



National Defence

Défense nationale

National Defence Headquarters
Ottawa, Ontario
K1A 0K2

Quartier général de la Défense nationale
Ottawa (Ontario)
K1A 0K2

**SOLICITATION CLOSES
L'INVITATION PREND FIN**

**at - à 2:00 PM
on - le 28 April 2017**

TIME ZONE - FUSEAU HORAIRE

Eastern Daylight Time (EDT)

**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

Issuing Office - Bureau de distribution

Director of Services Contracting (D Svcs C) 3-4
Department of National Defence
101 Colonel By Drive
Ottawa ON K1A 0K2

Title - Sujet Emergency Medical Advisory Services	
Solicitation No. - N° de l'invitation W6369-17-A007/B	Amendment No. - N° de la modification 3
Date of Solicitation - Date de l'invitation 6 April 2017	
RETURN BIDS TO: RETOURNER LES SOUMISSIONS À : By e-mail to: Alexander.Ueffing@forces.gc.ca Director Services Contracting (D Svcs C) 3-4-6 Attention: Sandy (Alexander) Ueffing	
Address enquiries to: Adresser toute demande de renseignements à : Sandy (Alexander) Ueffing Telephone No. - N° de téléphone E-Mail Address - Courriel 819-939-8920 Alexander.Ueffing@forces.gc.ca	
Destination See herein.	
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie) Signature Date	



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AMENDMENT 3 TO SOLICITATION NUMBER W6369-17-A007/B IS RAISED TO:

- A. Provide clarification and answers to questions from potential suppliers; and
- B. Amend Mandatory Criteria M2.1.

QUESTIONS AND ANSWERS:

Question 14	<p>General enquiry</p> <p>Is there an incumbent currently performing these services? If so, will the Government identify the incumbent vendor and contract value?</p>
Answer 14	<p>Services similar to those described in this requirement are or were being provided through the following contracts:</p> <ul style="list-style-type: none"> (a) Contract W0103-126496/001/VIC with PraxES Emergency Specialist Inc.,; Contract period 15 Feb 2012 to 14 Feb 2015; total value: \$254,282.25; Emergency Medical Advisory Services for Canadian Forces Pacific Fleet; (b) Contract W010X-13R088/001/HAL with PraxES Emergency Specialist Inc.,; Contract period 27 May 2013 to 31 May 2016; total value: \$241,950.00; Emergency Medical Advisory Services for Canadian Forces Atlantic Fleet; and (c) Contract W0103-15661/001/VIC with Dr Stephen Wheeler Inc.; Contract period 14 Dec 2015 to 31 May 2017; total value: \$99,592.50; Emergency Medical Advisory Services for operations at sea or on land in remote locations.

Question 15	<p>Attachment 1 to Part 4 – Technical Evaluation, Criterion M2.2</p> <p>The criterion identifies that the proposal must include the education and credentials of each Emergency Physician by providing the medical license number and Canadian Province or Territory that issued the license. This appears contrary to the statement of work requirement of the company needing to have expert Emergency Medicine Physician advice on a worldwide basis which necessitates a local understanding of the medical environment. It is also in the best medical interest of the patient to be supported by local physicians.</p> <ol style="list-style-type: none"> 1. Will the Government accept licenses from similar and equivalent licensing boards (e.g. U.S., U.K., South Africa, Australia, and Singapore)? 2. If not several licensing boards will the Government consider U.S. licenses as an equivalent? 3. Alternatively, will the Government accept other medical specialists, such as internal medicine, duly licensed with multiple years of experience providing remote telemedicine assistance? 4. Alternatively, will the Government accept the provision of physician-led services abroad but under the review/oversight of a Canadian licensed physician?
Answer 15	<p>Elements of the Canadian Armed Forces (CAF) operating abroad must comply with the laws and medical licencing requirements of Canada. Therefore, Canada requires providers specialized in Emergency Medicine with a Canadian license.</p>



Question 16	Attachment 1 to Part 4 – Technical Evaluation, Criterion M2.1 and M2.2 In order to sustain 7x24 availability of telemedicine for our large client base we employ over 5,500 medical professionals across our Assistance Centers. It may be impractical to provide all of the detail requested in M2.1 and M2.2 for every physician. Would the government accept a set of five (5) physician resumes, education and credentials as representative of our larger pool of ER physician staff, with a commitment that all of our ER physicians supporting this contract meet the Government’s stated minimum requirements?
Answer 16	Canada will accept removing the requirement to provide a résumé for each proposed resource. The remaining requirements under M2.1 and M2.2 will remain. See Amendment 3.1.
Question 17	Statement of Work Article 5.1(a) and 5.1(b) The requirement states that “A toll-free telephone number that authorized ship-board medical personnel and/or shipboard RCN first responders can call to receive immediate (within 2 minutes) voice access to an Emergency Medicine Physician. This number must be accessible from anywhere in the world.” Toll free numbers are typically only accessible from telephones located in the country in which the toll free number has been provisioned. Does the Government require a Canadian toll free number or a series of toll free numbers accessible throughout the world?
Answer 17	As per Answer 3: Personnel requiring assistance will be able to access a North American 1-800 system. Personnel can call long-distance to a Canadian number.
Question 18	Statement of Work Article 5.3 In our experience medical advice in isolation of an understanding of the local environment can lead to improper care. Therefore, is it the Government’s intent to have a collegial (i.e. working in the same Level 1 Trauma Center) relationship between the Emergency Medicine Physician and the consultant?
Answer 18	A naval vessel at sea is effectively a world unto itself, and medical situations must often be dealt with using only the assets available on the ship. If shore-based resources are available, the medical personnel onboard will coordinate directly with local medical staff.
Question 19	Payment - Article 6.7.1(B) The RFP states that, “Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. “ If the requirement is for 24 / 7 coverage then there will be no prorating for holidays or sick leave. Please clarify what is intended by this section. We believe that this is not applicable and the clause should be marked as reserved.



Answer 19	This is a standard clause and serves several purposes: (a) It stipulates that all time will be paid at a fixed rate which will not be modified for things such as holidays; it will be the responsibility of the contractor to reimburse their employees and/or subcontractors for those factors; and (b) Should services not be provided for a full working day, for whatever reason (default by the contractor, for example), the contractor will not be reimbursed for a full day.
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Question 20	Attachment 1 to Part 3 – Pricing Schedule What is the anticipated call volume per day and per year?
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Answer 20	As per Answer 1: Although Canada cannot predict the number of calls, historical data shows an average of 15 calls in a 12 month period.
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Question 21	Attachment 1 to Part 3 – Pricing Schedule Will the Government provide the locations of the callers (e.g. land sites)?
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Answer 21	During any resulting contract, locations will be given when possible. However, in most cases the location of the caller will not be available due to operational security reasons.
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Question 22	Attachment 1 to Part 3 – Pricing Schedule Will the Government provide the number of vessels that will be supported by this contract?
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Answer 22	The Royal Canadian Navy (RCN) currently consists of 36 vessels, with a further eight (8) in development.
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SOLICITATION NO. W6369-17-A007/B IS HEREBY AMENDED AS FOLLOWS:

3.1 DELETE Attachment 1 to Part 4 - Technical Evaluation, Mandatory Criteria M2.1, and REPLACE with the following:

M2.1	For each proposed Emergency Medicine Physician, the Bidder must demonstrate a minimum of two (2) years of experience acquired within the last five (5) years working in the field of Emergency Medicine. To demonstrate the experience of each Emergency Medicine Physician, at a minimum the Bidder must provide the following information: (a) Short description of employment history; and (b) The period of time over which the experience was acquired, in a format including month and year information, e.g. from (month/year) to (month/year) for each month.
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ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.