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33 City Centre Drive  
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Mississauga  
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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

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| <b>Title - Sujet</b><br>Medical Services – GTA   |  |
| <b>Solicitation No. - N° de l'invitation</b><br>47419-196403/A   | <b>Amendment No. - N° modif.</b><br>005      |
| <b>Client Reference No. - N° de référence du client</b><br>47419-196403  | <b>Date</b><br>2018-03-19                    |
| <b>GETS Reference No. - N° de référence de SEAG</b><br>PW-\$TOR-024-7492   |  |
| <b>File No. - N° de dossier</b><br>TOR-7-40127 (024)   | <b>CCC No./N° CCC - FMS No./N° VME</b>       |
| <b>Solicitation Closes - L'invitation prend fin</b><br><b>at - à 02:00 PM</b><br><b>on - le 2018-03-21</b>   |  |
| <b>Time Zone</b><br><b>Fuseau horaire</b><br>Eastern Daylight Saving<br>Time EDT   |  |
| <b>F.O.B. - F.A.B.</b><br><b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/> |  |
| <b>Address Enquiries to: - Adresser toutes questions à:</b><br>Brewster, Shannon   | <b>Buyer Id - Id de l'acheteur</b><br>tor024 |
| <b>Telephone No. - N° de téléphone</b><br>(905) 615-2028 ( )   | <b>FAX No. - N° de FAX</b><br>( ) -          |
| <b>Destination - of Goods, Services, and Construction:</b><br><b>Destination - des biens, services et construction:</b>  |  |

**Instructions: See Herein**

**Instructions: Voir aux présentes**

|  |  |
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| <b>Delivery Required - Livraison exigée</b>  | <b>Delivery Offered - Livraison proposée</b> |
| <b>Vendor/Firm Name and Address</b><br><b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>   |  |
| <b>Telephone No. - N° de téléphone</b><br><b>Facsimile No. - N° de télécopieur</b>   |  |
| <b>Name and title of person authorized to sign on behalf of Vendor/Firm</b><br><b>(type or print)</b><br><b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b><br><b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b> |  |
| <b>Signature</b>   | <b>Date</b>                                  |

## SOLICITATION AMENDMENT No. 005

This solicitation amendment No. 005 is raised to:

- 1) Publish questions and answers that have been received in relation to this solicitation during the mandatory site visit;
- 2) Publish questions and answers that have been received in relation to this solicitation; and
- 3) Amend the solicitation.

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

### QUESTION 1:

*"Can CBSA outline what the IT requirements will be with regards to the Electronic Management Records software? What would be considered sufficient for this requirement?."*

### ANSWER 1:

The contractor is responsible for the management of the CBSA client files, therefore it is the contractor's responsibility to ensure the medical records are safe guarded in accordance with the Privacy act for medical records.

### QUESTION 2:

*"Could CBSA provide clarification as to whether they require the Bidder to submit the proposed draft Transition Plan and draft Medical Issues and Infectious Disease plan, which has been outlined in Annex A, with their submission?"*

### ANSWER 2:

Bidders are not required to submit their proposed draft Transition Plan and draft Medical Issues and Infectious Disease plan with their submission. As per the solicitation, Annex A, article 8.2, the Transition Plan will be finalized at the contract award kick-off meeting which will take place one week after contract award. Also outlined in the solicitation, the winning bidder will have 30 days to finalize the Medical Issues and Infectious Disease plan, from contract award.

### QUESTION 3:

*"How much communication/updates on clients will the CBSA staff required from the medical resources?"*

### ANSWER 3:

There is no set amount associated to communicating and providing updates to the CBSA. The CBSA staff requires updates/status on clients as and when requested.

- 2) The following Question and Answer has been provided

### QUESTION 1:

*"Please refer to page 23, Part 4, Attachment 4.1 – Bid Evaluation Criteria, 1.2 Mandatory Technical Criteria – Resource, 1.2.1 Physician, M2, which requires resources to "have a minimum of five (5) years of experience". Additionally, please refer to page 26, Part 4, Attachment 4.1 – Bid Evaluation Criteria, 2.0 Point Rated Technical Criteria, 2.2 Physician, R1 which states that the Bidder should demonstrate physician experience "5 points for each additional year of experience, over and above M2, Article 1.2.1, up to a maximum of 75 points per resources. For the purposes of this rated criterion, experience within the last 20 years will be evaluated".*

*This means that for a Physician to gain full points on R1, the resource must demonstrate 20 years of experience in the last 20 years. Due to personal leave and time off between projects, the Bidder*

*respectfully request that the requirement change to 10 years of experience over and above M1 for a total experience of 15 years or more for full points."*

**ANSWER 1:**

This change has been accepted and can be see through solicitation amendment 005.

3) Solicitation Amendments:

3a) At Part 4, of the solicitation, "**Evaluation Procedures and Basis of Selection**",

**Delete:** Article 4.4(a)(iii), in its entirety, and

**Insert:** obtain the required minimum of 444 points (60%) overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 740 points.

3b) At Attachment 4.1, of the solicitation, "**Bid Evaluation Criteria**",

**Delete:** Article 2.0, Point-Rated Technical Criteria, in its entirety, and

**Insert:** Article 2.0, Point-Rated Technical Criteria (Revision 1); see below

3c) At Part 6, of the solicitation, "**Security, Financial and Other Requirement**",

**Delete:** Article 6.1, Security Requirement, in its entirety, and

**Insert:** **Security Requirement**

(a) Before award of a contract, the following conditions must be met:

(i) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;

(ii) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;

(ii) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.

(b) 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.

(c) For additional information on security requirements, Bidders should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

(d) In the case of a joint venture Bidder, each member of the joint venture must meet the security requirements.

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

## 2.0 Point-Rated Technical Criteria (Revision 1)

The criteria contained herein will be used to evaluate each proposal that has met all of the mandatory criteria.

Only those proposals which are responsive (compliant) with all of the mandatory criteria and then achieve (or exceed) the stated minimum points required for the point rated technical criteria section (which is equivalent to **444** points, or 60%, of the total points available) will be further considered for award of a contract. Proposals not meeting the minimum points required will be deemed non-responsive.

For criteria based on 'each year' or 'number of years' of experience, points will only be allocated for each full year of experience listed. A full year consists of twelve (12) months. For example, a resource with thirteen (13) months of experience would only be eligible for the point value for a single (1) year

### 2.1 Corporate Experience

| #  | Rated Criteria  | Max Points | Proposal Page # |
|----|---|------------|-----------------|
| R1 | <p>Further to M1, Article 1.1, the contract example submitted by the Bidder will be point-rated using the following breakdown.</p> <p><b>i. Number of hours covered per day in a 24 hour period:</b></p> <ul style="list-style-type: none"> <li>1 to 12 hour(s) covered per day = 5 points</li> <li>13 to 16 hours covered per day = 10 points</li> <li>17 to 20 hours covered per day = 15 points</li> <li>21 or more hours covered per day = 20 points</li> </ul> <p><b>Note:</b> The Bidder should provide the number of hours covered by their licensed or registered medical staff per day in a 24 hour period. Points will be awarded based on the total number of hours covered during a one day (24 hour period), and not by the number of medical services provided.</p> <p>Examples of how this will be evaluated are as follows:</p> <p><u>Example 1</u> - In one day (24 hour period), 1 nurse works 7am to 3pm, a 2<sup>nd</sup> nurse works 3pm to 11pm, a 3<sup>rd</sup> nurse works 11pm to 7am, and a physician works 9am to 3pm. This would count as 24 hours of coverage during the 24 hour period.</p> <p><u>Example 2</u> - In one day (24 hour period), 1 nurse works 12am to 12pm, a 2<sup>nd</sup> nurse works 12pm to 12am. This would count as 24 hours of coverage during the 24 hour period.</p> <p><u>Example 3</u> – In one day (24 hour period), 5 nurses work 12am to 12pm. This would count as 12 hours of coverage.</p> <p><u>Example 4</u> - In one day (24 hour period), 1 nurse works 7am to 3pm, 2 nurses work 3pm to 11pm, and a physician works 9am to 3pm. This would count as 16 hours of coverage during the 24 hour period.</p> | 20         |                 |

|                                  |   |            |  |
|----------------------------------|---|------------|--|
|                                  | <b>ii. Resource Categories used under the contract:</b> <ol style="list-style-type: none"> <li>Psychologist: <ul style="list-style-type: none"> <li>Yes = 10 points</li> <li>No = 0 points</li> </ul> </li> <li>Psychiatrist: <ul style="list-style-type: none"> <li>Yes = 10 points</li> <li>No = 0 points</li> </ul> </li> </ol>  | <b>20</b>  |  |
|                                  | <b>iii. Number of resources used to fulfill the following categories:</b> <ol style="list-style-type: none"> <li>Nurse: <ul style="list-style-type: none"> <li>1 to 4 nurse(s) = 5 points</li> <li>5 to 7 nurses = 8 points</li> <li>8 to 11 nurses = 10 points</li> <li>12+ nurses = 12 points</li> </ul> </li> <li>Physician: <ul style="list-style-type: none"> <li>1 doctor = 5 points</li> <li>2 doctors = 8 points</li> <li>3+ doctors = 10 points</li> </ul> </li> <li>Psychologist: <ul style="list-style-type: none"> <li>1 psychologist = 5 points</li> <li>2 psychologists = 8 points</li> <li>3+ psychologists = 10 points</li> </ul> </li> <li>Psychiatrist: <ul style="list-style-type: none"> <li>1 psychiatrist = 5 points</li> <li>2 psychiatrists = 8 points</li> <li>3+ psychiatrists = 10 points</li> </ul> </li> </ol> | <b>42</b>  |  |
|                                  | <b>iv. Duration of the contract</b> <ul style="list-style-type: none"> <li>5 points per year up to a maximum of 20 points</li> </ul>  | <b>20</b>  |  |
| <b>R2</b>                        | <p>The Bidder should demonstrate that they have been in operation as an organization (including, but not limited to, a business, corporation, agency, or independent medical professional), over and above the mandatory requirement outlined in M2, Article 1.1.</p> <ul style="list-style-type: none"> <li>2 points for each additional year, over and above M2, Article 1.1 up to a maximum of 16 points</li> </ul> <p>To demonstrate compliance, the Bidder should provide a copy of the articles of incorporation or their procurement business number or their registered HST number.</p>   | <b>16</b>  |  |
| <b>Maximum Available Points:</b> |   | <b>118</b> |  |

## 2.2 Physician

The Bidder should demonstrate that each of the proposed Physicians have the following experience (total of two (2) resources):

| #   | Rated Criteria   | Max Points Per Resource | Proposal Page # |
|---|--|-------------------------|-----------------|
| R1  | <p>The Bidder should demonstrate that each of the 2 proposed resources have experience as a physician in a family practice, hospital, emergency medical, or clinic performing the following tasks, over and above the mandatory requirement outlined in M2, Article 1.2.1.</p> <ul style="list-style-type: none"> <li>5 points for each additional year of experience*, over and above M2, Article 1.2.1, up to a maximum of 50 points per resource.</li> </ul> <p>*For the purposes of this rated criterion, experience within the last 15 years will be evaluated.</p> | 50                      |                 |
| R2  | <p>The Bidder should demonstrate that each of the 2 proposed resources are currently registered with Medavie BlueCross as an eligible Interim Federal Health Program service provider.</p> <p><a href="https://ifhp-pfsi.medavie.bluecross.ca/en/search-ifhp-providers/">https://ifhp-pfsi.medavie.bluecross.ca/en/search-ifhp-providers/</a></p> <ul style="list-style-type: none"> <li>Yes = 10 points</li> <li>No = 0 points</li> </ul>   | 10                      |                 |
| <b>Maximum Available Points per Resource:</b> |  | 60                      |                 |

### 2.3 Nurse

The Bidder should demonstrate that each of the proposed Nurses have the following experience (total of six (6) resources):

| #  | Rated Criteria  | Max Points Per Resource | Proposal Page # |
|----|---|-------------------------|-----------------|
| R1 | <p>The Bidder should demonstrate that each of the 6 proposed resources have experience as a registered nurse, over and above the mandatory requirement outlined in M2, Article 1.2.2.</p> <ul style="list-style-type: none"> <li>5 points for each additional year of experience, over and above M2, Article 1.2.2*, up to a maximum of 40 points per resource.</li> </ul> <p>*For the purposes of this rated criterion, experience within the last 15 years will be evaluated.</p> | 40                      |                 |

|   |  |           |  |
|---|--|-----------|--|
| <b>R2</b>                                     | <p>The Bidder should demonstrate that each of the 6 proposed resources have valid medical certifications* over and above M.3, Article 1.2.2.</p> <p>*Medical certifications could include,</p> <ul style="list-style-type: none"> <li>i. Applied Suicide Intervention Skills Training (ASIST),</li> <li>ii. Basic Life Support (BLS), Certified Case Manager (CCM),</li> <li>iii. Certified Emergency Nurse (CEN),</li> <li>iv. Certified Medical Assistant (CMA),</li> <li>v. Doctor of Nursing (DN),</li> <li>vi. International Trauma Life Support (ITLS),</li> <li>vii. Psychiatric Mental Health Nurse Practitioner (PMHNP),</li> <li>viii. Respiratory Care Practitioner (RCP), or</li> <li>ix. Trauma Certified Registered Nurse (TCRN).</li> </ul> <ul style="list-style-type: none"> <li>• 2 points for each valid medical certification up to a maximum of 10 points.</li> </ul> <p>*In order to be awarded points, the Bidder must provide a copy of each proposed medical certification.</p> | <b>10</b> |  |
| <b>R3</b>                                     | <p>The Bidder should demonstrate that each of the 6 proposed resources have experience performing the following tasks:</p> <ul style="list-style-type: none"> <li>i. Treating medical emergencies for patients such as, but not limited to, heart attack or stroke;</li> <li>ii. Managing or responding to outbreaks such as but not limited to, bed bugs or contagious diseases; or</li> <li>iii. Providing health services to children.</li> </ul> <ul style="list-style-type: none"> <li>• 5 points for each task listed above up to a maximum of 15 points per resource.</li> </ul>  | <b>15</b> |  |
| <b>Maximum Available Points per Resource:</b> |  | <b>65</b> |  |

## 2.4 Psychologist

The Bidder should demonstrate that the proposed Psychologist has the following experience (total of one (1) resource):

| #         | Rated Criteria  | Max Points Per Resource | Proposal Page # |
|-----------|---|-------------------------|-----------------|
| <b>R1</b> | <p>The Bidder should demonstrate that the 1 proposed resource has experience over and above the minimum required under M2, Article 1.2.3 working as a psychologist in a medical setting.</p> <ul style="list-style-type: none"> <li>• 5 points for each additional year of experience*, over and above M2, Article 1.2.3, up to a maximum of 40 points.</li> </ul> <p>*For the purposes of this rated criterion, experience within the last 15 years will be evaluated.</p> | <b>40</b>               |                 |

|   |   |           |  |
|---|---|-----------|--|
| <b>R2</b>                                     | The Bidder should demonstrate that the 1 proposed resource has experience providing treatment to persons living with the following mental health conditions: <ul style="list-style-type: none"> <li>i. Impulse Control and Addiction Disorders, such as, but not limited to, substance abuse;</li> <li>ii. Psychotic Disorders, such as, but not limited to, schizophrenia or hallucinations;</li> <li>iii. Personality Disorders, such as, but not limited to, obsessive-compulsive, paranoia or anti-social; or</li> <li>iv. Eating Disorders, such as, but not limited to, anorexia or bulimia.</li> </ul> <ul style="list-style-type: none"> <li>• 4 points for each condition up to a maximum of 16 points.</li> </ul> | <b>16</b> |  |
| <b>Maximum Available Points per Resource:</b> |   | <b>56</b> |  |

## 2.5 Psychiatrist

The Bidder should demonstrate that the proposed Psychiatrist has the following experience (total of one (1) resource):

| #  | Rated Criteria  | Max Points Per Resource | Proposal Page # |
|--|---|-------------------------|-----------------|
| <b>R1</b>  | The Bidder should demonstrate that the 1 proposed resource has experience over and above the minimum required under M2, Article 1.2.4 working as a clinical psychiatrist in a medical setting. <ul style="list-style-type: none"> <li>• 5 points for each additional year of experience, over and above M2, Article 1.2.4*, up to a maximum of 40 points.</li> </ul> <p>*For the purposes of this rated criterion, experience within the last 15 years will be evaluated.</p>   | <b>40</b>               |                 |
| <b>R2</b>  | The Bidder should demonstrate that the 1 proposed resource has experience providing treatment to persons living with the following mental health conditions: <ul style="list-style-type: none"> <li>i. Impulse Control and Addiction Disorders, such as, but not limited to, substance abuse;</li> <li>ii. Psychotic Disorders, such as, but not limited to, schizophrenia or hallucinations;</li> <li>iii. Personality Disorders, such as, but not limited to, obsessive-compulsive, paranoia or anti-social; or</li> <li>iv. Eating Disorders, such as, but limited to, anorexia or bulimia.</li> </ul> <ul style="list-style-type: none"> <li>• 4 points for each condition up to a maximum of 16 points.</li> </ul> | <b>16</b>               |                 |
| <b>Maximum Available Points per Resource:</b>                                    |   | <b>56</b>               |                 |
| <b>Overall Maximum Technical Points (Corporate + Resource Experience):</b>       |   | <b>740</b>              |                 |
| <b>To be responsive, the proposal must obtain a minimum of 444 points (60%):</b> |   |                         |                 |
| <b>Bidder's Total Technical Score:</b>   |   |                         |                 |