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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> 2019-10-09
<b>Client Reference No. - N° de référence du client</b> 5A090-192272		<b>Amendment No. - N° modif.</b> 010
<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> Date de la demande de l'offre à commandes originale		2019-08-29
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-10-17</b>		<b>Time Zone 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 010**

This amendment contains the following sections:

1. Questions and Answers
2. Modifications to the Solicitation

**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 78:**

ISC has stated that the RFSO's ITLS certification requirement reflects an evolution of standards and practices, however it does not appear to be required under any of the contracts awarded through RFP HT360-123541/C or RFP HT426-172611/C (amongst others) which are currently active. For those contracts, Trauma Nursing Core Course (TNCC) was stated as the acceptable certification.

- a) Shouldn't Contract Nurses across all of ISC's contractual vehicles need to meet the exact same certification standards when providing the exact same nursing services to the exact same client base (particularly in consideration that the RFSO is providing backup service to the primary contracts issued under RFP HT426-172611/C) ?
- b) The RFSO identifies the Heart and Stroke Foundation of Canada and the American Heart Association as the required sources to obtain certification. We have reviewed the Heart and Stroke Foundation of Canada's programs and have been unable to locate a course provided by the Heart and Stroke Foundation for ITLS certification. Rather, it appears that the Heart and Stroke Foundation of Canada will approve certain entities to provide the ITLS courses and certification. Can Canada please confirm that the Heart and Stroke Foundation of Canada does, in fact, offer the requisite ITLS certification program?
- c) We respectfully request that Offerors be provided a reasonable period of time of no less than 8 months from Standing Offer issuance to obtain ITLS certification for nursing staff and that this certification be obtainable from accredited certification authorities as selected by the Bidder.

**Answer 78:**

- a) ITLS certification was included as part of RFP HT426-172611/C and its resulting contracts. The qualifications and certifications outlined in this RSFO reflect the evolution of standards and practices in ISC. The preference for ITLS over TNCC improves the readiness of nurses to work in First Nation nursing stations, it is not intended to imply that nurses with TNCC certification are

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deficient or pose any danger to patient safety or welfare.

Please refer to Amendment 001, Question and Answer 2.

- b) ISC acknowledges that the reference to the Heart and Stroke Foundation of Canada and American Heart Association made in Amendment 005, Question and Answer 33 was made in error. Canada will accept ITLS certifications issued by any provider.
- c) As stated in Amendment 001, Question and Answer 2, ITLS is the only acceptable certification and as per b) above, Canada will accept ITLS certifications issued by any provider. Contractors will be required to demonstrate certification of Contract Nurses at the time that they're proposed for Work as part of a response to a TA Group Invitation. Resulting Contractors under this RFSO are not obligated to respond to a TA Group Invitation; if a Contractor does not have any Contract Nurses certified in ITLS at the time that a TA Group Invitation is issued, then they should not provide a response and should not respond until such time as they have a Contract Nurse who meets all of the requirements of the Standing Offer and CN Scoring Rubric. Offerors will therefore have adequate time to ensure that its Contract Nurses obtain the ITLS certification.

**Question 79:**

We disagree with Canada's response to Questions 12, 16 and 52, including Canada's explanation as to how the mandatory financial criteria were determined. Bidders for RFP HT360-123541/C and RFP HT426-172611/C were not required to submit pricing subject to mandatory financial criteria, and as a result, we feel that Offerors under this RFSO may be at a competitive disadvantage.

The answers published to date have not addressed the following:

- a) ISC has provided no verification of the amount proposed to address travel costs (and has not identified what this amount or percentage is);
- b) ISC used unionized nursing hourly rates as the basis for determining the mandatory financial criteria, however we feel that the actual burdened cost of the ISC nurses was not considered, that the values do not reflect relief nursing, take into account expenses associated with training, source deductions, incidentals, potential delayed travel, and potential replacement costs. Answer 12 only identifies that it accounts for "allowances" paid to ISC nurses.
- c) With respect to Answer 23, it is not explained how the escalation factor of 2% was determined by ISC.

Will ISC consider removing the mandatory financial criteria or adjusting the value of the mandatory financial criteria to be no lower than the firm fixed hourly rates established by the primary contracts in each Region as a result of RFP HT426-172611/C?

**Answer 79:**

The RFSO's mandatory financial criteria will not be removed nor does ISC anticipate making amendments to their value.

A response to the factors raised in the question above can be found below:

- a) Travel was not incorporated into RFSO Amendment 002, Answer 12, as under the RFSO's resulting Standing Offers Canada will reimburse authorized travel and living expenses reasonably and properly incurred in the performance of the Work, in accordance with Annex B, provided that the travel originates from within Canada. As a result, the majority of costs associated with travel, including travel delays, do not need to be incorporated into an Offeror's proposed hourly rates. This differs from RFPs HT360-123541/C and HT426-172611/C, and as such, the hourly rates associated with the basis of payment from this RFSO and the above referenced RFPs should not be compared.

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- b) The allowances referred to in RFSO Amendment 002, Answer 12, account for costs such as licensing, Employee Benefits Payments, training and professional development, onboarding and re-certification, and incentives related to recruitment and retention, isolated posts and education.
  - c) 2% has been used as an escalation factor taking into consideration the Bank of Canada's Consumer Price Index (CPI-common) over the past 10 years.

**Question 80:**

We would kindly request an extension of the Solicitation Date Closing to October 22<sup>nd</sup>, 2019.

**Answer 80:**

The RFSO closing date has been extended to October 17, 2019 at 02:00pm EDT.

See RFSO modification 21 below.

**Section 2: Modifications to the Solicitation**

The Request for Standing Offers (RFSO) is hereby modified as follows:

**21.** At Page 1 of 1 (cover page) of the Request for Standing Offers:

**DELETE:**

Solicitation Closes at 02:00pm EDT on 2019-10-15

**INSERT:**

Solicitation Closes at 02:00pm EDT on 2019-10-17

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**