

**Emergency Medical Advisory Services  
Solicitation Number: W6369-17-A007/B  
Questions & Answers**

**Question 1:**

This appears to be an oversight and I would ask that Canada provide clarification on this issue as to a possible amendment to the cut-off date for response to questions as the same day as release of the Solicitation is clearly not reasonable.

**Answer 1:**

Bid closing date has been extended to April 28, 2017.

**Question 2:**

Although not identified in the Solicitation, can you confirm that there will not be a requirement to travel for start-up or progress meetings with the Royal Canadian Navy Health Services Leadership. Additionally, will there be a requirement for regular teleconferences/progress review?

**Answer 2:**

Canada confirm that there will be no requirement for travel for a start-up meeting or progress meeting. There are no requirement for regular teleconferences or progress review.

M1.2, (a) - Details of the Bidder's communication system.

**Question 3:**

Maintaining toll-free numbers across all regions/countries will significantly increase the costs associated with this service. Can personnel requiring advice access the North American 1-800 system from their service locations? Can personnel call long-distance to a Canadian number?

**Answer 3:**

Yes, personnel requiring assistance will be able to access a North American 1-800 system. Personnel can call long-distance to a Canadian number.

**Question 4:**

How many telephone consultations are anticipated in a 12 month period?

**Answer 4:**

Although, Canada cannot predict the number of calls are anticipated, historical data's show an average of 15 calls in a 12 months period.

**Question 5:**

How many fax consultations are anticipated in a 12 month period?

**Answer 5:**

Canada cannot predict the number of faxes are anticipated, historical data's show less faxes than telephone consultations.

**Question 6:**

How many e-mail consultations are anticipated in a 12 month period?

**Answer 6:**

Canada cannot predict the number of e-mails are anticipated, historical data's show less e-mails than telephone consultations.

**Question 7:**

Does the Royal Canadian Navy (RCN) require telemedicine consultation? If yes, which is the preferred platform for this requirement?

**Answer 7:**

No, Canada does not require telemedicine.

M2.2, (c) - A certification that the physician is in good standing order with its licensing body.

**Question 8:**

Does a current unrestricted license to practise medicine satisfy the certification requirement? If not, does Canada require a letter of good standing/certificate of professional conduct from each jurisdiction where the physician practices?

**Answer 8:**

A certification from the bidder that the physicians they will employ are in good standing order with their licensing body will satisfy Canada's requirement for certification. The certifications provided by Bidders to Canada are subject to verification by Canada at all times.

**Question 9:**

If a certificate of professional conduct is required for each jurisdiction, please indicate the receiving authority and address for this letter.

**Answer 9:**

Canada does not require a certificate of professional conduct for each jurisdiction.

**Question 10:**

A certificate of professional conduct can take 1-3 weeks to attain. It will not be available in time for the closing of the solicitation on 21 April 2017. We request a three week extension of the solicitation, or at minimum, the submission of certificates of professional conduct for all supporting physicians to allow for processing of these requests by Provincial Colleges.

**Answer 10:**

Please see answer to question 9 of section M2.2(c)

**Question 11:**

In the Statement of work section 1.1 it states that the support is for RCN Health Care Clinicians at “sea or on land in remote locations” – can you provide examples of the land-based remote locations? Are these fixed installations, or would that just be in cases where the medical team from a ship is deployed to provide care on land? If regular fixed locations, can you provide an estimate of the number of these locations?

**Answer 11:**

It is just in cases where the medical team from a ship is deployed to provide care on land. The RCN does not have any fixed land based installation at this time nor are any planned.

**Question 12:**

Statement of work, section 5.1 – ‘toll free’ numbers (telephone and fax) only work in north America, and typically do not work on satellite phones from ships at sea. Are the Health Care clinicians able to send and receive documents and photos by email?

**Answer 12:**

Yes, the Health Care Clinicians on board are able to send and receive documents and photos via e-mail.

**Question 13:**

Pricing Schedule - Note that 2022 is a leap year so will have 366 days.

**Answer 13:**

The upcoming leap years are 2020 and 2024, therefore the Initial Contract Period Three (3) years: 1 June 2017 to 31 May 2020 will be 1096 instead of 1095. 2022 is not a leap year.