



**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> 011
<b>Client Reference No. - N° de référence du client</b> W3931-13KM01	<b>Date</b> 2017-02-21
<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> 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>

**PLEASE REFER TO THE ATTACHMENT TO VIEW SOLICITATION  
W3931-13KM01/D AMENDMENT 011**

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

**SOLICITATION NO. W3931-13KM01/D  
AMENDMENT 011**

This amendment contains the following sections:

1. Questions and Answers (Set 10)
2. Modifications to Solicitation

**Section 1: Questions and Answers (Set 10)**

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:

- Q46. At Attachment 1 to Part 4, evaluation criteria RT2.3 is based on retention strategies. Section d) requires us to talk about roles and regulations. Can you explain what is meant by roles and regulations in regards to retention strategies?
- A46. Canada has modified evaluation criteria RT2.3. Please see Amendment 010 A44 with revised Attachment 1 to Part 4 Rev 001.
- Q47. At Attachment 1 to Part 4, Evaluation Criteria, RT2.3 is based on retention strategies. Section e) requires us to talk about retention strategies for the Out Going Phase. Does this mean that we need to provide retention strategies for retaining people on the existing contract or retention strategies for the outgoing phase of the new contract if we are successful?
- A47. Section e) requires the bidder to present their retention strategies for the Out Going Phase of the new contract. This means that the bidder needs to provide retention strategies for retaining HCP's for the outgoing phase of the new contract.
- Q48. At Attachment 2 to Part 4 A, Milestones and Fee has a section for Additional Licenses and Registrations Administration Fee. Can you please detail what this is for?
- A48. Additional licences and registrations are explained within the SOWs in paragraph 3.14.4 and in DND SOW at paragraph 4.43.4.
- Q49. Would Canada please extend this RFP by a period of one month?
- A49. No. Canada has reviewed your request, the requirement remains unchanged.
- Q50. At Annex A1, paragraph 1.2.4 – States that all outside referrals must be approved by the Senior Medical Authority. Healthcare Professionals may feel micro managed if they have to refer to another Medical Authority in order to refer their patients for specialist care. This may also delay appropriate care. Can you please confirm whether ALL specialist referrals require Base/Wing Surgeon/Dental Detachment Commander approval prior to initiation?

- A50. Yes. DND confirms that ALL external referrals requires Base/Wing Surgeon/Dental Detachment Commander approval.
- Q51. Appendix 2 to Annex A1 describes "The Canadian Forces Medical Clinic". Can you please tell us when this reference was created and if there have been any updates to it since? Can you please provide any/all updates for review given the fundamental importance of this document?
- A51. DND confirms that the Canadian Forces Medical Clinic document included in the SOW is the most recent version.
- Q52. The Canadian Forces Dental Services Clinic Model was found at Appendix 3 to Annex A1. Have there been any interim updates to the clinic model in the past seven years?
- A52. DND confirms that the Canadian Forces Dental Services Clinic Model document included in the SOW is the most recent version.
- Q53. Due to the nature of this RFP and how much information needs to be collected, ie. 5500 placement and reference names and several plans and strategies for the contract, would DND please extend this solicitation by a one month period in order to level the playing field for all bidders? This would give new bidders enough time to write a detailed proposal. The incumbent has an advantage in this instance since they would have their plans and strategies for this RFP prepared already since they are performing these duties now.
- A53. Canada has considered these requests. No, please see A49.

Please also see Amendment 008 A25.

**Section 2: Modifications to Solicitation: Not applicable to this amendment.**

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**