to R3 below), and acceptable ACLS and CPR-C accredited certification by the College.

### **Insert M3**

The Bidder must provide registered Paramedics (EMT-P) practitioners with the Alberta College of Paramedics and provide proof of current standing with no restrictions, and certifications for PALS, acceptable ACLS and CPR-C accredited certification by the College.

## **PART 2 - POINT-RATED CRITERIA**

### **Delete**

Note: Each company in a Joint Ventures or Partnership will be separately assessed in accordance with the table below and the average of the total number of companies in a Joint Venture or Partnership will be taken.

### **7.1 Contract Responsibilities:**

- c. You may request a copy of the Nursing Activity Report System or (NARS) document by emailing the contracting authority.

Q	H3501-133581 Paramedics	Answers
1	Please can you advise what medical coverage is currently in place for weekends?	The Health Centre provides 24/7 medical coverage for eligible Health Canada clients. The nursing station normal hours of work are between 0800 and 17:00 hrs Monday to Friday. Weekends and after hours medical coverage is for emergencies only, provided on an on call basis.
2	Will you provide accommodation and subsistence over the weekends?	Accommodations - Yes. Health Canada provides and maintains accommodations in the communities in which we have staff and contract paramedics during the entire period of the contract in the community, including weekends. Subsistence - No. The Contractor is responsible for subsistence at all times, including weekends.
3	Please can you clarify the responsibilities of each party in regard to the ultimate responsibility for the cost of flights and travel? Page 26, 7.2c implies that contractor is responsible for organizing and ultimately paying for all flight and travel costs incurred, whereas Page 27, 7.3f implies that Contractor is responsible for organizing and paying for flight which will subsequently be reimbursed by Department of Health	The contractor is responsible for all travel arrangements and costs. Health Canada charters an aircraft charter each week to take nurses in and out of the communities. Space permitting, the Contractor can make use of that charter. However, all charter costs are shared equally amongst all passengers and the Contractor will be invoiced directly by the charter company for any paramedics who travel on it. The Contractor is responsible for all paramedic travel costs incurred, whether they use the charter or get there some other way.
4	Please can you confirm what medical equipment, consumables and pharmaceuticals will be provided by the Department of Health?	Health Canada provides all medical equipment, consumables and pharmaceuticals at the health centres, less paramedic emergency bags, equipment and drugs. The contract paramedics must maintain and stock their own paramedic equipment and emergency drugs at their own expense as Health Canada does not do or pay for this.
5	We are requesting a change to the M3 requirement that states: "The Bidder must provide registered Paramedics (EMT-P) practitioners with the Alberta College of Paramedics and provide proof of current standing with no restrictions, and certifications for ITLS, PALS, and NRP (refer to R3 below), and acceptable ACLS and CPR-C accredited certification by the College."	After reviewing our current qualifications and needs, Contract paramedics must be ACLS, CPR-C and PALS qualified. ITLS and NRP will be considered assets.
6	Is the paramedic expected to provide emergency care only, or will they engage in primary care services, such as flu shots, well mother and baby clinics, etc?	The paramedics provide emergency care only.
7	Can you provide the Scope of Services offered at each of the clinics, as well as a list of all facilities, medications, medical equipment and supplies available on site?	It is not practical to provide a list of all the medications, equipment and supplies as requested. Scope of service is emergency response for the provision and support of patient care; assessment, diagnostic, and application as per the EMT-P competency profile. All clinics, facilities, medications, medical equipment and supplies on site are standard in all three facilities and are what is to be expected of a remote community emergency clinic/health centre facility.

8	Can you provide the number of clinic visits per day and per night shift, so that we can understand the potential workload?	The number of clinic visits per day varies depending on the emergencies that arise. Typically, the paramedic could expect 0-6 visits on average per night shift. We cannot predict the exact number.
9	“escort patients on all emergency road transfers” - is there an ambulance on-site, and if so can you provide photos and a detailed list of equipment and supplies? Will the paramedic be expected to drive the ambulance for emergency road transfers? How long are these trips?	<p>There are no ambulances on site.</p> <p>Health Canada does not operate ambulances. Instead, we have Medical Emergency Evacuation Vehicles (MERVs) in each community. These MERVs are normally only used within the communities. However, occasionally they may be used to transport patients from the community to the nearest highway where they meet up with Alberta Health Services.</p> <p>The paramedic must be capable of driving the MERV, which is why an Alberta Class 6 license is required.</p> <p>The distance is approximately 20 minutes using the ice road in winter months, and 40 minutes when using the barge in summer months.</p>
10	Can you provide a sample of the intake form in the NARS documentations system?	Health Canada uses manual forms as we have not fully transitioned to electronic health records and charting. Attached form.
11	What is the process for providing the paramedics with access to this system?	As it is a manual process, no special access is required. Paramedics have access to all charting systems.
12	What is the quality of the internet service available? Will it support video interactions with the Medical Oversight physician or Medical Director? (Please provide detailed information on wifi and bandwidth).	<p>The quality is as good as can be expected of a remote community. Normally, it works quite well, but there are moments where there are issues. Health Canada maintains contracts with the local internet provider.</p> <p>Yes, it will support video interactions with Medical Oversight Physician or Medical Director. The health centres have a Tele-Health system with a machine in the emergency room and can contact the High Level hospital.</p> <p>We will not provide detailed information about our and bandwidth of our internal system at this time. We will provide what information we have only to the successful bidder.</p>
13	Is Internet access available for personal use by paramedics if they bring their own computers?	Yes. There is WIFI in the residences and health centres.
14	Can you provide some examples of pricing for flights from Calgary or Edmonton to each of the communities on the Health Canada charter flights?	<p>Our charter leaves from Edmonton only. Costs vary depending on the number of paramedics and nurses and each is charged for their seat. The contractor is able to utilise the charter seats that are available and will be billed directly by the air charter company.</p> <p>To get an idea of the cost, I recommend contacting charter companies such as NorAlta, Airco, etc, to get an estimate of what they would charge a contractor. Our contract price will not be circulated.</p>

15	Is there transport from the airport to the Nursing Station, and is this also provided by Health Canada?	Yes. Each community has Health Canada vehicles that are used to drop off and pick up all nurses and paramedics when they arrive in community. If the paramedic were to land somewhere else (e.g. Fort Vermillion), they will be on their own unless something has been previously arranged and agreed to with the Zone Nursing Manager.
16	How far is the accommodation from the Nursing Station? Is transportation required?	The residences are within walking distance of the Nursing Station. However, Health Canada provides vehicles for on call staff.
17	Is there an existing orientation plan for the Nurses, and if so, can you provide this?	Yes there is a Health Canada orientation plan for its nurses. No, we will not provide it. The contractor is responsible for orientating their paramedics, in cooperation with the Zone Nurse Manager.
18	Section A – How many overtime hours should be used to estimate the firm all inclusive cost? Or do we simply indicate our assumption?	Review the Request For Proposal in detail and indicate your assumption.
19	Will you allow for Paramedics registered with the Alberta College of Paramedics that have restrictions that are not relevant to the operations of the clinic? For example, Ontario trained EMT-P's have restrictions which are not relevant to clinic operations and reads as below. Mechanical ventilation (use of automated ventilators, volume expanders, blood products and chest tubes are not items used in these remote clinic settings).	No we will not allow Paramedics registered with the Alberta College of Paramedics that have restrictions.  <u>Please refer to the Alberta College of Paramedics Labour Mobility Comparison (2009) EMT Paramedic</u>  As per the requirements, we want paramedics who can practice in AB with no restrictions whatsoever.
20	Further to this, would you allow Paramedics with restricted licenses that undergo the required labour mobility training to lift restrictions which are relevant to these remote clinic operations?	No. As per the requirement, we will only accept paramedics who can practice in AB with no restrictions. <u>Refer to the Alberta College of Paramedics Labour Mobility modules</u> ; practitioners with restrictions are encouraged to seek out additional resources where appropriate conditions and limitations will be issued with your Alberta registration.
22	The estimated schedule of services calls for 2 EMT-Ps to be working five (5) days per week for an entire year. On page 40, the estimated number of days is listed as 500.  Please confirm that you are looking for a flat rate for both EMT-Ps on a daily basis  Please comment on what will happen should the number of days be exceeded as full time work for the entire year should constitute about 520 days per year.	Two (2) EMT-P Paramedics are required for scheduled service (Fox Lake). Annex B, section A rate is a flat daily rate for one (1) Paramedic. Estimated days of 500 are for two (2) Paramedics as required. Weekends and Alberta's 11 annual statutory named holidays were taken into consideration. The estimated quantity is an estimate only, provided in good faith for the purposes of evaluation and does not infer that all quantities for that item will be utilized or that the quantities may or may not be exceeded. Actual days of work will be charged in accordance with Annex B.
24	Regarding Sec 6.1.1 and the discussion regarding "on-call" can you clarify if on-call is paid at the overtime rate? Further, in the Shift #1 example, is the on-call period of 08:00 - 12:30 all paid at 1.5?	On-call and standby are interchangeable. Paramedics are on-call during the day for the Regular work. On-call/standby is not paid. When a Paramedic is called in outside of their regular shift they will be paid in accordance with Annex A section 6.3 (amended).

25	<p>Regarding Sec 6.1.2 the term "Standby" is used. is this the same as "on-call"? Further, where it states the Nurse in Charge determines when the situation requires on-call paramedics, when will this determination be made? What type of notification will we receive? Will this be determined at the time of the call-up notification? Note that without sufficient notice, a paramedic may leave the area if he/she has not been notified well ahead of time and emergency paramedic services would not be available. Finally, if a nurse in charge determines that On Call Paramedic(s) are not required, what happens if there is soon after, an emergency in which a patient cannot travel to the nursing station?</p>	<p>On-call and standby are interchangeable terms. The Nurse in Charge will based upon the situation request a paramedic to attend the clinic. These situations may be either of an urgent nature and require immediate response to the call-in; or a situation of short staff and the paramedic is requested to come in. As much notice as possible will be given. However emergency situations can arise at any time and therefore they will be treated as an emergency.</p> <p>In such a situation the Paramedic will be called in.</p>
26	<p>With respect to Joint ventures, we see on page 37 the following: "Each company in a Joint Venture or Partnership will be separately assessed in accordance with the table below and the average of the total number of companies in a Joint Venture or Partnership will be taken." We request that the experience and capabilities of all members of a joint venture can be combined for evaluation.</p>	<p>Notation to separate assessment in accordance with the table at Pages 37 is removed.</p> <p>Refer to Standard Instructions 2003 (2014-09-24) Article 17 (2010-01-11) Joint Venture</p>
27	<p>The table on page 34 has a column titled Part 2 - Mandatory Point Rated Criteria. Should the word "mandatory" be removed? On page 34, a compliance matrix is mentioned - is this just the mandatory requirements table?</p>	<p>Mandatory Point Rated Criteria. The word "mandatory" is removed.</p> <p>Yes, the compliance matrix refers to the mandatory technical criteria.</p>
28	<p>There is the phrase "certification by signature". The example provided: "Where published supporting documentation is not available in the form of brochures, technical data sheets etc." does not seem to apply, can you elaborate on instances where this phrase might be used?</p>	<p>Certification by Signature is used where no specified data is included your bid response in support of a mandatory element that you are compliant to. Canada retains the right to verify and confirm any information provided by bidders.</p>