



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 11 September 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  
Department of National Defence  
101 Colonel By Drive  
Ottawa ON K1A 0K2

<b>Title - Sujet</b> Drug Information Services	
<b>Solicitation No. - N° de l'invitation</b> W6369-17-A051	<b>Amendment No. - N° de la modification</b> 002
<b>Date of Solicitation - Date de l'invitation</b> July 14, 2017	
<b>RETURN BIDS TO: RETOURNER LES SOUMISSIONS À :</b>  By e-mail to: <a href="mailto:Shiroma.Ratnayake@forces.gc.ca">Shiroma.Ratnayake@forces.gc.ca</a>  Director Services Contracting (D Svcs C) 3-2-8 Attention: Shiroma Ratnayake	
<b>Address enquiries to: Adresser toute demande de renseignements à:</b>  Shiroma Ratnayake  <b>Telephone No.      E-Mail Address</b> <b>N° de                      Courriel</b> <b>téléphone</b> 819-939-8489 <a href="mailto:Shiroma.Ratnayake@forces.gc.ca">Shiroma.Ratnayake@forces.gc.ca</a>	
<b>Destination</b>  See herein.	
<b>Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur</b>     <b>Telephone No.      E-Mail Address</b> <b>N° de                      Courriel</b> <b>téléphone</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>



**AMENDMENT 002 TO SOLICITATION NUMBER W6369-17-A051 IS RAISED TO:**

1. Provide clarification and answers to questions from potential suppliers;

**QUESTIONS AND ANSWERS:**

<b>Question 1</b>	<ol style="list-style-type: none"> <li>a. Before completing the proposal, we would like to get more information about the scope of the required services.</li> <li>b. We are also interested in obtaining more information about the requirement for the consultation services to be in English and French. We are currently unable to provide our services in French, thus I would like to know if the ability to deliver services in both official languages is a must.</li> </ol>
<b>Answer 1</b>	<ol style="list-style-type: none"> <li>a. Scope is to provide Drug Information support to any site where Canadian Armed Forces (CAF) pharmacy services are provided. The pharmacist must ensure they are able to access the reference material and drug information services in order to provide optimal patient care and pharmacy services.</li> <li>b. It is absolutely required to provide services in both French and English because there are French and English clinics, pharmacists and patients.</li> </ol>
<b>Question 2</b>	<p>Our pricing is generally based on the number of beds. Can you tell me the total number of beds for the 31 sites? If that is not available, can you provide the total number of clinicians for all 31 sites?</p>
<b>Answer 2</b>	<p>Approximately 100 Pharmacists' total, employed in various capacities across all 31 CAF sites providing service to approximately 75,000 members.</p>
<b>Question 3</b>	<p>What is the expected proportion of inquiries that will be required to be serviced in French?</p>
<b>Answer 3</b>	<p>Approximately 15-30% each month</p>
<b>Question 4</b>	<p>Is the training required to be provided in French at any time during the duration of the contract?</p>
<b>Answer 4</b>	<p>Yes.</p>
<b>Question 5</b>	<p>Can you provide recent history on the number of inquiries in the previous three years?</p>
<b>Answer 5</b>	<p>Approximately an average of 11 hours per month for all questions research and responses. Number of questions per month range on average from 15-35.</p>
<b>Question 6</b>	<p>Of the total number of inquiries, what is the anticipated</p>



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	proportion of urgent, non-urgent and policy related inquiries?
<b>Answer 6</b>	Time to complete ranges from 15 min to 300 min, as it depends on the type of inquiry, the number of inquiries involved and complexity.
<b>Question 7</b>	Of the total number of inquiries, what is the anticipated proportion of urgent, non-urgent and policy related inquiries?
<b>Answer 7</b>	This information is not currently documented. Best estimate is that 20% of queries are urgent.
<b>Question 8</b>	What is the average time to complete each of the three types of inquiries in hours?
<b>Answer 8</b>	Time to complete ranges from 15 min to 300 min, as it depends on the type of inquiry, the number of inquiries involved and complexity.
<b>Question 9</b>	What is the preferred method of submitting inquiries? Phone, email, web portal, or all of the above?
<b>Answer 9</b>	Phone is preferred, but all options would be helpful.
<b>Question 10</b>	Re: Annex A, Section 6.0 Constraints: What does access to the Portal include? Is this a delivery mechanism for submitting requests, or the ability to access previous questions asked, or some other access need?
<b>Answer 10</b>	If there is a specific platform or web portal the contractor uses to share and receive information, it must be accessible to DND Pharmacists. Otherwise there are no specific requirements.
<b>Question 11</b>	Please confirm if the <i>Professional Fees for All-inclusive Hourly Services</i> rate and <i>estimate of 300 hours</i> in Annex B includes the provision of the quarterly bulletins.
<b>Answer 11</b>	Yes, I believe this rate is all-inclusive
<b>Question 12</b>	Do each of Sections I through IV of the bid need to be sent in separate emails or is it permissible to submit them together in one email?
<b>Answer 12</b>	See Section 2.2.1
<b>Question 13</b>	Is an evaluation of the student required at the end of the training period. E.g. a test or mock questions or is this considered pass/fail by the trainer?
<b>Answer 13</b>	No, this will be completed by our staff. However, the curriculum as per Appendix 2 of Annex A.
<b>Question 14</b>	Is the training program required to be accredited by the Canadian Council on Continuing Education in Pharmacy (CCCEP) for continuing education credits (CEU's)?
<b>Answer 14</b>	No.

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**