



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving
PWGSC
33 City Centre Drive
Suite 480C
Mississauga
Ontario
L5B 2N5
Bid Fax: (905) 615-2095**

**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

**Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution
Public Works and Government Services Canada
Ontario Region
33 City Centre Drive
Suite 480
Mississauga
Ontario
L5B 2N5

Title - Sujet Medical Services – GTA	
Solicitation No. - N° de l'invitation 47419-196403/A	Amendment No. - N° modif. 004
Client Reference No. - N° de référence du client 47419-196403	Date 2018-03-12
GETS Reference No. - N° de référence de SEAG PW-\$TOR-024-7492	
File No. - N° de dossier TOR-7-40127 (024)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-03-21	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
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: Brewster, Shannon	Buyer Id - Id de l'acheteur tor024
Telephone No. - N° de téléphone (905) 615-2028 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	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

SOLICITATION AMENDMENT No. 004

This solicitation amendment No. 004 is raised to:

- 1) Publish questions and answers that have been received in relation to this solicitation.

- 1) The following Questions and Answers have been provided:

QUESTION 1:

"Please refer to page 11, Part 3, 3.4 Section III: Certifications (a), which states that "it is a requirement that bidders submit the certifications identified under Part 5 including Attachment 3.1...". Also, please refer to page 12, Attachment 3.1, TBS 330-23 Form – Personnel Screening Consent and Authorization form. Please confirm that bidders are required to submit this form for all 10 resources and the account manager after contract award."

ANSWER 1:

As per the solicitation, Bidders are required to submit the completed 330-23 forms for each of their proposed resources.

QUESTION 2:

"Please refer to page 21, Part 4, Attachment 4.1 – Bid Evaluation Criteria, 1.0 Mandatory Technical Criteria, Certified Copy definition. Would the Crown please confirm that for a certification or license to qualify as a certified copy, the bidder must provide the certification/license along with a signature block that contains the name, title, contact information, and signature of a person designated in the certified copy list."

ANSWER 2:

The Crown is confirming that the Bidder must provide the certification/license along with a signature block that contains the name, title, contact information, and signature of a person designated in the certified copy list.

QUESTION 3:

"Please refer to page 22, Part 4, Attachment 4.1 – Bid Evaluation Criteria, 1.1 Mandatory Technical Criteria – Corporate, M1 which requires that "the Bidder must demonstrate that they have completed at least one (1) contract...". Please confirm that the Crown allow bidders to use contracts where the initial period has been completed, but the exercised option periods are still ongoing."

ANSWER 3:

The Crown will allow Bidders to use ongoing contracts as long as the contract duration is a minimum of 1 year, as per the solicitation.

QUESTION 4:

"Please refer page 59, Annex A – Statement of Work, 10. Language of Work which requires proficiency in both French and English. Further please refer to 10.1, 10.2 and 10.3 which require English only. Additionally, please refer to page 31, Part 5, 5.3 Additional Certifications Precedent to Contract Award, (d) Certification of Language – English Essential. Please confirm that the Contractor as well as all medical services and account management personnel must be fluent in English only."

ANSWER 4:

This question has been addressed through solicitation amendment 002.

QUESTION 5:

"Please refer to page 58, Annex A – Statement of Work, 9.9, Lunch Breaks and Rest Periods. The bidder feels that it can provide quality care while providing a quality employment environment and conditions for its staff, particularly during a 12 hour shift. Additional costs will be incurred in order to enforce this requirement on employees. The bidder recommends that employees be flexible to take lunch breaks and allow them to leave the building and be available by phone should an emergency arise."

ANSWER 5:

Article 9.9 of Annex A will remain the same as it's an operational requirement.

QUESTION 6:

"Please refer to page 76, Annex E, Cost Recovery – Surcharges. The bidder feels that the costs of ensuring there are zero gaps at any time during the course of the contract coupled with the proposed surcharges will result in additional costs that will form part of the cost proposal. The bidder also believes that the benefits would not outweigh the additional cost of incorporating these penalty risks into the pricing. The bidder would like to recommend removing the deduction entirely OR replace with an alternative arrangement whereby the contractor will not be able to bill to the client for any hours not worked by its resources."

ANSWER 6:

At this time, Annex E, Cost Recovery – Surcharges will remain the same.

QUESTION 7:

"Throughout the RFP, there are various additional costs associated with this program such as but not limited to electronic medical records set-up and maintenance, equipment and supplies, account management etc. the bidder recommends these items be clearly identified separately in a comprehensive list as part of the Basis of Payment as these are fixed costs that would not fit well with any type of cost recovery clause for hourly rates of staff. Will CBSA consider adding a line item to Annex B – Basis of Payment to allow a monthly management fee in order to capture these additional costs?"

ANSWER 7:

Annex B – Basis of Payment will remain the same. Any additional line items will be rejected and not considered as part of their proposal.

QUESTION 8:

"Please refer to page 26, Part 4, Attachment 4.1 – Bid Evaluation Criteria, 2.0 Point Rated Technical Criteria, 2.1 Corporate Experience, R1, iv. Duration of the Contract states that in order to garner maximum points for this criteria the contract submitted needs to be a 10 year completed contract. Of note, there are very few health services 10 year contracts issued by the Government of Canada. Of particular note, the current contract with CBSA is for an initial 1 year with two 6 month option periods (max total 2 years) and the new contract is for 3 years with two 1 year options (max total 5 years). The point schema is not representative of the current or future operational requirements of CBSA. To ensure that the criterion is aligned with current operational requirements of the contract, and to ensure fairness in the bidding process, this should be changed to the appropriate point allocation for a contract of this nature (e.g. 4 points per year up to a maximum of 20 points). The bidder respectfully requests that the criteria be changed to 5 year experience in order to garner max points."

ANSWER 8:

A revision to Attachment 4.1 – Bid Evaluation Criteria, 2.0 Point Rated Technical Criteria, 2.1 Corporate Experience, R1, to address the above question will be seen through solicitation amendment 005.

QUESTION 9:

"Please refer to page 34, Part 6 – Security Financial and Other Requirements, and page 35, Part 7 – Resulting Contract Clauses, 7.3 Security Requirement, which requires candidates to have a reliability

status granted by CISD, PWGSC. However, as this requirement is for CBSA and page 12, Attachment 3.1 TBS 300-23 Form requires candidates to have a CBSA clearance, would the Crown please confirm that candidates with CBSA reliability will be deemed compliant."

ANSWER 9:

As per the solicitation, Part 6, Article 6.1, the security requirement granted by CISD, PWGSGC must be held at bid closing. The Attachment at 3.1 should be filled out and submitted with bid, however, the proposed candidate does not need to hold a CBSA clearance at bid closing. The successful candidate(s) will be required to obtain a CBSA clearance, as per the solicitation, prior to Contract award. Therefore, proposed candidates that hold a CBSA reliability clearance only at bid closing will be deemed non-compliant for not meeting the security clearance outlined in the solicitation.

QUESTION 10:

"We would like to request that the bid closing date be extended."

ANSWER 10:

An extension to the bid closing date has been granted through solicitation amendment 003.

QUESTION 11:

"Please refer to page 21, Attachment 4.1, Primary Health Care Facility, that is defined as "includes but not limited to a CBSA-administered Immigration Holding Centre (IHC), hospital, family practice, urgent care clinic, long-term care facility, Canadian Armed Forces (CAF) Health Services Unit or adult day care facility." Would the Crown accept a psychologist's private practice as a primary health care facility?"

ANSWER 11:

The Crown will accept a psychologist's private practice as a primary health care facility.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.