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**Revision to a Request for a Standing Offer**

**Révision à une demande d'offre à commandes**

Regional Individual Standing Offer (RISO)

Offre à commandes individuelle régionale (OCIR)

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

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

**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)  
Terrasses de la Chaudière 5th Floor  
10 Wellington Street  
Gatineau  
Gatineau  
K1A 0S5

<b>Title - Sujet</b> ISC Backup Nursing Services	
<b>Solicitation No. - N° de l'invitation</b> 5A090-192272/A	<b>Date</b> 2019-09-26
<b>Client Reference No. - N° de référence du client</b> 5A090-192272	<b>Amendment No. - N° modif.</b> 005
<b>File No. - N° de dossier</b> 005xf.5A090-192272	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XF-005-36760	
<b>Date of Original Request for Standing Offer</b> 2019-08-29	
<b>Date de la demande de l'offre à commandes originale</b>	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2019-10-08</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Chapple, Jeremy	<b>Buyer Id - Id de l'acheteur</b> 005xf
<b>Telephone No. - N° de téléphone</b> (873) 354-5628 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Delivery Required - Livraison exigée</b>	
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	
<b>Security - Sécurité</b> This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Acknowledgement copy required</b> <b>Accusé de réception requis</b>	<b>Yes - Oui</b> <input type="checkbox"/>	<b>No - Non</b> <input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

**INDIGENOUS SERVICES CANADA (ISC)**  
**BACKUP NURSING SERVICES TO REMOTE, ISOLATED, AND SEMI ISOLATED**  
**FIRST NATIONS (FN) COMMUNITIES**  
**SOLICITATION NO. 5A090-192272/A**  
**AMENDMENT 005**

This amendment contains the following section:

**Section 1: Questions and Answers**

Note: Questions are numerically sequenced upon arrival at PSPC. A question and its answer will be provided via BuyandSell as the response becomes available. Potential Offerors are therefore advised that questions and answers may be issued via BuyandSell out of sequence. The following questions have been received. In accordance with Article 13 of the 2006 Standard Instructions – Request for Standing Offers – Goods or Services - Competitive Requirements (2019-03-04), which has been incorporated into the RFSO, the questions and corresponding answers are provided to all potential Offerors as set out below:

**Question 28:**

With reference to M2 and R1 cumulative Regular Working hours for all Regions. The required skill, certifications and experience are similar, regardless of the classification of core, overtime or Call back hours. Therefore, would ISC consider the calculation of worker hours to include Overtime and Call Back hours?

**Answer 28:**

No, only Regular Working Hours will be taken into consideration for each Registered Nurse or Nurse Practitioner used to demonstrate these criteria (as determined by the specific criterion), as Overtime and Call Back hours billed may not reflect actual hours spent performing patient care.

**Question 29:**

In regards to Annex A, Section 6: Requirements of Contract Nurses, a) Requirements at Task Authorization Stage, what information is required for validation of work experience for each proposed CN for the TA scoring rubric?

**Answer 29:**

Please refer to Part 7, Section B Resulting Contract Clauses, Section 2.3.3. Assessment of Proposed Resources for details on the information that the Contractor is required to provide to demonstrate the experience of its Contract Nurses. This information should be detailed in the Contract Nurse's resume which will be used to validate the claimed experience and which must be submitted in response to all TA Group Invitations. In accordance with the terms and conditions of the RFSO, ISC has the right to seek clarification or verify any or all information provided by the Contractor.

**Question 30:**

In regards to Excel Attachment 1 to Part 4, Technical Criteria for All Regions; A-P(NP)1, M-P(NP)1, and O-P(NP)1: For a CN that has the required experience working for the Offeror, and where the designation NP was earned part-way through that work, does all of that NP's experience apply?

**Answer 30:**

No, only work experience gained as an Nurse Practitioner and after the date the Contract Nurse has earned the NP designation will be taken into consideration. Please note, that experience gained during formal education will not be considered work experience.

**Question 31:**

In Excel Attachment 1 to Part 4, Technical Criteria for All Regions, Offeror's Response, Offerors are asked to reference other sections of the response by indicating page numbers as required. Are Offerors required to submit an additional technical document independent of Attachment 1 to Part 4, Technical Criteria for All Regions, as well as the remaining supporting spreadsheets/attachments hitherto provided by Canada?

**Answer 31:**

The technical offer should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the offer will be evaluated. Canada requests that Offerors use the Attachment 1 to Part 4 Excel document as well as the accompanying response templates (ex. Appendix A-P1) to format their offers. However, Canada will evaluate the content of an offer over its form provided that the offer is submitted in accordance with the requirements of RFSO.

In some instances, such as presentation of a certificate of incorporation, business registration or tax returns to demonstrate the number of years that the Offeror has been in business as the same legal entity, this information will need to be presented separately in the offer. In these cases, Canada requests that the offer includes page numbers to reference the location of the offer in which the substantiating information can be found.

**Question 32:**

Part 1-General Information, 1.2.5 Categories states that Offerors are not required to submit offers for both Registered Nurses and Nurse Practitioners. With that in mind, are offers for RNs ranked independently of offers for NPs?

**Answer 32:**

Yes. For each Category in each Region, the technically and financially responsive offers will be ranked in descending order using the offer's Combined Rating obtained under Part 4, article 4.2.2, Step 3.

Priority of ranking will be given to Aboriginal Businesses.

If there are 10 responsive offers from Aboriginal Businesses for a Region and Category, then responsive offers from non-Aboriginal businesses will not be considered. If there are less than 10 responsive offers from Aboriginal Businesses for a Region and Category, then responsive offers from non-Aboriginal businesses will be considered. However, when there are less than 10 responsive offers from Aboriginal Businesses for a Region and Category, responsive offers from Aboriginal Businesses will first be ranked in descending order, using the offer's Combined Rating obtained under Step 3, and then responsive offers from non-Aboriginal business will be used to fill out the remaining rankings in descending order using the responsive offer's Combined Rating obtained under Step 3 above. No responsive offer from a non-Aboriginal Offeror will be ranked above a responsive offer from an Aboriginal Offeror.

**Question 33:**

Amendment 001, Question 2 response states that Canada will not accept TNCC as a substitute for ITLS certification. Given that Canada has accepted our nurses with TNCC certification under past contracts, will Canada “grandfather” currently rostered nurses holding TNCC credentials provided upon expiry, ITLS certification is obtained?

**Answer 33:**

No, Canada will only accept the ITLS certification issued by the Heart and Stroke Foundation of Canada or the American Heart Association. This is the new ISC standard for its nurses and is the requirement for all Contract Nurses under this Standing Offer. This requirement ensures that Contract Nurses have completed a practical component of the ITLS training, a mandatory step required for certification by both the Heart and Stroke Foundation of Canada and the American Heart Association. Many other providers of the ITLS training issue certificates online and have no practicum component, nor are they recognised by or accredited by the Heart and Stroke Foundation of Canada or the American Heart Association.

**Question 34:**

In regards to Section 6: Requirements of Contract Nurses, b) Certification Requirements at Task Authorization Stage, will Canada “grandfather” nurses from previous contracts with Canada holding Emergency Nursing Pediatric Course (ENPC) certification provided upon expiry, PALS certification is obtained?

**Answer 34:**

No. Please refer to Amendment 002, Question and Answer 14 a).

**Question 35:**

In regards to Section 6: Requirements of Contract Nurses, b) Certification Requirements at Task Authorization Stage, will Canada “grandfather” nurses from previous contracts with Canada holding alternative immunization certification provided upon expiry, EPIC certification is obtained?

**Answer 35:**

Yes, in some instances Canada will accept immunization components that were previously approved by ISC as equivalent. Please refer to Amendment 002 Question and Answer 14 b).

**Question 36:**

With the above question in mind, are nurses expected to pay for the cost of EPIC certification?

**Answer 36:**

Whether or not an Offeror pays for the certification of their Contract Nurses is an internal business decision for that Offeror. Annex B, Basis of Payment, does not allow Contractors to invoice Canada for Contract Nurse certification fees. The Offeror's firm hourly rates offered under the RFSO must be inclusive of all costs associated with the delivery of the Work, including all expenses associated with ensuring the competency of Contract Nurses during the period of the Standing Offer, which includes all mandatory certifications.

**Question 37:**

In regards to Amendment 001, Question 8, List of National Joint Council Isolated Posts as at July 1, 2019:

- a) Fort Albany, Moose Factory, and Attawapiskat are considered remote and isolated. All of these locations fall under the Weeneebayko area Health Authority. Is it necessary to state the specific locale in that region, or would the location as Weeneebayko Health Authority be sufficient?
- b) Would the following locations also be considered remote and isolated: Whapmagoostoui, QC; Wemindji, QC; Waswanipi, QC; Waskaganish, QC; Tulattavik de l'Ungava, QC; Ouje-Bougoumou, QC; Nemaska, QC; Inuulitsivik, QC; Eastmain, QC; and Chibougamau, QC?

**Answer 37:**

- a) The Offeror is required to state the specific locale in the region where the experience was acquired.
- b) No. Through Amendment 001, modification 8, ISC has now expanded its list of acceptable Remote, Isolated and/or Semi-Isolated locations to include a pre-defined list of Isolated Posts established by the National Joint Council. No further inclusion of other communities will be considered for this RFSO.

**Question 38:**

In regards to Amendment 001, Section 2: Modifications to the Solicitation, Attachment 1 to Part 4, Technical Criteria for All Regions and Attachment 2 to Part 4, Pricing Schedule are both password protected. Will Canada publish the password(s) required to modify and insert the revised criteria for A-M2, A-M(NP)2, M-M2, M-M(NP)2, O-M2, O-M(NP)2, Q-M2, as well as the new all-inclusive firm hourly rates for Alberta, Category: Nurse Practitioner?

**Answer 38:**

Canada published revised Excel documents on September 20, 2019 titled "AMD 001 – Attachment 2 to Part 4" and "AMD 001 – M2 and M(NP)2 Templates.zip" which incorporate the changes referred to above. Offerors should use the revised templates to demonstrate experience at an Isolated Post listed in Appendix B to Attachment 1 to Part 4 or if they are Submitting a financial offer for the Alberta Region, Nurse Practitioner Category.

**Question 39:**

In regards to Annex A, Statement of Work, Section 6 d) Work Experience for all provinces, will Canada accept the number of working hours of experience accrued by each proposed CN outside of the Offeror's organization as part the minimum total number of hours required for each criteria?

**Answer 39:**

Yes, ISC will accept hours of work experience gained outside of the Offeror's organization as part of the minimum total number of hours required under Annex A, Statement of Work, Section 6d) Work Experience to demonstrate the Contract Nurse has acquired the relevant experience. Please refer to Part B Resulting Contract Clauses, Section 2.3.3. Assessment of Proposed Resources for details on the information that the Offeror is required to provide to demonstrate the experience of the Contract Nurse. Please note, that in accordance with the Contract Nurse Scoring Rubric, the Offeror must be able to provide a breakdown of the total hours claimed under the Work Experience Mandatory Element.

**Question 40:**

Would Canada consider adding the following Isolated Posts to Appendix B to Attachment 1 to Part 4?

- Akulivik, QC
- Aupaluk, QC
- Eastmain, QC
- Ekuanitshit, QC
- Ivujivik, QC
- Kangiqsualujjuaq, QC
- Kangirsuk, QC
- Kuujjuarapik, QC
- Nemaska, QC
- Ouje-Bougoumou, QC
- Rivière-au-Tonnerre, QC
- Tasiujaq, QC
- Tête-à-la-Baleine, QC
- Umiujaq, QC
- Waskaganish, QC
- Waswanipi, QC
- Wemindji, QC
- Whapmagoostui, QC

**Answer 40:**

No. Through Amendment 001, modification 8, ISC has now expanded its list of acceptable Remote, Isolated and/or Semi-Isolated locations to include a pre-defined list of Isolated Posts established by the National Joint Council. No further inclusion of other communities will be considered for this RFSO

**Question 41:**

This is my first time responding to a federal solicitation. Do you have any guideline requirements or an example of bid?

**Answer 41:**

The Office of Small and Medium Enterprises (OSME) provides support to companies who are new to federal procurement and can offer guidance and feedback.

OSME can be contacted through their National InfoLine at 1-800-811-1148. The line is staffed Monday to Friday from 08:00 to 17:00 Eastern Standard/Daylight time.

The following website can also serve as a useful guideline: <https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada>

**Question 42:**

It has been observed that the columns marked Date of Service Delivery in the M2, M(NP)2, P(NP)1, and P1 appendices for all provinces contain red-coloured cells. Do the red cells indicate that something is wrong?

**Answer 42:**

No, not necessarily. The cells of the column entitled “Date of Service Delivery” in the M2, M(NP)2, P(NP)1 and P1 appendices were programmed to turn red as an alert to the Offeror that the date entered may not be valid based on the date range of each criterion. If an Offeror experiences a red cell when entering dates in the “Date of Service Delivery” column then they should verify that the dates are valid prior to submitting their offer.