



**REQUEST FOR PROPOSAL /
DEMANDE DE PROPOSITION**

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

By e-mail to: binh.duong@forces.gc.ca
Director Services Contracting (D Svcs C) 3-3-3
Att: Binh Duong

Proposal To: National Defence 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 and services listed herein and on any attached sheets at the price(s) set out therefore.

Proposition à : Défense nationale 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 et services énumérés ici et sur toute feuille ci-annexée, au(x) prix indique(s).

Title / Titre: Drug Information Services/ Services d'information sur les médicaments	Solicitation No / No de l'invitation: W6369-22-A010
Date of Solicitation / Date de l'invitation: 11 June 2021 / Le 11 Juin 2021	
Address Enquiries to – Adresser toutes questions à: Att: Binh Duong Department of National Defence Director Services Contracting (D Svcs C) 3 101 Colonel By Drive Ottawa ON K1A 0K2 Email: binh.duong@forces.gc.ca	
Telephone No. / N° de téléphone:	FAX No / No de fax:
Destination: See herein Voir ci-après	

Instructions:

Municipal taxes are not applicable. Unless otherwise specified herein all prices quoted must include all applicable Canadian customs duties, GST/HST, excise taxes and are to be delivered Delivery Duty Paid including all delivery charges to destination(s) as indicated. The amount of the Goods and Services Tax/Harmonized Sales Tax is to be shown as a separate item.

Instructions:

Les taxes municipales ne s'appliquent pas. Sauf indication contraire, les prix indiqués doivent comprendre les droits de douane canadiens, la TPS/TVH et la taxe d'accise. Les biens doivent être livrés «rendu droits acquittés», tous frais de livraison compris, à la ou aux destinations indiquées. Le montant de la taxe sur les produits et services/taxe de vente

Solicitation Closes / L'invitation prend fin: At / à : 2:00PM Eastern Daylight Time (EDT)/ 14 h heure avancée de l'Est (HAE) On / le : 21 July 2021 / Le 21 juillet 2021
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Delivery required / Livraison exigée:	Delivery offered / Livraison proposée:
Vendor Name and Address / Raison sociale et adresse du fournisseur:	
Name and title of person authorized to sign on behalf of vendor (type or print) / Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d'imprimerie):	
Name / Nom: _____	Title / Titre: _____
Signature: _____	Date: _____

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PART 1 - GENERAL INFORMATION

1.1 Introduction

A. 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; and

Part 6 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

B. The Attachments include the Pricing Schedule, the Technical Evaluation, and any other attachments.

C. The Annexes include the Statement of Work, the Basis of Payment, the DND 626 Task Authorization Form, Deliverable Acceptance Form and any other annexes.

1.2 Summary

A. The Department of National Defence (DND) requires a Contractor to provide Drug Information Services, to pharmacists working for the Canadian Forces Health Services Group (CF H Svcs Gp), and the Canadian Forces Drug Exception Centre (CF DEC).

Drug Information Services (DIS) will enable DND pharmacists to receive enhanced access to specialized drug information resources in a timely and accurate manner all year round.

The Contractor must provide Drug Information Services (DIS) to DND pharmacists in 33 sites across Canada and Overseas, as per Appendix 1 of Annex A. The DIS must be provided to DND pharmacists in both of Canada's official languages, English and French.

In addition, the Contractor must publish quarterly bulletins in both of Canada's official languages, English and French, and develop and provide in-person training sessions, as per Appendix 2 of Annex A. Training sessions must be provided to a maximum of one (1) DND Pharmacist per training session.

The work is to be performed during the period of 1 April 2022 to 31 March 2023, with an irrevocable option on the part of Canada to extend the term of the Contract by up to three (3) additional one (1) year periods.

B. The requirement is not subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the Canada Korea Free Trade Agreement (CKFTA), the



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Canada-Chile Free Trade Agreement (CCFTA), the Canada-Colombia Free Trade Agreement, the Canada-Panama Free Trade Agreement, the Canada-Honduras Free Trade Agreement and the Canadian Free Trade Agreement (CFTA).

D. The requirement is subject to a preference for Canadian services.

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 fifteen (15) working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.



PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

- A. 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 (SACC) Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.
- B. 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.
- C. The 2003 (2020-05-28), Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation, with the following modification(s):
- (i) Section 02, Procurement Business Number, is deleted in its entirety;
 - (ii) Section 05, Submission of bids, subsection 2, paragraph d., is deleted in its entirety and replaced with the following:
 - d. send its bid only to the Department of National Defence location specified on page 1 of the bid solicitation or to the address specified in the bid solicitation.
 - (iii) Section 05, Submission of bids, subsection 2, paragraph e., is deleted in its entirety and replaced with the following:
 - e. ensure that the Bidder's name, return address, the bid solicitation number, and bid solicitation closing date and time are clearly visible on the bid; and
 - (iv) Section 05, Submission of bids, subsection 4, is amended as follows:
 - Delete: 60 days
 - Insert: 120 days
 - (v) Section 06, Late bids, is deleted in its entirety;
 - (vi) Section 07, Delayed bids, is deleted in its entirety and replaced with the following:
 - 07 Delayed bids
 - 1. It is the Bidder's responsibility to ensure that the Contracting Authority has received the entire submission. Misrouting or other electronic delivery issues resulting in late submission of bids will not be accepted.
 - (vii) Section 08, Transmission by facsimile, is deleted in its entirety; and
 - (viii) Section 20, Further information, is deleted in its entirety.

2.2 Submission of Bids

- A. Bids must be submitted only to the Department of National Defence (DND) by the date, time, and place indicated on page 1 of the bid solicitation.



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

2.2.1 Electronic Submissions

Individual e-mails that may include certain scripts, formats, embedded macros and/or links, or those that exceed five (5) megabytes may be rejected by Canada's e-mail system and/or firewall(s) without notice to the Bidder or Contracting Authority. Larger bids may be submitted through more than one e-mail. Canada will confirm receipt of documents. It is the Bidder's responsibility to ensure that their entire submission has been received. Bidders should not assume that all documents have been received unless Canada confirms receipt of each document. In order to minimize the potential for technical issues, bidders are requested to allow sufficient time before the closing date and time to confirm receipt. Bid documents **submitted** after the closing time and date 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 FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

2.3.1 Definitions

- A. 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.
- B. "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.
- C. "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.

2.3.2 Former Public Servant in Receipt of a Pension

- A. As per the above definitions, is the Bidder a FPS in receipt of a pension?
- Yes () No ()
- B. If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:
- (i) Name of former public servant; and
 - (ii) Date of termination of employment or retirement from the Public Service.
- C. 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: 2019-01](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

2.3.3 Work Force Adjustment Directive

- A. Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?
- Yes () No ()
- B. 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 adjustment program.

2.4 Enquiries - Bid Solicitation

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

- A. Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.
- B. 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 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
 - Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)
- (c) Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

- A. Canada requests that Bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid: one (1) soft copy in PDF format by e-mail;

Section II: Financial Bid: one (1) soft copy in PDF format by e-mail;

Section III: Certifications: one (1) soft copy in PDF format by e-mail; and

Section IV: Additional Information: one (1) soft copy in PDF format by e-mail.

- B. Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

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.

3.3 Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

3.3.1 Electronic Payment of Invoices - Bid

- A. If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Attachment 2 to Part 3, Electronic Payment Instruments, to identify which ones are accepted.
- B. 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.
- C. Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

3.3.2 Exchange Rate Fluctuation

The requirement does not offer exchange rate fluctuation risk mitigation. Requests for exchange rate fluctuation risk mitigation will not be considered. All bids including such provision will render the bid non-responsive.



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3.4 Section III: Certifications

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

3.5 Section IV: Additional Information

In Section IV of their bid, bidders should provide:

- (i) A completed, signed, and dated Page 1 of this solicitation;
- (ii) The name of the contact person (provide also this person's title, mailing address, phone number, and email address) authorized by the Bidder to enter into communications with Canada with regards to their bid, and any contract that may result from their bid;
- (iii) For Part 2, article 2.3, Former Public Servant, of the bid solicitation: the required answer to each question; and, if the answer is yes, the required information;
- (iv) For Part 2, article 2.5, Applicable Laws, of the bid solicitation: the province or territory if different than specified;
- (v) Any other information submitted in the bid not already detailed.



ATTACHMENT 1 TO PART 3 - PRICING SCHEDULE

- A. The Bidder must complete this pricing schedule and include it in its financial bid.
- B. The volumetric data included in this pricing schedule are provided for bid evaluated price determination purposes only. They are not to be considered as a contractual guarantee. Their inclusion in this pricing schedule does not represent a commitment by Canada that Canada’s future usage of the services described in the bid solicitation will be consistent with this data.
- C. The firm rates specified below includes all expenses that may need to be incurred to satisfy the terms of any contract that may result from its bid, including the total estimated cost of any travel and living expenses that may need to be incurred for the Work described in Annex A, Statement of Work of the bid solicitation.
- D. Under any resulting contract, Canada will not accept travel and living expenses that may need to be incurred by the contractor for any relocation of resources required to satisfy its contractual obligations.
- E. All prices and costs must be submitted in Canadian Dollars, Applicable Taxes excluded, FOB destination, freight charges included, Canadian customs duties and excise taxes included.

1. Initial Contract Period (From 1 April 2022 to 31 March 2023)

1.1 Drug Information Service

Description	Estimated Level of Effort in Hours	Firm All-Inclusive Hourly Rate (CDN)	Total Estimated Price (CDN)
	A	B	C = A X B
Drug Information Service as per the Statement of Work in Annex A	200	\$ _____	\$ _____

1.2 Professional Fees for Training Session

Description	Quantity of Session	Firm All-Inclusive Price Per Session (CDN)	Total Estimated Price (CDN)
	A	B	C = A X B
Professional Fees for Training Session as per the Statement of Work in Annex A	1	\$ _____	\$ _____

1.3 TOTAL INITIAL CONTRACT PERIOD (Total Drug Information Service + Total Professional Fees for Training Session) = 1.1 + 1.2:

\$ _____ (Amount to be inserted at Bid Issuance)



2. Option Period 1 (From 1 April 2023 to 31 March 2024)

2.1 Drug Information Service

Description	Estimated Level of Effort in Hours	Firm All-Inclusive Hourly Rate (CDN)	Total Estimated Price (CDN)
	A	B	C = A X B
Drug Information Service as per the Statement of Work in Annex A	200	\$ _____	\$ _____

2.2 Professional Fees for Training Session

Description	Quantity of Session	Firm All-Inclusive Price Per Session (CDN)	Total Estimated Price (CDN)
	A	B	C = A X B
Professional Fees for Training Session as per the Statement of Work in Annex A	1	\$ _____	\$ _____

2.3 TOTAL OPTION PERIOD 1 (Total Drug Information Service + Total Professional Fees for Training Session) = 2.1 + 2.2:

\$ _____ (Amount to be inserted at Bid Issuance)

3. Option Period 2 (From 1 April 2024 to 31 March 2025)

3.1 Drug Information Service

Description	Estimated Level of Effort in Hours	Firm All-Inclusive Hourly Rate (CDN)	Total Estimated Price (CDN)
	A	B	C = A X B
Drug Information Service as per the Statement of Work in Annex A	200	\$ _____	\$ _____

3.2 Professional Fees for Training Session

Description	Quantity of Session	Firm All-Inclusive Price Per Session (CDN)	Total Estimated Price (CDN)
	A	B	C = A X B
Professional Fees for Training Session as per the Statement of Work in Annex A	1	\$ _____	\$ _____



3.3 TOTAL OPTION PERIOD 2 (Total Drug Information Service + Total Professional Fees for Training Session) = 3.1 + 3.2:

\$ _____ (Amount to be inserted at Bid Issuance)

4. Option Period 3 (From 1 April 2025 to 31 March 2026)

4.1 Drug Information Service

Description	Estimated Level of Effort in Hours	Firm All-Inclusive Hourly Rate (CDN)	Total Estimated Price (CDN)
	A	B	C = A X B
Drug Information Service as per the Statement of Work in Annex A	200	\$ _____	\$ _____

4.2 Professional Fees for Training Session

Description	Quantity of Session	Firm All-Inclusive Price Per Session (CDN)	Total Estimated Price (CDN)
	A	B	C = A X B
Professional Fees for Training Session as per the Statement of Work in Annex A	1	\$ _____	\$ _____

4.3 TOTAL OPTION PERIOD 3 (Total Drug Information Service + Total Professional Fees for Training Session) = 4.1 + 4.2:

\$ _____ (Amount to be inserted at Bid Issuance)

5. Total Evaluated Price

5.1 TOTAL EVALUATED PRICE (Total Initial Contract Period + Total Option Period 1 + Total Option Period 2 + Total Option Period 3 = 1.3 + 2.3 + 3.3 + 4.3:

\$ _____ (Amount to be inserted at Bid Issuance)

6. Applicable Taxes = Insert the amount, as applicable

\$ _____ GST (Amount to be inserted at Bid Issuance)

\$ _____ HST (Amount to be inserted at Bid Issuance)

\$ _____ QST (Amount to be inserted at Bid Issuance)



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ATTACHMENT 2 TO PART 3 - ELECTRONIC PAYMENT INSTRUMENTS

The Bidder accepts to be paid by any of the following Electronic Payment Instrument(s):

- () VISA Acquisition Card;
- () MasterCard Acquisition Card;
- () Direct Deposit (Domestic and International);
- () Electronic Data Interchange (EDI); and
- () Wire Transfer (International Only).



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- A. Bids will be assessed in accordance with the entire requirement of the bid solicitation.
- B. An evaluation team composed of representatives of Canada will evaluate the bids.
- C. The evaluation team will determine if there are two (2) or more bids with a valid Canadian content certification with the bids coming from two or more Bidders that are not affiliated within the meaning used in the *Competition Act*, R.S.C., 1985, c. C-34. In that event, only those bids with a valid certification will be eligible to be awarded a contract; otherwise, all bids will be eligible. If at any point in the evaluation process it is found, whether by determination of invalidity of certifications, determination that bids are non-responsive or withdrawal of bids by Bidders, that there are no longer two (2) or more responsive bids with a valid certification, then all responsive bids will be eligible to be awarded a contract. Canada may conduct the validation of Canadian content certifications at any time in the evaluation process including doing so concurrently with other steps.

4.1.1 Technical Evaluation

Mandatory technical evaluation criteria are included in Attachment 1 to Part 4, Evaluation Criteria.

4.1.2 Financial Evaluation

The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, freight charges included, Canadian customs duties and excise taxes included.

4.2 Basis of Selection - Lowest Evaluated Price, Mandatory Technical Criteria

- A. A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.
- B. Should two (2) or more responsive bids achieve an identical lowest evaluated price, the bid with the highest level of experience in mandatory technical criterion M2 will be recommended for award of a contract.

**ATTACHMENT 1 TO PART 4 - EVALUATION CRITERIA**

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation at bid closing to support compliance with this requirement.

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

No.	Mandatory Technical Criteria	Cross Reference to Proposal
M1	<p>The Bidder must have a minimum of twenty-four (24) months of cumulative work experience in publishing written drug information publications in both English and French.</p> <p>Bid Preparation Instructions:</p> <p>The Bidder must provide proof of five (5) published articles in the last twenty-four (24) months until bid closing.</p> <p>The Bidder must also provide a copy of their company profile.</p> <p>The company profile at a minimum must include:</p> <ul style="list-style-type: none"> • Any Publications listed, • All Services provided, • Number of Years in service, • Other clients, • Any achievements/awards, and • Staff members & their qualifications 	
M2	<p>The Bidder must have a minimum of twelve (12) months of cumulative work experience obtained within the last five (5) years until bid closing in providing Drug Information Training.</p> <p>Bid Preparation Instructions:</p> <p>M2 will be evaluated using the company profile provided in M1.</p>	
M3	<p>The Bidder must have a minimum of twelve (12) months of cumulative work experience obtained within the last five (5) years until bid closing in providing drug information services that are related to direct patient care, policy development, and development of research protocols.</p> <p>Bid Preparation Instructions:</p>	



No.	Mandatory Technical Criteria	Cross Reference to Proposal
	M3 will be evaluated using the company profile provided in M1.	
M4	<p>The Bidder must have a minimum twenty-four (24) months of cumulative work experience obtained within the last three (3) years until bid closing in the following:</p> <ol style="list-style-type: none"> 1. Applying principles of evidence-based medicine review using meta-analysis; 2. Evaluating cohort studies; and 3. Analyzing pharma-economics or cost-effectiveness for submission to a drug review committee comprised of health professionals who provide medical and pharmaceutical advice in an impartial and practical manner, using an evidence-based approach with the aim to develop program policy and make decisions on medication status within a drug formulary. <p>Bid Preparation Instructions: M4 will be evaluated using the company profile provided in M1.</p>	
M5	<p>The Bidder must propose a minimum of one (1) individual who will fulfill the service requirements of the Statement of Work in Annex "A". As well, each of the proposed individuals must:</p> <ol style="list-style-type: none"> a) be a licensed or registered Pharmacist in any province or territory in Canada; and at least one of the proposed individuals must have: b) a Doctor of Pharmacy (Pharm.D.) from a recognized Canadian university or the equivalent as established by a recognized Canadian academic credentials assessment service*, if obtained outside Canada., or a) possess twelve (12) months of cumulative experience obtained within the last two (2) years until bid closing in providing drug information services. <p>Bid Preparation Instructions:</p> <p>The Bidder must provide a copy of the license to show that they are a registered Pharmacist in any one of the provinces or territories in Canada. The Bidder must provide a copy of the diploma or equivalent for the proposed pharmacist. The Bidder must provide a copy of the proposed resource(s) Curriculum Vitae (CV).</p>	



National Defence

Défense nationale

National Defence Headquarters
Ottawa, Ontario
K1A 0K2

Quartier général de la Défense nationale
Ottawa (Ontario)
K1A 0K2

No.	Mandatory Technical Criteria	Cross Reference to Proposal
	* The list of recognized organizations can be found under the Canadian Information Centre for International Credentials web site, at the following Internet link: http://www.cicic.ca/indexe.stm	



PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

- A. Bidders must provide the required certifications and additional information to be awarded a contract.
- B. 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.
- C. 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 Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.1.2 Canadian Content Certification

This procurement is conditionally limited to Canadian services.

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

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

The Bidder certifies that:

() the services offered are Canadian services as defined in paragraph 4 of clause [A3050T](#).

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 section titled "Information to be provided when bidding, contracting, or entering into a real procurement agreement" of 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](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#)" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

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.

5.2.3 Education and Experience

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

5.2.4 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.



PART 6 - RESULTING CONTRACT CLAUSES

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

ARTICLES OF AGREEMENT

6.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex A.

6.1.1 Task Authorization

The Work or a portion of 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 must be in accordance with the scope of the Contract.

6.1.1.1 Task Authorization Process

The Task Authorization Process is as follows:

- (i) The Technical Authority will provide the Contractor with a description of the task using the DND 626, Task Authorization Form specified in Annex C;
- (ii) 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 (bases) and methods of payment as specified in the Contract;
- (iii) The Contractor must provide the Technical Authority, within five (5) calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract; and
- (iv) The Contractor must not commence work until a TA authorized by the Technical Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

6.1.1.2 Task Authorization Limit

- A. The Technical Authority may authorize individual task authorizations up to a limit of \$10,000.00 Applicable Taxes included, inclusive of any revisions.
- B. Any task authorization to be issued in excess of that limit must be authorized by the Contracting Authority before issuance.

6.1.1.3 Canada's Obligation - Portion of the Work - Task Authorizations

Canada's obligation with respect to the portion of the Work under the Contract that is performed through task authorizations is limited to the total amount of the actual tasks performed by the Contractor.

6.1.1.4 Periodic Usage Reports - Contracts with Task Authorizations



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

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.

The data must be submitted on a quarterly basis to the 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.

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

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:

For each authorized task:

- i. the authorized task number or task revision number(s);
- ii. a title or a brief description of each authorized task;
- iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- v. the start and completion date for each authorized task; and
- vi. the active status of each authorized task, as applicable.

For all authorized tasks:

- i. the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TAs; and
- ii. the total amount, exclusive of Applicable Taxes, expended to date against all authorized TAs.

6.1.1.5 Task Authorization - Department of National Defence

The administration of the Task Authorization process will be carried out by the Technical Authority. This process includes monitoring, controlling and reporting on expenditures of the contract with task authorizations to the Contracting Authority.

6.2 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 \(SACC\) 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.

6.2.1 General Conditions



2035 (2020-05-28), General Conditions - Higher Complexity - Services, apply to and form part of the Contract, with the following modification:

- (i) Article 01, Interpretation, "Canada", "Crown", "Her Majesty" or "the Government", is deleted in its entirety and replaced with the following:

"Canada", "Crown", "Her Majesty" or "the Government"

means Her Majesty the Queen in right of Canada as represented by the Minister of National Defence and any other person duly authorized to act on behalf of that minister or, if applicable, an appropriate minister to whom the Minister of National Defence has delegated his or her powers, duties or functions and any other person duly authorized to act on behalf of that minister.

6.3 Security Requirements

There is no security requirement applicable to the Contract.

6.4 Term of Contract

6.4.1 Period of the Contract

The Work is to be performed during the period of April 1, 2022 to March 31, 2023.

6.4.2 Option to Extend the Contract

- A. The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one (1) 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.
- B. Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (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.

6.5 Authorities

6.5.1 Contracting Authority

- A. The Contracting Authority for the Contract is:

[Contact information to be detailed in the resulting contract]

Name: _____
Title: _____
Organization: _____
Address: Department of National Defence
101 Colonel By Drive
Ottawa ON K1A 0K2
Telephone: _____
E-mail: _____

- B. 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.

6.5.2 Technical Authority

A. The Technical Authority for the Contract is:

[Contact information to be detailed in the resulting contract]

Name: _____
Title: _____
Organization: _____
Address: Department of National Defence (DND)
101 Colonel By Drive
Ottawa ON K1A 0K2

Telephone: _____
E-mail: _____

B. 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.

6.5.3 Contractor's Representative

[Contact information to be detailed in the resulting contract]

Name: _____
Title: _____
Address: _____

Telephone: _____
E-mail: _____

6.6 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: 2019-01](#) of the Treasury Board Secretariat of Canada.

6.7 Payment

6.7.1 Basis of Payment

A. For the Work described in Annex A relating to Drug Information Services:

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm all-inclusive hourly rate in accordance with the basis of payment in Annex B to a limitation of expenditure of \$ [amount to be detailed in the resulting contract]. Customs duties are included and Applicable Taxes are extra.

**B. For the Work described in Annex A relating to Drug Information In-Person Training:**

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid the firm unit price(s) in accordance with the basis of payment in Annex B to a limitation of expenditure of \$ [amount to be detailed in the resulting contract]. Customs duties are included and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

6.7.2 Limitation of Expenditure

- A. Canada's total liability to the Contractor under the Contract must not exceed \$ [amount to be detailed in the resulting contract]. Customs duties are included and Applicable Taxes are extra.
- B. No increase in the total liability of Canada or in the price of the Work 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 approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
- (i) when it is 75% committed; or
 - (ii) four months before the contract expiry date; or
 - (iii) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work;
- whichever comes first.
- C. 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.

6.7.3 Method of Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract 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;
- c. the Work performed has been accepted by Canada.



6.7.4 Electronic Payment of Invoices - Contract

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

[List to be updated in the resulting contract]

- (i) Visa Acquisition Card;
- (ii) MasterCard Acquisition Card;
- (iii) Direct Deposit (Domestic and International);
- (iv) Electronic Data Interchange (EDI); and
- (v) Wire Transfer (International Only).

6.7.5 SACC Manual Clauses

A9117C (2007-11-30), T1204 - Direct Request by Customer Department

6.7.6 Discretionary Audit

C0705C, Discretionary Audit

6.8 Invoicing Instructions

- A. 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.
- B. Each invoice must be supported by:
 - (i) A copy of time sheets to support the time claimed;
 - (ii) A copy of the release document and any other documents as specified in the Contract;
 - (iii) A copy of the monthly log of Drug Information Requests received;
 - (iv) A description of the Work delivered; and
 - (v) A breakdown of the cost elements.
- C. Invoices must be distributed as follows:
 - (i) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
 - (ii) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

6.9 Certifications and Additional Information

6.9.1 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.

6.9.2 Canadian Content Certification

- A. The Contractor warrants that the certification of Canadian Content submitted by the Contractor is accurate and complete, and that the goods, services or both to be provided under the Contract are in accordance with the definition contained in *SACC Manual* clause [A3050T](#).
- B. The Contractor must keep proper records and documentation relating to the origin of the goods, services or both provided to Canada. The Contractor must not, without obtaining before the written consent of the Contracting Authority, dispose of any such records or documentation until the expiration of six (6) years after final payment under the Contract, or until settlement of all outstanding claims and disputes under the Contract, whichever is later. All such records and documentation must at all times during the retention period be open to audit, inspection and examination by the representatives of Canada, who may make copies and take extracts. The Contractor must provide all facilities for such audits, inspections and examinations, and must furnish all such information as the representatives of Canada may from time to time require with respect to such records and documentation.
- C. Nothing in this clause must be interpreted as limiting the rights and remedies which Canada may otherwise have pursuant to the Contract.

6.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in [\[insert province\]](#) [\[or as specified by the bidder in its bid, if applicable\]](#).

6.11 Priority of Documents

- A. 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:
 - (i) The Articles of Agreement;
 - (ii) The General Conditions [2035](#) (2020-05-28), General Conditions - Services (Higher Complexity);
 - (iii) Annex A, Statement of Work;
 - (iv) Annex B, Basis of Payment;
 - (v) Annex C, DND 626 Task Authorization Form;
 - (vi) Annex D, Deliverable Acceptance Form; and



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- (vii) the Contractor's bid dated [date to be specified in the resulting contract], as clarified on [date to be specified in the resulting contract, if required], and as amended on [date to be specified in the resulting contract, if required].

6.12 Defence Contract

- A. The Contract is a defence contract within the meaning of the *Defence Production Act*, R.S.C. 1985, c. D-1 (<http://laws-lois.justice.gc.ca/eng/acts/d-1/>), and must be governed accordingly.
- B. Title to the Work or to any materials, parts, work-in-process or finished work must belong to Canada free and clear of all claims, liens, attachments, charges or encumbrances. Canada is entitled, at any time, to remove, sell or dispose of the Work or any part of the Work in accordance with section 20 of the *Defence Production Act*.

One (1) of the following two (2) options will be inserted in the resulting contract, as applicable:

Option 1: A2000C (2006-06-16) when the contract is to be with a Canadian-based supplier; or

6.13 Foreign Nationals (Canadian Contractor)

- A. The Contractor must comply with Canadian immigration requirements applicable to foreign nationals entering Canada to work temporarily in fulfillment of the Contract. If the Contractor wishes to hire a foreign national to work in Canada to fulfill the Contract, the Contractor should immediately contact the nearest Service Canada regional office to enquire about Citizenship and Immigration Canada's requirements to issue a temporary work permit to a foreign national. The Contractor is responsible for all costs incurred as a result of non-compliance with immigration requirements.

Option 2: A2001C (2006-06-16) when the contract is to be with a foreign-based supplier.

6.13 Foreign Nationals (Foreign Contractor)

- A. The Contractor must comply with Canadian immigration legislation applicable to foreign nationals entering Canada to work temporarily in fulfillment of the Contract. If the Contractor wishes to hire a foreign national to work in Canada to fulfill the Contract, the Contractor should immediately contact the nearest Canadian Embassy, Consulate or High Commission in the Contractor's country to obtain instructions, information on Citizenship and Immigration Canada's requirements and any required documents. The Contractor is responsible to ensure that foreign nationals have the required information, documents and authorizations before performing any work under the Contract in Canada. The Contractor is responsible for all costs incurred as a result of non-compliance with immigration requirements.

6.14 Insurance

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

6.15 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.



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Quartier général de la Défense nationale
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- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "[Dispute Resolution](#)".

6.16 Specific Individuals

The Contractor must provide the services of the following individuals to perform the Work as stated in the Contract:

Pharmacist (insert name of person)

**ANNEX A - STATEMENT OF WORK****Drug Information Services**1.0 Scope1.1 Purpose

- 1.1.1 The purpose of this Statement of Work is to provide the Canadian Forces Health Services Group (CF H Svcs Gp), and the Canadian Forces Drug Exception Centre (CF DEC) with Drug Information Services (DIS). The DIS will be provided to DND pharmacists across 33 sites, in order to enhance their access to specialized drug information resources. These services must be provided to Canadian Forces pharmacists in both English and French, and in a timely and accurate manner all year-round.

1.2 Background

- 1.2.1 Pharmacists that are employed by the Department of National Defence (DND) fulfill three major functions. These major functions include:
- 1) providing pharmaceutical care directly to patients at base pharmacies;
 - 2) developing policies which govern the use of medications within DND facilities;
and
 - 3) evaluating drug and medical supply use throughout the Canadian Forces health care system.
- 1.2.2 Enhancing the access of DND pharmacists to specialized drug information resources through this Drug Information Service will enable DND pharmacists to focus on their major functions and with the support of timely, accurate, comprehensive and relevant drug information; ensure the provision of safe and effective drug therapy.

1.3 Acronym List

CF	Canadian Forces
CF DEC	Canadian Forces Drug Exception Centre
DND	Department of National Defence
EST	Eastern Standard Time
MS	Microsoft
PDF	Portable Document Format
SOW	Statement of Work

2.0 Tasks2.1 Drug Information Services

- 2.1.1 The Contractor must provide DND pharmacists with reliable, comprehensive and unbiased drug information in a professional and courteous manner to satisfy the following:

2.1.1.1 Comprehensive literature searches within a pre-specified scope, for purposes of informing policy development or review;



- 2.1.1.2 Identification of previous research initiatives and other background information, as related to specific drug use studies undertaken by DND; and
- 2.1.1.3 Focused searches to identify sources of information suitable for use in assessing or determining treatment strategies for individual patients to provide pharmaceutical care or process claims for reimbursement of medication.
- 2.1.2 The Contractor must provide Drug Information Services in both official languages to the pharmacists working at the facilities listed in Appendix 1.
- 2.1.3 The Contractor must be available to provide Drug Information Services to DND pharmacists year-round, 0830 - 1630 Eastern Time, five days per week (Monday to Friday), excluding statutory Holidays observed by the Canadian Forces Health Services Group, Ottawa, Ontario.
- 2.1.4 The Contractor must provide a message service to receive requests for information made outside the service hours in 2.1.3 of this SOW.
- 2.1.5 Requests for Drug Information will be assessed by the Requester as being Urgent, Non-Urgent or Policy Related.
- 2.1.6 From receipt of a Request for Drug Information, the Contractor must provide the requested information within two (2) hours for Urgent Requests, within the next business day for Non-Urgent Requests and within three (3) business days for Policy Related Requests.
- 2.1.7 In the event that the Contractor is provided with sufficient Urgent Requests, and as a result, is unable to meet the response requirements of 2.1.6 of the SOW, the Contractor must advise the Technical Authority of this situation and the Technical Authority will prioritize the Requests. Should the Technical Authority be unavailable to prioritize the Requests, the Contractor must prioritize the requests on a 'first come, first serve' basis and advise the Requesters of the situation and the position of their request in the queue.
- 2.1.8 Drug Information Requests will be made by DND pharmacists via telephone, facsimile or electronic mail.
- 2.1.9 The Contractor must communicate responses to Drug Information Requests by telephone, facsimile or electronic mail in the official language chosen by the DND pharmacist that made the Request. Written responses to Drug Information Requests are not required to be submitted in accordance with the standardized Drug Information Response to Medical questions format.
- 2.1.10 The Contractor must forward all appropriate references pertaining to a Request for Drug Information to the Requester upon request.
- 2.2 Drug Information Bulletins
- 2.2.1 The Contractor must publish and distribute Drug Information Bulletins as part of a continuing education initiative for DND pharmacists.
- 2.2.2 Each Drug Information Bulletin must be two (2) to four (4) pages in length and must be published in both official languages.



- 2.2.3 Drug Information Bulletins must be distributed on a quarterly to the Technical 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.

The data must be submitted to each facility listed in Appendix 1, and to the Technical Authority, no later than fifteen (15) calendar days after the end of the reporting period.

- 2.2.4 Drug Information Bulletins must be distributed electronically or by mail.

Electronically distributed bulletins must be in MS Word or PDF format.

- 2.2.5 Topics covered in Drug Information Bulletins must reflect current disease state and therapeutic issues in drug management.

2.3 In Person Training (As-required)

- 2.3.1 Upon receipt of a signed Task Authorization for Training, the Contractor must provide training for DND pharmacists.

- 2.3.2 The Contractor must develop and provide the training curriculum and reading materials in accordance with the goals and objectives in Appendix 2.

- 2.3.3 The Contractor must train a maximum of one (1) DND Pharmacist per training session.

- 2.3.4 One (1) training session must not exceed one (1) week, forty (40) hours per week or eight (8) hours per day.

- 2.3.5 The Contractor must provide the training session within one (1) month of receipt of the request for training.

2.4 Meetings

The Contractor must participate in meetings, which would be called at the request of either party, regarding the provision of services and related concerns of either party. If acceptable to all parties, meetings may be conducted via teleconference.

3.0 Location of Work

All Tasks must be performed at Contractor's facilities.

4.0 Language



The Contractor must ensure that resources are able to communicate, orally and in writing, in both Canada's official languages, English and French.

5.0 Deliverables

All deliverables must be subject to inspection by the Technical Authority or its designated representative as per Annex D, Deliverable Acceptance Form. Should any deliverable not be in accordance with the requirements of the Statement of Work and the satisfaction of the Technical Authority, as submitted, the Technical Authority must have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

5.1 Monthly Log

- 5.1.1 The Contractor must submit, on a monthly basis, a log of Drug Information Requests received.
- 5.1.2 The Monthly Log must be submitted electronically in Microsoft Excel format to the Technical Authority.
- 5.1.3 The Monthly Log must contain the following data:
 - (a) Date of Request;
 - (b) Name and Designation of Requester;
 - (c) Requester facility location;
 - (d) Nature of Request (Patient Care or Policy Related);
 - (e) Number of Questions in Request; and
 - (f) Amount of Contractor time spent providing service for each request.

**Appendix '1' of Annex 'A'**

(Contact information is to be provided at Contract Award for all locations).

Province	Unit	Contact Information
Alberta	Pharmacy, 22 CF H Svcs C, Cold Lake	
Alberta	Pharmacy, 1 Field Ambulance, Edmonton	
Alberta	Pharmacy, 12 CF H Svcs C, Wainwright	
British Columbia	Pharmacy, 21 CF H Svcs C, Comox	
British Columbia	Medical Provisioning Point - CF H Svcs C (P), Esquimalt	
British Columbia	Pharmacy, CF H Svcs C (P), Esquimalt	
Manitoba	Pharmacy, 11 CF H Svcs C, Shilo	
Manitoba	Pharmacy, 23 CF H Svcs C, Winnipeg	
New Brunswick	Pharmacy, 42 CF H Svcs C, Gagetown	
Nova Scotia	Pharmacy, 26 CF H Svcs C, Greenwood	
Nova Scotia	Pharmacy, CF H Svcs C (A), Halifax	
Nova Scotia	Medical Provisioning Point - CF H Svcs C (A), Halifax	
Nova Scotia	Pharmacy, CF H Svcs C (A), Shearwater	
Ontario	Pharmacy, 31 CF H Svcs C, Borden	
Ontario	CF Medical Services School, Borden	
Ontario	Pharmacy, Royal Military College, Kingston	
Ontario	Pharmacy, 33 CF H Svcs C, Kingston	
Ontario	Pharmacy, 31 CF H Svcs C, Meaford	
Ontario	Drug Exception Center, CF H Svcs Gp HQ, Ottawa	
Ontario	J4 Medical Material Management, CF H Svcs HQ, Ottawa	
Ontario	Pharmacy, CF H Svcs C, Ottawa	
Ontario	Pharmacy, Carling Campus, CF H Svcs HQ, Ottawa	
Ontario	CMED, Petawawa	



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Ontario	Pharmacy, 2 Field Ambulance, Petawawa	
Ontario	Pharmacy, 1 Canadian Field Hospital, Petawawa	
Ontario	Pharmacy, 32 CF H Svcs C, Toronto	
Ontario	Pharmacy, 24 CF H Svcs C, Trenton	
Québec	Pharmacy, 25 CF H Svcs C, Bagotville	
Québec	Pharmacy, 41 CF H Svcs C, Saint-Jean	
Québec	Pharmacy, 5 Field Ambulance, Valcartier	
Saskatchewan	Pharmacy, 23 CF H Svcs C, Moose Jaw	
Overseas	Various deployed locations	
Overseas - Germany		



Appendix '2' of Annex 'A'

Drug Information Training

GOAL:

The trainee must develop the skills necessary to independently conduct biomedical literature search, to appraise the literature and to formulate questions relevant to the drug information request.

OBJECTIVES:

Upon completion of the rotation, the trainee should be able to:

1. Describe characteristics of indexing options for storing and retrieving drug information (AHFS¹, ATC², ICD³).
2. Discriminate between the requesters' statement of need and the actual drug information need by asking for appropriate additional information about the patient, disease or drug.
 - 2.1. Determine the urgency and depth of response for any given question.
 - 2.2. Prioritize requests to ensure that the responses are provided in a timely fashion.
3. Devise a systematic, efficient, and thorough procedure for retrieving drug information.
 - 3.1. Explain the strengths and weaknesses of manual (textbooks, journals) and electronic (Micromedex, Drug Product Database, Internet) methods of retrieving biomedical literature.
 - 3.2. Compare the characteristics of each of the available primary (journals), secondary (indexing and abstracting services) and tertiary (textbooks) resources for biomedical literature.
 - 3.3. Identify foreign drug products, their pharmacology and therapeutic use.
4. Determine from all retrieved biomedical literature the appropriate information to evaluate.
5. Appraise critically the usefulness of biomedical literature gathered applying the principles of evidence-based medicine.
6. Formulate clear and comprehensive verbal and written responses to drug information requests based on analysis of the literature and his or her knowledge base, as appropriate.

¹AHFS: American Hospital Formulary System

²ATC: Anatomical, Therapeutic, Chemical

³ICD: International Classification of Diseases

**ANNEX B - BASIS OF PAYMENT**

During the period of the Contract, and if the option is exercised, during the extended period of the Contract, for Work performed in accordance with the Contract, the Contractor will be paid as specified below.

The rates and price specified below include all expenses that may need to be incurred to satisfy the terms of the contract, including any training materials, and the total estimated cost of any travel and living expenses that may need to be incurred for the Work described in Annex A, Statement of Work.

All prices are in Canadian Dollars. Applicable Taxes excluded, FOB destination, freight charges included, Canadian customs duties and excise taxes included

1.0 Drug Information Service

The Contractor will be paid a firm all-Inclusive hourly rate for the Drug Information Service.

Item	Description	Estimated Level of Effort in Hours	Firm All- Inclusive Hourly Rate (CDN)
1	Initial Contract Period (From Date of Contract Award to March 31, 2023)		
	Drug Information Service as per the Statement of Work in Annex A	200	\$ [amount to be detailed in the resulting contract]
2	Option Period 1 (If Option is Exercised): 01 April 2023 to 31 March 2024		
	Drug Information Service as per the Statement of Work in Annex A	200	\$ [amount to be detailed in the resulting contract]
3	Option Period 2 (If Option is Exercised): 01 April 2024 to 31 March 2025		
	Drug Information Service as per the Statement of Work in Annex A	200	\$ [amount to be detailed in the resulting contract]
3	Option Period 3 (If Option is Exercised): 01 April 2025 to 31 March 2026		
	Drug Information Service as per the Statement of Work in Annex A	200	\$ [amount to be detailed in the resulting contract]

Total Estimated Cost: \$ [amount to be detailed in the resulting contract]

2.0 Training Sessions "As-and-When Requested Basis" using a Task Authorization (TA)

The Contractor will be paid a firm all-Inclusive unit price on as and when requested basis for the Training Session

Item	Description	Estimated Training Session	Firm All-Inclusive Unit Price Per Training Session
1	Initial Contract Period (From Date of Contract Award to March 31, 2023)		
	Professional Fees for Training Session as per the Statement of Work in Annex A	1	\$ [amount to be detailed in the resulting contract]
2	Option Period 1 (If Option is Exercised): 01 April 2023 to 31 March 2024		
	Professional Fees for Training Session as per the Statement of Work in Annex A	1	\$ [amount to be detailed in the resulting contract]



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3	Option Period 2 (If Option is Exercised): 01 April 2024 to 31 March 2025		
	Professional Fees for Training Session as per the Statement of Work in Annex A	1	\$ [amount to be detailed in the resulting contract]
3	Option Period 3 (If Option is Exercised): 01 April 2025 to 31 March 2026		
	Professional Fees for Training Session as per the Statement of Work in Annex A	1	\$ [amount to be detailed in the resulting contract]

Total Estimated Cost: \$ [amount to be detailed in the resulting contract]



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ANNEX C - DND 626 TASK AUTHORIZATION FORM

All invoices/progress claims must show the referenced Contract and Task numbers. Toutes les factures doivent indiquer les numéros du contrat et de la tâche.		Contract no. - No du contrat
		Task no. - No de la tâche
Amendment no. - No de la modification	Increase/Decrease - Augmentation/Réduction	Previous value - Valeur précédente
To - À	TO THE CONTRACTOR You are requested to supply the following services in accordance with the terms of the above referenced Contract. Only services included in the Contract can be supplied against this task. Please advise the undersigned if the completion date cannot be met. Invoices/progress claims shall be prepared in accordance with the instructions set out in the contract. À L'ENTREPRENEUR Vous êtes prié de fournir les services suivants en conformité des termes du contrat mentionné ci-dessus. Seules les services mentionnés dans le contrat doivent être fournis à l'appui de cette demande. Prière d'aviser le signataire si la livraison ne peut se faire dans les délais prescrits. Les factures doivent être établies selon les instructions énoncées dans le contrat.	
Delivery location - Expédiez à		
Delivery/Completion date - Date de livraison/d'achèvement From - De : To - À :	_____ Date _____ for the Department of National Defence pour le ministère de la Défense nationale	
Contract item no. No d'article du contrat	Services	Cost Prix
		\$
THE CONTRACTOR HEREBY ACCEPTS THE TASK AUTHORIZATION IDENTIFIED ABOVE :		
_____ Name (type or print) _____ Title (type or print)		
_____ Signature _____ Date		
	Applicable Taxes Taxes applicables	\$
	Total	\$
<p>APPLICABLE ONLY TO PWGSC CONTRACTS: The Contracting Authority signature is required when the total value of the DND 626 exceeds the threshold specified in the Contract.</p> <p>NE S'APPLIQUE QU'AUX CONTRATS DE TPSGC : La signature de l'autorité contractante est requise lorsque la valeur totale du formulaire DND 626 est supérieure au seuil précisé dans le contrat.</p> <p>_____ for the Department of Public Works and Government Services pour le ministère des Travaux publics et services gouvernementaux DND 626 (01-05)</p>		



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ANNEX D - DELIVERABLE ACCEPTANCE FORM

CONTRACT NUMBER: W6369-22-A010

CONTRACTOR: _____.

TASK NUMBER: - N/A

DELIVERABLE DESCRIPTION:

DELIVERABLE DUE DATE: _____

DELIVERABLE RECEIPT DATE: _____

ACCEPTANCE AUTHORITY EVALUATION

"The undersigned Inspection/Technical Authority Agent hereby accepts the Deliverable Item referenced herein and certifies that the Deliverable Item is in complete compliance with the relevant Statement of Work and acceptance criteria."

ACCEPTED : Yes / No – with Comments

INSPECTION AUTHORITIES

Date	Name	Designation	Signature

PROJECT / TECHNICAL AUTHORITY APPROVED

Date	Name	Designation	Signature

DISTRIBUTION

Technical Authority
Contracting Authority
Contractor