



## RETURN BIDS TO:

## RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions  
- TPSGC

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

11 Laurier St./11, rue Laurier

Gatineau, Québec K1A 0S5

Bid Fax: (613) 997-9776

## 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

THIS REQUIREMENT CONTAINS A SECURITY  
REQUIREMENT / DOCUMENT CONTIENT DES  
EXIGENCES RELATIVES À LA SÉCURITÉ

### Vendor/Firm Name and Address

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

### Issuing Office - Bureau de distribution

Health Services Project Division (XF)/Division des  
projets de services de santé (XF)  
Place du Portage, Phase III, 12C1  
11 Laurier St./11 rue, Laurier  
Gatineau  
Gatineau  
K1A 0S5

<b>Title - Sujet</b> HEALTH CARE PROVIDERS	
<b>Solicitation No. - N° de l'invitation</b> W3931-13KM01/D	<b>Amendment No. - N° modif.</b> 010
<b>Client Reference No. - N° de référence du client</b> W3931-13KM01	<b>Date</b> 2017-02-20
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XF-010-30704	
<b>File No. - N° de dossier</b> 010xf.W3931-13KM01	<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 2017-03-03</b>	
<b>Time Zone</b> Fuseau horaire Eastern Standard Time EST	
<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> O'Sullivan, Patrick	<b>Buyer Id - Id de l'acheteur</b> 010xf
<b>Telephone No. - N° de téléphone</b> (819) 420-2233 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<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>

**PLEASE REFER TO THE ATTACHMENT TO VIEW SOLICITATION  
W3931-13KM01/D AMENDMENT 010**

**HEALTH CARE PROVIDERS  
FOR THE DEPARTMENT OF NATIONAL DEFENCE, ROYAL CANADIAN MOUNTED POLICE AND  
VETERANS AFFAIRS CANADA**

**SOLICITATION NO. W3931-13KM01/D  
AMENDMENT 010**

This amendment contains the following sections:

1. Questions and Answers (Set 9)
2. Modifications to Solicitation

**Section 1: Questions and Answers (Set 9)**

Note: Questions are numerically sequenced upon arrival at PWGSC. A question and its answer will be provided via BuyandSell as the response becomes available. Potential bidders are therefore advised that questions and answers may be issued via BuyandSell out of sequence. The following questions have been received. In accordance with Article 13 under 2003 Standard Instructions - Goods or Services - Competitive Requirements (2016-04-04) which has been incorporated into the RFP in accordance with Article 2.1 of Part 2 of the RFP, the questions and corresponding answers are provided to all potential bidders as set out below:

Q35. At Attachment 1 to Part 4 – Technical Criteria, MT 4 and RT 1.3 it states, that the bidder must have a minimum of 60 months experience, within the last 10 years as of Bid Solicitation issuance date, in the management of a minimum 3,500 human resources in the 60 months. Can the Crown please confirm how Vendors are to present this information? Is it intended for each month to be cumulative i.e. if we currently have approximately 200 resources on contract each month for a 12 month period this would count as 2400 human resources?

A35. As per Bid Preparation Instructions, experience is to be demonstrated through one or more contracts of services rendered including recruiting, hiring and managing resources.

Two examples are provided to illustrate how experience can be cumulative:

Example 1): A 12-month contract with 200 resources would only count as 200 human resources having been recruited, hired, and managed. If this contract was renewed at the end of the 12 months, this would count for an additional 200 resources.

Example 2): A one-month contract with 200 resources that was subsequently renewed monthly for an additional 11 months, would count as 2400 human resources having been recruited, hired and managed.

Q36. In multiple criteria within the Mandatory and Rated requirements it refers to both occupational groups and occupational sub-groups yet in the definition following it refers to them as the same, i.e. RT 1.5 refers to occupational groups (Medicine, Nursing, Psychology etc.) and in RT 1.6 it refers to sub-groups (Medicine, Nursing Psychology). Can the Crown please confirm the difference between occupational groups and occupational sub-groups?

A36. At Attachment 1 to Part 4 - Technical Criteria, Canada confirms that for RT 1.5 to RT 1.9, there is no differentiation between Occupational Group and Occupational Sub Group Classifications, which are to be considered as HCPs for evaluation purposes. HCP's are found in the following Occupational Groups and Occupations Sub Groups Classifications: Health Services (SH),

Operational Services (SV), Technical Services (TC). Ref: Appendix A – Occupational Group Definition to Attachment 1 to Part 4 Technical Criteria.

Q37. In several criteria it states "must have been provided for a minimum period of 90 consecutive calendar days". Typically resources do not work for 90 consecutive calendar days as there are weekends and/or days off. Should this read on task for a minimum period of 90 days?

A37. No, the criteria remains unchanged. Please see Attachment 1 to Part 4 - Technical Criteria – Mandatory Technical Criteria (MT) - Evaluation of Experience, and Point Rated Technical Criteria (RT) – Evaluation of Experience, as to how Canada measures Bidders experience for mandatory and rated criteria.

Q38. Given the complexity of the RFP and the amount of work associated to submit a strong and complete response we respectfully request a 4 week extension to the current closing date and time in order to allow for a fair and competitive bid process.

A38. No. Canada has reviewed your request, the requirement remains unchanged.

Q39. The DND HCP Requirements Plan in Appendix 13 does not match the estimated number of hours within the Pricing Schedule.

For example, in the HCP Requirements Plan, there is a Medical Laboratory Assistant category and in the Pricing Schedule, there is a Medical Laboratory category and a Medical Laboratory Assistant category.

Also, for Stream 3 in DND, the HCP Requirements Plan, there is no usage listed while in the Pricing Schedule, several categories have usage.

Can Canada please unify the HCP Requirements Plan with the Pricing Schedule so that Bidders have a realistic understanding of the project usage in all locations when providing pricing?

A39. Please refer to Amendment 004 for revised documents: Attachment 2 to part 4- Pricing Schedule A Rev 001, Attachment 2 to part 4- Pricing Schedule B Rev 001 and Appendix 13 to Annex A1 – DND - HCP Requirements Forecast Plan Rev 002.

As specified on the pricing schedule Note 4: Under the Level of Effort column, cells populated with a value greater than 10 represent current estimated requirements. Cells populated with a value of 10 represent possible requirements in the future, but unknown at this time, as such, they do not appear in Appendix 13. Bidders must provide pricing for both scenarios. This volumetric data is provided for bid evaluated price determination purposes only. They are not to be considered as a contract guarantee.

Q40. Can Canada please identify who determines the amount of leave for the HCPs?

For example, experienced HCPs may be used to large amounts of leave. This could present an issue to Canada as they would be without a HCPs and it puts Bidders at a disadvantage as the level of vacation pay needs to be incorporated into the bill rate.

A40. Canada has determined the level of effort for a full time one year contract using: 37.5 hour work week, 48 work weeks per year, which translate to four weeks of unpaid vacation per year. When an HCP is planning to be absent for a period greater than 21 calendar days, Canada may request that the Contractor replace the HCP or recommend that the Contractor deny some or all of the leave should Canada not have adequate staffing available to deliver the health services.

- Q41. Would Canada please extend this RFP by a period of one month?
- A41. No. Canada has reviewed your request, the requirement remains unchanged.
- Q42. Overtime is listed as anytime over 37.5 hours. As these candidates would be under the payroll of another company, not Canada, they would be eligible for overtime at the Provincial Standards, ie. 44 hours in Ontario? Please confirm what Canada considers as overtime for the candidates (37.5 or provincial standards) and that overtime will be paid at 1.5 time the FFAHR for the overtime indicated by DND?
- A42. Overtime (authorized hours worked in excess of 37.5 hours) is billable in accordance with the terms and conditions of the Contract. Overtime must be authorized in the Task Authorization Form. Any overtime not authorized on the Task Authorization Form will be billed at the HCP hourly rate. Please refer to Annex B – Basis of Payment.
- Q43. Due to the level of effort required, please extend this RFP.
- A43. No. Canada has reviewed your request, the requirement remains unchanged.
- Q44. In Attachment 1 to Part 4 – Technical Criteria, section 1.1.2 Point Rated Technical Criteria, item RT 2.3 Retention d. it states "roles and regulations", can the Crown please confirm if this was intended to be "rules and regulations" relating to the topic of Retention.
- A44. Item RT 2.3 at Attachment 1 to Part 4 Retention d. "roles and regulations", has been removed from the Evaluation Criteria and its Weighting Points be reallocated to item RT 2.3 Retention e. "retention strategies for outgoing phase". Please see revised Attachment 1 to Part 4 Rev 001.

## **Section 2: Modifications to Solicitation:**

1. DELETE: Attachment 1 to Part 4 – Technical Criteria.  
 INSERT: Attachment 1 to Part 4 – Technical Criteria Rev 001, changes are highlighted in yellow.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**

**ATTACHMENT 1 TO PART 4**  
**TECHNICAL CRITERIA**

## ATTACHMENT 1 TO PART 4 TECHNICAL CRITERIA

### 1.1 Technical Evaluation

#### 1.1.1 Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation identified in each mandatory technical criterion to demonstrate compliance with each requirement.

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

<b>Mandatory Technical Criteria (MT)</b>	
<p><b>Bid Preparation Instructions:</b> As stipulated in Part 3 of the Bid Solicitation, technical bids 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. Also, if key pieces of information are not provided, the evaluators will not be in a position to assess the criteria, which will render the bid non-responsive, e.g. if the period of time over which the service was rendered is not provided in the requested format, the evaluators will not consider partial information and the bid may be considered non-responsive.</p>	
<p><b>Evaluation of experience:</b></p> <ul style="list-style-type: none"> <li>For the purpose of mandatory technical criteria MT1 and MT4 evaluation, the minimum 60 months of experience required does not correspond to a period of continuous months, but a total of 60 months in which services were rendered, within the last 10 years of the Bid Solicitation issuance date.</li> <li>Experience listed must include the month and year for both the start and finish dates and should also include the day. If the day is not provided, it will be evaluated as the last day of the month, in the case of the start date, and the first day of the month, in the case of the finish date.</li> <li>For the purpose of mandatory technical criteria evaluation, Human Resources is defined as individuals of an organization, and individuals provided to a third party.</li> <li>For the purpose of mandatory technical criteria evaluation, provision of Human Resources includes the recruiting, hiring and associated service delivery administration functions and activities.</li> <li>Experience can be demonstrated using one or more contracts of services rendered. The services could have been rendered by either subcontractors or employees of the Bidder to a client or to the Bidder itself.</li> <li>For the purpose of mandatory technical criteria evaluation, management of Human Resources includes, where applicable: licence administration, invoicing, training, performance measurement and monitoring, communication with resources, and problem resolution.</li> </ul>	
<b>The Bidder</b>	
<b>Bidder's Experience</b>	
<b>Number</b>	<b>Mandatory Technical Criterion</b>
<b>Bid Preparation Instructions</b>	

<b>MT 1</b>	The Bidder must have a minimum of 60 months of experience, within the last 10 years as of the Bid Solicitation issuance date, in the provision of human resources totaling a minimum value of \$350M in the 60 months.	<p>To demonstrate its experience, the Bidder must provide at least the following information for each client reference for which the experience meets the requirements of evaluation criterion MT1:</p> <ol style="list-style-type: none"> <li>1. Short description of the services provided to the client;</li> <li>2. The period of time over which the service was provided, in a format including month and year information, e.g. from (month/year) to (month/year);</li> <li>3. The contract value or salary value for the services provided during the period mentioned in 2.; and</li> <li>4. The name and contact information of the individual who would be able to confirm the information provided by the Bidder.</li> </ol>
<b>MT 2</b>	<p>The Bidder must have experience, within the last 10 years of Bid Solicitation issuance date, in providing a minimum of 5 different occupational groups in Canada as identified in the <i>Occupational Group Definition Map (Appendix A)</i> lasting a minimum period of 90 consecutive calendar days service per occupational group.</p> <p>Occupational groups are those occupations identified in the <i>Occupational Group</i> column of appendix A (e.g. Air Operations, Auditing, Commerce, Law Practitioner, Administrative Services, Information Services, Nursing, General Labour &amp; Trades, General Services, etc.).</p>	<p>The experience can be demonstrated using one or more contracts of services rendered.</p> <p>To demonstrate its experience, the Bidder must provide at least the following information for each client reference for which the experience meets the requirements of evaluation criterion MT2:</p> <ol style="list-style-type: none"> <li>1. Short description of the services provided to the client;</li> <li>2. The period of time over which the service was provided, in a format including month and year information, e.g. from (month/year) to (month/year);</li> <li>3. The occupational group(s) provided during the period mentioned in 2.;</li> <li>4. The number of days of service provided during the period mentioned in 2. by resource for each occupational group; and</li> <li>5. The name and contact information of the individual who would be able to confirm the information provided by the Bidder.</li> </ol>
<b>MT 3</b>	The Bidder must have experience, within the last 3 years of Bid Solicitation issuance date, providing a minimum of 100 different human resources associated with a minimum of 5 different professional and occupational regulatory, licencing, or certification bodies in Canada.	<p>The experience can be demonstrated using one or more contracts of services rendered.</p> <p>To demonstrate its experience, the Bidder must provide at least the following information for each client reference for which the experience meets the requirements of evaluation criterion MT3:</p> <ol style="list-style-type: none"> <li>1. Short description of the services provided to the client;</li> <li>2. The period of time over which the service was provided, in a format including month and year information, e.g. from (month/year) to (month/year);</li> <li>3. The occupational group(s) provided during the period mentioned in 2.;</li> </ol>



		<p>4. The professional and occupational regulatory body or associations in Canada associated with the occupational group(s) mentioned in 3.; and</p> <p>5. The name and contact information of the individual who would be able to confirm the information provided by the Bidder.</p>
<b>MT 4</b>	<p>The Bidder must have a minimum of 60 months of experience, within the last 10 years as of the Bid Solicitation issuance date, in the management of a minimum-of 3,500 human resources in the 60 months.</p>	<p>The experience can be demonstrated using one or more contracts of services rendered.</p> <p>To demonstrate its experience, the Bidder must provide at least the following information for each client reference for which the experience meets the requirements of evaluation criterion MT4:</p> <ol style="list-style-type: none"> <li>1. Detailed description of the management services provided to the client, including occupational group(s);</li> <li>2. The period of time over which the service was provided, in a format including month and year information, e.g. from (month/year) to (month/year); and</li> <li>3. The name and contact information of the individual who would be able to confirm the information provided by the Bidder.</li> </ol>

**1.1.2 Point Rated Technical Criteria**

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

Point Rated Technical Criteria (RT)		Required Minimum Number of Points	Maximum Number of Points
<b>RT 1</b>	Bidder's Experience	<b>600 (60%)</b>	<b>1000</b>
	RT 1.1		150
	RT 1.2		100
	RT 1.3		150
	RT 1.4		100
	RT 1.5		150
	RT 1.6		150
	RT 1.7		100
	RT 1.8		50
	RT 1.9		50
<b>RT 2</b>	Bidder's Approach and Methodology	<b>257 (60%)</b>	<b>428</b>
	RT 2.1		64
	RT 2.2		150
	RT 2.3		64
	RT 2.4		150
<b>OVERALL SCORE</b>			<b>1428</b>

**Point Rated Technical Criteria (RT)**

**Bid Preparation Instructions:** As stipulated in Part 3 of the Bid Solicitation, technical bids 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. Also, if key pieces of information are not provided, the evaluators will not be in a position to assess the criteria, the Bidder's experience and understanding may not be sufficiently demonstrated and points will be awarded accordingly, e.g. if the period of time over which the service was rendered is not provided in the requested format, the evaluators will not consider partial information and no points will be awarded for the Bidder's experience or understanding to be demonstrated.

**Evaluation of experience:**

- For the purpose of Point Rated Technical Criteria evaluation, the minimum period of experience required does not correspond to a period of continuous months but a total of months in which services were rendered, except when indicated otherwise.
- The experience can be demonstrated using one or more contracts of services rendered, i.e. one or more clients.
- Experience listed must include the month and year for both the start and finish dates and should also include the day. If the day is not provided, it will be evaluated as the last day of the month, in the case of the start date, and the first day of the month, in the case of the finish date.
- For the purpose of Point Rated Technical Criteria evaluation, Human Resources is defined as individuals of an organization and individuals provided to a third party.
- For the purpose of Point Rated Technical Criteria evaluation, provision of Human Resources includes the recruiting, hiring and associated service delivery administration functions and activities.
- For the purpose of rated technical criteria evaluation, management of Human Resources includes, where applicable: licence administration, invoicing, training, performance measurement and monitoring, communication with resources, and problem resolution.

**Rating scheme for RT2.1 - RT2.4:**

Rating	Description
100%	Outstanding response; the rated area is fully met or exceeded; rigorous approach and methodology that meets all of the elements of the rated area. The Bidder receives 100% of the available points for this area.
75%	Response to the rated area is well addressed; good approach and methodology or missing minor elements. The Bidder receives 75% of the available points for this area.
50%	Response to the rated criteria is less than satisfactorily addressed; adequate approach and methodology or missing many points including some major elements. The Bidder receives 50% of the available points for this area.
25%	Unsatisfactory response; the approach and methodology are weak or missing many major elements. The Bidder receives 25% of the available points for this area.
0%	The rated area is not addressed. The Bidder receives 0% of the available points for this area.

Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)
<b>THE BIDDER</b>			
<b>RT1. BIDDER'S EXPERIENCE - Maximum: 1000 points. Minimum pass mark: 600 points</b>			
<b>RT 1.1</b>	The Bidder should have a minimum of 60 months of experience, within the last 10 years as of the Bid Solicitation issuance date, in the provision of human resources to a third party for a total value of more than \$350M.	<p>The experience can be demonstrated using one or more contracts of services rendered.</p> <p>To demonstrate its experience, the Bidder should provide at least the following information for each client reference for which the experience meets the requirements of evaluation for this criterion:</p> <ol style="list-style-type: none"> <li>1. Short description of the services provided to the client;</li> <li>2. The period of time over which the service was provided, in a format including month and year information, e.g. from (month/year) to (month/year);</li> <li>3. The contract value for the services provided during the period mentioned in 2.;</li> <li>4. The name and contact information of the individual who would be able to confirm the information provided by the Bidder.</li> </ol>	<p>Points will be awarded as follows for demonstrated experience that meets the requirements of this criterion:</p> <p>0 to \$350M = 0 points</p> <p>More than \$350M to less than \$375M = 30 points</p> <p>\$375M to less than \$400M = 60 points</p> <p>\$400M to less than \$425M = 90 points</p> <p>\$425M to less than \$450M = 120 points</p> <p>\$450M and more = 150 points</p> <p><b>Maximum Points: 150</b></p>
<b>RT 1.2</b>	<p>The Bidder should demonstrate its experience, within the last 10 years of Bid Solicitation issuance date, in providing more than 5 different occupational groups in Canada as identified in the <i>Occupational Group Definition Map (Appendix A)</i> lasting a minimum period of 90 consecutive calendar days service per occupational group.</p> <p>Occupational groups are those occupations identified in the <i>Occupational Group</i> column of appendix A (e.g. Air Operations, Auditing, Commence, Law Practitioner, Administrative</p>	<p>The experience can be demonstrated using one or more contracts of services rendered.</p> <p>To demonstrate its experience, the Bidder should provide at least the following information for each client reference for which the experience meets the requirements of evaluation for this criterion:</p> <ol style="list-style-type: none"> <li>1. Short description of the services provided to the client;</li> <li>2. The period of time over which the service</li> </ol>	<p>Points will be awarded as follows for demonstrated experience that meets the requirements of this criterion:</p> <p>0 – 5 different categories = 0 points</p> <p>6 different categories = 20 points</p> <p>7 different categories = 40 points</p> <p>8 different categories = 60 points</p>

Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)
	Services, Information Services, Nursing, General Labour & Trades, General Services, etc.).	<p>was provided, in a format including month and year information, e.g. from (month/year) to (month/year);</p> <p>3. The occupational group(s) provided during the period mentioned in 2.; and</p> <p>4. The name and contact information of the individual who would be able to confirm the information provided by the Bidder.</p>	<p>9 different categories = 80 points 10 different categories and more = 100 points</p> <p><b>Maximum Points: 100</b></p>
<b>RT 1.3</b>	The Bidder should demonstrate its experience, within the last 5 years as of the Bid Solicitation issuance date, in the provision and management of more than 3,500 human resources.	<p>The experience can be demonstrated using one or more contracts of services rendered.</p> <p>To demonstrate its experience, the Bidder should provide at least the following information for each client reference for which the experience meets the requirements of evaluation for this criterion:</p> <ol style="list-style-type: none"> <li>1. Detailed description of the provision and management services provided to the client, including occupational group(s).</li> <li>2. The period of time over which the service was provided, in a format including month and year information, e.g. from (month/year) to (month/year)</li> <li>3. The number of human resources provided during the period mentioned in 2.; and</li> <li>4. The name and contact information of the individual who would be able to confirm the information provided by the Bidder.</li> </ol>	<p>Points will be awarded as follows for demonstrated experience that meets the requirements of this criterion:</p> <p>0 to 3500 human resources = 0 points</p> <p>More than 3500 to 3999 human resources = 30 points</p> <p>4000 to 4499 human resources = 60 points</p> <p>4500 to 4999 human resources = 90 points</p> <p>5000 to 5499 human resources = 120 points</p> <p>5500 or more human resources = 150 points</p> <p><b>Maximum Points: 150</b></p>
<b>RT 1.4</b>	The Bidder should demonstrate its experience,	The experience can be demonstrated using one or	Points will be awarded as follows for

Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)
	<p>within the last 5 years as of the Bid Solicitation issuance date in providing a minimum of 5 human resources per Canadian province or territory, for any duration of time.</p>	<p>more contracts of services rendered.</p> <p>To demonstrate its experience, the Bidder should provide at least the following information for each client reference for which the experience meets the requirements of evaluation for this criterion:</p> <ol style="list-style-type: none"> <li>1. Short description of the services provided to the client;</li> <li>2. The period of time over which the services were provided, in a format including month and year information, e.g. from (month/year) to (month/year);</li> <li>3. The number of human resources provided during the period mentioned in 2., per Canadian province or territory; and</li> <li>4. The name and contact information of the individual who would be able to confirm the information provided by the Bidder.</li> </ol>	<p>demonstrated experience that meets the requirements of this criterion:</p> <p>0 to 1 Canadian provinces or territories = 0 points</p> <p>2 Canadian provinces or territories = 10 points</p> <p>3 Canadian provinces or territories = 20 points</p> <p>4 Canadian provinces or territories = 30 points</p> <p>5 Canadian provinces or territories = 40 points</p> <p>6 Canadian provinces or territories = 50 points</p> <p>7 Canadian provinces or territories = 60 points</p> <p>8 Canadian provinces or territories = 70 points</p> <p>9 Canadian provinces or territories = 80 points</p> <p>10 Canadian provinces or territories = 90 points</p> <p>11 or more Canadian provinces or territories = 100 points</p> <p><b>Maximum Points: 100</b></p>
<b>RT 1.5</b>	The Bidder should have a minimum of 60 months of experience, within the last 10 years as of the Bid Solicitation issuance date, in the provision of Health	The experience can be demonstrated using one or more contracts of services rendered.	Points will be awarded as follows for demonstrated experience that meets the requirements of this criterion:

Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)
	<p>Care Providers for a total value of more than \$25M for the 5 year period.</p> <p>Provision of Health Care Providers (HCPs) includes the recruiting, hiring and associated service delivery administration functions and activities.</p> <p>For the purpose of this evaluation an HCP is a professional working in one of the occupations identified in the Occupational SH or SV Groups of appendix A that are considered an HCP for the purpose of this evaluation (e.g. Medicine, Nursing, Psychology, Social Work, Hospital Services, etc.).</p>	<p>To demonstrate its experience, the Bidder must provide at least the following information for each client reference for which the experience meets the requirements of evaluation for this criterion:</p> <ol style="list-style-type: none"> <li>1. Short description of the health services provided to the client, including the occupational group(s);</li> <li>2. The period of time over which the service was provided, in a format including month and year information, e.g. from (month/year) to (month/year);</li> <li>3. The contract value for the HCPs provided during the period mentioned in 2.; and</li> <li>4. The name and contact information of the individual who would be able to confirm the information provided by the Bidder.</li> </ol>	<p>0 to less than \$25M = 0 points</p> <p>\$25M to less than \$50M = 30 points</p> <p>\$50M to less than \$75M = 60 points</p> <p>\$75M to less than \$100M = 90 points</p> <p>\$100M to less than \$125M = 120 points</p> <p>\$125M and more = 150 points</p> <p><b>Maximum Points: 150</b></p>
<b>RT 1.6</b>	<p>The Bidder should demonstrate its experience within the last 5 years of Bid Solicitation issuance date in providing and managing different Occupational Sub-Groups of HCPs. Each HCP must have been provided for a minimum period of 90 consecutive calendar days of service per category.</p> <p>For the purpose of this evaluation an HCP is a professional working in one of the occupations identified in the <i>Occupational SH or SV Groups</i> of appendix A that are considered an HCP for the purpose of this evaluation (e.g. Medicine, Nursing, Psychology, Social Work, Hospital Services, etc.).</p>	<p>The experience can be demonstrated using one or more contracts of services rendered.</p> <p>To demonstrate its experience, the Bidder should provide at least the following information for each client reference for which the experience meets the requirements of evaluation for this criterion:</p> <ol style="list-style-type: none"> <li>1. A detailed description of HCP provision and management services provided to the client.</li> <li>2. The period of time over which the services were provided, in a format including month and year information, e.g. from (month/year) to (month/year);</li> <li>3. The list of Occupational Sub-Group of</li> </ol>	<p>Points will be awarded as follows for demonstrated experience that meets the requirements of this criterion:</p> <p>0 category of HCPs = 0 points</p> <p>1 category of HCPs = 30 points</p> <p>2 different categories of HCPs = 60 points</p> <p>3 different categories of HCPs = 90 points</p> <p>4 different categories of HCPs = 120 points</p> <p>5 and more different categories of</p>

Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)
		<p>HCP(s) provided during the period mentioned in 2.; and</p> <p>4. The name and contact information of the individual who would be able to confirm the information provided by the Bidder.</p>	<p>HCPs = 150 points</p> <p><b>Maximum Points: 150</b></p>
<b>RT 1.7</b>	<p>The Bidder should demonstrate its experience, within the last 5 years as of the Bid Solicitation issuance date in providing a minimum of 1 Health Care Provider (HCP) per Canadian province or territory, for any duration of time.</p> <p>For the purpose of this evaluation an HCP is a professional working in one of the occupations identified in the Occupational SH or SV Groups of appendix A that are considered an HCP for the purpose of this evaluation (e.g. Medicine, Nursing, Psychology, Social Work, Hospital Services, etc.).</p>	<p>The experience can be demonstrated using one or more contracts of services rendered.</p> <p>To demonstrate its experience, the Bidder should provide at least the following information for each client reference for which the experience meets the requirements of evaluation for this criterion:</p> <ol style="list-style-type: none"> <li>1. Short description of the Health services provided to the client;</li> <li>2. The period of time over which the services were provided, in a format including month and year information, e.g. from (month/year) to (month/year);</li> <li>3. The list of provinces and territories where the services were provided during the period mentioned in 2.;</li> <li>4. The list of Occupational Sub-Group of HCP(s) provided during the period mentioned in 2.; and</li> <li>5. The name and contact information of the individual who would be able to confirm the information provided by the Bidder.</li> </ol>	<p>Points will be awarded as follows for demonstrated experience that meets the requirements of this criterion:</p> <p>0 to 1 Canadian province or territory = 0 points</p> <p>2 Canadian provinces or territories = 10 points</p> <p>3 Canadian provinces or territories = 20 points</p> <p>4 Canadian provinces or territories = 30 points</p> <p>5 Canadian provinces or territories = 40 points</p> <p>6 Canadian provinces or territories = 50 points</p> <p>7 Canadian provinces or territories = 60 points</p> <p>8 Canadian provinces or territories = 70 points</p> <p>9 Canadian provinces or territories = 80 points</p>



Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)
			<p>10 Canadian provinces or territories = 90 points</p> <p>11 or more Canadian provinces or territories = 100 points</p> <p><b>Maximum Points: 100</b></p>
<b>RT 1.8</b>	<p>The Bidder should demonstrate its experience, within the last 5 years as of the Bid Solicitation issuance date, in providing and managing Health Care Providers (HCPs) in at least 1 of the Canadian provinces or territories for shorter periods of time referred to as short term requirements.</p> <p>For the purpose of the evaluation of this criterion, short term requirements are those planned non-recurring requirements where the duration of the Task Authorization requirement is 30 days or less.</p> <p>For the purpose of this evaluation an HCP is a professional working in one of the occupations identified in the Occupational SH or SV Groups of appendix A that are considered an HCP for the purpose of this evaluation (e.g. Medicine, Nursing, Psychology, Social Work, Hospital Services, etc.).</p>	<p>The experience can be demonstrated using one or more contracts of services rendered.</p> <p>To demonstrate its experience, the Bidder should provide at least the following information for each client reference for which the experience meets the requirements of evaluation for this criterion:</p> <ol style="list-style-type: none"> <li>1. Short description of the provision and management services provided to the client, including HCP Occupational Sub-Group(s);</li> <li>2. The period of time over which the service was provided, in a format including month and year information, e.g. from (month/year) to (month/year);</li> <li>3. The number of human resources provided during the period mentioned in 2., per Canadian province or territory; and</li> <li>4. The name and contact information of the individual who would be able to confirm the information provided by the Bidder.</li> </ol>	<p>Points will be awarded as follows for demonstrated experience that meets the requirements of this criterion:</p> <p>0 HCPs = 0 points  1 to 9 HCPs = 10 points  10 to 14 HCPs = 20 points  15 to 19 HCPs = 30 points  20 to 24 HCPs = 40 points  25 HCPs and more = 50 points</p> <p><b>Maximum Points: 50</b></p>
<b>RT 1.9</b>	<p>The Bidder should demonstrate its experience, within the last 5 years as of the Bid Solicitation issuance date, in providing newly sourced HCP resources in less than 30 calendar days, for any duration of time in Canada. A newly sourced HCP resource is defined as an HCP resource that was not</p>	<p>The experience can be demonstrated using one or more contracts of services rendered.</p> <p>To demonstrate its experience, the Bidder should provide at least the following information for each client reference for which the experience meets</p>	<p>Points will be awarded as follows for demonstrated experience that meets the requirements of this criterion:</p> <p>0 HCPs = 0 points</p>

Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)								
	<p>previously under a contract with the Bidder at the time the HCP resource was requested.</p> <p>For the purpose of this evaluation an HCP is a professional working in one of the occupations identified in the <i>Occupational SH or SV Groups</i> of appendix A that are considered an HCP for the purpose of this evaluation (e.g. Medicine, Nursing, Psychology, Social Work, Hospital Services, etc.).</p>	<p>the requirements of evaluation for this criterion:</p> <ol style="list-style-type: none"><li>1. Short description of the services provided to the client, including HCP Occupational Sub-Group(s);</li><li>2. The period of time over which the service was provided, in a format including month and year information, e.g. from (month/year) to (month/year);</li><li>3. The time response for the provision of HCP to the client, expressed in days;</li><li>4. The number of HCPs provided during the period mentioned in 2., ; and</li><li>5. The name and contact information of the individual who would be able to confirm the information provided by the Bidder.</li></ol>	<p>1 to 9 HCPs = 10 points 10 to 14 HCPs = 20 points 15 to 19 HCPs = 30 points 20 to 24 HCPs = 40 points 25 HCPs and more = 50 points</p> <p><b>Maximum Points: 50</b></p>								
<b>RT 2 BIDDER'S APPROACH AND METHODOLOGY - Maximum: 428 points, Minimum Pass Mark: 257 points</b>											
<b>RT 2.1</b>	<p><b>Start-up Phase</b></p> <p>The Bidder should describe its approach and methodology for meeting the requirements of the start-up phase.</p> <p>The description should include the following components:</p> <p>a) a list and description of Contractor start-up and set-up activities to complete the following milestones during the Contract Start-Up Phase to allow for orderly and timely set up:</p> <p>(i) Contractor Central Office and Contractor Management Team set up; selection and</p>	<p>The Bidder's bid should provide a sufficiently detailed description of its proposed approach to meet the requirements of criterion RT2.1 and demonstrate the Bidder's understanding of DND, RCMP and VAC HCP requirements as defined in the SOW.</p>	<p>Points will be awarded as follows for the detailed description of the proposed approach that meets the requirements of this criterion:</p> <p>For each of the elements addressed, points will be awarded in accordance with the rating scheme above and based on the following maximum of points.</p> <table><tr><th>Component/ Sub-component</th><th>Maximum Points</th></tr><tr><td>a.</td><td>40 maximum</td></tr><tr><td>(i)</td><td>10</td></tr><tr><td>(ii)</td><td>10</td></tr></table>	Component/ Sub-component	Maximum Points	a.	40 maximum	(i)	10	(ii)	10
Component/ Sub-component	Maximum Points										
a.	40 maximum										
(i)	10										
(ii)	10										

Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)						
	<p>hiring of the Service Delivery Manager and Deputy Service Delivery Manager;</p> <p>(ii) Contractor's Management approach and methodology and Contractor's communications plan for the circulation to the public;</p> <p>(iii) Timesheet Tool set up and conduct of a Timesheet Tool Demonstration for the DA's; and</p> <p>(iv) Credentialing approach and methodology.</p> <p>b) the Contractor's Senior Management structure for the Contract Start-Up Phase, including but not limited to: the Contractor's Start-Up Phase management team; any oversight committees; or working groups to be established by the Contractor, etc. The structure should indicate where participation is required or may be requested from the TA, and what processes and procedures are recommended to ensure quick decision-making within the plan to facilitate the timely delivery of services.</p> <p>For the purpose of evaluation of this criterion, the Start-up Period is defined as a period of approximately 6 months.</p>		<table><tr><td>(iii)</td><td>10</td></tr><tr><td>(iv)</td><td>10</td></tr><tr><td>b.</td><td>24</td></tr></table> <p><b>Maximum Points: 64</b></p>	(iii)	10	(iv)	10	b.	24
(iii)	10								
(iv)	10								
b.	24								
<b>RT 2.2</b>	<p><b>Recruitment</b></p> <p>The Bidder should describe their proposed approach and recruitment activities that will be completed in order to:</p> <p>a) recruit the initial HCPs required at SED; and new HCPs requirements after the SED and during the In-Service Phase;</p> <p>b) meet Cadet Training Centre HCP requirements;</p> <p>c) meet short-term HCP requirements;</p>	<p>The Bidder's bid should provide a sufficiently detailed description of its proposed recruitment approach to meet the requirements of criterion RT2.2 and demonstrate the Bidder's understanding of DND, RCMP and VAC HCP requirements as defined in the SOW.</p>	<p>Points will be awarded as follows for the detailed description of the proposed recruitment approach and methodology that meets the requirements of this criterion:</p> <p>For each of the attributes addressed, points will be awarded in accordance with the rating scheme above, based on the following maximum of points.</p> <table><tr><td colspan="2"><b>Recruitment</b></td></tr><tr><td colspan="2"><b>150 Maximum Points</b></td></tr></table>	<b>Recruitment</b>		<b>150 Maximum Points</b>			
<b>Recruitment</b>									
<b>150 Maximum Points</b>									

Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)	
	<p>d) for urgent HCP requirements within the reduced Time To Provide timelines;</p> <p>e) the pro-active recruitment strategies for HCP occupational groups and categories that may require an additional 30 calendar days for the Time to Provide;</p> <p>f) the pro-active recruitment strategies for HCP occupational groups and categories that experience a higher requirement volume, including continuous and on-going advertising activities;</p> <p>g) the replacement approach when HCPs are absent for an extended period of time;</p> <p>h) the recruiting communications strategies for:</p> <p>(i) promotional material development and distribution;</p> <p>(ii) communication channels, streams, and methodologies; and</p> <p>(iii) advertising plans and strategies; and</p> <p>i) Contractor's recruiting innovations.</p>		Attributes	Maximum Points
			a.	35
			b.	20
			c.	20
			d.	10
			e.	15
			f.	15
			g.	10
			h.	15 maximum
			(i)	5
			(ii)	5
			(iii)	5
			i.	10

Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)																
RT 2.3	<p><b>Retention</b></p> <p>The Bidder should describe its approach for the retention of its human resources, and include its practices for:</p> <ul style="list-style-type: none"><li>a. its current retention practices;</li><li>b. innovative ways to retain its human resources in addition to its current practices;</li><li>c. continuing professional education and training;</li><li>d. deleted;</li><li>e. retention strategies for outgoing phase; and</li><li>f. salary innovation including benefit packages.</li></ul>	<p>The Bidder's bid should provide a sufficiently detailed description of its proposed retention approach to meet the requirements of criterion RT2.4 and demonstrate the Bidder's understanding of DND, RCMP and VAC HCP requirements as defined in the SOW.</p>	<p>Points will be awarded as follows for the detailed description of the proposed retention approach and methodology that meets the requirements of this criterion:</p> <p>For each of the attributes addressed, points will be awarded in accordance with the rating scheme above, based on the following maximum of points.</p> <table><tr><th colspan="2">Retention 150 Maximum Points</th></tr><tr><th>Attributes</th><th>Maximum Points</th></tr><tr><td>a.</td><td>35</td></tr><tr><td>b.</td><td>45</td></tr><tr><td>c.</td><td>30</td></tr><tr><td>d.</td><td>0</td></tr><tr><td>e.</td><td>10</td></tr><tr><td>f.</td><td>30</td></tr></table>	Retention 150 Maximum Points		Attributes	Maximum Points	a.	35	b.	45	c.	30	d.	0	e.	10	f.	30
Retention 150 Maximum Points																			
Attributes	Maximum Points																		
a.	35																		
b.	45																		
c.	30																		
d.	0																		
e.	10																		
f.	30																		
RT 2.4	<p><b>Risk Management</b></p> <p>The Bidder should provide what it perceives as the 3 most significant risks associated with each Phase of the Contract, in relation to the stated requirements in the SOW.</p> <p>The Bidder's response should:</p> <ul style="list-style-type: none"><li>a. list and identify the 3 most significant risks in each of the Contract Phases;</li><li>b. provide a short description of each risk;</li><li>c. provide a Risk Analysis (Probabilities and Effects) and Risk Assessment of each of the three risk in each Contract phase; and</li></ul>	<p>The Bidder's bid should provide a relevant and sufficiently detailed description of its proposed Risk Management approach to meet the requirements of this criterion and demonstrate the Bidder's understanding of DND, RCMP and VAC HCPs requirements as defined in the SOW.</p>	<p>Points will be awarded as follows for the detailed description of the proposed Risk Management approach and methodology that meets the requirements of this criterion:</p> <p>For each of the attributes addressed, points will be awarded in accordance with the rating scheme above, based on the following maximum of points.</p> <table><tr><th colspan="2">Risk Management 64 Maximum Points</th></tr><tr><th>Attributes</th><th>Maximum Points</th></tr><tr><td>a.</td><td>20</td></tr></table>	Risk Management 64 Maximum Points		Attributes	Maximum Points	a.	20										
Risk Management 64 Maximum Points																			
Attributes	Maximum Points																		
a.	20																		

Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)		
	d. provide a Risk Response (Avoid, Transfer, Mitigate, and Accept) of the three risks in each Contract Phase.		b.		4
			c.		20
			d.		20