



RETURN BIDS TO :
RETOURNER LES SOUMISSIONS À :
Bid Receiving - Réception des soumissions:

Regional Contracting and Materiel Services / Régional
de Contrats et de gestion du Matériel
Ontario Region / Région de l'Ontario
Correctional Service of Canada / Service correctionnel
du Canada
P. O. Box 1174 / C.P. 1174
443 Union St. / 443 rue Union
Kingston, ON K7L 4Y8
Attention : Shane Collins

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

Proposal to: Correctional Service Canada

The referenced document is hereby revised; unless otherwise
indicated, all other terms and conditions of the Solicitation
remain the same.

Proposition à: Service Correctionnel du Canada

Ce document est par la présente révisé; sauf indication
contraire, les modalités de l'invitation demeurent les mêmes.

Comments — Commentaires :

THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT – CE DOCUMENT COMPORTE DES
EXIGENCES RELATIVES À LA SÉCURITÉ.

Issuing Office – Bureau de distribution

Correctional Service Canada (CSC)
P. O. Box 1174 / C.P. 1174
443 Union St. / 443 rue Union
Kingston, ON K7L 4Y8

Title — Sujet: After-Hours Physician Coverage	
Solicitation No. — No. de l'invitation 21470-22-2297218	
Solicitation Amendment No. — No. de modification de l'invitation 001	Date: June 6, 2016
GETS Reference No. — No. de Référence de SEAG	
Solicitation Closes — L'invitation prend fin at /à : 14 :00 EDT / 14h00 HAE on / le : June 29, 2016 / 29 Juin 2016	
F.O.B. — F.A.B. Plant – Usine: <input type="text"/> Destination: <input type="text"/> Other-Autre: <input type="text"/>	
Address Enquiries to — Soumettre toutes questions à: Shane Collins, Regional Contact Administrator	
Telephone No. – No de téléphone: 613-536-6127	Fax No. – No de télécopieur: 613-536-4571
Destination of Goods, Services and Construction: Destination des biens, services et construction: Ontario Region Institutions	
Instructions: See Herein Instructions : Voir aux présentes	



Solicitation Amendment 001 is issued to

1. Respond to questions 1 through 29 received the during the solicitation period; and/or,
2. Amend the Annex D Evaluation Criteria; and
3. Extend the closing date of the Solicitation:

1. Questions and Answers 1 through 12:

Question 1: Policy Guidelines – I have searched through the CSC website and cannot find the policy guidelines for health care as listed in the proposal document. Can you provide a link?

Answer 1: Please refer to the CSC National Formulary dated April 2016, (copy available upon request to the Contracting Authority) and Annex F – National Essential Health Services Framework, previously included within the RFP.

Question 2: Are there medical staff (nurses or paramedics) on site 24 hours per day if not 24 hours per day, what are their hours?

Answer 2:

Institution / Établissement Updated July 15, 2014	Region /Région	Level of security / Niveau de sécurité	Hours of operation / Heures de service	# days open per week / # jour ouvert durant la semaine	# Operational Hours/ # Heures opérationnel
Beaver Creek Minimum	ONT	Minimum	0700-1500	Mon-Fri	8
Beaver Creek Medium	ONT	Medium	0700-1800 0700-1500	Mon-Fri Sat-Sun	11 8
Grand Valley Institution for Women	ONT	Multi - Women	0700-1800 0700-1500	Mon-Fri Sat-Sun	11 8
Collins Bay Medium	ONT	Medium	0700-1800 0700-1500	Mon-Fri Sat-Sun	11 8
Collins Bay Minimum	ONT	Minimum	0700-1500	7	8
Bath Regional Treatment Centre	ONT	Multi		7	24
Warkworth	ONT	Medium	0700-1800 0700-1500	Mon-Fri Sat-Sun	11 8
Joyceville Medium	ONT	Medium	0700-1800 0700-1500	Mon-Fri Sat-Sun	11 8



Joyceville Minimum	ONT	Minimum	0700-1500	7	8
Bath	ONT	Medium	0700-1800 0700-1500	Mon-Fri Sat-Sun	11 8
Millhaven	ONT	Maximum	0700-1900	7	12
Millhaven Regional Hospital	ONT	Multi		7	24
Millhaven Regional Treatment Centre	ONT	Multi		7	24

Question 3: Is there a standard list of the medications and medical equipment and supplies that are available at facilities, or is each one different? Can you provide this list?

Answer 3: *There is a formulary – equipment and supplies may vary but is relatively robust and similar at most sites.*

Question 4: Are ALL nurses (or other health care staff) directly hired by CSC or are they provided by a sub-contractor?

Answer 4: *All clinical services nurses are employees of CSC.*

Question 5: Who is responsible for training of nurses?

Answer 5: *CSC.*

Question 6: Do nurses do advanced procedures such as suturing?

Answer 6: *Nurses are able to practice to their full scope in accordance with standards set out by CNO. Individual competencies vary by nurse.*

Question 7: How many calls for after hours medical support have been made in the past two years?

- a. How many of these resulted in the physician having to make a site visit
- b. How many of these calls have resulted in a transfer of the patient to the ED?
- c. Can you provide a list of the types of medical issues which required an after-hours site visit by a physician?
- d. Why is the site visit by a physician required only if there is a Health Provider onsite?

Answer 7: *Please refer to the grid in question 14*

- a. *Please refer to the grid in question 14.*
- b. *Unable to determine in advance of the posting.*
- c. *Medication review/renewals, offender complaints related chest pain, blunt force trauma and generalized pain.*
- d. *To support the effective access to clinical care areas equipment and patient information in a correctional setting.*

Question 8: Is there any telemedicine equipment (video, streaming of other medical data such as ultra sound, etc.) available at CSC clinic locations?



Answer 8: Yes-we have both Video conferencing and iDoc systems.

Question 9: Do the physicians (either on-call or on-site) require a methadone/methadose license?

Answer 9: Yes – Methadone/Subloxone.

Question 10: The physicians who are on site from 0700 from 1800 Monday-Friday- are these directly engaged by CSC or are they provided by a sub-contractor?

Answer 10: Varies – but they are all contracted except for one.

Question 11: In the PRICING section it asks for pricing for “Physician standby from 0000 to Sunday at 2359”) is that supposed to be from MONDAY at 0000 until SUNDAY at 2359?

Answer 11: Yes.

Question 12: Is CSC interested in receiving a proposal just for the after hours tele-medical support services?

Answer 12: Not at this time.

Question 13: On average, how many calls does the on-call physician receive in: a) a night shift and b) a weekend shift? C) a Statutory Holiday shift

Answer 13: 2

Question 14: On average, how many times in the past year has the on-call physician called back in a month?

Answer 14:

Site	Dec-15		Jan-16		Feb-06		Mar-16	
	Phone	Site visit	Phone	Site visit	Phone	Site visit	Phone	Site visit
Joyceville	5				3		1	2
Warkworth	3		7		3		3	
Beaver Creek							2	
Collins Bay	11	1	5		8	2	6	3
Grand Valley	1		2		2		2	
Millhaven	4	2	10	3	11		4	



Bath	4		5		2			
RTC	14	4	14		12	1	4	3
Regional Hospital	19	3	9	2	16	2	14	1
Totals	61	10	52	5	57	5	36	9

Question 15: How many times in the past year has the on-call physician been asked to fill in for the Institution Physician during a daytime shift? (mon-fri, 7am-6pm)

Answer 15: *None*

Question 16: What type of calls can the on-call physician expect? (i.e. most common issues)

Answer 16: *Medication renewals, offender complaints related chest pain, blunt force trauma and generalized pain*

Question 17:

- a. Is it a nurse who calls the physician?
- b. Do they group issues together before calling or do they call for each issue?
- c. Is the on-call physician required to check in on every shift or is he/she only called if required by the institution?
- d. Please provide a summary of the process that is followed with respect to calling the physician.

Answer 17:

- a. *Yes*
- b. *Grouped if timing allows, otherwise on patient complaint /presentation basis*
- c. *No*
- d. *There is a 1 800 the nurse calls to page the physician—they call back within 10-15 min and a clinical discussion ensue*

Question 18: Please refer to Annex A – Statement of Work, 3. Tasks:, 3.1 Table, MI Regional Hospital is listed as a location, however, not listed in 3.2 as a location. Please explain.

Answer 18: Regional Hospital should be included under 3.2 and is located within Millhaven Institution.



Question 19: Please refer to Annex A – Statement of Work, 3. Tasks:, 3.2, it states "*Physicians are on-call 1800 hours to 0700 hours Monday to Friday, and 24 hours on weekends and Statutory Holidays, to cover after hour medical issues and emergencies. These services are to be provided at Joyceville Complex; Collins Bay Complex; Millhaven Institution; Bath Institution; Regional Treatment Centre, Ontario; Warkworth Institution; Beaver Creek Complex; and Grand Valley Institution.*" Please clarify if "*these services*" means over the phone or in person or both?

Answer 19: *Over the phone at all sites and/or in person in the greater Kingston area at Joyceville Complex; Collins Bay Complex; Millhaven Institution; Bath Institution; Regional Treatment Centre, Ontario;*

Question 20: Please refer to Annex A – Statement of Work, 3. Tasks:, 3.3, "A local physician will be immediately available for phone consultation, and on-site attendance for Kingston area institutions, should this be required." Please define "immediately".

Answer 20: *They call back within 10-15 minutes.*

Question 21: Please refer to Annex A – Statement of Work, 3. Tasks:, 3.4, "*For call back, the physician is expected to report to the institution if there is a nurse on duty. If there is not a nurse on duty, the inmate will be transported to the Regional Hospital for assessment by the on-call physician as clinically appropriate.*" When the inmate is transported to the Regional Hospital for assessment by the on call physician as clinically appropriate, is this referring to the physician in the hospital emergency room physician or the CSC on-call physician?

Answer 21: *The CSC on-call physician.*

Question 22: Please refer to Annex A – Statement of Work, 6.0 Location of Work, the address for Regional Treatment Centre is not included, please clarify.

Answer 22: *It is located on the grounds at the Millhaven/Bath area and housed in two units.*

Question 23: Related to M1, Mandatory Technical Criteria: may we clarify that since this is for a federal contract, the doctor can be licensed in a province other than Ontario for the telephonic standby and phone consultation services?

Answer 23: *No they must be registered with the CSPO.*

Question 24: Related to M1, Mandatory Technical Criteria: If an Ontario license is required, may we clarify that the doctor can be licensed in a different province, and show that the Ontario license is pending?

Answer 24: *No they must be registered with the CSPO in good standing.*

Question 25: Related to M2, Mandatory Technical Criteria: may we clarify that it is meant that the proposed resource must have a minimum of six months experience in providing primary care or be in general practice for six months within the last two years?

Answer 25: *Experience in a family practice setting and/or part of a complex continuing care team.*



Question 26: Related to the financial bid being the lowest evaluated price: can Canada please clarify if the six blank fee items will be added together, or if there is a weighting on the fee items for a final calculated price?

Answer 26: *All projected costs will be taken into consideration. The weekly standby fee is expected to make up the majority of the yearly costs. Callbacks and Daytime clinical backup fees are still taken into account but they will take up a very low percentage of the projected yearly contract ceiling.*

Question 27: Related to Annex B, Proposed Basis of Payment: can Canada clarify that if we complete the first blank "Physician Standby from 0000 to Sunday 2359hours \$___ per week" that this is meant to include the fee for "Phone consults initiated by the Institution" hence there is a notation of "no charge"?

Answer 27: *There is no separate fee charged for phone consults as it is included with the weekly standby fee.*

Question 28: Related to Part 6, Resulting Contract Clauses, section 1 Security Requirement, subsection 1.3: may we clarify that the physician completing the requested services does not require Reliability Status, granted or approved by CISD/PWGSC, given they are not removing or storing Protected B information? The Protected B information will be stored at the contractor's facility which does have a valid Designated Organization Screening and the contractor will have non-medical personnel who require access to Protected B information to have Reliability Status, granted or approved by CISD/PWGSC. We understand that the physician completing the requested services will complete the standard Correctional Service Canada "Institutional Access CPIC Clearance Request" Form 1279 (R-05-12) which we have attached.

Answer 28: *Physicians will require a Reliability security clearance since they will still have access to protected information while at the CSC facility. This is not required up front in order to submit a bid.*

Question 29: May we request an extension of the solicitation closing date to June 30, 2016 at 14:00 EDT to provide time for integrating the answers to these questions into our response?

Answer 29: *Deadline will be extended to 2pm on Wednesday, June 29/16 due to the large volume of questions received from various interested sources.*

2. Amend Annex D Evaluation Criteria:

Delete: Annex D. Evaluation Criteria in its entirety; and

Insert: The following, new **Annex D. Evaluation Criteria**



3. The solicitation closing date identified on page one (1) of the RFP has been extended:

Delete: Solicitation closing date – **June 20, 2016 at 1400 hours, EDT.**

Insert: The following, new solicitation closing date – **June 29, 2016 at 1400 hours, EDT.**

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.



Annex D Evaluation Criteria

1.0 Technical Evaluation:

1.1 The following elements of the proposal will be evaluated and scored in accordance with the following evaluation criteria.

- Mandatory Technical Criteria

It is **imperative** that the proposal **address each of these criteria** to demonstrate that the requirements are met.

1.2 LISTING EXPERIENCE WITHOUT PROVIDING ANY SUBSTANTIATING DATA TO SUPPORT WHERE, WHEN AND HOW SUCH EXPERIENCE WAS OBTAINED WILL RESULT IN THE STATED EXPERIENCE NOT BEING CONSIDERED FOR EVALUATION PURPOSES.

1.3 All experience must be strictly work-related. Time spent during education and/or training will not be considered, unless otherwise indicated.

1.4 Experience must be demonstrated through a history of past projects, either completed or on-going.

1.5 References must be provided for each project/employment experience.

- I. Where the stated experience was acquired within a Canadian Federal Government Department or Agency **as a Public Servant**, the reference must be a Public Servant who had a supervisory role over the proposed resource during the stated employment.
- II. Where the stated experience was acquired within a Canadian Federal Government Department or Agency **as a consultant**, the reference must be the Public Servant who was identified as the Project Authority of the project on which the proposed resource acquired the experience.
- III. References must be presented in this format:
 - a. Name;
 - b. Organization;
 - c. Current Phone Number; and
 - d. Email address if available

1.6 Response Format

- I. In order to facilitate evaluation of proposals, it is recommended that bidders' proposals address the mandatory criteria in the order in which they appear in the Evaluation Criteria and using the numbering outlined.
- II. Bidders are also advised that the month(s) of experience listed for a project or experience whose timeframe overlaps that of another referenced project or experience will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.
- III. For any requirements that specify a particular time period (e.g., 2 years) of work experience, CSC will disregard any information about experience if the technical bid does not include the required month and year for the start date and end date of the experience claimed.
- IV. CSC will also only evaluate the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.



MANDATORY TECHNICAL CRITERIA – 21470-22-2297218

#	Mandatory Technical Criteria	Bidder Response Description (include location in bid)	Met/Not Met
M1	<p>The proposed resource must hold a current license in good standing from the provincial licensing body for physicians and surgeons in the province where services are to be provided.</p> <p>(List of your Physicians must be provided along with copies of their current licenses)</p>		
M2	<p>The proposed physicians must have a minimum of six (6) months experience in providing primary care or in general practice in the last two (2) years.</p>		
M3	<p>Insurance Confirmation</p> <p>- Reference #3 in Part 4 – Evaluation Procedures and Basis of Selection</p>		
M4	<p>The proposed physician(s) must have a Methadone/Sublozone license.</p> <p>(List of your Physicians must be provided along with copies of their current licenses)</p>		