



**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

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

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

Title - Sujet Nat'I Nursing Agency Services	
Solicitation No. - N° de l'invitation HT426-172611/C	Date 2017-11-02
Client Reference No. - N° de référence du client HT426-172611	
GETS Reference No. - N° de référence de SEAG PW-\$\$XF-005-31945	
File No. - N° de dossier 005xf.HT426-172611	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-12-13	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Chapple, Jeremy	Buyer Id - Id de l'acheteur 005xf
Telephone No. - N° de téléphone (819) 420-2226 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF HEALTH 16TH FL, AL1916C, JEANNE MANCE BLDG 200 EGLANTINE DR., TUNNEY'S PASTURE OTTAWA Ontario K1A0K9 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
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

Request for Proposals (RFP)

FOR

**Nursing Agency Services to Remote, Isolated, and Semi
Isolated First Nation (FN) Communities**

ON BEHALF OF

Health Canada (HC)

TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION.....	4
1.1 INTRODUCTION.....	4
1.2 SUMMARY	4
1.3 DEBRIEFINGS	5
1.4 PHASED BID COMPLIANCE PROCESS	5
PART 2 - BIDDER INSTRUCTIONS.....	6
2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS	6
2.2 SUBMISSION OF BIDS.....	6
2.3 FORMER PUBLIC SERVANT.....	6
2.4 ENQUIRIES - BID SOLICITATION.....	8
2.5 APPLICABLE LAWS	8
2.6 IMPROVEMENT OF REQUIREMENT DURING SOLICITATION PERIOD	8
2.7 VOLUMETRIC DATA.....	8
PART 3 - BID PREPARATION INSTRUCTIONS	9
3.1 BID PREPARATION INSTRUCTIONS	9
3.2 SECTION I: TECHNICAL BID	12
3.3 SECTION II: FINANCIAL BID.....	13
3.4 SECTION III: CERTIFICATIONS	13
PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION.....	21
4.1 EVALUATION PROCEDURES.....	21
4.2 BASIS OF SELECTION.....	40
PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION	45
5.1 CERTIFICATIONS REQUIRED WITH THE BID	45
5.2 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION	46
PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS	49
6.1 SECURITY REQUIREMENTS.....	49
6.2 FINANCIAL CAPABILITY	49
6.3 INSURANCE REQUIREMENTS	49
PART 7 - RESULTING CONTRACT CLAUSES	50
1. REQUIREMENT	50
2. STANDARD CLAUSES AND CONDITIONS	57
3. SECURITY REQUIREMENTS.....	60
4. TERM OF CONTRACT	60
5. DELIVERY POINTS.....	61
6. AUTHORITIES	61
7. PAYMENT	63

8.	INVOICING INSTRUCTIONS	66
9.	CERTIFICATIONS AND ADDITIONAL INFORMATION	67
10.	APPLICABLE LAWS	67
11.	PRIORITY OF DOCUMENTS	67
12.	FOREIGN NATIONALS	68
13.	INSURANCE REQUIREMENTS	68
14.	ABORIGINAL PARTICIPATION COMPONENT	68
15.	PROFESSIONAL SERVICES - GENERAL	68
16.	SAFEGUARDING ELECTRONIC MEDIA	68
17.	REPRESENTATIONS AND WARRANTIES	69
18.	SPECIFIC PERSON(S)	69
19.	IDENTIFICATION PROTOCOL RESPONSIBILITIES	69
20.	REMEDIAL MEASURES	69
21.	DISPUTE RESOLUTION	70
22.	BACKUP PROCUREMENT INSTRUMENTS	70
23.	PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS	70
24.	JOINT VENTURE CONTRACTOR	70
25.	ADDITIONAL CLAUSES	72

ANNEX A - STATEMENT OF WORK

ANNEX B - BASIS OF PAYMENT

ANNEX C - SECURITY REQUIREMENTS CHECK LIST

ANNEX D - INSURANCE REQUIREMENTS

ANNEX E - TASK AUTHORIZATION FORM

ANNEX F - ABORIGINAL PARTICIPATION COMPONENT

ANNEX G - PERFORMANCE MEASUREMENT FRAMEWORK

PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, the Insurance Requirements, the Task Authorization Form, the Aboriginal Participation Component, and the Performance Measurement Framework.

1.2 Summary

- 1.2.1 The Department of Health Canada (HC) requires contractors for the provision of nursing services to supplement internal HC resources, on an "as and when requested" basis, at different remote, semi-isolated and isolated locations of First Nations communities in the provinces of Alberta, Manitoba, Ontario and Quebec.

The services provided by the Contractor under each contract will encompass the care of patients and the provision of assistance to medical doctors in the treatment of illness, the conduct of programs designed to promote health and prevent diseases, and the provision of advice. The services may also include direct patient care to individuals, families and groups in the home and community, and consultation, dependent upon the demands of individual task authorization.

Canada anticipates that one contract will be awarded per Region as a result of this Request for Proposals (RFP).

Each contract will include an option to acquire Nursing Services for additional Regions and an option to add new resource categories.

- 1.2.2 The period of any resulting contract will be for three years from the date of contract award and will include two irrevocable one-year option periods to extend the terms and conditions of each contract and a transition period of up to 6 months.

- 1.2.3 This bid solicitation does not preclude Canada from using other methods of supply to fulfill the same or similar needs. The Bidder agrees that nothing in a resulting contract prevents Canada from arranging alternate services. Canada reserves the right to do so at its discretion whenever Canada is of the opinion that it would best serve the interest of Canada.
- 1.2.4 Bidders are advised, and acknowledge, that should they be awarded a contract for any given Region under this RFP, the resulting Contractor may, at the sole discretion of the Crown, be precluded from award of a contract, standing offer or supply arrangement under any procurement instrument that is issued to backup the scope of work described in Annex A, to that specific Region, during the period of performance of the resulting contract.
- 1.2.5 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.
- 1.2.6 As per the Integrity Provisions under section 01 (2017-04-27) of Standard Instructions 2003 Goods or Services- Competitive Requirements, bidders must provide a list of all owners and/or Directors and other associated information as required. Refer to section 4.21 of the Supply Manual for additional information on the Integrity Provisions.
- 1.2.7 The requirement is subject to a preference for Canadian goods and/or services.
- 1.2.8 This bid solicitation is to establish one contract for each Region with task authorizations for the delivery of the requirement detailed in the bid solicitation to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside the resulting contract.
- 1.2.9 This procurement is not set aside under the federal government Procurement Strategy for Aboriginal Business (PSAB) but does contain a mandatory Aboriginal Participation Component (APC).
- 1.2.10 The Federal Contractors Program (FCP) for employment equity applies to this procurement; see Part 5 – Certifications and Additional Information, Part 7 - Resulting Contract Clauses and the [Federal Contractors Program for Employment Equity - Certification](#).

1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

1.4 Phased Bid Compliance Process

The Phased Bid Compliance Process (PBCP) applies to this requirement.

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2017-04-27), Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of [2003](#), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 365 days

2.2 Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, Bidders must provide in writing before contract award for each question below, the answer and, as applicable, the information required.

If the Contracting Authority has not received the answer to the question and, as applicable, the information required by the time the evaluation of bids is completed, Canada will inform the Bidder of a timeframe within which to provide the answer and, as applicable, the information required. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- (a) an individual;
- (b) an individual who has incorporated;
- (c) a partnership made of former public servants; or

(d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act \(PSSA\)](#), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, [the Members of Parliament Retiring Allowances Act](#), R.S., 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension?

Yes () No ()

If so, the Bidder must provide the following information for all FPS in receipt of a pension, as applicable:

- (a) name of former public servant; and
- (b) date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?

Yes () No ()

If so, the Bidder must provide the following information:

- a) name of former public servant;
- b) conditions of the lump sum payment incentive;
- c) date of termination of employment;
- d) amount of lump sum payment;
- e) rate of pay on which lump sum payment is based;
- f) period of lump sum payment including start date, end date and number of weeks; and
- g) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.5 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

2.6 Improvement of Requirement During Solicitation Period

Should Bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, Bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular Bidder will be given consideration provided they are submitted to the Contracting Authority at least 15 working days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

2.7 Volumetric Data

The data described in Attachment 3 to Part 3 and Attachment 2 to Part 4 of this Request for Proposals has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of the services identified in this Request for Proposals will be consistent with this data. It is provided purely for information purposes.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

- a) **Copies of Bid:** Canada requests that Bidders provide their bid in separately bound sections as follows:
- Section I: Technical Bid (2 soft copies on separate USB keys in a format compatible with Microsoft Office Suite 2010 or Adobe Acrobat XI); and
- Section II: Financial Bid (2 soft copies on a USB key in a format compatible with Microsoft Office Suite 2010 or Adobe Acrobat XI); and
- Section III: Certifications (2 soft copies on a USB key in a format compatible with Microsoft Office Suite 2010 or Adobe Acrobat XI).
- b) Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.
- c) **Format of Bid:** Canada requests that Bidders follow the format instructions described below in the preparation of their bid:
- (i) use 8.5 x 11 inch (216 mm x 279 mm) page formatting; and
- (ii) use a numbering system that corresponds to the bid solicitation.
- (iii) include a title page: The first page of each volume of the bid, after the cover page, should be the Title Page, which should contain:
- (a) The title of the bid and the section number;
 - (b) The name and address of the Bidder;
 - (c) The name, address and telephone number of the Bidder's representative;
 - (d) The bid date; and,
 - (e) The bid solicitation number.
- (iv) include a table of contents: The page following the title page of each volume of the bid should be the table of contents. The table of contents should contain a listing of all sections and sub-sections with associated page numbers. It should also list the associated tables, figures, and annexes or appendices contained in the part of the bid to which it refers.
- (v) include headers and footers: Each subsequent page of each volume of the bid should include a header and/or footer that include the following information:
- (a) the title of the bid;
 - (b) the name of the Bidder;
 - (c) the bid date; and,
 - (d) the page number.
- (vi) use of Cross References: Where the Bidder uses cross references to Information contained in the bid, the reference should include the following details:
- (a) The technical bid part number;
 - (b) The document name;
 - (c) The document section name and number (if applicable); and,

(d) The page number.

d) **Soft Copies:** Except for Attachment 2 to Part 4, Pricing Schedule, Canada requests that Bidders provide soft copies in unprotected PDF format to open (i.e. no password) such that copy and print functions in the PDF document are not restricted and/or disabled, and the PDF document cannot be edited. For Attachment 2 to Part 4, Pricing Schedule, Canada requests that Bidders provide soft copies in MS Excel format, in the format and as protected as published. Bidders are requested to verify that the electronic file(s) are readable, not corrupted, and complete. Any information not readable by Canada will not be evaluated, and any clarifications to unreadable information will be considered as Late Bids in accordance with Section 6 of SACC Manual 2003, Standard Instructions - Goods or Services - Competitive Requirements.

e) **Submission of Only One Bid:**

- (i) A Bidder, including related entities, will be permitted to submit only one bid in response to this bid solicitation. If a Bidder or any related entities participate in more than one bid (participating means being part of the Bidder, not being a subcontractor), Canada will provide those Bidders with 2 working days to identify the single bid to be considered by Canada. Failure to meet this deadline will result in all the affected bids being declared non-responsive and given no further consideration.

A single bid may contain bids to be awarded a contract in one or more Regions. However, a Bidder, including related entities, may not submit more than one bid for any given Region.

- (ii) For the purposes of this Article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is a natural person, corporation, partnership, etc), an entity will be considered to be "related" to a Bidder if:
- (A) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
 - (B) they are "related persons" or "affiliated persons" according to the Canada Income Tax Act;
 - (C) the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
 - (D) the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.
- (iii) Individual members of a joint venture cannot participate in another bid, either by submitting a bid alone or by participating in another joint venture.

f) **Joint Venture Experience:**

- i. Where the Bidder is a joint venture with existing experience as that joint venture, it may submit the experience that it has obtained as that joint venture in response to any mandatory or point rated criteria.

Examples:

- a) A bidder is a joint venture consisting of members L and O. A bid solicitation requires that the bidder must demonstrate experience providing maintenance and help desk services for a

period of 24 months to a customer with at least 10,000 users. As a joint venture (consisting of members L and O), the bidder has previously done the work. This bidder can use this experience to meet the mandatory requirement. If member L obtained this experience while in a joint venture with a third party N, however, that experience cannot be used to demonstrate the mandatory requirement because the third party N is not part of the joint venture that is bidding.

b) A bidder is a joint venture consisting of members L and O. A bid solicitation contains a point rated criterion in which the bidder must obtain a minimum point rated score of 24 points by demonstrating experience in providing maintenance and help desk services for a period of at least 24 months to a customer with at least 10,000 users. One point is awarded for each month of demonstrated experience up to a maximum of 50 points. As a joint venture (consisting of members L and O), the bidder has previously done the work. In order to meet the minimum mandatory score, this bidder can use this experience to meet the minimum mandatory score of 24 points. If member L obtained this experience while in a joint venture with a third party N, however, that experience cannot be used to demonstrate the minimum mandatory score of 24 points because the third party N is not part of the joint venture that is bidding.

- ii. A joint venture bidder may rely on the experience of one of its members to meet any given technical criterion of this bid solicitation.

Example: A bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the bidder have 3 years of experience providing maintenance service, and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture.

- iii. Joint venture members cannot pool their abilities with other joint venture members to satisfy a single mandatory technical criterion or the minimum mandatory score for any point rated criterion, of this bid solicitation. However, a joint venture member can pool its individual experience with the experience of the joint venture itself to satisfy a single mandatory technical criterion or the minimum mandatory score for any point rated criterion. Wherever substantiation of a criterion is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. If the Bidder has not identified which joint venture member satisfies the requirement, the Contracting Authority will provide an opportunity to the Bidder to submit this information during the evaluation period. If the Bidder does not submit this information within the period set by the Contracting Authority, its bid will be declared non-responsive and given no further consideration.

Example: A bidder is a joint venture consisting of members A and B. If a bid solicitation requires that the bidder must demonstrate experience providing resources for a minimum number of 100 billable days, the bidder may demonstrate that experience by submitting either:

- Contracts all signed by A;
- Contracts all signed by B; or
- Contracts all signed by A and B in joint venture, or

- Contracts signed by A and contracts signed by A and B in joint venture, or
- Contracts signed by B and contracts signed by A and B in joint venture.

That show in total 100 billable days.

- iv. For point rated technical criteria, joint venture members can pool their abilities with other joint venture members only to obtain points for experience demonstrated beyond the experience required to obtain the minimum mandatory score for any point rated criterion of this bid solicitation. If the Bidder has not identified which joint venture member satisfies the requirement, the Contracting Authority will provide an opportunity to the Bidder to submit this information during the evaluation period. If the Bidder does not submit this information within the period set by the Contracting Authority, this experience will not be evaluated and will receive 0 points.

Example: A bidder is a joint venture consisting of members L and O. A point rated bid criterion requires that the bidder must obtain a minimum point rated score of 24 points for demonstrated experience in providing maintenance and help desk services for a period of 24 months to a customer with at least 10,000 users. One point is awarded for each month of demonstrated experience up to a maximum of 50 points. In order to meet the minimum mandatory score of 24 points, the bidder must demonstrate experience in accordance with articles e) i, ii, and/or iii above. However, member L can submit experience obtained while in a joint venture with a third party N as experience in order to gain points beyond the minimum mandatory score of 24 points only up to the maximum of 50 points.

- v. Any Bidder with questions regarding the way in which a joint venture bid will be evaluated should raise such questions through the Enquiries process as early as possible during the bid solicitation period.

3.2 Section I: Technical Bid

- A. In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.
- B. The technical bid 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. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.
- C. **Bid Submission Form:** Bidders are requested to include the Bid Submission Form – Attachment 1 to Part 3 with their bids. It provides a common form in which Bidders can provide information required for evaluation and contract award, such as a contact name and the Bidder's Procurement Business Number, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.
- D. **Client Reference Contact Information:** The Bidder should provide client references. The client reference must each confirm, if requested by Canada, the facts identified in the Bidder's bid, as

required by Attachment 1 to Part 4.

Client references should be entities that have an arm's length business relationship with the Bidder.

For each client reference submitted, the Bidder should, at a minimum, provide the name and e-mail address for a person who can be contacted as a client reference. Bidders are also requested to include a telephone number for each client reference, the name of the client organization that the reference worked for at the time that the services were delivered, and the title/role of the client reference during the project.

Refer to article 4.1.2.3 of this RFP for a description of the Reference Check process.

Part 4, Evaluation Procedures, contains additional instructions that Bidders should consider when preparing their technical bid.

3.3 Section II: Financial Bid

- A. Bidders must submit their financial bid in Canadian funds and in accordance with the pricing schedule detailed in Attachment 2 to Part 4.
- B. Bidders must submit their prices and rates FOB destination; Canadian customs duties and excise taxes included, as applicable; and Applicable Taxes excluded.
- C. When preparing their financial bid, Bidders should review clause 4.1.3, Financial Evaluation, of Part 4 of the bid solicitation; and article 7, Payment, of Part 7 of the bid solicitation.
- D. **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option years.
- E. **Electronic Payment of Invoices – Bid**
If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Attachment 2 to Part 3, Electronic Payment Instruments.

If Attachment 2 to Part 3, Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

- F. **Exchange Rate Fluctuation**
C3011T (2013-11-06), Exchange Rate Fluctuation

3.4 Section III: Certifications

Bidders must submit the certification and additional information required under Part 5.

ATTACHMENT 1 to PART 3

BID SUBMISSION FORM		
Bidder's full legal name		
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
Region(s): Canada requests that the Bidder indicate which Regions they are submitting a bid for. A single bid may contain bids to be awarded a contract in one or more Regions.	Alberta	Yes ____ No ____
	Manitoba	Yes ____ No ____
	Ontario	Yes ____ No ____
	Quebec	Yes ____ No ____
Bidder's Procurement Business Number (PBN) [see the Standard Instructions 2003] Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.		
Jurisdiction of Contract: Province or territory in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
Former Public Servants	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation?	

See the Article in Part 2 of the bid solicitation entitled Former Public Servant for a definition of "Former Public Servant".	Yes ____ No ____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"	
	Is the Bidder a FPS who received a lump sum payment under the terms of the Work Force Adjustment Directive? Yes ____ No ____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"	
Security Clearance Level of Bidder [include both the level and the date it was granted] Please ensure that the security clearance matches the legal name of the Bidder. If it does not, the security clearance is not valid for the Bidder.		
On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that: <ol style="list-style-type: none"> 1. The Bidder considers itself and its proposed resources able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation. 		
Signature of Authorized Representative of Bidder		
Date:		

Solicitation No. - N° de l'invitation
HT426-17-2611/C
Client Ref. No. - N° de réf. du client
HT426-17-2611

Amd. No. - N° de la modif.
File No. - N° du dossier
005xf. HT426-17-2611

Buyer ID - Id de l'acheteur
005xf
CCC No./N° CCC - FMS No./N° VME

ATTACHMENT 2 TO PART 3
ELECTRONIC PAYMENT INSTRUMENTS

The Bidder:

() Accepts to be paid by Direct Deposit (Domestic and International);

OR

() Does not accept to be paid by Direct Deposit (Domestic and International);

ATTACHMENT 3 TO PART 3

VOLUMETRIC DATA

The volumetric data below, provided for informational purposes only, summarizes Health Canada's demand for Nursing Agency Services between September 1, 2015 - August 31, 2017 (24 months)

Table 1:

Table 1 summarizes the total number of days, by province and community, when the services of a Contract Nurse, specific to Registered Nurses (RN) only, were required by between September 1, 2015 and August 31, 2017.

Region	Community	Total # Days
Manitoba	Bloodvein	369
	Brochet	481
	Cross Lake	4060
	Garden Hill	3210
	God's Lake Narrows	1101
	God's River	1398
	Lac Brochet	426
	Little Grand Rapids	1018
	Nelson House	1352
	Oxford House	772
	Pauingassi	784
	Poplar River	716
	Pukatawagan	1493
	Red Sucker Lake	1043
	Shamattawa	1290
	South Indian Lake	484
	Split Lake	1044
	St. Theresa Point	2579
	Tadoule Lake	513
	Wasagamack	2452
	York Landing	283
Manitoba Total		26868

Solicitation No. - N° de l'invitation
HT426-17-2611/C
Client Ref. No. - N° de réf. du client
HT426-17-2611

Amd. No. - N° de la modif.
File No. - N° du dossier
005xf. HT426-17-2611

Buyer ID - Id de l'acheteur
005xf
CCC No./N° CCC - FMS No./N° VME

Ontario	Bearskin Lake	521
	Big Trout Lake	2131
	Cat Lake	926
	Deer Lake	780
	Fort Hope	2341
	Fort Severn	393
	Grassy Narrows	226
	Gull Bay	252
	Kasabonika	1322
	Kashechewan	3064
	Keewaywin	483
	Lansdowne House	468
	Muskrat Dam	469
	New Osnaburgh	1463
	North Spirit Lake	166
	Ogoki (Martin Falls)	434
	Peawanuck (Weenusk)	809
	Pikangikum	4066
	Poplar Hill	639
	Round Lake (North Caribou Lake)	1138
	Sachigo Lake	1324
	sandy lake	5586
	Summer Beaver (Nibinamik)	386
	Webequie	690
	Whitedog (Wabaseemong)	434
Ontario Total		30511

Solicitation No. - N° de l'invitation
HT426-17-2611/C
Client Ref. No. - N° de réf. du client
HT426-17-2611

Amd. No. - N° de la modif.
File No. - N° du dossier
005xf. HT426-17-2611

Buyer ID - Id de l'acheteur
005xf
CCC No./N° CCC - FMS No./N° VME

Quebec	Lac Rapide (Barrier Lake)	1008
	Winneway (Long Point First Nations)	893
Quebec Total		1901

Alberta *Note: Historical data for AB is not available.*

Grand Total		59280
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Table 2:

Table 2 summarizes the number of Regular Task Authorizations (TA) and Urgent TAs issued by Health Canada between September 1, 2015 to August 31, 2017 (24 months) organized by the length of their duration (in days).

	Regular TAs				Urgent TAs			
TA Duration	Alberta	Manitoba	Ontario	Quebec	Alberta	Manitoba	Ontario	Quebec
7 Days or Less	NA	97	330	17	NA	29	116	5
8-14 Days	NA	580	492	24	NA	118	124	8
More than 14 Days	NA	935	946	79	NA	54	128	10
Grand Total	NA	1612	1768	120	NA	201	368	23

Note: Historical data for AB is not available.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

Canada will use the Phased Bid Compliance Process (PBCP) described below.

4.1.1 Phased Bid Compliance Process

4.1.1.1 General

- a) Canada is conducting the Phased Bid Compliance Process described below for this requirement.
- b) Notwithstanding any review by Canada at Phase I or II of the Phased Bid Compliance Process, Bidders are and will remain solely responsible for the accuracy, consistency and completeness of their Bids and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in Bids or in responses by a Bidder to any communication from Canada.

The Bidder acknowledges that the reviews in phase I and II of this Phased Bid Compliance Process are preliminary and do not preclude a finding in Phase III that the bid is non-responsive, even for mandatory requirements which were subject to review in Phase I or II and notwithstanding that the bid had been found responsive in such earlier phase. Canada may deem a bid to be non-responsive to a mandatory requirement at any phase. The Bidder also acknowledges that its response to a Notice or a Compliance Assessment Report (CAR) (each defined below) in Phase I or II may not be successful in rendering its bid responsive to the mandatory requirements that are the subject of the Notice or CAR, and may render its bid non-responsive to other mandatory requirements.

- c) Without prejudice to its other rights, Canada shall have the right, in its absolute discretion, but will not be obliged, to request and accept at any time, before or after the solicitation closing date, and consider as part of the Bid, any document and materials from Bidders to clarify the Bid or to correct deficiencies or errors in the Bid that are not significant in Canada's absolute discretion, including all matters of form or error in computation or failure to confirm by signing or similarly verifying acceptance. This shall not limit Canada's right to request or accept any information after the bid solicitation closing in circumstances where the bid solicitation expressly provides for this right.
- d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2017-27-04) Standard Instructions – Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation expressly provides for this right, or in the circumstances described in subsection (c).
- e) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Bidder must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Bidder at any address provided by the Bidder in or pursuant to the Bid is deemed received by the Bidder on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

-
- f) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.
- g) An evaluation team composed of representatives of Canada will evaluate the bids. Canada may hire any independent consultant or use any Government resources to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- h) The evaluation team will determine first if there are two or more bids with a valid Canadian Content certification. In that event, the evaluation process will be limited to the bids with the certification; otherwise, all bids will be evaluated. If some of the bids with a valid certification are declared non-responsive, or are withdrawn, and less than two responsive bids with a valid certification remain, the evaluation will continue among those bids with a valid certification. If all bids with a valid certification are subsequently declared non-responsive, or are withdrawn, then all the other bids received will be evaluated.
- i) Canada has engaged Raymond Chabot Grant Thornton to provide fairness monitoring services for this procurement. The fairness monitor will not be part of the evaluation team, but will observe the evaluation of the bids with respect to Canada's adherence to the evaluation process described in this bid solicitation. The fairness monitor is under obligation pursuant to its contract with Canada to maintain the confidentiality of all information received as a result of its participation in this procurement process.
- j) In addition to any other time periods established in the bid solicitation:
- (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive and given no further consideration.
 - (ii) **Extension of Time:** If the Bidder requires additional time, the Contracting Authority may grant an extension at his or her sole discretion.

4.1.1.2 Phase I: Financial Bid

- a) After the closing date and time of this bid solicitation, Canada will examine the Bid to determine whether it includes a Financial Bid and whether any Financial Bid includes all information required by the solicitation. Canada's review in Phase I will be limited to identifying whether any information that is required under the bid solicitation to be included in the Financial Bid is missing from the Financial Bid. This review will not assess whether the Financial Bid meets any standard or is responsive to all solicitation requirements.
- b) Canada's review in Phase I will be performed by officials of the Department of Public Works and Government Services.
- c) If Canada determines, in its absolute discretion that there is no Financial Bid or that the Financial Bid is missing all of the information required by the bid solicitation to be included in the Financial Bid, then the Bid will be considered non-responsive and will be given no further consideration.
- d) For Bids other than those described in c), Canada will send a written notice to the Bidder

("Notice") identifying where the Financial Bid is missing information. A Bidder whose Financial Bid has been found responsive to the requirements that are reviewed at Phase I, will not receive a Notice. Such Bidders shall not be entitled to submit any additional information in respect of their Financial Bid.

e) The Bidders who have been sent a Notice shall have the time period specified in the Notice (the "Remedy Period") to remedy the matters identified in the Notice by providing to Canada, in writing, additional information or clarification in response to the Notice. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the Notice.

f) In its response to the Notice, the Bidder will be entitled to remedy only that part of its Financial Bid which is identified in the Notice. For instance, where the Notice states that a required line item has been left blank, only the missing information may be added to the Financial Bid, except that, in those instances where the addition of such information will necessarily result in a change to other calculations previously submitted in its Financial Bid, (for example, the calculation to determine a total price), such necessary adjustments shall be identified by the Bidder and only these adjustments shall be made. All submitted information must comply with the requirements of this solicitation.

g) Any other changes to the Financial Bid submitted by the Bidder shall be considered to be new information and will be disregarded. There will be no change permitted to any other section of the Bidder's Bid. Information submitted in accordance with the requirements of this solicitation in response to the Notice will replace, in full, only that part of the original Financial Bid as is permitted above, and will be used for the remainder of the bid evaluation process.

h) Canada will determine whether the Financial Bid is responsive to the requirements reviewed at Phase I, considering such additional information or clarification as may have been provided by the Bidder in accordance with this Section. If the Financial Bid is not found responsive for the requirements reviewed at Phase I to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.

i) Only Bids found responsive to the requirements reviewed in Phase I to the satisfaction of Canada, will receive a Phase II review.

4.1.1.3 Phase II: Technical Bid

a) Canada's review at Phase II will be limited to a review of the Technical Bid to identify any instances where the Bidder has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Bid meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the Phased Bid Compliance Process. Mandatory technical criteria that are not identified in the solicitation as being subject to the Phased Bid Compliance Process, will not be evaluated until Phase III.

b) Canada will send a written notice to the Bidder (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Bid has failed to meet. A Bidder whose Bid has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Bid has been found responsive to the requirements reviewed at Phase II. Such Bidder shall not be entitled to submit any response to the CAR.

c) A Bidder shall have the period specified in the CAR (the "Remedy Period") to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. If the Bidder has made no response during the Remedy Period, its Bid will be considered non-responsive, and will receive no further consideration.

d) The Bidder's response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Bidder which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Bid, the Bidder shall identify such additional changes, provided that its response must not include any change to the Financial Bid.

e) The Bidder's response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Bid, the wording of the proposed change to that section, and the wording and location in the Bid of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Bidder should include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Bidder's Bid, and failure of the Bidder to do so in accordance with this subparagraph is at the Bidder's own risk. All submitted information must comply with the requirements of this solicitation.

f) Any changes to the Bid submitted by the Bidder other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, only that part of the original Bid as is permitted in this Section.

g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Bid, but will be considered by Canada in the evaluation of the Bid only for the purpose of determining whether the Bid meets the Eligible Mandatory Criteria specified in the CAR. It will not be used to evaluate any other Eligible Mandatory Criterion not specified in the CAR, nor any mandatory technical criterion that is not an Eligible Mandatory Criterion. Nor will it increase any score that the original Bid would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Bidder in response to the CAR. If so, the Bid will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Bidder shall bind the Bidder as part of its Bid, but the Bidder's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Bid.

h) Canada will determine whether the Bid is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Bidder in accordance with this Section. If the Bid is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.

4.1.1.4 Phase III: Final Evaluation of the Bid

a) In Phase III, bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

b) A Bid is non-responsive and will receive no further consideration if it does not meet all mandatory evaluation criteria of the solicitation.

4.1.2 Technical Evaluation

A separate technical evaluation will be conducted for each Region.

4.1.2.1 Mandatory Technical Criteria

Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. All elements of the bid solicitation that are mandatory requirements are identified specifically with the words "must" or "mandatory". Bids that do not comply with each and every mandatory requirement will be considered non-responsive and given no further consideration.

The Mandatory evaluation criteria are described in Attachment 1 to Part 4.

The Phased Bid Compliance Process will apply only to mandatory technical criteria identified by the superscript ^(PB). Mandatory technical criteria not identified by the superscript ^(PB) will not be subject to the Phased Bid Compliance Process.

4.1.2.2 Point Rated Technical Criteria

Where Point-Rated Technical Criteria are specified in the RFP, each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. For the criteria identified by the superscript ^(PB), Canada will use the Phased Bid Compliance Process. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly.

The Point-rated evaluation criteria are described in Attachment 1 to Part 4.

4.1.2.3 Client Reference Checks

- (A) If any of the contact information required for a client reference is not provided with the bid, the Contracting Authority will provide the Bidder with 2 working days (or longer if specified in writing by the Contracting Authority) to provide the necessary information to Canada.
- (B) It is the sole responsibility of the Bidder to ensure that it provides a client reference who is willing to act as a client reference, has an arm's length business relationship with the Bidder, and is completely knowledgeable about the facts identified in the Bidder's bid, as required by Attachment 1 to Part 4. If there is no single client reference who has complete knowledge of the facts identified in the Bidder's bid, the Bidder must provide a client reference who is most knowledgeable of the facts identified in the Bidder's bid, and has the ability, and authority, to obtain accurate and complete information about the facts identified in the Bidder's bid. Crown client references will be accepted.
- (C) It is the responsibility of the Bidder to confirm in advance that the client reference submitted will be available to provide a response and is willing to act as a client reference.
- (D) The form of question to be used to request confirmation from client references is as follows:

Sample Question to a Reference:

"Did the Bidder provide your organization with nursing services during the period of time claimed above?

____ Yes, the Bidder provided my organization with nursing services during the period of time claimed above.

____ No, the Bidder did not provide my organization with nursing services during the period of time claimed above.

____ I am unwilling or unable to provide any information about the services described above.

- (E) If a reference check is performed, Canada will conduct the reference check in writing by e-mail. Canada will send the reference check questions to the Bidder 1 working day prior to sending the request to the client reference. The client reference will have 5 working days (or a longer period otherwise specified in writing by the Contracting Authority) from the date that Canada's e-mail was sent to the client reference to respond to Canada.
- (F) The client reference will be required, within 2 working days after Canada sends out the reference check request to the client reference, to acknowledge the receipt of the reference check request and identify his or her willingness and availability to conduct such reference check. If Canada has not received the required response from the client reference, Canada will notify the Bidder by e-mail, to allow the Bidder to contact its client reference directly to ensure that he or she responds to Canada within the allotted time. The client reference's failure to respond to Canada's request within the allotted time will result in non-consideration of the Bidder's claimed experience.
- (G) Notwithstanding section 4.1.2.3, subsection E, if the client reference is unavailable when required during the evaluation period, the Bidder will be requested to provide an alternate client reference who can confirm the facts identified in the Bidder's bid. Bidders will only be provided with this opportunity once for each experience claimed in their bid and only if the original client reference is unavailable to respond. The Bidder will not be provided with an opportunity to submit an alternate client reference if the original client reference indicates that he or she is unwilling or unable to respond. The process as described in E and F is applicable for the client reference check with the alternate client reference. The period to respond for either the original reference, or the alternate reference, will be a total of 5 working days (or a longer period otherwise specified in writing by the Contracting Authority) in accordance with 4.1.2.3, subsection E.
- (H) Wherever information provided by a client reference differs from the information supplied by the Bidder, the information supplied by the client reference will be the information evaluated.
- (I) Points will not be allocated and/or a Bidder will not meet the mandatory experience requirement (as applicable) if:
- 1) the client reference fails to respond to Canada's request within the allotted time;
 - 2) the client reference states he or she is unable or unwilling to respond; or
 - 3) the client reference listed is itself an affiliate or other entity that does not deal at arm's length with the Bidder.
- (J) Whether or not to conduct reference checks is discretionary. However, if PWGSC chooses to conduct reference checks for any given point rated or mandatory requirement, it will check the references for that requirement for all Bidders who have not, at that point, been found non-responsive.

4.1.3 Financial Evaluation

4.1.3.1 Financial Calculation:

- a) The financial evaluation will be conducted using the firm hourly rates in Attachment 2 to Part 4 proposed by the technically responsive bid(s).

A separate financial evaluation will be conducted for each Region.

- b) There are two possible financial evaluation methods for this requirement. The first method will be used if three or more bids are determined technically responsive for a Region (see subsection (c) Financial Evaluation - Method A below). The second method will be used if fewer than three bids are

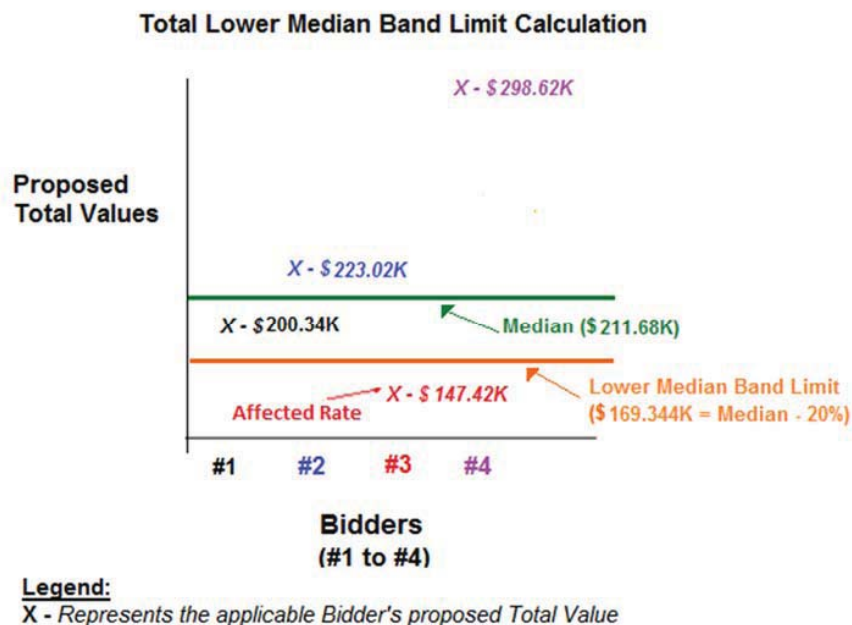
determined responsive for a Region (see subsection (d) Financial Evaluation - Method B below).

- c) **Financial Evaluation - Method A:** The following financial evaluation method will be used if three or more bids are determined technically responsive for a Region:

- (i) **STEP 1 - ESTABLISHING THE LOWER MEDIAN BAND LIMIT FOR EACH PERIOD AND EACH RESOURCE CATEGORY:** The Contracting Authority will establish, for each period and each Resource Category of each Region, a Lower Median Band Limit for the total value of that Resource Category, in that period, of each Region, based on the firm hourly rates proposed by the technically responsive bids for each type of work (Regular Working Hours, Stand-by time, Overtime, Call-back Time and Statutory holidays) and the estimated level of effort associated with each of the rates. For each such Resource Category a median will be calculated on the total value of the period for all the technically responsive bids using the median function in *Microsoft Excel and the Lower Median Band Limit will represent a value of minus (-) 20% of the median. When an even number of technically responsive bids have been determined, an average of the middle two total values will be used to calculate the Lower Median Band Limit and for an odd number of technically responsive bids, the middle total value will be used.

* = The Microsoft Excel median formula is "= MEDIAN ()".

Example: The following diagram is a representation of the calculation of the Lower Median Band Limit based on the proposed total values of four Bidders in a single Resource Category for a given period.



(ii) **STEP 2 - POINTS ALLOCATION:** For each period and each Resource Category of each Region points will be allocated as follows:

- (A) A Bidder's total value that is lower than the established Lower Median Band Limit for that period and Resource Category will be allocated 0 points.
- (B) A Bidder's total value that is greater than, or equal to, the Lower Median Band Limit , for that period and Resource Category, will be allocated points using the following calculation, which will be rounded to two decimal places:

$$\frac{\text{Lowest proposed total value}^1}{\text{Bidder's proposed total value}^1} \times \text{Maximum Points Assigned}$$

1 = that is greater than, or equal to, the Lower Median Band Limit.

- (C) A Bidder's proposed total value which is the lowest proposed total value that is greater than, or equal to, the established Lower Median Band Limit will be allocated the applicable maximum points assigned at Table 1 below:

TABLE 1 - MAXIMUM POINTS ASSIGNED

Region: Alberta						
RESOURCE CATEGORIES	CONTRACT YEAR 1	CONTRACT YEAR 2	CONTRACT YEAR 3	OPTION PERIOD 1	OPTION PERIOD 2	TOTAL POINTS
Registered Nurse	100	100	100	100	100	500
Nurse Practitioner	100	100	100	100	100	500
TOTAL	200	200	200	200	200	1,000
Region: Manitoba						
RESOURCE CATEGORIES	CONTRACT YEAR 1	CONTRACT YEAR 2	CONTRACT YEAR 3	OPTION PERIOD 1	OPTION PERIOD 2	TOTAL POINTS
Registered Nurse	100	100	100	100	100	500
Nurse Practitioner	100	100	100	100	100	500
TOTAL	200	200	200	200	200	1,000
Region: Ontario						
RESOURCE CATEGORIES	CONTRACT YEAR 1	CONTRACT YEAR 2	CONTRACT YEAR 3	OPTION PERIOD 1	OPTION PERIOD 2	TOTAL POINTS
Registered Nurse	100	100	100	100	100	500
Nurse Practitioner	100	100	100	100	100	500
TOTAL	200	200	200	200	200	1,000
Region: Quebec						
RESOURCE CATEGORIES	CONTRACT YEAR 1	CONTRACT YEAR 2	CONTRACT YEAR 3	OPTION PERIOD 1	OPTION PERIOD 2	TOTAL POINTS
Registered Nurse	100	100	100	100	100	500

- (iii) **STEP 3 - FINANCIAL SCORE:** Points allocated under STEP 2 for each period and Resource Category of each Region will be added together and rounded to two decimal places to produce the Financial Score (FS).

Bidders will find an example of a financial evaluation under the Alberta Region using Method A below:

Solicitation No. - N° de l'invitation
HT426-17-2611/C
Client Ref. No. - N° de réf. du client
HT426-17-2611

Amd. No. - N° de la modif.
005xf
File No. - N° du dossier
005xf. HT426-17-2611

Buyer ID - Id de l'acheteur
005xf
CCC No./N° CCC - FMS No./N° VME

(iv) **EXAMPLE OF A FINANCIAL EVALUATION USING METHOD A :**

REGION: ALBERTA							
PERIOD: CONTRACT YEAR 1							
(EXAMPLE)							
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation	Total Value
Registered Nurse	100	\$100	1512	\$130	378	$((\$100 \times 1512) + (\$130 \times 378))$	\$200,340.00
Nurse Practitioner	100	\$120	888	\$155	222	$((\$120 \times 888) + (\$155 \times 222))$	\$140,970.00
Bidder 2							
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation	Total Value
Registered Nurse	100	\$110	1512	\$150	378	$((\$110 \times 1512) + (\$150 \times 378))$	\$223,020.00
Nurse Practitioner	100	\$130	888	\$170	222	$((\$130 \times 888) + (\$170 \times 222))$	\$153,180.00
Bidder 3							
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation	Total Value
Registered Nurse	100	\$75	1512	\$90	378	$((\$75 \times 1512) + (\$90 \times 378))$	\$147,420.00
Nurse Practitioner	100	\$92	888	\$110	222	$((\$92 \times 888) + (\$110 \times 222))$	\$106,116.00
Bidder 4							
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation	Total Value

Solicitation No. - N° de l'invitation HT426-17-2611/C		Amd. No. - N° de la modif. 005xf		Buyer ID - Id de l'acheteur 005xf	
Client Ref. No. - N° de réf. du client HT426-17-2611		File No. - N° du dossier 005xf. HT426-17-2611		CCC No./N° CCC - FMS No./N° VME	
Registered Nurse Nurse Practitioner	100	\$150	1512	\$190	378
	100	\$200	888	\$300	222
				(\$150x1512)+(\$190x378))	\$298,620.00
				(((\$200x888)+(\$300x222))	\$244,200.00

REGION: ALBERTA PERIOD: CONTRACT YEAR 2							(EXAMPLE)		
Bidder 1									
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation	Total Value		
Registered Nurse	100	\$102	1512	\$132	378	((\$102x1512)+ (\$132x378))	\$204,120.00		
Nurse Practitioner	100	\$122	888	\$157	222	((\$122x888)+ (\$157x222))	\$143,190.00		
Bidder 2									
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation	Total Value		
Registered Nurse	100	\$111	1512	\$151	378	((\$111x1512)+ (\$151x378))	\$224,910.00		
Nurse Practitioner	100	\$131	888	\$171	222	((\$131x888)+ (\$171x222))	\$154,290.00		
Bidder 3									
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation	Total Value		
Registered Nurse	100	\$78	1512	\$93	378	((\$78x1512)+ (\$93x378))	\$153,090.00		
Nurse Practitioner	100	\$95	888	\$113	222	((\$95x888)+ (\$113x222))	\$109,446.00		
Bidder 4									
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation	Total Value		
Registered Nurse	100	\$152	1512	\$192	378	((\$152x1512)+ (\$192x378))	\$302,400.00		
Nurse Practitioner	100	\$205	888	\$305	222	((\$205x888)+ (\$305x222))	\$249,750.00		

REGION: ALBERTA PERIOD: CONTRACT YEAR 3						
(EXAMPLE)						
Bidder 1						
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation Total Value
Registered Nurse	100	\$105	1512	\$135	378	$((\$105 \times 1512) + (\$135 \times 378))$ \$209,790.00
Nurse Practitioner	100	\$125	888	\$160	222	$((\$125 \times 888) + (\$160 \times 222))$ \$146,520.00
Bidder 2						
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation Total Value
Registered Nurse	100	\$112	1512	\$152	378	$((\$112 \times 1512) + (\$152 \times 378))$ \$226,800.00
Nurse Practitioner	100	\$132	888	\$172	222	$((\$132 \times 888) + (\$172 \times 222))$ \$155,400.00
Bidder 3						
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation Total Value
Registered Nurse	100	\$80	1512	\$95	378	$((\$80 \times 1512) + (\$95 \times 378))$ \$156,870.00
Nurse Practitioner	100	\$97	888	\$115	222	$((\$97 \times 888) + (\$115 \times 222))$ \$111,666.00
Bidder 4						
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation Total Value
Registered Nurse	100	\$155	1512	\$195	378	$((\$155 \times 1512) + (\$195 \times 378))$ \$308,070.00
Nurse Practitioner	100	\$210	888	\$310	222	$((\$210 \times 888) + (\$310 \times 222))$ \$255,300.00

REGION: ALBERTA PERIOD: FIRST OPTION YEAR							(EXAMPLE)		
Bidder 1									
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation	Total Value		
Registered Nurse	100	\$108	1512	\$137	378	(((\$108x1512)+(\$137x378))	\$215,082.00		
Nurse Practitioner	100	\$128	888	\$162	222	(((\$128x888)+(\$162x222))	\$149,628.00		
Bidder 2									
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation	Total Value		
Registered Nurse	100	\$114	1512	\$154	378	(((\$114x1512)+(\$154x378))	\$230,580.00		
Nurse Practitioner	100	\$134	888	\$174	222	(((\$134x888)+(\$174x222))	\$157,620.00		
Bidder 3									
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation	Total Value		
Registered Nurse	100	\$82	1512	\$98	378	(((\$82x1512)+(\$98x378))	\$161,028.00		
Nurse Practitioner	100	\$99	888	\$118	222	(((\$99x888)+(\$118x222))	\$114,108.00		
Bidder 4									
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation	Total Value		
Registered Nurse	100	\$160	1512	\$200	378	(((\$160x1512)+(\$200x378))	\$317,520.00		
Nurse Practitioner	100	\$215	888	\$315	222	(((\$215x888)+(\$315x222))	\$260,850.00		

REGION: ALBERTA PERIOD: SECOND OPTION YEAR							(EXAMPLE)		
Bidder 1									
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation	Total Value		
Registered Nurse	100	\$111	1512	\$138	378	(((\$111x1512)+(\$138x378))	\$219,996.00		
Nurse Practitioner	100	\$131	888	\$163	222	(((\$131x888)+(\$163x222))	\$152,514.00		
Bidder 2									
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation	Total Value		
Registered Nurse	100	\$116	1512	\$156	378	(((\$116x1512)+(\$156x378))	\$234,360.00		
Nurse Practitioner	100	\$136	888	\$176	222	(((\$136x888)+(\$176x222))	\$159,840.00		
Bidder 3									
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation	Total Value		
Registered Nurse	100	\$85	1512	\$100	378	(((\$85x1512)+(\$100x378))	\$166,320.00		
Nurse Practitioner	100	\$102	888	\$120	222	(((\$102x888)+(\$120x222))	\$117,216.00		
Bidder 4									
Resource Category	Max. Points	Proposed Hourly Rate for Regular Working Hours and Stand-by time	Estimated Level of effort (in hours)	Proposed Hourly Rate for Overtime, Call-back Time and Statutory holidays	Estimated Level of effort (in hours)	Total Value calculation	Total Value		
Registered Nurse	100	\$165	1512	\$210	378	(((\$165x1512)+(\$210x378))	\$328,860.00		
Nurse Practitioner	100	\$220	888	\$325	222	(((\$220x888)+(\$325x222))	\$267,510.00		

TABLE 2 - EXAMPLE OF A FINANCIAL EVALUATION USING METHOD A:

STEP 1 - Establishing the Lower Median Band Limit for each period and each resource category

(Median 1)	For the Registered Nurse Resource Category, Contract Year 1, the median total value would be \$211,680.00. As a result, the Lower Median Band Limit would be \$169,344.00.
(Median 2)	For the Nurse Practitioner Resource Category, Contract Year 1, the median total value would be \$147,075.00. As a result, the Lower Median Band Limit would be \$117,660.00.
(Median 3)	For the Registered Nurse Resource Category, Contract Year 2, the median total value would be \$214,515.00. As a result, the Lower Median Band Limit would be \$171,612.00.
(Median 4)	For the Nurse Practitioner Resource Category, Contract Year 2, the median total value would be \$148,740.00. As a result, the Lower Median Band Limit would be \$118,992.00.
(Median 5)	For the Registered Nurse Resource Category, Contract Year 3, the median total value would be \$218,295.00. As a result, the Lower Median Band Limit would be \$174,636.00.
(Median 6)	For the Nurse Practitioner Resource Category, Contract Year 3, the median total value would be \$150,960.00. As a result, the Lower Median Band Limit would be \$120,768.00.
(Median 7)	For the Registered Nurse Resource Category, Option Period 1, the median total value would be \$222,831.00. As a result, the Lower Median Band Limit would be \$178,264.80.
(Median 8)	For the Nurse Practitioner Resource Category, Option Period 1, the median total value would be \$153,624.00. As a result, the Lower Median Band Limit would be \$122,899.20.
(Median 9)	For the Registered Nurse Resource Category, Option Period 2, the median total value would be \$227,178.00. As a result, the Lower Median Band Limit would be \$181,742.40.
(Median 10)	For the Nurse Practitioner Resource Category, Option Period 2, the median total value would be \$156,177.00. As a result, the Lower Median Band Limit would be \$124,941.60.

STEP 2 - Points Allocation:

Bidder 1:

Registered Nurse, Contract Year 1 = 100 points
(lowest total value that was >= the Lower Median Band Limit)

Registered Nurse, Contract Year 2 = 100 points
(lowest total value that was >= the Lower Median Band Limit)

Registered Nurse, Contract Year 3 = 100 points
(lowest total value that was >= the Lower Median Band Limit)

Registered Nurse, Option Period 1 = 100 points
(lowest total value that was >= the Lower Median Band Limit)

Registered Nurse, Option Period 2 = 100 points
(lowest total value that was >= the Lower Median Band Limit)

Nurse Practitioner, Contract Year 1 = 100 points
(lowest total value that was >= the Lower Median Band Limit)

Nurse Practitioner, Contract Year 2 = 100 points
(lowest total value that was >= the Lower Median Band Limit)

Nurse Practitioner, Contract Year 3 = 100 points
(lowest total value that was >= the Lower Median Band Limit)

Nurse Practitioner, Option Period 1 = 100 points
(lowest total value that was >= the Lower Median Band Limit)

Nurse Practitioner, Option Period 2 = 100 points

(lowest total value that was >= the Lower Median Band Limit)

Bidder 2:

Registered Nurse, Contract Year 1 = 89.83 points

(Lowest proposed total value that is >= the Lower Median Band Limit is \$200,340.00 / Bidder's proposed total value of \$223,020.00) Multiplied by 100 pts)

Registered Nurse, Contract Year 2= 90.76 points

(Lowest proposed total value that is >= the Lower Median Band Limit is \$204,120.00 / Bidder's proposed total value of \$224,910.00) Multiplied by 100 pts)

Registered Nurse, Contract Year 3 = 92.5 points

(Lowest proposed total value that is >= the Lower Median Band Limit is \$209,790.00 / Bidder's proposed total value of \$226,800.00) Multiplied by 100 pts)

Registered Nurse, Option Period 1 = 93.28 points

(Lowest proposed total value that is >= the Lower Median Band Limit is \$215,082.00 / Bidder's proposed total value of \$230,580.00) Multiplied by 100 pts)

Registered Nurse, Option Period 2 = 93.87 points

(Lowest proposed total value that is >= the Lower Median Band Limit is \$219,996.00 / Bidder's proposed total value of \$234,360.00) Multiplied by 100 pts)

Nurse Practitioner, Contract Year 1 = 92.03 points

(Lowest proposed total value that is >= the Lower Median Band Limit is \$140,970.00 / Bidder's proposed total value of \$153,180.00) Multiplied by 100 pts)

Nurse Practitioner, Contract Year 2 = 92.81 points

(Lowest proposed total value that is >= the Lower Median Band Limit is \$143,190.00 / Bidder's proposed total value of \$154,290.00) Multiplied by 100 pts)

Nurse Practitioner, Contract Year 3 = 94.29 points

(Lowest proposed total value that is >= the Lower Median Band Limit is \$146,520.00 / Bidder's proposed total value of \$155,400.00) Multiplied by 100 pts)

Nurse Practitioner, Option Period 1 = 94.93 points

(Lowest proposed total value that is >= the Lower Median Band Limit is \$149,628.00 / Bidder's proposed total value of \$157,620.00) Multiplied by 100 pts)

Nurse Practitioner, Option Period 2 = 95.42 points

(Lowest proposed total value that is >= the Lower Median Band Limit is \$152,514.00 / Bidder's proposed total value of \$159,840.00) Multiplied by 100 pts)

Bidder 3:

Registered Nurse, Contract Year 1 = 0 points

(Bidder's total value is less than the Lower Median Band Limit)

Registered Nurse, Contract Year 2 = 0 points

(Bidder's total value is less than the Lower Median Band Limit)

Registered Nurse, Contract Year 3 = 0 points

(Bidder's total value is less than the Lower Median Band Limit)

Registered Nurse, Option Period 1 = 0 points

(Bidder's total value is less than the Lower Median Band Limit)

Registered Nurse, Option Period 2 = 0 points

(Bidder's total value is less than the Lower Median Band Limit)

Nurse Practitioner, Contract Year 1 = 0 points
(Bidder's total value is less than the Lower Median Band Limit)

Nurse Practitioner, Contract Year 2 = 0 points
(Bidder's total value is less than the Lower Median Band Limit)

Nurse Practitioner, Contract Year 3 = 0 points
(Bidder's total value is less than the Lower Median Band Limit)

Nurse Practitioner, Option Period 1 = 0 points
(Bidder's total value is less than the Lower Median Band Limit)

Nurse Practitioner, Option Period 2 = 0 points
(Bidder's total value is less than the Lower Median Band Limit)

Bidder 4:

Registered Nurse, Contract Year 1 = 67.09 points
(Lowest proposed total value that is >= the Lower Median Band Limit is \$200,340.00 / Bidder's proposed total value of \$298,620.00) Multiplied by 100 pts)

Registered Nurse, Contract Year 2 = 67.50 points
(Lowest proposed total value that is >= the Lower Median Band Limit is \$204,120.00 / Bidder's proposed total value of \$302,400.00) Multiplied by 100 pts)

Registered Nurse, Contract Year 3 = 68.09 points
(Lowest proposed total value that is >= the Lower Median Band Limit is \$209,790.00 / Bidder's proposed total value of \$308,070.00) Multiplied by 100 pts)

Registered Nurse, Option Period 1 = 67.73 points
(Lowest proposed total value that is >= the Lower Median Band Limit is \$215,082.00 / Bidder's proposed total value of \$317,520.00) Multiplied by 100 pts)

Registered Nurse, Option Period 2 = 66.90 points
(Lowest proposed total value that is >= the Lower Median Band Limit is \$219,996.00 / Bidder's proposed total value of \$328,860.00) Multiplied by 100 pts)

Nurse Practitioner, Contract Year 1 = 57.73 points
(Lowest proposed total value that is >= the Lower Median Band Limit is \$140,970.00 / Bidder's proposed total value of \$244,200.00) Multiplied by 100 pts)

Nurse Practitioner, Contract Year 2 = 57.33 points
(Lowest proposed total value that is >= the Lower Median Band Limit is \$143,190.00 / Bidder's proposed total value of \$249,750.00) Multiplied by 100 pts)

Nurse Practitioner, Contract Year 3 = 57.39 points
(Lowest proposed total value that is >= the Lower Median Band Limit is \$146,520.00 / Bidder's proposed total value of \$255,300.00) Multiplied by 100 pts)

Nurse Practitioner, Option Period 1 = 57.36 points
(Lowest proposed total value that is >= the Lower Median Band Limit is \$149,628.00 / Bidder's proposed total value of \$260,850.00) Multiplied by 100 pts)

Nurse Practitioner, Option Period 2 = 57.01 points
(Lowest proposed total value that is >= the Lower Median Band Limit is \$152,514.00 / Bidder's proposed total value of \$267,510.00) Multiplied by 100 pts)

STEP 3 - Financial Score:	
Bidder 1:	100+100+100+100+100+100+100+100+100+100 = Financial Score of 1000 points out of a possible 1000 points
Bidder 2:	89.83 +90.76 +92.5 +93.28 +93.87+92.03 +92.81+94.29 +94.93 +95.42 = Financial Score of 929.72 points out of a possible 1000 points
Bidder 3:	0+0+0+0+0+0+0+0+0+0 = Financial Score of 0 points out of a possible 1000 points
Bidder 4:	67.09 +67.50 +68.09 +67.73 +66.90 +57.73 +57.33 +57.39 +57.36 +57.01 = Financial Score of 624.13 points out of a possible 1000 points

d) **Financial Evaluation - Method B:** The following financial evaluation method will be used if less than three bids are determined technically responsive for a Region:

(i) **STEP 1 - POINTS ALLOCATION:** For each period and each Resource Category of each Region points will be allocated as follows:

(A) Points will be allocated based on the following calculation, which will be rounded to two decimal places:

$$\frac{\text{Lowest proposed total value}}{\text{Bidder's proposed total value}} \times \text{Maximum Points Assigned at Table 3 below}$$

(B) The Bidder with the lowest proposed total value will be allocated the applicable maximum points assigned at Table 3 below:

TABLE 3 - MAXIMUM POINTS ASSIGNED						
Region: Alberta						
RESOURCE CATEGORIES	CONTRACT YEAR 1	CONTRACT YEAR 2	CONTRACT YEAR 3	OPTION PERIOD 1	OPTION PERIOD 2	TOTAL POINTS
Registered Nurse	100	100	100	100	100	500
Nurse Practitioner	100	100	100	100	100	500
TOTAL	200	200	200	200	200	1,000
Region: Manitoba						
RESOURCE CATEGORIES	CONTRACT YEAR 1	CONTRACT YEAR 2	CONTRACT YEAR 3	OPTION PERIOD 1	OPTION PERIOD 2	TOTAL POINTS
Registered Nurse	100	100	100	100	100	500
Nurse Practitioner	100	100	100	100	100	500
TOTAL	200	200	200	200	200	1,000
Region: Ontario						
RESOURCE CATEGORIES	CONTRACT YEAR 1	CONTRACT YEAR 2	CONTRACT YEAR 3	OPTION PERIOD 1	OPTION PERIOD 2	TOTAL POINTS
Registered Nurse	100	100	100	100	100	500
Nurse Practitioner	100	100	100	100	100	500
TOTAL	200	200	200	200	200	1,000
Region: Quebec						

RESOURCE CATEGORIES	CONTRACT YEAR 1	CONTRACT YEAR 2	CONTRACT YEAR 3	OPTION PERIOD 1	OPTION PERIOD 2	TOTAL POINTS
Registered Nurse	100	100	100	100	100	500

- (ii) **STEP 2 - FINANCIAL SCORE:** Points allocated under STEP 1 for each period and Resource Category of each Region will be added together and rounded to two decimal places to produce the Financial Score.

4.1.3.2 Formulae in Pricing Tables

If the pricing tables provided to bidders include any formulae, Canada may re-input the prices provided by bidders into a fresh table, if Canada believes that the formulae may no longer be functioning properly in the version submitted by a bidder. Canada will notify a bidder in the event that it has re-input the prices provided by a bidder into a fresh table.

4.1.3.3 SACC Manual Clause A0220T (2014-06-26), Evaluation of Price

4.2 Basis of Selection

The following selection process will be conducted for each Region.

4.2.1. Basis of Selection – Highest Combined Rating of Technical Merit [70%] and Price [30%]

- To be declared responsive, a bid must:
 - comply with all the requirements of the bid solicitation;
 - meet all the mandatory evaluation criteria; and,
 - obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria.
- Bids not meeting 4.2.1. (a) or (b) or (c) will be declared non-responsive and given no further consideration.
- The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.
- For each Region the Technical Merit Score (TMS) for each responsive bid will be determined using the following formula, rounded to two decimal places:

$$\text{TMS} = \frac{\text{Bidder's total number of technical points obtained}}{\text{Maximum number of technical points available}} \times 70$$

- The Financial Score (FS) will be calculated for each Region in accordance with the subsection 4.1.3.1 above.

For each Region the Pricing Score (PS) for each responsive bid will be determined using the following formula, rounded to two decimal places:

$$\text{PS} = \frac{\text{Bidder's FS}}{\text{Total Maximum financial Points Available}} \times 30$$

6. For each Region the Technical Merit Score and the Pricing Score for each responsive bid will be added to determine its Combined Rating as follows:

$$\text{Combined Rating (CR)} = \text{TMS} + \text{PS}$$

7. Neither the responsive bid obtaining the highest TMS nor the one with the highest PS will necessarily be accepted. The responsive bid with the highest Combined Rating of technical merit and price in each Region will be recommended for award of a contract.
8. In the event two or more responsive bids have the same Combined Rating in a Region, the responsive bid that obtained the highest Technical Merit Score for that Region will be recommended for award of a contract.
- i. If more than one Bidder is ranked first because of identical Technical Merit Scores, the Bidder obtaining the highest score for the first Point Rated Technical Evaluation Criterion for that Region, in order of appearance in Attachment 1 to Part 4, will become the top-ranked Bidder for that Region and recommended for award of the contract.
- ii. When necessary, this process will continue through each point rated criterion, in order of appearance in Attachment 1 to Part 4, until all the point rated scores have been used.
- iii. If two or more Bidders are still tied after (i) and (ii), then a "coin flip" method will be used to determine the top-ranked Bidder.
9. The table below illustrates an example where all four bids are responsive and the selection of the Contractor is determined by a 70/30 ratio of the technical merit and price, respectively.

The total available Technical points is 100 and the maximum Financial Score is 1000 points.

Basis of Selection - Highest Combined Rating of Technical Merit (70%) and Price (30%)				
	Bidder 1	Bidder 2	Bidder 3	Bidder 4
Total Number of Technical Points Obtained	81	92	78	97
Financial Score	1000	929.72	0	624.13

CALCULATIONS				
	Technical Merit Score (TMS)	Pricing Score (PS)	Combined Rating	Overall Rating
Bidder 1	$81/100 \times 70 = 56.70$	$1000/1000 \times 30 = 30$	86.70	2 nd
Bidder 2	$92/100 \times 70 = 64.40$	$929.72/1000 \times 30 = 27.89$	92.29	1 st
Bidder 3	$78/100 \times 70 = 54.60$	$0/1000 \times 30 = 0$	54.60	4 th

Solicitation No. - N° de l'invitation
HT426-17-2611/C
Client Ref. No. - N° de réf. du client
HT426-17-2611

Amd. No. - N° de la modif.
File No. - N° du dossier
005xf. HT426-17-2611

Buyer ID - Id de l'acheteur
005xf
CCC No./N° CCC - FMS No./N° VME

Bidder 4	$97/100 \times 70 = 67.90$	$624.13/1000 \times 30 = 18.72$	86.62	3 rd
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In this example, Bidder 2 would be recommended for contract award having scored a combined rating of 92.29 points.

Solicitation No. - N° de l'invitation HT426-17-2611/C	Amd. No. - N° de la modif. 005xf	Buyer ID - Id de l'acheteur 005xf
Client Ref. No. - N° de réf. du client HT426-17-2611	File No. - N° du dossier 005xf. HT426-17-2611	CCC No./N° CCC - FMS No./N° VME

ATTACHMENT 1 TO PART 4
TECHNICAL CRITERIA

See attached.

ATTACHMENT 1 TO PART 4

TECHNICAL CRITERIA - ALBERTA REGION

1.0 Glossary of Terminology

The following definitions apply to the Mandatory and Point-Rated Technical Evaluation Criteria for this RFP:

Contract Nurse: The resource (either a Registered Nurse (RN) or Nurse Practitioner (NP)) provided by the Bidder to deliver temporary nursing services.

Healthcare Professionals: Individuals who provide preventative, curative, promotional and/or rehabilitative health care services in a systematic way to individuals, families or communities.

Isolated Community: Community with scheduled flights, good telephone services, and no year-round road access.

Remote Community: Community with no scheduled flights, minimal telephones or radio services, and no road access.

Semi-Isolated Community: Community with scheduled flights, good telephone services, and road access year-round greater than 90 KM to a facility with full time physician services.

Roster: the total number of individuals available (to the Bidder) for deployment on a work assignment.

2.0 Technical Evaluation Criteria

2.1.1 Evaluation of Experience

The following applies to the evaluation of both mandatory and point-rated technical criteria:

- Experience listed should include the day, month and year for both the start and finish dates. 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. If the month or year are not provided, the experience will not be considered.
- Experience can be demonstrated using one or more contracts of services rendered.

- If the Bidder is bidding on the provision of Nursing Agency Services in more than one Region, the Bidder must only propose a Contract Nurse, or list a Contract Nurse's experience for demonstration of evaluation criteria, in one Region only. In instances where the Bidder has proposed the experience of the same Contract Nurse to demonstrate compliance with evaluation criteria in more than one Region, that experience will only be accepted for the first Region, based on the following order: Ontario, Manitoba, Quebec, and Alberta, and will not be considered for any other Regions that the Bidder has bid on.

E.g. Nurse Betty Sue has been proposed for Alberta and Manitoba. As a result, Nurse Betty Sue's experience will only be accepted to demonstrate compliance with the evaluation criteria in the Manitoba Region. Nurse Betty Sue's experience will not be considered for evaluation criteria in the Alberta Region regardless of the overall outcome of the evaluation for the Manitoba requirement.

- Joint Venture experience will be evaluated in accordance with Part 3 of the RFP.

2.1.2 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 support compliance with this requirement.

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

Bidder's proposing services in the province of Alberta must demonstrate that they meet each of the following mandatory technical criteria.		
Number	Mandatory Technical Criterion	Bid Preparation Instructions
A-MT1 (PB). Capacity to Provide and Manage a Roster	<p>This criterion measures a Bidder's capacity to consistently provide and manage a Roster at a volume consistent with the requirement.</p> <p>The Bidder must demonstrate that they have a minimum of 24 calendar months of cumulative experience, within the last five years prior to solicitation issuance date, in the provision and management of a Roster of no less than 10 Healthcare Professionals within Canada. The (minimum of) 10 Healthcare Professionals used to demonstrate compliance with this criterion must each have a minimum of 75 hours of billed service delivery per calendar month.</p>	<p>Canada requests that the Bidder format its response in the same manner as Appendix MT1.</p> <p>In order to demonstrate its experience, the bidder must include the following:</p> <ol style="list-style-type: none">1) start and end dates;2) name of Healthcare Professional;3) designation of Healthcare Professional (e.g. Registered Nurse (RN), Nurse Practitioner (NP), Doctor, etc.);4) the name of the client, and location where the services were performed; as well as the name, current email address and telephone number of

		the client representative who would be able to confirm the information provided by the Bidder; and, 5) the number of hours of service delivery per month.
Number	Mandatory Technical Criterion	Bid Preparation Instructions
A-MT2 (PB). Bidder's Recruitment & Retention Plan	The Bidder must propose a Recruitment and Retention plan that they will use in order to meet the requirements of this contract.	Canada requests that the Bidder describe how its recruitment and retention plan will enable the Bidder to: a) recruit and retain the number of Registered Nurses (RNs) and Nurse Practitioners (NPs) required to meet the demands of this contract for non-peak and peak periods; b) recruit and retain RNs and NPs in order to meet urgent requirements; and, c) replace its Contract Nurses (assigned to Task Authorizations) as per the terms of the contract. Canada requests that the Bidder describe their recruiting strategies as related to promotional material development and distribution, as well as advertising plans.
Number	Mandatory Technical Criterion	Bid Preparation Instructions
A-MT3 (PB). Bidder's Contract Nurse Training Program	The Bidder must submit a detailed outline of its proposed Contract Nurse Training Program in accordance with Appendix J of Annex A.	Canada requests that the Bidder clearly define its: 1) Theory; 2) Practicum; and 3) Assessment methodology. for each of the components, and each sub-section of the components, as listed in Appendix J to Annex A.

2.1.3 Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables below. Each point rated technical criterion should be addressed separately.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive.

RT1 has a 55% weighting of the overall technical evaluation score, and RT2 has a 45% weighting as further detailed in Table 1 below. Points will be tallied for each criterion, in accordance with the scoring grid for that point rated criterion, and will then be pro-rated using the weighting as defined in Table 1, rounded to the nearest two decimal places. For example, if a Bidder scores 60 points out of the 75 points available for RT1.1, which has a weighting of 35%, then that Bidder's score would be prorated $60/75 \times 35 = 28$ points for that criterion.

Once the Bidder's score for each criterion has been pro-rated, the sum of all prorated criteria will form the Bidder's total number of points obtained in the technical evaluation.

TABLE 1					
The distribution of points, weighting, and the required minimum number of points required for each point rated criteria, as outlined in the table below, applies to the Alberta Region.					
Point Rated Technical Criteria (RT1 & 2)		Required Minimum Number of Points for the Criterion	Maximum Number of Points Available for the Criterion	Weighting	Total Maximum Technical Evaluation Points Available
RT1					
A-RT1.1	Bidder's Strength of Roster – Contract Nurses	NA	75 Points	35%	35 Points
A-RT1.2	Bidder's experience in providing Contract Nurses in Remote, Semi-Isolated or Isolated communities	NA	190 Points	20%	20 Points
RT2					
A-RT2.1 ^(PB)	Key Service Requirements	450 Points	750 Points	25%	25 Points

Solicitation No. - N° de l'invitation
HT426-17-2611/C
Client Ref. No. - N° de réf. du client
HT426-17-2611

Amd. No. - N° de la modif.
005xf
File No. - N° du dossier
005xf. HT426-17-2611

Buyer ID - Id de l'acheteur
005xf
CCC No./N° CCC - FMS No./N° VME

A-RT2.2 (PB)	Indigenous Cultural Competencies	68 Points	135 Points	10%	10 Points
A-RT2.3	Bidder's Recruitment and Retention Strategy	NA	100 Points	10%	10 Points
OVERALL SCORE				100%	100 Points

Bidder's proposing services in the province of Alberta should demonstrate how they meet each of the following point rated technical criteria.			
	Point Rated Technical Criterion	Bid Preparation Instructions	Scoring
A-RT1.1 Bidder's Strength of Roster – Contract Nurses	<p>The Bidder should demonstrate the strength of its Roster of Contract Nurses by identifying up to 15 Contract Nurses.</p> <p>For each named Contract Nurse identified, the Bidder should demonstrate that the Contract Nurse is currently licenced as an RN or NP in Alberta and that the individual has delivered a minimum of 1,500 cumulative hours in Canada, as an RN or NP, billed by the Bidder to a client, within the last three years prior to solicitation issuance date.</p>	<p>The Bidder should format its response in the same manner as Appendix RT1.1.</p> <p>The Bidder should include the following elements:</p> <ol style="list-style-type: none"> 1) name of Contract Nurse; 2) Designation (e.g. RN or NP); 3) License / Registration # with College and Association of Registered Nurses of Alberta (CARNA); 4) the name of the client, and location where the services were performed; as well as the name, current email address and telephone number of the client representative who would be able to confirm the information provided by the Bidder; 5) the date(s) of service delivery; and, 6) the number of hours of service delivery. 	<p>Five points will be awarded for each Contract Nurse identified that meets the requirements of A-RT1.1 and have demonstrated all six elements of the Bid Preparation Instructions up to a Maximum of 75 Points.</p> <p>e.g. 10 Contract Nurses = 50 points</p> <p>Bidders who fail to demonstrate all six elements (as indicated in the Bid Preparation Instructions) for any identified Contract Nurse will receive 0 points for that Contract Nurse.</p>
	Point Rated Technical Criterion	Bid Preparation Instructions	Scoring
Number A-RT1.2 Bidder's Experience in providing Contract Nurses to Remote, Isolated and Semi-Isolated	<p>The Bidder should demonstrate its experience in providing the services of Contract Nurses in Remote, Semi-Isolated or Isolated communities for each year within the last five years prior to solicitation issuance date.</p>	<p>The Bidder should format its response in the same manner as Appendix RT1.2</p> <p>The Bidder should include the following elements for each year of experience presented:</p> <ol style="list-style-type: none"> 1) the year (e.g. Year one – 11/10/2016 to 10/10/2017) 	<p>Points will be awarded for each year (within the last five years prior to solicitation issuance date) for experience that meets the requirements of criterion A-RT1.2 and includes all seven elements of the Bid Preparation Instructions up to a Maximum of 190 points:</p>

Communities		<p>2) the name of the client, and location where the services were performed; as well as the name, current email address and telephone number of the client representative who would be able to confirm the information provided by the Bidder;</p> <p>3) confirmation that the service location meets the definition of either a Remote, Isolated or Semi-Isolated Community;</p> <p>4) name(s) of Contract Nurse(s) provided to the client;</p> <p>5) designation(s) of Contract Nurse(s) (e.g. Registered Nurse (RN) or Nurse Practitioner (NP));</p> <p>6) the period of time over which the services were provided for each Contract Nurse (in a format including year, month and day) and the number of hours of service delivery for that period of time.</p> <p>7) Total billed hours for that year for all Contract Nurses.</p>	<p>0 to 2,000 total hours per year of demonstrated experience = 0 points</p> <p>2,001 to 4,000 total hours per year of demonstrated experience = 6 points</p> <p>4,001 to 6,000 total hours per year of demonstrated experience = 12 points</p> <p>6,001 to 8,000 total hours per year of demonstrated experience = 18 points</p> <p>8,001 to 10,000 total hours per year of demonstrated experience = 24 points</p> <p>10,001 to 12,000 total hours per year of demonstrated experience = 30 points</p> <p>Over 12,000 total hours per year of demonstrated experience = 38 points</p> <p>For any experience where the Bidder has failed to demonstrate all seven elements (as indicated in the Bid Preparation Instructions) the hours for that experience will not be counted towards the total cumulative hours for that year.</p>
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Solicitation No. - N° de l'invitation
HT426-17-2611/C
Client Ref. No. - N° de réf. du client
HT426-17-2611

Amd. No. - N° de la modif.
File No. - N° du dossier
005xf. HT426-17-2611

Buyer ID - Id de l'acheteur
005xf
CCC No./N° CCC - FMS No./N° VME

ALBERTA REGION:

RT2. BIDDER'S APPROACH AND METHODOLOGY

A-RT2.1 (PB) - Key Service Requirements (KSR) – Maximum: 750 points, Minimum Pass mark = 450 points

For each of the Key Service Requirements below, the Bidder should present a detailed description of its pedagogical approach, as incorporated in its proposed Contract Nurse Training Program (CNTP), including the theoretical and practicum components and, in addition, provide the methods as to how the Contract Nurses (CNs) are evaluated theoretically and in a practicum setting. The Bidder should also demonstrate how this training is integrated into its ongoing professional development of CNs.

Key Service Requirements:

- 1) Maternal / prenatal care, including high risk pregnancy;
- 2) Newborn and pediatric assessment, including well baby assessments (Rourke and Nippissing);
- 3) History and physical assessment of adults and older adults;
- 4) Documentation, including SOAP charting;
- 5) Assessment and treatment of diabetes;
- 6) Assessment and treatment of tuberculosis, sexually transmitted diseases and blood-borne illnesses;
- 7) The requirements associated with the handling and distribution of controlled drug substances;
- 8) Assessment and treatment of depression, anxiety, substance abuse and suicidal ideation;
- 9) Wound care, including suturing; and,
- 10) Emergency assessment and management.

The following rating scheme will be used to assess, and score, each of the ten Key Service Requirements in A-RT2.1:

Evaluation Guideline				
Rating				
<i>Bidders will be awarded a score of Good, Satisfactory, Poor, or Not Addressed for each Pedagogical Element; partial marks will not apply.</i>				
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
a) Theory	The theoretical approach is detailed ² and relevant ¹ .	The theoretical approach is relevant ¹ , but lacks detail ² .	The theoretical approach lacks relevancy ¹ .	The theoretical approach was not addressed, is not relevant ¹ , or is not appropriate ³ .
Score	15	10	7	0
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
b) Practicum	All practical exercises incorporated and skill demonstrations are relevant ¹ , detailed ² and Canada is confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations are fairly ⁴ relevant ¹ , or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations lack relevancy ¹ and Canada is unsure that the CN will acquire and maintain the skills to perform their duties.	The practical exercises and skill demonstrations were not described, are not relevant ¹ , or are not appropriate ³ .
Score	15	10	7	0
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
c) Assessment of theory and practicum.	The methods of assessment are relevant ¹ and detailed ² and Canada is confident that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to	The methods of assessment are fairly ⁴ relevant ¹ or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that they will allow the Contractor to ensure that CN has acquired and will maintain the	The methods of assessment lack relevancy ¹ and Canada is unsure that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment were not described, are not relevant ¹ or are not appropriate ³ .

Solicitation No. - N° de l'invitation
HT426-17-2611/C
Client Ref. No. - N° de réf. du client
HT426-17-2611

Amd. No. - N° de la modif.
005xf
File No. - N° du dossier
005xf. HT426-17-2611

Buyer ID - Id de l'acheteur
005xf
CCC No./N° CCC - FMS No./N° VME

	perform their duties.	necessary skills to perform their duties.		
Score	45	31	20	0
Total Key Service Requirement Score (Maximum 75 Points per KSR)				

¹ for the purpose of this criteria, Relevant means applicable to the Key Service Requirement that is being evaluated and Health Canada's First Nations and Inuit Health Branch (FNIHB) Clinical Practice Guidelines for Nurses in Primary Care (*in effect as of the date of RFP publication*).

² for the purpose of this criteria, Detailed means comprehensive and thorough; not superficial or partial.

³ for the purpose of this criteria, Appropriate means suitable or proper in the circumstances.

⁴ for the purpose of this criteria, Fairly means for the greater part.

A-RT2.2 (PB) – Contract Nurse (CN) Cultural Competency Elements – Maximum: 135 points, Minimum Pass mark = 68 points

For each of the CN Cultural Competency Elements below, the Bidder should present a detailed description of its pedagogical approach, as incorporated in its proposed CNTP, including the theoretical and practicum components and, in addition, provide the methods as to how the CNs are evaluated theoretically and in a practicum setting. The Bidder should also demonstrate how this training is integrated into its ongoing professional development of CNs.

CN Cultural Competency Elements:

Respect:

Element #1: Identify and apply key principles in developing collaborative and ethical relationships with First Nations and Inuit;

Element #2: Engage in effective strategies to share and promote health information with First Nations and Inuit;

Element #3: Identify, acknowledge and analyse one's considered emotional response to the many histories (e.g. prejudice, discrimination, racism, etc.) and the contemporary environment of First Nations and Inuit;

Communications:

Element #4: Establish a positive therapeutic relationship with First Nations and Inuit;

Element #5: Managing situations in which individuals may require the support of trained interpreters;

Element #6: Develop an awareness of First Nations and Inuit means of communication and understand how communication styles can vary widely between, and even within, cultures;

Indigenous History and Culture:

Element #7: Describe potential reasons as to why First Nations and Inuit may avoid the Canadian health care system (and its practitioners) and propose a means to remedy the situation;

Element #8: Explain the connection between historical and current government practices towards First Nations and Inuit, as well as the resultant intergenerational health outcomes and determinants of health that impact them;

Element #9: Explain how they will acknowledge and value Indigenous knowledge with respect to the health and wellness of First Nations and Inuit clients, families and communities.

The following rating scheme, developed in consideration of the Canadian Indigenous Nurses Association (CINA) paper titled *Cultural Competencies and Cultural Safety in Nursing Education: A Framework for First Nations, Inuit and Metis Nursing*, will be used to assess, and score, each of the nine CN Cultural Competency Elements in A-RT2.2:

Evaluation Guideline				
Rating				
<i>Bidders will be awarded a score of Good, Satisfactory, Poor, or Not Addressed for each Pedagogical Element; partial marks will not apply.</i>				
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
a) <i>Theory</i>	The theoretical approach is detailed ² and relevant ¹ .	The theoretical approach is relevant ¹ , but lacks detail ² .	The theoretical approach lacks relevancy ¹ .	The theoretical approach was not addressed, is not relevant ¹ , or is not appropriate ³ .
Score	5	3	1	0
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
b) <i>Practicum</i>	All practical exercises incorporated and skill demonstrations are relevant ¹ , detailed ² and Canada is confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations are fairly ⁴ relevant ¹ , or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations lack relevancy ¹ and Canada is unsure that the CN will acquire and maintain the skills to perform their duties.	The practical exercises and skill demonstrations were not described, are not relevant ¹ , or are not appropriate ³ .
Score	5	3	1	0
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
c) <i>Assessment of theory and practicum.</i>	The methods of assessment are relevant ¹ and detailed ² and Canada is confident that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment are fairly ⁴ relevant ¹ , or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment lack relevancy ¹ and Canada is unsure that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment were not described, are not relevant ¹ or are not appropriate ³ .
Score	5	3	1	0

Solicitation No. - N° de l'invitation HT426-17-2611/C	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur 005xf
Client Ref. No. - N° de réf. du client HT426-17-2611	File No. - N° du dossier 005xf. HT426-17-2611	CCC No./N° CCC - FMS No./N° VME

¹ for the purpose of this criteria, Relevant means applicable to the CN Cultural Competency Element being evaluated and the Canadian Indigenous Nurses Association (CINA) paper titled *Cultural Competencies and Cultural Safety in Nursing Education: A Framework for First Nations, Inuit and Metis Nursing*.

² for the purpose of this criteria, Detailed means comprehensive and thorough; not superficial or partial.

³ for the purpose of this criteria, Appropriate means suitable or proper in the circumstances.

⁴ for the purpose of this criteria, Fairly means for the greater part.

A-RT2.3 – Recruitment and Retention Plan – Maximum: 100 points

The Bidder's Recruitment and Retention Plan (RRP) (proposed in A-MT2) should demonstrate the Bidder's strategy to ensure that Contract Nurses (CNs) will be available to Health Canada (HC) during peak and non-peak periods, during Urgent TA requests, and to replace its Contract Nurses (assigned to Task Authorizations) as per the terms of the contract. The RRP will be evaluated and scored based on Canada's confidence that the bidder will be able to demonstrate the four following Recruitment and Retention Abilities:

- 1) Ability to promote its organization and to roster CNs;
- 2) Ability to retain rostered CNs;
- 3) Ability to motivate CNs to accept challenging assignments; and,
- 4) Ability to motivate CNs to accept urgent TAs.

The following rating scheme will be used to assess, and score, each of the four Recruitment and Retention Abilities in A-RT2.3:

Evaluation Guideline				
Rating				
<i>Bidders will be awarded a score of Good, Satisfactory, Poor, or Not Addressed for each Recruitment and Retention Ability; partial marks will not apply.</i>				
Rating	Good	Satisfactory	Poor	Not addressed
Evaluation Guidelines	Canada is highly ¹ confident that the strategies presented in the plan will allow the bidder to successfully fulfill this Recruitment and Retention Ability.	Canada is fairly ² confident that the strategies presented in the plan will allow the bidder to successfully fulfill this Recruitment and Retention Ability.	Canada is unsure that the strategies presented in the plan will allow the bidder to successfully fulfill this Recruitment and Retention Ability.	The Bidder did not provide a plan or provided a plan with limited details ³ or that is not appropriate ⁴ .
Score	25	18	10	0

¹ for the purpose of this criteria, Highly means to an extreme degree.

² for the purpose of this criteria, Fairly means for the greater part.

Solicitation No. - N° de l'invitation HT426-17-2611/C	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur
Client Ref. No. - N° de réf. du client HT426-17-2611	File No. - N° du dossier 005xf. HT426-17-2611	005xf
		CCC No./N° CCC - FMS No./N° VME

³ for the purpose of this criteria, Detailed means comprehensive and thorough; not superficial or partial.

⁴ for the purpose of this criteria, Appropriate means suitable or proper in the circumstances.

ATTACHMENT 1 TO PART 4

TECHNICAL CRITERIA - MANITOBA REGION

1.0 Glossary of Terminology

The following definitions apply to the Mandatory and Point-Rated Technical Evaluation Criteria for this RFP:

Contract Nurse: The resource (either a Registered Nurse (RN) or Nurse Practitioner (NP)) provided by the Bidder to deliver temporary nursing services.

Healthcare Professionals: Individuals who provide preventative, curative, promotional and/or rehabilitative health care services in a systematic way to individuals, families or communities.

Isolated Community: Community with scheduled flights, good telephone services, and no year-round road access.

Remote Community: Community with no scheduled flights, minimal telephones or radio services, and no road access.

Semi-Isolated Community: Community with scheduled flights, good telephone services, and road access year-round greater than 90 KM to a facility with full time physician services.

Roster: the total number of individuals available (to the Bidder) for deployment on a work assignment.

2.0 Technical Evaluation Criteria

2.1.1 Evaluation of Experience

The following applies to the evaluation of both mandatory and point-rated technical criteria:

- Experience listed should include the day, month and year for both the start and finish dates. 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. If the month or year are not provided, the experience will not be considered.
- Experience can be demonstrated using one or more contracts of services rendered.

- If the Bidder is bidding on the provision of Nursing Agency Services in more than one Region, the Bidder must only propose a Contract Nurse, or list a Contract Nurse's experience for demonstration of evaluation criteria, in one Region only. In instances where the Bidder has proposed the experience of the same Contract Nurse to demonstrate compliance with evaluation criteria in more than one Region, that experience will only be accepted for the first Region, based on the following order: Ontario, Manitoba, Quebec, and Alberta, and will not be considered for any other Regions that the Bidder has bid on, e.g. Nurse Betty Sue has been proposed for Alberta and Manitoba. As a result, Nurse Betty Sue's experience will only be accepted to demonstrate compliance with the evaluation criteria in the Manitoba Region. Nurse Betty Sue's experience will not be considered for evaluation criteria in the Alberta Region regardless of the overall outcome of the evaluation for the Manitoba requirement.
- Joint Venture experience will be evaluated in accordance with Part 3 of the RFP.

2.1.2 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 support compliance with this requirement.

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

Bidder's proposing services in the province of Manitoba must demonstrate that they meet each of the following mandatory technical criteria.		
Number	Mandatory Technical Criterion	Bid Preparation Instructions
M-MT1 (PB). Capacity to Provide and Manage a Roster	<p>This criterion measures a Bidder's capacity to consistently provide and manage a Roster at a volume consistent with the requirement.</p> <p>The Bidder must demonstrate that they have a minimum of 24 calendar months of cumulative experience, within the last five years prior to solicitation issuance date, in the provision and management of a Roster of no less than 35 Healthcare Professionals within Canada. The (minimum of) 35 Healthcare Professionals used to demonstrate compliance with this criterion must each have a minimum of 75 hours of billed service delivery per calendar month.</p>	<p>Canada requests that the Bidder format its response in the same manner as Appendix MT1.</p> <p>In order to demonstrate its experience, the bidder must include the following:</p> <ol style="list-style-type: none">1) start and end dates-;2) name of Healthcare Professional;3) designation of Healthcare Professional (e.g. Registered Nurse (RN), Nurse Practitioner (NP), Doctor, etc.);4) the name of the client, and location where the services were performed; as well as the name, current email address and telephone number of the client representative who would be able to

		confirm the information provided by the Bidder; and, 5) the number of hours of service delivery per month.
Number	Mandatory Technical Criterion	Bid Preparation Instructions
M-MT2 (PB). Bidder's Recruitment & Retention Plan	The Bidder must propose a Recruitment and Retention plan that they will use in order to meet the requirements of this contract.	Canada requests that the Bidder describe how its recruitment and retention plan will enable the Bidder to: a) recruit and retain the number of Registered Nurses (RNs) and Nurse Practitioners (NPs) required to meet the demands of this contract for non-peak and peak periods; b) recruit and retain RNs and NPs in order to meet urgent requirements; and, c) replace its Contract Nurses (assigned to Task Authorizations) as per the terms of the contract. Canada requests that the Bidder describe their recruiting strategies as related to promotional material development and distribution, as well as advertising plans.
Number	Mandatory Technical Criterion	Bid Preparation Instructions
M-MT3 (PB). Bidder's Contract Nurse Training Program	The Bidder must submit a detailed outline of its proposed Contract Nurse Training Program in accordance with Appendix J of Annex A.	Canada requests that the Bidder clearly define its: 1) Theory; 2) Practicum; and 3) Assessment methodology. for each of the components, and each sub-section of the components, as listed in Appendix J to Annex A.

2.1.3 Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables below. Each point rated technical criterion should be addressed separately.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive.

RT1 has a 55% weighting of the overall technical evaluation score, and RT2 has a 45% weighting as further detailed in Table 1 below. Points will be tallied for each criterion, in accordance with the scoring grid for that point rated criterion, and will then be pro-rated using the weighting as defined in Table 1, rounded to the nearest two decimal places. For example, if a Bidder scores 60 points out of the 75 points available for RT1.1, which has a weighting of 35%, then that Bidder's score would be prorated $60/75 \times 35 = 28$ points for that criterion.

Once the Bidder's score for each criterion has been pro-rated, the sum of all prorated criteria will form the Bidder's total number of points obtained in the technical evaluation.

TABLE 1					
The distribution of points, weighting, and the required minimum number of points required for each point rated criteria, as outlined in the table below, applies to the Manitoba Region.					
Point Rated Technical Criteria (RT1 & 2)		Required Minimum Number of Points for the Criterion	Maximum Number of Points Available for the Criterion	Weighting	Total Maximum Technical Evaluation Points Available
RT1					
M-RT1.1	Bidder's Strength of Roster – Contract Nurses	NA	500 Points	35%	35 Points
M-RT1.2	Bidder's experience in providing Contract Nurses in Remote, Semi-Isolated or Isolated communities	NA	190 Points	20%	20 Points
RT2					
M-RT2.1 (PB)	Key Service Requirements	450 Points	750 Points	25%	25 Points

M-RT2.2 (PB)	Indigenous Cultural Competencies	68 Points	135 Points	10%	10 Points
M-RT2.3	Bidder's Recruitment and Retention Strategy	NA	100 Points	10%	10 Points
OVERALL SCORE				100%	100 Points

Bidder's proposing services in the province of Manitoba should demonstrate how they meet each of the following point rated technical criteria.			
	Point Rated Technical Criterion	Bid Preparation Instructions	Scoring
M-RT1.1 Bidder's Strength of Roster – Contract Nurses	<p>The Bidder should demonstrate the strength of its Roster of Contract Nurses by identifying up to 100 Contract Nurses.</p> <p>For each named Contract Nurse identified, the Bidder should demonstrate that the Contract Nurse is currently licenced as an RN or NP in Manitoba and that the individual has delivered a minimum of 1,500 cumulative hours in Canada, as an RN or NP, billed by the Bidder to a client, within the last three years prior to solicitation issuance date.</p>	<p>The Bidder should format its response in the same manner as Appendix RT1.1.</p> <p>The Bidder should include the following elements:</p> <ol style="list-style-type: none"> 1) name of Contract Nurse; 2) Designation (e.g. RN or NP); 3) License / Registration # with the College of Registered Nurses of Manitoba (CRNM); 4) the name of the client, and location where the services were performed; as well as the name, current email address and telephone number of the client representative who would be able to confirm the information provided by the Bidder; 5) the date(s) of service delivery; and, 6) the number of hours of service delivery. 	<p>Five points will be awarded for each Contract Nurse identified that meets the requirements of M-RT1.1 and have demonstrated all six elements of the Bid Preparation Instructions up to a Maximum of 500 Points.</p> <p>e.g. 10 Contract Nurses = 50 points</p> <p>Bidders who fail to demonstrate all six elements (as indicated in the Bid Preparation Instructions) for any identified Contract Nurse will receive 0 points for that Contract Nurse.</p>
	Point Rated Technical Criterion	Bid Preparation Instructions	Scoring
Number M-RT1.2 Bidder's Experience in providing Contract Nurses to Remote, Isolated and Semi-Isolated	<p>The Bidder should demonstrate its experience in providing the services of Contract Nurses in Remote, Semi-Isolated or Isolated communities for each year within the last five years prior to solicitation issuance date.</p>	<p>The Bidder should format its response in the same manner as Appendix RT1.2</p> <p>The Bidder should include the following elements for each year of experience presented:</p> <ol style="list-style-type: none"> 1) the year (e.g. Year one – 	<p>Points will be awarded for each year (within the last five years prior to solicitation issuance date) for experience that meets the requirements of criterion M-RT1.2 and includes all seven elements of the Bid Preparation Instructions up to a Maximum of 190 points:</p>

Communities		<p>11/10/2016 to 10/10/2017)</p> <p>2) the name of the client, and location where the services were performed; as well as the name, current email address and telephone number of the client representative who would be able to confirm the information provided by the Bidder;</p> <p>3) confirmation that the service location meets the definition of either a Remote, Isolated or Semi-Isolated Community;</p> <p>4) name(s) of Contract Nurse(s) provided to the client;</p> <p>5) designation(s) of Contract Nurse(s) (e.g. Registered Nurse (RN) or Nurse Practitioner (NP);</p> <p>6) the period of time over which the services were provided for each Contract Nurse (in a format including year, month and day) and the number of hours of service delivery for that period of time.</p> <p>7) Total billed hours for that year for all Contract Nurses.</p>	<p>0 to 5,000 total hours per year of demonstrated experience = 0 points</p> <p>5,001 to 10,000 total hours per year of demonstrated experience = 6 points</p> <p>10,001 to 20,000 total hours per year of demonstrated experience = 12 points</p> <p>20,001 to 30,000 total hours per year of demonstrated experience = 18 points</p> <p>30,001 to 40,000 total hours per year of demonstrated experience = 24 points</p> <p>40,001 to 50,000 total hours per year of demonstrated experience = 30 points</p> <p>Over 50,000 total hours per year of demonstrated experience = 38 points</p> <p>For any experience where the Bidder has failed to demonstrate all seven elements (as indicated in the Bid Preparation Instructions) the hours for that experience will not be counted towards the total cumulative hours for that year.</p>
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MANITOBA REGION:

RT2. BIDDER'S APPROACH AND METHODOLOGY

M-RT2.1(PB) - Key Service Requirements (KSR) – Maximum: 750 points, Minimum Pass mark = 450 points

For each of the Key Service Requirements below, the Bidder should present a detailed description of its pedagogical approach, as incorporated in its proposed Contract Nurse Training Program (CNTP), including the theoretical and practicum components and, in addition, provide the methods as to how the Contract Nurses (CNs) are evaluated theoretically and in a practicum setting. The Bidder should also demonstrate how this training is integrated into its ongoing professional development of CNs.

Key Service Requirements:

- 1) Maternal / prenatal care, including high risk pregnancy;
- 2) Newborn and pediatric assessment, including well baby assessments (Rourke and Nippissing);
- 3) History and physical assessment of adults and older adults;
- 4) Documentation, including SOAP charting;
- 5) Assessment and treatment of diabetes;
- 6) Assessment and treatment of tuberculosis, sexually transmitted diseases and blood-borne illnesses;
- 7) The requirements associated with the handling and distribution of controlled drug substances;
- 8) Assessment and treatment of depression, anxiety, substance abuse and suicidal ideation;
- 9) Wound care, including suturing; and,
- 10) Emergency assessment and management.

The following rating scheme will be used to assess, and score, each of the ten Key Service Requirements in M-RT2.1:

Evaluation Guideline				
Rating				
<i>Bidders will be awarded a score of Good, Satisfactory, Poor, or Not Addressed for each Pedagogical Element; partial marks will not apply.</i>				
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
a) Theory	The theoretical approach is detailed ² and relevant ¹ .	The theoretical approach is relevant ¹ , but lacks detail ² .	The theoretical approach lacks relevancy ¹ .	The theoretical approach was not addressed, is not relevant ¹ , or is not appropriate ³ .
Score	15	10	7	0
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
b) Practicum	All practical exercises incorporated and skill demonstrations are relevant ¹ , detailed ² and Canada is confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations are fairly ⁴ relevant ¹ , or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations lack relevancy ¹ and Canada is unsure that the CN will acquire and maintain the skills to perform their duties.	The practical exercises and skill demonstrations were not described, are not relevant ¹ , or are not appropriate ³ .
Score	15	10	7	0
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
c) Assessment of theory and practicum.	The methods of assessment are relevant ¹ and detailed ² and Canada is confident that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to	The methods of assessment are fairly ⁴ relevant ¹ or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that they will allow the Contractor to ensure that CN has acquired and will maintain the	The methods of assessment lack relevancy ¹ and Canada is unsure that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment were not described, are not relevant ¹ or are not appropriate ³ .

Solicitation No. - N° de l'invitation
HT426-17-2611/C
Client Ref. No. - N° de réf. du client
HT426-17-2611

Amd. No. - N° de la modif.
005xf
File No. - N° du dossier
005xf. HT426-17-2611

Buyer ID - Id de l'acheteur
005xf
CCC No./N° CCC - FMS No./N° VME

	perform their duties.	necessary skills to perform their duties.		
Score	45	31	20	0
Total Key Service Requirement Score (Maximum 75 Points per KSR)				

¹ for the purpose of this criteria, Relevant means applicable to the Key Service Requirement that is being evaluated and Health Canada's First Nations and Inuit Health Branch (FNIHB) Clinical Practice Guidelines for Nurses in Primary Care (*in effect as of the date of RFP publication*).

² for the purpose of this criteria, Detailed means comprehensive and thorough; not superficial or partial.

³ for the purpose of this criteria, Appropriate means suitable or proper in the circumstances.

⁴ for the purpose of this criteria, Fairly means for the greater part.

M-RT2.2 (PB) – Contract Nurse (CN) Cultural Competency Elements – Maximum: 135 points, Minimum Pass mark = 68 points

For each of the CN Cultural Competency Elements below, the Bidder should present a detailed description of its pedagogical approach, as incorporated in its proposed CNTP, including the theoretical and practicum components and, in addition, provide the methods as to how the CNs are evaluated theoretically and in a practicum setting. The Bidder should also demonstrate how this training is integrated into its ongoing professional development of CNs.

CN Cultural Competency Elements:

Respect:

Element #1: Identify and apply key principles in developing collaborative and ethical relationships with First Nations and Inuit;

Element #2: Engage in effective strategies to share and promote health information with First Nations and Inuit;

Element #3: Identify, acknowledge and analyse one's considered emotional response to the many histories (e.g. prejudice, discrimination, racism, etc.) and the contemporary environment of First Nations and Inuit;

Communications:

Element #4: Establish a positive therapeutic relationship with First Nations and Inuit;

Element #5: Managing situations in which individuals may require the support of trained interpreters;

Element #6: Develop an awareness of First Nations and Inuit means of communication and understand how communication styles can vary widely between, and even within, cultures;

Indigenous History and Culture:

Element #7: Describe potential reasons as to why First Nations and Inuit may avoid the Canadian health care system (and its practitioners) and propose a means to remedy the situation;

Element #8: Explain the connection between historical and current government practices towards First Nations and Inuit, as well as the resultant intergenerational health outcomes and determinants of health that impact them;

Element #9: Explain how they will acknowledge and value Indigenous knowledge with respect to the health and wellness of First Nations and Inuit clients, families and communities.

The following rating scheme, developed in consideration of the Canadian Indigenous Nurses Association (CINA) paper titled *Cultural Competencies and Cultural Safety in Nursing Education: A Framework for First Nations, Inuit and Metis Nursing*, will be used to assess, and score, each of the nine CN Cultural Competency Elements in M-RT2.2:

Evaluation Guideline				
Rating				
<i>Bidders will be awarded a score of Good, Satisfactory, Poor, or Not Addressed for each Pedagogical Element; partial marks will not apply.</i>				
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
a) <i>Theory</i>	The theoretical approach is detailed ² and relevant ¹ .	The theoretical approach is relevant ¹ , but lacks detail ² .	The theoretical approach lacks relevancy ¹ .	The theoretical approach was not addressed, is not relevant ¹ , or is not appropriate ³ .
Score	5	3	1	0
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
b) <i>Practicum</i>	All practical exercises incorporated and skill demonstrations are relevant ¹ , detailed ² and Canada is confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations are fairly ⁴ relevant ¹ , or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations lack relevancy ¹ and Canada is unsure that the CN will acquire and maintain the skills to perform their duties.	The practical exercises and skill demonstrations were not described, are not relevant ¹ , or are not appropriate ³ .
Score	5	3	1	0
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
c) <i>Assessment of theory and practicum.</i>	The methods of assessment are relevant ¹ and detailed ² and Canada is confident that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment are fairly ⁴ relevant ¹ or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment lack relevancy ¹ and Canada is unsure that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment were not described, are not relevant ¹ or are not appropriate ³ .
Score	5	3	1	0

Solicitation No. - N° de l'invitation HT426-17-2611/C	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur 005xf
Client Ref. No. - N° de réf. du client HT426-17-2611	File No. - N° du dossier 005xf. HT426-17-2611	CCC No./N° CCC - FMS No./N° VME

¹ for the purpose of this criteria, Relevant means applicable to the CN Cultural Competency Element being evaluated and the Canadian Indigenous Nurses Association (CINA) paper titled *Cultural Competencies and Cultural Safety in Nursing Education: A Framework for First Nations, Inuit and Metis Nursing*.

² for the purpose of this criteria, Detailed means comprehensive and thorough; not superficial or partial.

³ for the purpose of this criteria, Appropriate means suitable or proper in the circumstances.

⁴ for the purpose of this criteria, Fairly means for the greater part.

M-RT2.3 – Recruitment and Retention Plan – Maximum: 100 points

The Bidder's Recruitment and Retention Plan (RRP) (proposed in M-MT2) should demonstrate the Bidder's strategy to ensure that Contract Nurses (CNs) will be available to Health Canada (HC) during peak and non-peak periods, during Urgent TA requests, and to replace its Contract Nurses (assigned to Task Authorizations) as per the terms of the contract. The RRP will be evaluated and scored based on Canada's confidence that the bidder will be able to demonstrate the four following Recruitment and Retention Abilities:

- 1) Ability to promote its organization and to roster CNs;
- 2) Ability to retain rostered CNs;
- 3) Ability to motivate CNs to accept challenging assignments; and,
- 4) Ability to motivate CNs to accept urgent TAs.

The following rating scheme will be used to assess, and score, each of the four Recruitment and Retention Abilities in M-RT2.3:

Evaluation Guideline				
Rating				
<i>Bidders will be awarded a score of Good, Satisfactory, Poor, or Not Addressed for each Recruitment and Retention Ability; partial marks will not apply.</i>				
Rating	Good	Satisfactory	Poor	Not addressed
Evaluation Guidelines	Canada is highly ¹ confident that the strategies presented in the plan will allow the bidder to successfully fulfill this Recruitment and Retention Ability.	Canada is fairly ² confident that the strategies presented in the plan will allow the bidder to successfully fulfill this Recruitment and Retention Ability.	Canada is unsure that the strategies presented in the plan will allow the bidder to successfully fulfill this Recruitment and Retention Ability.	The Bidder did not provide a plan or provided a plan with limited details ³ or that is not appropriate ⁴ .
Score	25	18	10	0

¹ for the purpose of this criteria, Highly means to an extreme degree.

² for the purpose of this criteria, Fairly means for the greater part.

Solicitation No. - N° de l'invitation HT426-17-2611/C	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur
Client Ref. No. - N° de réf. du client HT426-17-2611	File No. - N° du dossier 005xf. HT426-17-2611	005xf
		CCC No./N° CCC - FMS No./N° VME

³ for the purpose of this criteria, Detailed means comprehensive and thorough; not superficial or partial.

⁴ for the purpose of this criteria, Appropriate means suitable or proper in the circumstances.

ATTACHMENT 1 TO PART 4

TECHNICAL CRITERIA - ONTARIO REGION

1.0 Glossary of Terminology

The following definitions apply to the Mandatory and Point-Rated Technical Evaluation Criteria for this RFP:

Contract Nurse: The resource (either a Registered Nurse (RN) or Nurse Practitioner (NP)) provided by the Bidder to deliver temporary nursing services.

Healthcare Professionals: Individuals who provide preventative, curative, promotional and/or rehabilitative health care services in a systematic way to individuals, families or communities.

Isolated Community: Community with scheduled flights, good telephone services, and no year-round road access.

Remote Community: Community with no scheduled flights, minimal telephones or radio services, and no road access.

Semi-Isolated Community: Community with scheduled flights, good telephone services, and road access year-round greater than 90 KM to a facility with full time physician services.

Roster: the total number of individuals available (to the Bidder) for deployment on a work assignment.

2.0 Technical Evaluation Criteria

2.1.1 Evaluation of Experience

The following applies to the evaluation of both mandatory and point-rated technical criteria:

- Experience listed should include the day, month and year for both the start and finish dates. 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. If the month or year are not provided, the experience will not be considered.
- Experience can be demonstrated using one or more contracts of services rendered.

- If the Bidder is bidding on the provision of Nursing Agency Services in more than one Region, the Bidder must only propose a Contract Nurse, or list a Contract Nurse's experience for demonstration of evaluation criteria, in one Region only. In instances where the Bidder has proposed the experience of the same Contract Nurse to demonstrate compliance with evaluation criteria in more than one Region, that experience will only be accepted for the first Region, based on the following order: Ontario, Manitoba, Quebec, and Alberta, and will not be considered for any other Regions that the Bidder has bid on, e.g. Nurse Betty Sue has been proposed for Alberta and Manitoba. As a result, Nurse Betty Sue's experience will only be accepted to demonstrate compliance with the evaluation criteria in the Manitoba Region. Nurse Betty Sue's experience will not be considered for evaluation criteria in the Alberta Region regardless of the overall outcome of the evaluation for the Manitoba requirement.
- Joint Venture experience will be evaluated in accordance with Part 3 of the RFP.

2.1.2 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 support compliance with this requirement.

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

Bidder's proposing services in the province of Ontario must demonstrate that they meet each of the following mandatory technical criteria.		
Number	Mandatory Technical Criterion	Bid Preparation Instructions
O-MT1 (PB). Capacity to Provide and Manage a Roster	<p>This criterion measures a Bidder's capacity to consistently provide and manage a Roster at a volume consistent with the requirement.</p> <p>The Bidder must demonstrate that they have a minimum of 24 calendar months of cumulative experience, within the last five years prior to solicitation issuance date, in the provision and management of a Roster of no less than 35 Healthcare Professionals within Canada. The (minimum of) 35 Healthcare Professionals used to demonstrate compliance with this criterion must each have a minimum of 75 hours of billed service delivery per calendar month.</p>	<p>Canada requests that the Bidder format its response in the same manner as Appendix MT1.</p> <p>In order to demonstrate its experience, the bidder must include the following:</p> <ol style="list-style-type: none">1) start and end dates-;2) name of Healthcare Professional;3) designation of Healthcare Professional (e.g. Registered Nurse (RN), Nurse Practitioner (NP), Doctor, etc.);4) the name of the client, and location where the services were performed; as well as the name, current email address and telephone number of the client representative who would be able to

		confirm the information provided by the Bidder; and, 5) the number of hours of service delivery per month.
Number O-MT2 (PB). Bidder's Recruitment & Retention Plan	Mandatory Technical Criterion The Bidder must propose a Recruitment and Retention plan that they will use in order to meet the requirements of this contract.	Bid Preparation Instructions Canada requests that the Bidder describe how its recruitment and retention plan will enable the Bidder to: a) recruit and retain the number of Registered Nurses (RNs) and Nurse Practitioners (NPs) required to meet the demands of this contract for non-peak and peak periods; b) recruit and retain RNs and NPs in order to meet urgent requirements; and, c) replace its Contract Nurses (assigned to Task Authorizations) as per the terms of the contract. Canada requests that the Bidder describe their recruiting strategies as related to promotional material development and distribution, as well as advertising plans.
Number O-MT3 (PB). Bidder's Contract Nurse Training Program	Mandatory Technical Criterion The Bidder must submit a detailed outline of its proposed Contract Nurse Training Program in accordance with Appendix J of Annex A.	Bid Preparation Instructions Canada requests that the Bidder clearly define its: 1) Theory; 2) Practicum; and 3) Assessment methodology. for each of the components, and each sub-section of the components, as listed in Appendix J to Annex A.

2.1.3 Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables below. Each point rated technical criterion should be addressed separately.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive.

RT1 has a 55% weighting of the overall technical evaluation score, and RT2 has a 45% weighting as further detailed in Table 1 below. Points will be tallied for each criterion, in accordance with the scoring grid for that point rated criterion, and will then be pro-rated using the weighting as defined in Table 1, rounded to the nearest two decimal places. For example, if a Bidder scores 60 points out of the 75 points available for RT1.1, which has a weighting of 35%, then that Bidder's score would be prorated $60/75 \times 35 = 28$ points for that criterion.

Once the Bidder's score for each criterion has been pro-rated, the sum of all prorated criteria will form the Bidder's total number of points obtained in the technical evaluation.

TABLE 1					
The distribution of points, weighting, and the required minimum number of points required for each point rated criteria, as outlined in the table below, applies to the Ontario Region.					
Point Rated Technical Criteria (RT1 & 2)		Required Minimum Number of Points for the Criterion	Maximum Number of Points Available for the Criterion	Weighting	Total Maximum Technical Evaluation Points Available
RT1					
O-RT1.1	Bidder's Strength of Roster – Contract Nurses	NA	500 Points	35%	35 Points
O-RT1.2	Bidder's experience in providing Contract Nurses in Remote, Semi-Isolated or Isolated communities	NA	190 Points	20%	20 Points
RT2					
O-RT2.1 ^(PB)	Key Service Requirements	450 Points	750 Points	25%	25 Points

Solicitation No. - N° de l'invitation
HT426-17-2611/C
Client Ref. No. - N° de réf. du client
HT426-17-2611

Amd. No. - N° de la modif.
005xf
File No. - N° du dossier
005xf. HT426-17-2611

Buyer ID - Id de l'acheteur
005xf
CCC No./N° CCC - FMS No./N° VME

O-RT2.2 (PB)	Indigenous Cultural Competencies	68 Points	135 Points	10%	10 Points
O-RT2.3	Bidder's Recruitment and Retention Strategy	NA	100 Points	10%	10 Points
OVERALL SCORE				100%	100 Points

Bidder's proposing services in the province of Ontario should demonstrate how they meet each of the following point rated technical criteria.			
	Point Rated Technical Criterion	Bid Preparation Instructions	Scoring
O-RT1.1 Bidder's Strength of Roster – Contract Nurses	<p>The Bidder should demonstrate the strength of its Roster of Contract Nurses by identifying up to 100 Contract Nurses.</p> <p>For each named Contract Nurse identified, the Bidder should demonstrate that the Contract Nurse is currently licenced as an RN or NP in Ontario and that the individual has delivered a minimum of 1,500 cumulative hours in Canada, as an RN or NP, billed by the Bidder to a client, within the last three years prior to solicitation issuance date.</p>	<p>The Bidder should format its response in the same manner as Appendix RT1.1.</p> <p>The Bidder should include the following elements:</p> <ol style="list-style-type: none"> 1) name of Contract Nurse; 2) Designation (e.g. RN or NP); 3) License / Registration # with the College of Nurses Ontario (CNO); 4) the name of the client, and location where the services were performed; as well as the name, current email address and telephone number of the client representative who would be able to confirm the information provided by the Bidder; 5) the date(s) of service delivery; and, 6) the number of hours of service delivery. 	<p>Five points will be awarded for each Contract Nurse identified that meets the requirements of O-RT1.1 and have demonstrated all six elements of the Bid Preparation Instructions up to a Maximum of 500 Points.</p> <p>e.g. 10 Contract Nurses = 50 points</p> <p>Bidders who fail to demonstrate all six elements (as indicated in the Bid Preparation Instructions) for any identified Contract Nurse will receive 0 points for that Contract Nurse.</p>
	Point Rated Technical Criterion	Bid Preparation Instructions	Scoring
Number O-RT1.2 Bidder's Experience in providing Contract Nurses to Remote, Isolated and Semi-Isolated Communities	<p>The Bidder should demonstrate its experience in providing the services of Contract Nurses in Remote, Semi-Isolated or Isolated communities for each year within the last five years prior to solicitation issuance date.</p>	<p>The Bidder should format its response in the same manner as Appendix RT1.2</p> <p>The Bidder should include the following elements for each year of experience presented:</p> <ol style="list-style-type: none"> 1) the year (e.g. Year one – 11/10/2016 to 10/10/2017) 2) the name of the client, and location 	<p>Points will be awarded for each year (within the last five years prior to solicitation issuance date) for experience that meets the requirements of criterion O-RT1.2 and includes all seven elements of the Bid Preparation Instructions up to a Maximum of 190 points:</p> <p>0 to 5,000 total hours per year of</p>

		<p>where the services were performed; as well as the name, current email address and telephone number of the client representative who would be able to confirm the information provided by the Bidder;</p> <p>3) confirmation that the service location meets the definition of either a Remote, Isolated or Semi-Isolated Community;</p> <p>4) name(s) of Contract Nurse(s) provided to the client;</p> <p>5) designation(s) of Contract Nurse(s) (e.g. Registered Nurse (RN) or Nurse Practitioner (NP));</p> <p>6) the period of time over which the services were provided for each Contract Nurse (in a format including year, month and day) and the number of hours of service delivery for that period of time.</p> <p>7) Total billed hours for that year for all Contract Nurses.</p>	<p>demonstrated experience = 0 points</p> <p>5,001 to 10,000 total hours per year of demonstrated experience = 6 points</p> <p>10,001 to 20,000 total hours per year of demonstrated experience = 12 points</p> <p>20,001 to 30,000 total hours per year of demonstrated experience = 18 points</p> <p>30,001 to 40,000 total hours per year of demonstrated experience = 24 points</p> <p>40,001 to 50,000 total hours per year of demonstrated experience = 30 points</p> <p>Over 50,000 total hours per year of demonstrated experience = 38 points</p> <p>For any experience where the Bidder has failed to demonstrate all seven elements (as indicated in the Bid Preparation Instructions) the hours for that experience will not be counted towards the total cumulative hours for that year.</p>
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Solicitation No. - N° de l'invitation
HT426-17-2611/C
Client Ref. No. - N° de réf. du client
HT426-17-2611

Amd. No. - N° de la modif.
File No. - N° du dossier
005xf. HT426-17-2611

Buyer ID - Id de l'acheteur
005xf
CCC No./N° CCC - FMS No./N° VME

ONTARIO REGION:

RT2. BIDDER'S APPROACH AND METHODOLOGY

O-RT2.1(PB) - Key Service Requirements (KSR) – Maximum: 750 points, Minimum Pass mark = 450 points

For each of the Key Service Requirements below, the Bidder should present a detailed description of its pedagogical approach, as incorporated in its proposed Contract Nurse Training Program (CNTP), including the theoretical and practicum components and, in addition, provide the methods as to how the Contract Nurses (CNs) are evaluated theoretically and in a practicum setting. The Bidder should also demonstrate how this training is integrated into its ongoing professional development of CNs.

Key Service Requirements:

- 1) Maternal / prenatal care, including high risk pregnancy;
- 2) Newborn and pediatric assessment, including well baby assessments (Rourke and Nippissing);
- 3) History and physical assessment of adults and older adults;
- 4) Documentation, including SOAP charting;
- 5) Assessment and treatment of diabetes;
- 6) Assessment and treatment of tuberculosis, sexually transmitted diseases and blood-borne illnesses;
- 7) The requirements associated with the handling and distribution of controlled drug substances;
- 8) Assessment and treatment of depression, anxiety, substance abuse and suicidal ideation;
- 9) Wound care, including suturing; and,
- 10) Emergency assessment and management.

The following rating scheme will be used to assess, and score, each of the ten Key Service Requirements in O-RT2.1:

Evaluation Guideline				
Rating				
<i>Bidders will be awarded a score of Good, Satisfactory, Poor, or Not Addressed for each Pedagogical Element; partial marks will not apply.</i>				
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
a) Theory	The theoretical approach is detailed ² and relevant ¹ .	The theoretical approach is relevant ¹ , but lacks detail ² .	The theoretical approach lacks relevancy ¹ .	The theoretical approach was not addressed, is not relevant ¹ , or is not appropriate ³ .
Score	15	10	7	0
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
b) Practicum	All practical exercises incorporated and skill demonstrations are relevant ¹ , detailed ² and Canada is confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations are fairly ⁴ relevant ¹ , or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations lack relevancy ¹ and Canada is unsure that the CN will acquire and maintain the skills to perform their duties.	The practical exercises and skill demonstrations were not described, are not relevant ¹ , or are not appropriate ³ .
Score	15	10	7	0
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
c) Assessment of theory and practicum.	The methods of assessment are relevant ¹ and detailed ² and Canada is confident that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to	The methods of assessment are fairly ⁴ relevant ¹ or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that they will allow the Contractor to ensure that CN has acquired and will maintain the	The methods of assessment lack relevancy ¹ and Canada is unsure that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment were not described, are not relevant ¹ or are not appropriate ³ .

Solicitation No. - N° de l'invitation
HT426-17-2611/C
Client Ref. No. - N° de réf. du client
HT426-17-2611

Amd. No. - N° de la modif.
005xf
File No. - N° du dossier
005xf. HT426-17-2611

Buyer ID - Id de l'acheteur
005xf
CCC No./N° CCC - FMS No./N° VME

	perform their duties.	necessary skills to perform their duties.		
Score	45	31	20	0
Total Key Service Requirement Score (Maximum 75 Points per KSR)				

¹ for the purpose of this criteria, Relevant means applicable to the Key Service Requirement that is being evaluated and Health Canada's First Nations and Inuit Health Branch (FNIHB) Clinical Practice Guidelines for Nurses in Primary Care (*in effect as of the date of RFP publication*).

² for the purpose of this criteria, Detailed means comprehensive and thorough; not superficial or partial.

³ for the purpose of this criteria, Appropriate means suitable or proper in the circumstances.

⁴ for the purpose of this criteria, Fairly means for the greater part.

O-RT2.2 (P^B) – Contract Nurse (CN) Cultural Competency Elements – Maximum: 135 points, Minimum Pass mark = 68 points

For each of the CN Cultural Competency Elements below, the Bidder should present a detailed description of its pedagogical approach, as incorporated in its proposed CNTP, including the theoretical and practicum components and, in addition, provide the methods as to how the CNs are evaluated theoretically and in a practicum setting. The Bidder should also demonstrate how this training is integrated into its ongoing professional development of CNs.

CN Cultural Competency Elements:

Respect:

Element #1: Identify and apply key principles in developing collaborative and ethical relationships with First Nations and Inuit;

Element #2: Engage in effective strategies to share and promote health information with First Nations and Inuit;

Element #3: Identify, acknowledge and analyse one's considered emotional response to the many histories (e.g. prejudice, discrimination, racism, etc.) and the contemporary environment of First Nations and Inuit;

Communications:

Element #4: Establish a positive therapeutic relationship with First Nations and Inuit;

Element #5: Managing situations in which individuals may require the support of trained interpreters;

Element #6: Develop an awareness of First Nations and Inuit means of communication and understand how communication styles can vary widely between, and even within, cultures;

Indigenous History and Culture:

Element #7: Describe potential reasons as to why First Nations and Inuit may avoid the Canadian health care system (and its practitioners) and propose a means to remedy the situation;

Element #8: Explain the connection between historical and current government practices towards First Nations and Inuit, as well as the resultant intergenerational health outcomes and determinants of health that impact them;

Element #9: Explain how they will acknowledge and value Indigenous knowledge with respect to the health and wellness of First Nations and Inuit clients, families and communities.

The following rating scheme, developed in consideration of the Canadian Indigenous Nurses Association (CINA) paper titled *Cultural Competencies and Cultural Safety in Nursing Education: A Framework for First Nations, Inuit and Metis Nursing*, will be used to assess, and score, each of the nine CN Cultural Competency Elements in O-RT2.2:

Evaluation Guideline				
Rating				
<i>Bidders will be awarded a score of Good, Satisfactory, Poor, or Not Addressed for each Pedagogical Element; partial marks will not apply.</i>				
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
a) <i>Theory</i>	The theoretical approach is detailed ² and relevant ¹ .	The theoretical approach is relevant ¹ , but lacks detail ² .	The theoretical approach lacks relevancy ¹ .	The theoretical approach was not addressed, is not relevant ¹ , or is not appropriate ³ .
Score	5	3	1	0
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
b) <i>Practicum</i>	All practical exercises incorporated and skill demonstrations are relevant ¹ , detailed ² and Canada is confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations are fairly ⁴ relevant ¹ , or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations lack relevancy ¹ and Canada is unsure that the CN will acquire and maintain the skills to perform their duties.	The practical exercises and skill demonstrations were not described, are not relevant ¹ , or are not appropriate ³ .
Score	5	3	1	0
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
c) <i>Assessment of theory and practicum.</i>	The methods of assessment are relevant ¹ and detailed ² and Canada is confident that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment are fairly ⁴ relevant ¹ or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment lack relevancy ¹ and Canada is unsure that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment were not described, are not relevant ¹ or are not appropriate ³ .
Score	5	3	1	0

Solicitation No. - N° de l'invitation HT426-17-2611/C	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur 005xf
Client Ref. No. - N° de réf. du client HT426-17-2611	File No. - N° du dossier 005xf. HT426-17-2611	CCC No./N° CCC - FMS No./N° VME

- ¹ for the purpose of this criteria, Relevant means applicable to the CN Cultural Competency Element being evaluated and the Canadian Indigenous Nurses Association (CINA) paper titled *Cultural Competencies and Cultural Safety in Nursing Education: A Framework for First Nations, Inuit and Metis Nursing*.
- ² for the purpose of this criteria, Detailed means comprehensive and thorough; not superficial or partial.
- ³ for the purpose of this criteria, Appropriate means suitable or proper in the circumstances.
- ⁴ for the purpose of this criteria, Fairly means for the greater part.

O-RT2.3 – Recruitment and Retention Plan – Maximum: 100 points

The Bidder's Recruitment and Retention Plan (RRP) (proposed in O-MT2) should demonstrate the Bidder's strategy to ensure that Contract Nurses (CNs) will be available to Health Canada (HC) during peak and non-peak periods, during Urgent TA requests, and to replace its Contract Nurses (assigned to Task Authorizations) as per the terms of the contract. The RRP will be evaluated and scored based on Canada's confidence that the bidder will be able to demonstrate the four following Recruitment and Retention Abilities:

- 1) Ability to promote its organization and to roster CNs;
- 2) Ability to retain rostered CNs;
- 3) Ability to motivate CNs to accept challenging assignments; and,
- 4) Ability to motivate CNs to accept urgent TAs.

The following rating scheme will be used to assess, and score, each of the four Recruitment and Retention Abilities in O-RT2.3:

Evaluation Guideline				
Rating				
<i>Bidders will be awarded a score of Good, Satisfactory, Poor, or Not Addressed for each Recruitment and Retention Ability; partial marks will not apply.</i>				
Rating	Good	Satisfactory	Poor	Not addressed
Evaluation Guidelines	Canada is highly ¹ confident that the strategies presented in the plan will allow the bidder to successfully fulfill this Recruitment and Retention Ability.	Canada is fairly ² confident that the strategies presented in the plan will allow the bidder to successfully fulfill this Recruitment and Retention Ability.	Canada is unsure that the strategies presented in the plan will allow the bidder to successfully fulfill this Recruitment and Retention Ability.	The Bidder did not provide a plan or provided a plan with limited details ³ or that is not appropriate ⁴ .
Score	25	18	10	0

¹ for the purpose of this criteria, Highly means to an extreme degree.

² for the purpose of this criteria, Fairly means for the greater part.

Solicitation No. - N° de l'invitation HT426-17-2611/C	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur
Client Ref. No. - N° de réf. du client HT426-17-2611	File No. - N° du dossier 005xf. HT426-17-2611	005xf
		CCC No./N° CCC - FMS No./N° VME

³ for the purpose of this criteria, Detailed means comprehensive and thorough; not superficial or partial.

⁴ for the purpose of this criteria, Appropriate means suitable or proper in the circumstances.

ATTACHMENT 1 TO PART 4

TECHNICAL CRITERIA - QUEBEC REGION

1.0 Glossary of Terminology

The following definitions apply to the Mandatory and Point-Rated Technical Evaluation Criteria for this RFP:

Contract Nurse: The Registered Nurse (RN) provided by the Bidder to deliver temporary nursing services.

Healthcare Professionals: Individuals who provide preventative, curative, promotional and/or rehabilitative health care services in a systematic way to individuals, families or communities.

Isolated Community: Community with scheduled flights, good telephone services, and no year-round road access.

Remote Community: Community with no scheduled flights, minimal telephones or radio services, and no road access.

Semi-Isolated Community: Community with scheduled flights, good telephone services, and road access year-round greater than 90 KM to a facility with full time physician services.

Roster: the total number of individuals available (to the Bidder) for deployment on a work assignment.

2.0 Technical Evaluation Criteria

2.1.1 Evaluation of Experience

The following applies to the evaluation of both mandatory and point-rated technical criteria:

- Experience listed should include the day, month and year for both the start and finish dates. 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. If the month or year are not provided, the experience will not be considered.
- Experience can be demonstrated using one or more contracts of services rendered.
- If the Bidder is bidding on the provision of Nursing Agency Services in more than one Region, the Bidder must only propose a Contract Nurse, or list a Contract Nurse's experience for demonstration of evaluation criteria, in one Region only. In instances where the Bidder has

proposed the experience of the same Contract Nurse to demonstrate compliance with evaluation criteria in more than one Region, that experience will only be accepted for the first Region, based on the following order: Ontario, Manitoba, Quebec, and Alberta, and will not be considered for any other Regions that the Bidder has bid on, e.g. Nurse Betty Sue has been proposed for Alberta and Manitoba. As a result, Nurse Betty Sue's experience will only be accepted to demonstrate compliance with the evaluation criteria in the Manitoba Region. Nurse Betty Sue's experience will not be considered for evaluation criteria in the Alberta Region regardless of the overall outcome of the evaluation for the Manitoba requirement.

- Joint Venture experience will be evaluated in accordance with Part 3 of the RFP.

2.1.2 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 support compliance with this requirement.

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

Bidder's proposing services in the province of Quebec must demonstrate that they meet each of the following mandatory technical criteria.		
Number	Mandatory Technical Criterion	Bid Preparation Instructions
Q-MT1 (PB). Capacity to Provide and Manage a Roster	<p>This criterion measures a Bidder's capacity to consistently provide and manage a Roster at a volume consistent with the requirement.</p> <p>The Bidder must demonstrate that they have a minimum of 24 calendar months of cumulative experience, within the last five years prior to solicitation issuance date, in the provision and management of a Roster of no less than 10 Healthcare Professionals within Canada. The (minimum of) 10 Healthcare Professionals used to demonstrate compliance with this criterion must each have a minimum of 75 hours of billed service delivery per calendar month.</p>	<p>Canada requests that the Bidder format its response in the same manner as Appendix MT1.</p> <p>In order to demonstrate its experience, the bidder must include the following:</p> <ol style="list-style-type: none">1) start and end dates-;2) name of Healthcare Professional;3) designation of Healthcare Professional (e.g. Registered Nurse (RN), Nurse Practitioner (NP), Doctor, etc.);4) the name of the client, and location where the services were performed; as well as the name, current email address and telephone number of the client representative who would be able to confirm the information provided by the Bidder; and,

		5) the number of hours of service delivery per month.
Number Q-MT2 (PB). Bidder's Recruitment & Retention Plan	Mandatory Technical Criterion The Bidder must propose a Recruitment and Retention plan that they will use in order to meet the requirements of this contract.	Bid Preparation Instructions Canada requests that the Bidder describe how its recruitment and retention plan will enable the Bidder to: a) recruit and retain the number of Registered Nurses (RNs) required to meet the demands of this contract for non-peak and peak periods; b) recruit and retain RNs in order to meet urgent requirements; and, c) replace its Contract Nurses (assigned to Task Authorizations) as per the terms of the contract. Canada requests that the Bidder describe their recruiting strategies as related to promotional material development and distribution, as well as advertising plans.
Number Q-MT3 (PB). Bidder's Contract Nurse Training Program	Mandatory Technical Criterion The Bidder must submit a detailed outline of its proposed Contract Nurse Training Program in accordance with Appendix J of Annex A.	Bid Preparation Instructions Canada requests that the Bidder clearly define its: 1) Theory; 2) Practicum; and 3) Assessment methodology. for each of the components, and each sub-section of the components, as listed in Appendix J to Annex A.

2.1.3 Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables below. Each point rated technical criterion should be addressed separately.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive.

RT1 has a 55% weighting of the overall technical evaluation score, and RT2 has a 45% weighting as further detailed in Table 1 below. Points will be tallied for each criterion, in accordance with the scoring grid for that point rated criterion, and will then be pro-rated using the weighting as defined in Table 1, rounded to the nearest two decimal places. For example, if a Bidder scores 60 points out of the 75 points available for RT1.1, which has a weighting of 35%, then that Bidder's score would be prorated $60/75 \times 35 = 28$ points for that criterion.

Once the Bidder's score for each criterion has been pro-rated, the sum of all prorated criteria will form the Bidder's total number of points obtained in the technical evaluation.

TABLE 1					
The distribution of points, weighting, and the required minimum number of points required for each point rated criteria, as outlined in the table below, applies to the Quebec Region.					
Point Rated Technical Criteria (RT1 & 2)		Required Minimum Number of Points for the Criterion	Maximum Number of Points Available for the Criterion	Weighting	Total Maximum Technical Evaluation Points Available
RT1					
Q-RT1.1	Bidder's Strength of Roster – Contract Nurses	NA	75 Points	35%	35 Points
Q-RT1.2	Bidder's experience in providing Contract Nurses in Remote, Semi-Isolated or Isolated communities	NA	190 Points	20%	20 Points
RT2					
Q-RT2.1 (PB)	Key Service Requirements	450 Points	750 Points	25%	25 Points

Q-RT2.2 (PB)	Indigenous Cultural Competencies	68 Points	135 Points	10%	10 Points
Q-RT2.3	Bidder's Recruitment and Retention Strategy	NA	100 Points	10%	10 Points
OVERALL SCORE				100%	100 Points

Bidder's proposing services in the province of Quebec should demonstrate how they meet each of the following point rated technical criteria.			
	Point Rated Technical Criterion	Bid Preparation Instructions	Scoring
Q-RT1.1 Bidder's Strength of Roster – Contract Nurses	<p>The Bidder should demonstrate the strength of its Roster of Contract Nurses by identifying up to 15 Contract Nurses.</p> <p>For each named Contract Nurse identified, the Bidder should demonstrate that the Contract Nurse is currently licenced as an RN in Quebec and that the individual has delivered a minimum of 1,500 cumulative hours in Canada, as an RN, billed by the Bidder to a client, within the last three years prior to solicitation issuance date.</p>	<p>The Bidder should format its response in the same manner as Appendix RT1.1.</p> <p>The Bidder should include the following elements:</p> <ol style="list-style-type: none"> 1) name of Contract Nurse; 2) Designation (e.g. RN); 3) License / Registration # with the Ordre des infirmières et infirmiers du Québec (OIIQ); 4) the name of the client, and location where the services were performed; as well as the name, current email address and telephone number of the client representative who would be able to confirm the information provided by the Bidder; 5) the date(s) of service delivery; and, 6) the number of hours of service delivery. 	<p>Five points will be awarded for each Contract Nurse identified that meets the requirements of Q-RT1.1 and have demonstrated all six elements of the Bid Preparation Instructions up to a Maximum of 75 Points.</p> <p>e.g. 10 Contract Nurses = 50 points</p> <p>Bidders who fail to demonstrate all six elements (as indicated in the Bid Preparation Instructions) for any identified Contract Nurse will receive 0 points for that Contract Nurse.</p>
	Point Rated Technical Criterion	Bid Preparation Instructions	Scoring
Number Q-RT1.2 Bidder's Experience in providing Contract Nurses to Remote, Isolated and Semi-Isolated	<p>The Bidder should demonstrate its experience in providing the services of Contract Nurses in Remote, Semi-Isolated or Isolated communities for each year within the last five years prior to solicitation issuance date.</p>	<p>The Bidder should format its response in the same manner as Appendix RT1.2</p> <p>The Bidder should include the following elements for each year of experience presented:</p> <ol style="list-style-type: none"> 1) the year (e.g. Year one – 	<p>Points will be awarded for each year (within the last five years prior to solicitation issuance date) for experience that meets the requirements of criterion Q-RT1.2 and includes all seven elements of the Bid Preparation Instructions up to a Maximum of 190 points:</p>

Communities		<p>11/10/2016 to 10/10/2017)</p> <p>2) the name of the client, and location where the services were performed; as well as the name, current email address and telephone number of the client representative who would be able to confirm the information provided by the Bidder;</p> <p>3) confirmation that the service location meets the definition of either a Remote, Isolated or Semi-Isolated Community;</p> <p>4) name(s) of Contract Nurse(s) provided to the client;</p> <p>5) designation(s) of Contract Nurse(s) (e.g. Registered Nurse (RN));</p> <p>6) the period of time over which the services were provided for each Contract Nurse (in a format including year, month and day) and the number of hours of service delivery for that period of time.</p> <p>7) Total billed hours for that year for all Contract Nurses.</p>	<p>0 to 2,000 total hours per year of demonstrated experience = 0 points</p> <p>2,001 to 4,000 total hours per year of demonstrated experience = 6 points</p> <p>4,001 to 6,000 total hours per year of demonstrated experience = 12 points</p> <p>6,001 to 8,000 total hours per year of demonstrated experience = 18 points</p> <p>8,001 to 10,000 total hours per year of demonstrated experience = 24 points</p> <p>10,001 to 12,000 total hours per year of demonstrated experience = 30 points</p> <p>Over 12,000 total hours per year of demonstrated experience = 38 points</p> <p>For any experience where the Bidder has failed to demonstrate all seven elements (as indicated in the Bid Preparation Instructions) the hours for that experience will not be counted towards the total cumulative hours for that year.</p>
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Solicitation No. - N° de l'invitation
HT426-17-2611/C
Client Ref. No. - N° de réf. du client
HT426-17-2611

Amd. No. - N° de la modif.
File No. - N° du dossier
005xf. HT426-17-2611

Buyer ID - Id de l'acheteur
005xf
CCC No./N° CCC - FMS No./N° VME

QUEBEC REGION:

RT2. BIDDER'S APPROACH AND METHODOLOGY

Q-RT2.1(PB) - Key Service Requirements (KSR) – Maximum: 750 points, Minimum Pass mark = 450 points

For each of the Key Service Requirements below, the Bidder should present a detailed description of its pedagogical approach, as incorporated in its proposed Contract Nurse Training Program (CNTP), including the theoretical and practicum components and, in addition, provide the methods as to how the Contract Nurses (CNs) are evaluated theoretically and in a practicum setting. The Bidder should also demonstrate how this training is integrated into its ongoing professional development of CNs.

Key Service Requirements:

- 1) Maternal / prenatal care, including high risk pregnancy;
- 2) Newborn and pediatric assessment, including well baby assessments (Rourke and Nippissing);
- 3) History and physical assessment of adults and older adults;
- 4) Documentation, including SOAP charting;
- 5) Assessment and treatment of diabetes;
- 6) Assessment and treatment of tuberculosis, sexually transmitted diseases and blood-borne illnesses;
- 7) The requirements associated with the handling and distribution of controlled drug substances;
- 8) Assessment and treatment of depression, anxiety, substance abuse and suicidal ideation;
- 9) Wound care, including suturing; and,
- 10) Emergency assessment and management.

The following rating scheme will be used to assess, and score, each of the ten Key Service Requirements in Q-RT2.1:

Evaluation Guideline				
Rating				
<i>Bidders will be awarded a score of Good, Satisfactory, Poor, or Not Addressed for each Pedagogical Element; partial marks will not apply.</i>				
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
a) Theory	The theoretical approach is detailed ² and relevant ¹ .	The theoretical approach is relevant ¹ , but lacks detail ² .	The theoretical approach lacks relevancy ¹ .	The theoretical approach was not addressed, is not relevant ¹ , or is not appropriate ³ .
Score	15	10	7	0
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
b) Practicum	All practical exercises incorporated and skill demonstrations are relevant ¹ , detailed ² and Canada is confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations are fairly ⁴ relevant ¹ , or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations lack relevancy ¹ and Canada is unsure that the CN will acquire and maintain the skills to perform their duties.	The practical exercises and skill demonstrations were not described, are not relevant ¹ , or are not appropriate ³ .
Score	15	10	7	0
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
c) Assessment of theory and practicum.	The methods of assessment are relevant ¹ and detailed ² and Canada is confident that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to	The methods of assessment are fairly ⁴ relevant ¹ or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that they will allow the Contractor to ensure that CN has acquired and will maintain the	The methods of assessment lack relevancy ¹ and Canada is unsure that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment were not described, are not relevant ¹ or are not appropriate ³ .

Solicitation No. - N° de l'invitation
HT426-17-2611/C
Client Ref. No. - N° de réf. du client
HT426-17-2611

Amd. No. - N° de la modif.
005xf
File No. - N° du dossier
005xf. HT426-17-2611

Buyer ID - Id de l'acheteur
005xf
CCC No./N° CCC - FMS No./N° VME

	perform their duties.	necessary skills to perform their duties.		
Score	45	31	20	0
Total Key Service Requirement Score (Maximum 75 Points per KSR)				

¹ for the purpose of this criteria, Relevant means applicable to the Key Service Requirement that is being evaluated and Health Canada's First Nations and Inuit Health Branch (FNIHB) Clinical Practice Guidelines for Nurses in Primary Care (*in effect as of the date of RFP publication*).

² for the purpose of this criteria, Detailed means comprehensive and thorough; not superficial or partial.

³ for the purpose of this criteria, Appropriate means suitable or proper in the circumstances.

⁴ for the purpose of this criteria, Fairly means for the greater part.

Q-RT 2.2 (PB) – Contract Nurse (CN) Cultural Competency Elements – Maximum: 135 points, Minimum Pass mark = 68 points

For each of the CN Cultural Competency Elements below, the Bidder should present a detailed description of its pedagogical approach, as incorporated in its proposed CNTP, including the theoretical and practicum components and, in addition, provide the methods as to how the CNs are evaluated theoretically and in a practicum setting. The Bidder should also demonstrate how this training is integrated into its ongoing professional development of CNs.

CN Cultural Competency Elements:

Respect:

Element #1: Identify and apply key principles in developing collaborative and ethical relationships with First Nations and Inuit;

Element #2: Engage in effective strategies to share and promote health information with First Nations and Inuit;

Element #3: Identify, acknowledge and analyse one's considered emotional response to the many histories (e.g. prejudice, discrimination, racism, etc.) and the contemporary environment of First Nations and Inuit;

Communications:

Element #4: Establish a positive therapeutic relationship with First Nations and Inuit;

Element #5: Managing situations in which individuals may require the support of trained interpreters;

Element #6: Develop an awareness of First Nations and Inuit means of communication and understand how communication styles can vary widely between, and even within, cultures;

Indigenous History and Culture:

Element #7: Describe potential reasons as to why First Nations and Inuit may avoid the Canadian health care system (and its practitioners) and propose a means to remedy the situation;

Element #8: Explain the connection between historical and current government practices towards First Nations and Inuit, as well as the resultant intergenerational health outcomes and determinants of health that impact them;

Element #9: Explain how they will acknowledge and value Indigenous knowledge with respect to the health and wellness of First Nations and Inuit clients, families and communities.

The following rating scheme, developed in consideration of the Canadian Indigenous Nurses Association (CINA) paper titled *Cultural Competencies and Cultural Safety in Nursing Education: A Framework for First Nations, Inuit and Metis Nursing*, will be used to assess, and score, each of the nine CN Cultural Competency Elements in Q-RT2.2:

Evaluation Guideline				
Rating				
<i>Bidders will be awarded a score of Good, Satisfactory, Poor, or Not Addressed for each Pedagogical Element; partial marks will not apply.</i>				
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
a) <i>Theory</i>	The theoretical approach is detailed ² and relevant ¹ .	The theoretical approach is relevant ¹ , but lacks detail ² .	The theoretical approach lacks relevancy ¹ .	The theoretical approach was not addressed, is not relevant ¹ , or is not appropriate ³ .
Score	5	3	1	0
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
b) <i>Practicum</i>	All practical exercises incorporated and skill demonstrations are relevant ¹ , detailed ² and Canada is confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations are fairly ⁴ relevant ¹ , or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations lack relevancy ¹ and Canada is unsure that the CN will acquire and maintain the skills to perform their duties.	The practical exercises and skill demonstrations were not described, are not relevant ¹ , or are not appropriate ³ .
Score	5	3	1	0
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
c) <i>Assessment of theory and practicum.</i>	The methods of assessment are relevant ¹ and detailed ² and Canada is confident that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment are fairly ⁴ relevant ¹ or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment lack relevancy ¹ and Canada is unsure that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment were not described, are not relevant ¹ or are not appropriate ³ .
Score	5	3	1	0

Solicitation No. - N° de l'invitation HT426-17-2611/C	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur 005xf
Client Ref. No. - N° de réf. du client HT426-17-2611	File No. - N° du dossier 005xf. HT426-17-2611	CCC No./N° CCC - FMS No./N° VME

¹ for the purpose of this criteria, Relevant means applicable to the CN Cultural Competency Element being evaluated and the Canadian Indigenous Nurses Association (CINA) paper titled *Cultural Competencies and Cultural Safety in Nursing Education: A Framework for First Nations, Inuit and Metis Nursing*.

² for the purpose of this criteria, Detailed means comprehensive and thorough; not superficial or partial.

³ for the purpose of this criteria, Appropriate means suitable or proper in the circumstances.

⁴ for the purpose of this criteria, Fairly means for the greater part.

Q-RT2.3 – Recruitment and Retention Plan – Maximum: 100 points

The Bidder's Recruitment and Retention Plan (RRP) (proposed in Q-MT2) should demonstrate the Bidder's strategy to ensure that Contract Nurses (CNs) will be available to Health Canada (HC) during peak and non-peak periods, during Urgent TA requests, and to replace its Contract Nurses (assigned to Task Authorizations) as per the terms of the contract. The RRP will be evaluated and scored based on Canada's confidence that the bidder will be able to demonstrate the four following Recruitment and Retention Abilities:

- 1) Ability to promote its organization and to roster CNs;
- 2) Ability to retain rostered CNs;
- 3) Ability to motivate CNs to accept challenging assignments; and,
- 4) Ability to motivate CNs to accept urgent TAs.

The following rating scheme will be used to assess, and score, each of the four Recruitment and Retention Abilities in Q-RT2.3:

Evaluation Guideline			
Rating			
<i>Bidders will be awarded a score of Good, Satisfactory, Poor, or Not Addressed for each Recruitment and Retention Ability; partial marks will not apply.</i>			
Rating	Good	Satisfactory	Poor
Evaluation Guidelines	Canada is highly ¹ confident that the strategies presented in the plan will allow the bidder to successfully fulfill this Recruitment and Retention Ability.	Canada is fairly ² confident that the strategies presented in the plan will allow the bidder to successfully fulfill this Recruitment and Retention Ability.	Canada is unsure that the strategies presented in the plan will allow the bidder to successfully fulfill this Recruitment and Retention Ability.
			The Bidder did not provide a plan or provided a plan with limited details ³ or that is not appropriate ⁴ .
Score	25	18	10
			0

¹ for the purpose of this criteria, Highly means to an extreme degree.

² for the purpose of this criteria, Fairly means for the greater part.

Solicitation No. - N° de l'invitation HT426-17-2611/C	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur
Client Ref. No. - N° de réf. du client HT426-17-2611	File No. - N° du dossier 005xf. HT426-17-2611	005xf
		CCC No./N° CCC - FMS No./N° VME

³ for the purpose of this criteria, Detailed means comprehensive and thorough; not superficial or partial.

⁴ for the purpose of this criteria, Appropriate means suitable or proper in the circumstances.

Solicitation No. - N° de l'invitation
HT426-17-2611/C
Client Ref. No. - N° de réf. du client
HT426-17-2611

Amd. No. - N° de la modif.
File No. - N° du dossier
005xf. HT426-17-2611

Buyer ID - Id de l'acheteur
005xf
CCC No./N° CCC - FMS No./N° VME

ATTACHMENT 2 to PART 4

See attached in Microsoft Excel format.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the *Ineligibility and Suspension Policy* (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide with its bid the required documentation, as applicable, to be given further consideration in the procurement process.

5.1.2 Canadian Content Certification

This procurement is conditionally limited to Canadian goods and Canadian services.

Subject to the evaluation procedures contained in the bid solicitation, bidders acknowledge that only bids with a certification that the goods and services offered are Canadian goods and Canadian services, as defined in clause [A3050T](#), may be considered.

Failure to provide this certification completed with the bid will result in the goods and services offered being treated as non-Canadian goods and non-Canadian services.

The Bidder certifies that:

() a minimum of 80 percent of the total bid price consist of Canadian goods and Canadian services as defined in paragraph 5 of clause [A3050T](#).

For more information on how to determine the Canadian content for a mix of goods, a mix of services or a mix of goods and services, consult Annex 3.6.(9), Example 2, of the *Supply Manual*.

5.1.2.1 SACC Manual clause [A3050T](#) (2014-11-17), Canadian Content Definition.

5.1.3 Approach and Methodology

By submitting a bid, the Bidder certifies that should it be awarded a contract as a result of the bid solicitation, the Contract Nurse Training Program and the Recruitment and Retention Plan described in its bid in response to Attachment 1 to Part 4, as reviewed and accepted by Canada, will be those applied by the Bidder and each member of the joint venture (when a bid is submitted by a joint venture) for the purpose of carrying out Work under the resulting Contract.

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the Ineligibility and Suspension Policy (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's website](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969#afed) (http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969#afed).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed [Federal Contractors Program for Employment Equity - Certification](#), before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

Attachment 1 to Part 5, includes a copy of the certification.

5.2.3 Additional Certifications Precedent to Contract Award

5.2.3.1 Education and Experience

SACC Manual clause [A3010T](#) (2010-08-16), Education and Experience

5.2.3.2 Submission of Only One Bid

By submitting a bid, the Bidder certifies that it does not consider itself to be related to any other bidder.

ATTACHMENT 1 to PART 5

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\) – Labour's](#) website.

Date: _____ (YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- ☐ A1. The Bidder certifies having no work force in Canada.
- ☐ A2. The Bidder certifies being a public sector employer.
- ☐ A3. The Bidder certifies being a [federally regulated employer](#) being subject to the [Employment Equity Act](#).
- ☐ A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- ☐ A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.

OR

- ☐ A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity \(LAB1168\)](#) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- ☐ B1. The Bidder is not a Joint Venture.

OR

- ☐ B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

ATTACHMENT 2 to PART 5

List of Names Form

Further to Part 5, Article 5.2.1 – Integrity Provision – Please complete the Form below:

Complete Legal Name of Company	
Company's address	
Company's Procurement Business Number (PBN)	
Solicitation number	
Board of Directors (Use Format – first name last name) Or put the list as an attachment	
1. Director	
2. Director	
3. Director	
4. Director	
5. Director	
6. Director	
7. Director	
8. Director	
9. Director	
10. Director	
Other members	
Comments	

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the [Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

6.2 Financial Capability

SACC Manual clause [A9033T](#) (2012-07-16), Financial Capability

6.3 Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex D.

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

1. Requirement

- (a) The Contractor must perform Work for the Client in accordance with the Statement of Work at Annex "A" and the Contractor's bid entitled _____, dated _____.
- (b) Client: Under the Contract, the "Client" is Health Canada.
- (c) Reorganization of Client: The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.

1.1 Optional Services

i. Option to acquire Nursing Services for additional Regions

The Contractor grants to Canada the option to acquire Nursing Services for Health Canada, as described in the Statement of Work, for additional remote, semi-isolated and isolated locations of First Nations located in Alberta, Manitoba, Ontario or Quebec provinces, and also for different remote, semi-isolated and isolated locations of First Nations located in Canada's other provinces and territories.

The Contractor agrees to provide the services in accordance with the terms and conditions set forth herein. The Contractor agrees that, should the option be exercised by Canada, it will be paid in accordance with the applicable provisions as set out in article 5 of Annex B.

Canada may exercise the option at any time, during the Contract Period, by sending a written notice to the Contractor. The options may only be exercised by the Contracting Authority, and will be evidenced, through a contract amendment.

ii. Option to Add New Resource Categories

The Contractor grants Canada the option to add new Resource Categories for the provision of services that are part of the work-scope of the Contract as described in the Statement of Work at Annex A, as needed and at any time during the Contract, or during option periods, if exercised, under the same conditions and at prices which are to be negotiated in accordance with the Annex B, Basis of Payment. Adding new Resource Categories will require a contract amendment issued by the Contracting Authority.

1.2 Task Authorization

- 1.2.1 The Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA, inclusive of any revisions, must be in

accordance with the scope of the Contract.

1.2.2 With respect to the Work mentioned under article 1.2.1:

1. an obligation will come into force when the Contractor receives a Task Authorization (TA), inclusive of any revisions;
2. the TA Authorization Authority and limit will be determined in accordance with article 1.2.6 below;
3. the Contractor must not commence Work until a TA, inclusive of any revisions, has been authorized and issued in accordance with the Contract. The Contractor acknowledges that Work performed before a TA, inclusive of any revisions, has been authorized and issued in accordance with the Contract will be done at the Contractor's own risk and expense; and
4. the TA, inclusive of any revisions, will be authorized under the Contract through the use of Annex E, Task Authorization Form. An authorized TA is a completed Annex E signed by the TA Authorization Authority.

1.2.3 Task Authorization Process

1.2.3.1 A Task Authorization Authority (TAA) will provide the Contractor with a description of the task using the TA Form specified in Annex E.

1.2.3.2 The TA will contain the details of the activities to be performed, a description of the deliverables and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis and methods of payment as specified in the Contract.

1.2.3.3 Contractor response

1.2.3.3.1 Contract Nurse Rostering Process:

Canada requests that the Contractor sends information regarding any new Contract Nurses that they would like to add to their workforce roster to the TAA for assessment as they become available.

The Contractor should provide all necessary information required to the TAA to demonstrate that a proposed resource meets the mandatory requirements of a Contract Nurse, as specified in Annex A of the Contract, with a minimum of 24 hours prior to proposing the resource for Work on a TA.

1.2.3.3.2 Regular process

The following process will be used when there are 14 or more calendar days between the date of issuance of a TA Form by the TAA and the start date of Work as stipulated in the TA Form.

1.2.3.3.2.1 The Contractor must acknowledge receipt of the TA Form to the TAA via email within 1 working day of receipt. The Contractor must within 3 working days, or within any longer time period as specified in the TA Form, provide the TAA who initiated the process with a signed

and dated response prepared and submitted using the TA Form received from the TAA, containing at a minimum the information listed below:

- (1) the name of the proposed resource (as stated in the accepted workforce roster);
- (2) If the proposed resource is not currently on the Contractor's workforce roster of nurses:
 - a) the resume of the proposed resource; and,
 - b) the necessary information and documents that demonstrate that the resource meets all the mandatory requirements specified in Annex A of the Contract;and,
- (3) If travel is required, a proposed travel itinerary detailing all travel costs in accordance with Annex B of the Contract.

1.2.3.3.2.2 Following receipt of an authorized TA the Contractor must, within a minimum of 14 calendar days in advance of the Contract Nurse's departure (or an alternate timeframe as agreed to by the TAA) provide the TAA with a copy of the confirmed travel itinerary, demonstrating that the travel has been booked consistent with the approved TA. However, if flight availability could prohibit securing the approved travel, or if requested by the TAA, the Contractor must provide the TAA with a copy of the confirmed travel itinerary within 24 hours of receiving the authorized TA.

1.2.3.3.3 Process for urgent requests:

The following process will be used when there are less than 14 calendar days from the date of issuance of a TA Form by the TAA and the start date of Work as stipulated in the TA Form:

1.2.3.3.3.1 The Contractor must acknowledge receipt of the TA Form to the TAA via email within 1 hour of receipt. The Contractor must within 4 hours, or within any longer time period as specified in the TA Form, provide the TAA who initiated the process with a signed and dated response prepared and submitted using the TA Form received from the TAA, containing at a minimum the information listed below:

- (1) the name of the proposed resource (as stated in the accepted workforce roster);
- (2) If the proposed resource is not currently on the Contractor's workforce roster of nurses:
 - a) the resume of the proposed resource; and,
 - b) the necessary information and documents that demonstrate that the resource meets all the mandatory requirements specified in Annex A of the Contract;and,
- (3) If travel is required, a proposed travel itinerary detailing all travel costs in accordance with Annex B of the Contract.

1.2.3.3.3.2 The Contractor must, within 2 hours of receiving the authorized TA (or within any longer time period as specified by the TAA or their designate) provide the TAA with a copy of the confirmed travel itinerary, demonstrating that the travel has been booked consistent with the

approved TA.

1.2.3.3.3.3 Canada will pay the Contractor, in accordance with Annex B, for urgent TAs that meet the terms of 1.2.3.3.3.1 above and have been authorized by Canada.

1.2.3.3.4 Process for Emergency Service Requests:

For emergency processes, when services are to be requested during weekends, statutory holidays, or outside of regular business hours, Emergency Service Requests (ESR) will be issued by a delegated Health Canada representative against a preapproved TA for ESRs, using the Emergency Service Request form in Appendix 2 to Annex E.

1.2.3.3.4.1 Within the time period specified in the TA for ESRs Form, the Contractor must provide the TAA who initiated the process with a signed and dated response prepared and submitted using the TA for ESR Form received from the TAA.

Whenever urgent services are required during the pre-approved TA for ESRs period, a delegated Health Canada representative will initiate the ESR process. Within two hours, the Contractor must respond to the request by providing the delegated Health Canada representative with:

- (1) the name of the proposed resource (as stated in the accepted workforce roster);
- (2) the travel itinerary; and
- (3) a completed, signed and dated response prepared and submitted using the ESR form.

For all ESRs, the Contractor should only propose the nurses who are listed on the Contractor's workforce roster of nurses and have already been evaluated and accepted by Health Canada to provide nursing services in response to one of the TAs issued under the contract; the TAA, or their delegate, may make exceptions at their discretion in which case the Contractor must provide:

- a) the resume of the proposed resource; and,
- b) the necessary information and documents that demonstrate that the resource meets all the mandatory requirements specified in Annex A of the Contract;

1.2.3.3.4.2 Canada will pay the Contractor, in accordance with Annex B, for ESRs that meet the terms of 1.2.3.3.4.1 above and have been authorized by Canada.

1.2.4 TA Authorization

The TA Authorities will authorize the TA based on:

1. the request submitted to the Contractor pursuant to paragraphs 1.2.3.1, and 1.2.3.2 above;
2. the Contractor's response received, submitted pursuant to paragraph 1.2.3.3 above; and
3. the agreed total estimated cost for performing the task or, as applicable, revised task.

The TA Authorities will authorize the TA provided each resource proposed by the Contractor for the performance of the Work required meets all the requirements specified in the Statement of Work.

1.2.5. The authorized TA will be issued to the Contractor by e-mail as an attachment in PDF format.

1.2.6 Task Authorization Limit

The Task Authorization Authorities (TAAs) may authorize individual TAs, up to a limit of \$250,000.00, applicable taxes included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the the Technical Authority and Contracting Authority before issuance.

1.2.7 Canada reserves the right to use other methods of supply to obtain the services described in Annex A of the Contract at its discretion, including but not limited to, if:

- (a) The Contractor fails to respond within the time periods specified in article 1.2.3.3 above; or
- (b) The Contractor presents a response deemed Not Fully Complied to any draft TA Form as per article 1.2.9 below; or
- (c) Canada determines that a proposed resource does not meet the minimum experience or other requirements of the Resource Category identified in the draft TA; or
- (d) The Contractor is unable to provide service in accordance with article 2.1.1.

Nothing in the Contract grants the Contractor the exclusive right to provide the Work. Canada shall at any time have the right to engage alternate or supplemental parties to perform the same or similar Work.

1.2.8 Canada reserves its right to terminate for convenience part of the Contract specified in a TA, or decrease the period of services specified in a TA to reflect the actual Work required by Canada and completed by the Contractor. Any increase to the period of service of a TA will require a TA amendment authorized and issued by the TAA in accordance with the Contract.

Canada will compensate the Contractor for TAs that have been terminated for convenience or have had their period of services reduced in accordance with Annex B.

1.2.9 Fully Complied and Non-Complied TAs

(a) Definitions:

- (i) The following definitions apply to this article:

Fully Complied TA:

A TA is considered Fully Complied when all obligations stipulated in article 1.2.3.3 and article 2.1.1 of the Contract are met, and maintained, throughout the duration of the TA.

Any TA that is terminated prior to its authorization will not be considered a Fully Complied TA.

Non Complied TA:

A TA is considered Non-Complied when the obligations stipulated in article 1.2.3.3 and article 2.1.1 of the Contract are not met, or not maintained, throughout the duration of the TA.

In addition, a TA will be considered a Non-Complied TA if:

- a) the Contractor refuses to fulfill a TA request; and,
- b) the Contractor only partially fills Canada's TA request with respect to the period of services required or the number of resources required (even if for operational purposes the TA is authorized by Canada);

Any TA that is terminated prior to its authorization will not be considered a Non Complied TA.

Contract Year:

The initial Contract Year is calculated starting on the date of Contract Award and ends twelve months later at which point the next Contract Year begins.

- (b) **Regular TA Process:** The Contractor may not be able to fully comply with every TA sent to it by Canada under article 1.2.3.3.2. However, in addition to Canada's other rights to terminate the Contract, Canada may immediately, and without further notice, terminate the Contract, in whole or in part, for default, at any point after the initial Contract Year, in accordance with the General Conditions, if the Contractor achieves a Regular Fully Complied TA% of less than 70% of all TAs issued under the Regular TA process stated at 1.2.3.3.2.

To establish the Regular Fully Complied TA %, the following formula will be used, rounded to two decimal places:

Regular Fully Complied TA % =

$$\frac{\text{Total \# of Regular TAs that are Fully Complied*}}{\text{Total \# of Regular TAs that are Fully Complied*} + \text{Total \# of Regular TAs that are Non-Complied*}}$$

* *since Contract Award*

- (c) **Urgent TA Process:** The Contractor may not be able to fully comply with every TA sent to it by Canada under article 1.2.3.3.3. However, in addition to Canada's other rights to terminate the Contract, Canada may immediately, and without further notice, terminate the Contract, in whole or in part, for default, at any point after the initial Contract Year, in accordance with the General Conditions, if the Contractor achieves an Urgent Fully Complied TA% of less than 70% of all TAs issued under the Urgent TA process stated at 1.2.3.3.3.

To establish the Urgent Fully Complied TA%, the following formula will be used, rounded to two decimal places:

Urgent Fully Complied TA% =

$$\frac{\text{Total \# of Urgent TAs that are Fully Complied*}}{\text{Total \# of Urgent TAs that are Fully Complied*} + \text{Total \# of Urgent TAs that are Non-Complied*}}$$

* *since Contract Award*

1.2.10 Minimum Work Guarantee - All the Work - Task Authorizations

1. In this clause,

"Maximum Contract Value" means the amount specified in the "Limitation of Expenditure" clause set out in the Contract; and

"Minimum Contract Value" means 5% of the Maximum Contract Value.

2. Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph 3. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the Work described in the Contract. Canada's maximum liability for Work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
3. In the event that Canada does not request Work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
4. Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

1.2.11 Periodic Usage Reports - Contracts with Task Authorizations

1.2.11.1 The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract.

1.2.11.2 The Contractor must provide this data in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

1.2.11.3 The data must be submitted on a quarterly basis to both the Technical Authority and Contracting Authority.

The quarterly periods are defined as follows:

1st quarter: April 1 to June 30;

2nd quarter: July 1 to September 30;

3rd quarter: October 1 to December 31; and

4th quarter: January 1 to March 31.

1.2.11.4 The data must be submitted to both the Technical Authority and the Contracting Authority no later than 15 calendar days after the end of the reporting period.

1.2.11.5 Reporting Requirement- Details

A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process. This record must contain:

- (a) **For each authorized task:**

- (i) the TA number appearing on the TA form;
- (ii) the total estimated cost of the task (applicable tax extra) before any revisions appearing on the TA form;
- (iii) the following information appearing on the TA form must be included for each authorized revision, starting with revision 1, then 2, etc:
 - the TA revision number;
 - the reason for the revision;
 - the date the revision to the task was authorized;
 - the authorized increase or decrease (applicable tax extra);
 - the total estimated cost of the task (applicable tax extra) after authorization of the revision;
- (iv) the total cost incurred and invoiced for the task (as last revised, as applicable), applicable tax extra;
- (v) the total applicable tax amount invoiced;
- (vi) the total amount paid, applicable tax included;
- (vii) the start and completion date of the task (as last revised, as applicable);
- (viii) whether the TA was Fully Complied or Non-Complied in accordance with 1.2.9 of the Contract; and
- (ix) any additional data, as requested by the Technical Authority or Contracting Authority.

(b) For all authorized tasks:

- (i) the sum (applicable tax extra) specified in clause 7.2 of the Contract (as last amended, as applicable);
- (ii) the total cost incurred for all authorized tasks inclusive of any revisions, applicable tax extra;
- (iii) the total cost incurred and invoiced for all authorized tasks inclusive of any revisions, applicable tax extra;
- (iv) the total applicable tax amount invoiced for all authorized tasks inclusive of any revisions;
- (v) the total amount paid for all authorized tasks inclusive of any revisions, applicable tax extra; and,
- (vi) The percentage of TAs that were Fully Complied and Non-Complied for Regular TAs in accordance with 1.2.9 of the Contract.
- (vii) The percentage of TAs that were Fully Complied and Non-Complied for Urgent TAs in accordance with 1.2.9 of the Contract.

2. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

2.1 General Conditions

2035 (2016-04-04), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

2.1.1 Article 8 of 2035 (2016-04-04), General Conditions - Higher Complexity - Services, is amended as follows:

Delete Article 8 in its entirety and replace it with the following:

Replacement of specific resources

- (a) Once a qualified resource has been accepted by Canada as a Contract Nurse to perform Work in accordance with article 1.2.3 of the Contract, the Contractor must make that resource available to complete the specified Work for the entire period as specified in the authorized Task Authorization, unless:
- (1) the TAA agrees that the named resource may be replaced (in which case, the Contract Nurse must be replaced in accordance with section (b) below) or specifies that the services provided by the Contract Nurse are no longer required; or
 - (2) the Work specified in the Task Authorization is terminated, by Canada, in accordance with the Contract; or
 - (3) The Contract Nurse is unable to due to death, sickness to the Contract Nurse or their immediate family member only, resignation, dismissal for cause, in which case the Contract Nurse must be replaced in accordance with section (b) below.

(b) Procedures for the Replacement of a Contract Nurse

- i) The Contractor must provide the TAA and the Technical Authority with a minimum of three working days' notice of its intent to replace any Contract Nurse performing Work, or that has been accepted by Canada to perform Work under an authorized Task Authorization, pursuant to the Contract unless it is unable to do so for one of the reasons stated in section (a), (3) above, in which case the Contractor must provide the maximum notice possible.
- ii) As part of the notice, the Contractor must provide a replacement plan to the TAA and the Technical Authority for approval. The Contractor's replacement plan must contain:
 - a. The name the proposed replacement Contract Nurse and information demonstrating that the qualifications and experience of the proposed replacement Contract Nurse meets all of the personnel requirements specified Annex A of the Contract;
 - b. proof that the proposed replacement Contract Nurse has the required security clearance granted by Canada;
 - c. a travel itinerary demonstrating that the replacement Contract Nurse will start Work prior to departure of the original Contract Nurse, or if the Contractor is replacing the Contract Nurse due to one of the reasons stated in section, (a), (3) above, a travel itinerary demonstrating that the replacement Contract Nurse will start Work within 24 hours (or within any longer time period if specified in writing by the TAA); and
 - d. a description of the process that the Contractor will use to familiarize the proposed replacement Contract Nurse with respect to the Work being carried out by the incumbent Contract Nurse to minimize any learning curve.
- iii) The Contractor will not be reimbursed for any costs associated with replacement of a Contract Nurse, including any costs associated with travel.

(c) Removal of a Contract Nurse at the Discretion of Canada

- i) In the event that the TA, in consultation with Health Canada nursing staff, identifies concerns that require the removal of a Contract Nurse, as detailed in article 10 of Annex A, then the TA, or their delegate, will provide the Contractor written notice of such indicating the date by which the services of the Contract Nurse must be withdrawn and specifying the reason.
- ii) Based on such notice, the Contractor must cease providing the services of that Contract Nurse on the date specified.
- iii) The Contractor must provide a competent replacement Contract Nurse within 24 hours (or within any longer time period if specified in writing by the TAA) that meets all of the personnel requirements specified Annex A of the Contract. The requirement for the Contractor to provide any replacement Contract Nurse when requested by Canada will not result in any additional costs to Canada.

(d) The Contractor must not, in any event, allow performance of the Work by unauthorized replacement resources. The Contracting Authority may order that a replacement stop performing the Work. In such a case, the Contractor must immediately comply with the order and secure a further replacement in accordance with section (b) above. The fact that the Contracting Authority does not order that a replacement stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

2.1.2 Article 24 of 2035 (2016-04-04), General Conditions - Higher Complexity - Services, is amended as follows:

Delete Article 24 in its entirety and replace it with the following:

- 1. The Contractor must indemnify, save harmless and defend (if requested by the Attorney General of Canada) Her Majesty the Queen in Right of Canada, any minister and their servants and agents from and against all claims, demands, liabilities, losses, damages, costs, expenses, legal fees and disbursements, actions and other proceedings, made, sustained, brought, prosecuted, threatened to be brought or prosecuted, in any manner based upon, occasioned by or attributable to any injury to or death of a person or damage to or loss of property arising from or related to any wilful or negligent act, omission or delay on the part of the Contractor, the Contractor's servants, agents or subcontractors in performing the Work or as a result of or in any way related to the Work.
- 2. The Contractor's liability to indemnify or reimburse Her Majesty the Queen in Right of Canada under the Contract must not affect or prejudice Her Majesty the Queen in Right of Canada from exercising any other rights under law.
- 3. The Contractor agrees that Her Majesty the Queen in Right of Canada is not and will not be liable for, and agrees to protect and indemnify Her Majesty the Queen in Right of Canada with respect to, any injury or damage (including death) to the Contractor or to the person of any officer, servant or agent of the Contractor or for the loss of or damage to the property of the Contractor or its officers, servants or agents in any manner based upon, occasioned by or in any way related to the performance of the Work unless the injury, loss or damage is caused by the negligence of an officer, servant or agent of Her Majesty the Queen in Right of Canada while acting within the scope of his or her employment.

2.1.3 Article 30 of 2035 (2016-04-04), General Conditions - Higher Complexity - Services, is amended as follows:

Add:

5. Subsection 2 does not apply to Task Authorizations which are terminated for convenience. Canada will compensate the Contractor for TAs that have been terminated for convenience in accordance with article 4 of Annex B.

2.2 Supplemental General Conditions

4008 (2008-12-12), Personal Information, apply to and form part of the Contract.

3. Security Requirements

3.1 The following security requirements apply and form part of the Contract.

- i). The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- ii). The Contractor personnel requiring access to PROTECTED information, assets or sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC.
- iv). The Contractor MUST NOT remove any PROTECTED information or assets from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
- v). Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
- vi). The Contractor must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
 - (b) Industrial Security Manual (Latest Edition).

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is from date of Contract award to *[Note: the initial contract period will be for a period of three years. The Contract end date will be inserted at Contract award.]* inclusive.

4.2 Option to Extend the Contract

- i. The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 2 additional one-year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 30 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

- ii. **Transition Period:** The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that Canada, at its discretion, may require a transition period at the end of the Contract. The Contractor grants Canada the irrevocable

option to extend the Contract by a period of up to 6 months under the same conditions to ensure the required transition. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

The Contracting Authority will advise the Contractor of the extension by sending a written notice to the Contractor at least 30 calendar days before the Contract expiry date. The extension will be evidenced for administrative purposes only, through a contract amendment.

5. Delivery Points

Delivery of the requirement will be made at the Locations of Work specified at Annex "A" of the Contract.

6. Authorities

6.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Jeremy Chapple
Title: Supply Team Leader
Public Works and Government Services Canada
Acquisitions Program
Directorate: Special Procurement Initiatives Directorate
Address: 11 Laurier Street, Gatineau, Quebec, K1A 0S5

Telephone: 819-420-2226

E-mail address: TPSGC.PADGASIPN-APPBFNNS.PWGSC@tpsgc-pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform Work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

6.2 Technical Authority

The Technical Authority for the Contract is:

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____-____-_____
Facsimile: ____-____-_____
E-mail address: _____

The Technical Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority; however, the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

6.3 Task Authorization Authorities (TAAs)

The TAAs (identified by position) for the Contract are:

The Manager (or acting Manager)
Nurse Relief Coordination Unit
First Nations and Inuit Health Branch
Health Canada

and

The Supervisor (or acting Supervisor)
Nurse Relief Coordination Unit
First Nations and Inuit Health Branch
Health Canada

The Task Authorization Authorities are responsible for the issuance and management of all Task Authorization Requests under this Contract. Only one TA Authority is required to issue any individual Task Authorization provided that the total TA value does not exceed the financial limitation specified in article 1.2.6 of the Contract. However, the Technical Authority is responsible for all other matters related to the TAs, including vendor performance and acceptance of Work.

6.4 Aboriginal Participation Component (APC) Authority

The APC Authority for the Contract is:

Name: _____
Title: _____
Organization: Indigenous & Northern Affairs Canada
Address: _____

Telephone: ____ - ____ - ____
Facsimile: ____ - ____ - ____
E-mail address: _____

The APC Authority (or their delegated representative), as designated by Indigenous & Northern Affairs Canada (INAC) is the person who is responsible for issues relating to the APC requirements under this Contract.

6.5 Contractor's Representative

The Contractor's Representative for the Contract is:

Name: _____
Title: _____
Organization: _____
Address: _____
Telephone: ____ - ____ - ____
Facsimile: ____ - ____ - ____
E-mail address: _____

The Contractor's Representative has the authority to deal with Canada on behalf of the Contractor in regard to all matters related to this contract.

7. Payment

7.1 Basis of Payment – Limitation of Expenditure - Task Authorizations

- 7.1.1 The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work specified in the authorized Task Authorization (TA), as determined in accordance with the Basis of Payment in Annex B, to the limitation of expenditure specified in the authorized TA.
- 7.1.2 Canada's liability to the Contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA. Customs duties are included and applicable taxes are extra.
- 7.1.3 No increase in the liability of Canada or in the price of the Work specified in the authorized TA resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

7.2 Limitation of Expenditure - Cumulative Total of all Task Authorizations

- 7.2.1 Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, and excluding the Performance Incentive Fees, must not exceed the sum of \$ _____. *[Note: the amount will be identified by Canada in the resulting contract].* Customs duties are included and Applicable Taxes are extra.
- 7.2.2 No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
- 7.2.3 The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
- a. when it is 75 percent committed, or
 - b. 4 months before the contract expiry date, or
 - c. as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.
- 7.2.4 If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.3 Limitation of Expenditure for the Performance Incentive Fee

Canada's total liability under this Contract for the Performance Incentive Fee (PIF) must not exceed the amounts shown in article 8 of Annex B, applicable taxes extra.

No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.

7.4 Competitive Award

The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.

7.5 Professional Service Rates

In Canada's experience, Bidders from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada the benefit of the awarded contract. If the Contractor refuses, or is unable, to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Policy (or equivalent) then in effect, which may include prohibiting the Contractor from bidding on future requirements that include any professional services, or rejecting the Contractor's other bids for professional services requirements on the basis that the Contractor's performance on this or other contracts is sufficiently poor to jeopardize the successful completion of other requirements.

7.6 Method of Payment – Authorized TA

One of the following methods will form part of the authorized TA:

i) Single Payment

For Work specified in an authorized TA subject to a limitation of expenditure with a TA period of service that does not exceed 30 calendar days, Canada will pay the Contractor upon completion and delivery of the Work in arrears, up to the limitation of expenditure of the TA, for actual time worked in accordance with the firm all-inclusive hourly rates set out in Annex B, Basis of Payment if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada; and
- c. the Work delivered has been accepted by Canada.

ii) Monthly Payment

For the Work specified in an authorized TA subject to a limitation of expenditure with a TA period of service exceeding 30 calendar days, Canada will pay the Contractor on a monthly basis for Work performed during the month covered by the invoice in arrears, up to the limitation of expenditure of the TA, for actual time worked in accordance with the firm all-inclusive hourly rates set out in Annex B, Basis of Payment if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada; and,
- c. the Work performed has been accepted by Canada.

7.7 Performance Incentive Fee – Single Payment

Canada will pay the Contractor a Performance Incentive Fee in accordance with Annex G if:

- a. The Contractor's Annual Performance Score is greater than, or equal to, 80;
- b. The PIF has been approved by the Performance Review Board;
- c. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract; and,
- d. all such documents have been verified by Canada;

7.8 SACC Manual Clauses

SACC Manual clause A9117C (2007-11-30), T1204 - Direct Request by Customer Department
SACC Manual clause C0305C (2014-06-26), Cost Submission Limitation of Expenditure or Ceiling Price
SACC Manual clause C2000C (2007-11-30), Taxes – Foreign –based Contractor applies *[if applicable]*

7.9 Discretionary Audit

SACC Manual clause C0705C (2010-01-11), Discretionary Audit

7.10 Payment Credits

(i) Failure to Provide a Replacement Contract Nurse:

- (A) If the Contractor does not provide a replacement Contract Nurse within the timelines as stipulated in article 2.1.1 of the Contract, the Contractor must credit to Canada an amount equal to 50% of the firm Regular Hourly Rate of the required Contract Nurse for each day (or partial day) of delay (up to a maximum of 8 hours per workday) in providing the Contract Nurse, up to a maximum of 10 days total.
- (B) In addition to 7.10 (i), (A) above, in the event that Canada must relocate a Health Canada nurse, or an alternate Contract Nurse, to backfill a position that the Contractor has not provided a replacement Contract Nurse in accordance with article 2.1.1 of the Contract, then the Contractor must provide a fee credit to Canada that is equal to the cost of all transportation associated with the temporary relocation of the Health Canada nurse (or an alternate Contract Nurse) to that Location of Work. Canada will provide the Contractor with copies of receipts demonstrating the costs incurred by Canada for temporary relocation of the Health Canada nurse or an alternate Contract Nurse for any fee credits claimed under this clause.

(ii) **Aboriginal Participation Component:** In accordance with Annex F of the Contract, if the total value of Contractor's APC Transactions for any Contract Year does not meet the Minimum Annual APC Transaction Value, the Contractor must provide a credit to Canada as calculated in Annex F.

(iii) **Credits Apply during Entire Contract Period:** The Parties agree that the credits apply throughout the Term of the Contract.

(iv) **Credits represent Liquidated Damages:** The Parties agree that the credits are liquidated damages and represent their best pre-estimate of the loss to Canada in the event of the applicable failure. No credit is intended to be, nor will it be construed as, a penalty.

(v) **Canada's Right to Obtain Payment:** The Parties agree that these credits are a liquidated debt. To collect the credits, Canada has the right to hold back, draw back, deduct or set off from and against any money Canada owes to the Contractor from time to time.

- (vi) **Canada's Rights & Remedies not Limited:** The Parties agree that nothing in this Article limits any other rights or remedies to which Canada is entitled under the Contract (including the right to terminate the Contract for default) or under the law generally.
- (vii) **Audit Rights:** The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.

7.11 Electronic Payment of Invoices – Contract

The Contractor accepts to be paid using Direct Deposit (Domestic and International);
[This clause will be removed from any resulting contract if not applicable].

8. Invoicing Instructions

- 8.1 The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all Work identified in the invoice is completed.

The Contractor is requested to use Appendix K to Annex A, Invoice Template, when submitting invoices.

Each invoice must be supported by:

- a. a copy of time sheets including call-back forms and overtime authorization forms (if applicable) and any other documents as specified in the Contract, to support the time claimed; and,
- b. a copy of the invoices, receipts, vouchers all travel and living expenses.

- 8.2 Invoices must be distributed as follows:

- a. One electronic copy must be forwarded to the following generic address:
P2P.West.Invoices-Factures.Quest@hc-sc.gc.ca; *[Note: For Alberta, and Manitoba Regions Only]*

OR

P2P.East.Invoices-Factures.Est@hc-sc.gc.ca *[Note: For Ontario, and Quebec Regions Only]*

- b. One electronic copy must be forwarded to the Technical Authority identified under the section entitled "Authorities" of the Contract for certification and payment at the following generic email address: agencynurseservices_servicedinfirmieresdagences@hc-sc.gc.ca; and
- c. One electronic copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract at the following generic email address: TPSGC.PADGASIPN-APPBFNNS.PWGSC@tpsgc-pwgsc.gc.ca.

8.3 If Canada disputes an item on an invoice for any reason, the invoice will be returned to the Contractor. The invoice will only be considered to have been received for the purposes of Section 17 of General Conditions 2035 (interest on Overdue Accounts) once the item in dispute is resolved.

9. Certifications and Additional Information

9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

9.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

9.3 SACC Manual Clauses

SACC Manual clause A3060C (2008-05-12), Canadian Content Certification.

10. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario. **[Note: This clause will be modified to reflect the province or territory listed in the winning bid].**

11. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the supplemental general conditions 4008 (2008-12-12), Personal Information;
- (c) the general conditions 2035 (2016-04-04), General Conditions - Higher Complexity - Services;
- (d) Annex A, Statement of Work, including appendices;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) Annex D, Insurance Requirements;

- (h) Annex F, Aboriginal Participation Component
- (i) Annex G, Performance Measurement Framework
- (j) the signed Task Authorizations (including all of its annexes, if any); and,
- (k) the Contractor's bid dated ____, as clarified on ____ and, as amended on _____. *[Note: The Contractor's bid date will be completed with the information provided in its bid.]*

12. Foreign Nationals

SACC Manual clause A2000C (2006-06-16), Foreign Nationals (Canadian Contractor)

OR

SACC Manual clause A2001C (2006-06-16), Foreign Nationals (Foreign Contractor)

13. Insurance Requirements

The Contractor must comply with the insurance requirements specified in Annex D. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within 10 working days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

14. Aboriginal Participation Component

The Contractor must comply with the Aboriginal Participation Component as detailed in Annex F.

15. Professional Services - General

The Contractor must provide professional services on request as specified in this Contract. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, and language proficiency and security clearance) and must be competent to provide the required services within any dates described in a TA.

16. Safeguarding Electronic Media

- (a) Before using them on Canada's equipment or sending them to Canada, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.
- (b) If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately replace it at its own expense.

17. Representations and Warranties

The Contractor made statements regarding its own and its proposed resources' experience and expertise in its bid that resulted in the award of the Contract and the issuance of TAs. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract and adding Work to it through TAs. The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

18. Specific Person(s)

The Contractor must provide the services of the following person(s) to perform the Work as stated in the Contract:

[Note: The Contractor's Nursing Coordinator will be listed below]

1. Nursing Coordinator - *TBD*
2. Backup Nursing Coordinator – *TBD*

19. Identification Protocol Responsibilities

The Contractor will be responsible for ensuring that each of its agents, representatives or subcontractors (hereinafter referred to as Contractor Representatives) complies with the following self-identification requirements:

- (a) Contractor Representatives who attend a Government of Canada meeting (whether internal or external to Canada's offices) must identify if an individual is not a permanent employee of the Contractor prior to the commencement of the meeting, to ensure that each meeting participant is aware of the fact that the individual is not a Contractor permanent employee.
- (b) During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative.
- (c) If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under "Properties." This identification protocol must also be used in all other correspondence, communication, and documentation.
- (d) If Canada determines that the Contractor is in breach of any obligation stated in this article, upon written notice from Canada the Contractor must submit a written action plan in accordance with article 20 of the Contract.
- (e) In addition to any other rights it has under the Contract, Canada may terminate the Contract for default if the corrective measures required of the Contractor described above are not met.

20. Remedial Measures

If the Contractor:

- i) Fails to deliver any deliverable; or
- ii) Fails to meet its obligations as detailed in the Contract; or
- iii) Has credits that are payable under article 7.10;

then in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency and request that the Contractor submit a written action plan describing measures it will implement or actions it will undertake to eliminate the recurrence of the problem. If a written action plan is requested by Canada the Contractor must, within ten working days (or a longer period as indicated by the Contracting Authority), deliver the action plan to the Technical Authority and the Contracting Authority for review and approval. Once the action plan has been approved by both the Technical Authority and the Contracting Authority, the Contractor will have 40 working days to rectify the underlying problem. The Contractor must prepare and implement the action plan at its own expense.

21. Dispute Resolution

- (a) If a dispute arises out of, or in connection with this Contract, the parties agree to meet in the National Capital Region (unless the Parties agree otherwise in writing) within 60 calendar days (or an within an alternate timeframe as agreed to in writing by both parties) at their own expense to pursue resolution through negotiation or other appropriate dispute resolution process acceptable to both parties, before resorting to litigation. All information exchanged during this meeting or any subsequent dispute resolution process, must be regarded as "without prejudice" communications for the purpose of settlement negotiations and must be treated as confidential by the parties and their representatives, unless otherwise required by law. However, evidence that is independently admissible or discoverable will not be rendered inadmissible or non-discoverable by virtue of its use during the dispute resolution process.
- (b) This clause Dispute Resolution will not affect any of Canada's rights of cancellation or termination contained in this Contract.

22. Backup Procurement Instruments

The Contractor acknowledges and agrees that the Contractor must not act or propose to act, as a Contractor itself, member of a Joint-venture or subcontractor to any third party submitting a bid, in relation to any procurement instrument issued to backup the scope of work described in Annex A, to the Region defined in the Contract, during the period of performance of the Contract including any exercised option periods.

23. Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

[Note: The Proactive Disclosure of Contracts with Former Public Servants will be removed from the resulting contract if the winning Bidder is not a Former Public Servant]

24. Joint Venture Contractor

[Note: This Article will be deleted if the Bidder awarded the Contract is not a joint venture. If the Contractor is a joint venture, this clause will be completed with information provided in the bid.]

- (a) The Contractor confirms that the name of the joint venture is _____ and that it is comprised of the following members: [list all the joint venture members named in the Contractor's original bid].

- (b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:
- (i) _____ has been appointed as the “representative member” of the joint venture Contractor and has full authority to act as agent for each member regarding all matters relating to this Contract;
 - (ii) by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
 - (iii) all payments made by Canada to the representative member will act as a release from all the members.
- (c) All the members agree that Canada may terminate the Contract for default in its discretion if there is a dispute among the members that, in Canada’s opinion, affects the performance of the Work in any way.
- (d) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.
- (e) The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the provisions of the General Conditions.
- (f) The Contractor acknowledges that all security requirements in the Contract apply to each member of the joint venture Contractor.
- (g) To witness their agreement with the terms and conditions of this Contract, Canada and the Contractor (by its agent, the Representative Member of the joint venture Contractor) have signed the cover page of this Contract. To witness that each member of the joint venture Contractor is a Party to this Contract and is jointly and severally and solidarily liable for the performance of all the Work, each member of the joint venture Contractor, including the Representative Member, has signed below.

[Insert Full Legal Name of Representative Member]

By its Authorized Signatory, _____

Print Name of Authorized Signatory: _____

Print Title of Authorized Signatory: _____

[Insert Full Legal Name of Second Member]

By its Authorized Signatory, _____

Print Name of Authorized Signatory: _____

Print Title of Authorized Signatory: _____

[Note: Please add additional joint venture member information (ex. Third member, Fourth member), if appropriate.]

Solicitation No. - N° de l'invitation
HT426-17-2611/C
Client Ref. No. - N° de réf. du client
HT426-17-2611

Amd. No. - N° de la modif.
File No. - N° du dossier
005xf. HT426-17-2611

Buyer ID - Id de l'acheteur
005xf
CCC No./N° CCC - FMS No./N° VME

25. Additional Clauses

SACC Manual Clause A9068C (2010-01-11), Government Site Regulations