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LETTER OF INTEREST

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Telephone No. - N° de téléphone (873) 354-5628 ()	FAX No. - N° de FAX () -
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**REQUEST FOR INFORMATION REGARDING
REMOTE, ISOLATED AND SEMI-ISOLATED FIRST NATIONS
NURSING SERVICES
FOR
INDIGENOUS SERVICES CANADA**

TABLE OF CONTENTS

1. Background and Purpose of this Request for Information (RFI)	2
2. Nature of Request for Information	3
3. Nature and Format of Responses Requested	3
4. Response Costs	3
5. Treatment of Responses	3
6. Contents of this RFI	4
7. Questions to Industry	4
8. Format of Responses	4
9. Enquiries	5
10. Submission of Responses	5

Annex A: Questions to Industry

Annex B: Overview of Proposed Contracting Models

Annex C: Current Contract Nurse Performance and Conduct of Work Resolution Process

Annex D: Current Contract Nurse Education, Experience, Certification and Training
Requirements

Annex E: Current Contract Nurse Training Program Requirement

Annex F: Changes to a Task Authorization's Location of Work

Annex G: Potential Use of an Indigenous Participation Component

Annex H: Engagement Agreement

Annex I: CanadaBuys Registration

Annex J: Glossary

REQUEST FOR INFORMATION REGARDING REMOTE, ISOLATED AND SEMI-ISOLATED FIRST NATIONS NURSING SERVICES FOR INDIGENOUS SERVICES CANADA

1 Background and Purpose of this Request for Information (RFI)

Background

ISC currently funds and/or delivers primary care services, accessible on a twenty-four hours a day, seven days a week basis in over 79 health facilities serving 111,000 First Nations (FN) clients in Remote, Isolated and Semi-Isolated First Nations (FN) communities, where access to provincial services is limited.

Primary care is considered a mandatory or “essential” service under ISC’s program mandate, as it has a direct impact on the health and safety of individuals and the population. In communities where primary care is delivered, nurses working out of nursing stations or other health facilities are often the only health service providers. Nurses work in pairs or small groups, often with little to no support from other health care professionals on site, providing services to respond to routine and urgent community health care needs and medical emergencies whenever they arise.

ISC employs health human resources to provide primary care services in 21 FN communities in Manitoba (MB), 24 FN communities in Ontario (ON), two FN communities in Quebec (QC), four FN communities in Alberta (AB), plus there are two hospitals in MB that employ nurses.

Health care services are provided by ISC nurses, however ISC uses private health care providers for the provision of a workforce of Contract Nurses to supplement ISC’s resources on an “as and when requested” basis to backfill vacant positions, vacation and sick leave on a temporary basis. Contract Nurses provide direct patient care, health consultation, and work with other disciplines in the treatment of illness, conduct of programs designed to promote health and prevent diseases, and the provision of advice.

ISC currently has a single contract for delivery of Contract Nurses on an “as and when requested” basis in each of the provinces (hereby referred to as Regions), listed above. These contracts are referred to as the Primary Contracts. ISC also has a pool of backup Standing Offers (SO) in each Region that are used to fulfill ISC’s Contract Nurse requirements when the primary contractor is unable to do so.

Purpose

ISC is currently in the planning stage for re-procurement of its Remote, Isolated and Semi-Isolated FN nursing services requirement. As part of this process, ISC is looking to replace the current contracting model (described above) with an improved, more efficient approach designed to increase care to the FN communities served. ISC anticipates using a revised contracting model for these services and has published this RFI to obtain industry feedback prior to finalizing the procurement strategy and associated documentation.

2 Nature of Request for Information

Suppliers are invited to share their comments and recommendations in writing to the PSPC Contracting Authority. This is not a bid solicitation and will not result in the award of any contract. As a result, potential suppliers of any services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

3 Nature and Format of Responses Requested

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

4 Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

5 Treatment of Responses

- (a) **Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.
- (b) **Review Team:** A review team composed of representatives of ISC's Nursing Relief Coordination Unit (NRCU), ISC's Procurement Strategy for Indigenous Business (PSIB) program, and PSPC will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.
- (c) **Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the *Access to Information Act*.
- (d) **Follow-up Activity:** Canada presently intends, but is not obligated to, meet with respondents who indicate in their responses that they wish to participate in a follow-up meeting and who have submitted a duly completed Engagement Agreement (included at Annex H). Participation in a follow-up meeting is not mandatory. Respondents who do not wish to participate in a follow-up meeting will not be precluded from participating in any future procurement.

Should Canada hold any such follow-up meetings, it is anticipated that they will occur mid to late October 2021. In order to allow PSPC to establish the schedule for such meetings, respondents are requested to include in their responses an indication of whether they wish to meet with Canada, together with a list of the individuals from their organization who would be attending the meeting.

To register for a follow-up meeting, respondents must complete the Engagement Agreement at Annex H and send it by email to the PSPC Contracting Authority. Please be advised that

participation in follow-up meetings will be strictly reserved to respondents who have properly registered with PSPC and have signed and submitted the Engagement Agreement.

6 Contents of this RFI

This RFI contains descriptions of high level contracting models, as well as specific questions addressed to industry. These concepts remain a work in progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that is ultimately published by Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft documentation are welcome.

In addition to the above, this RFI also contains annexes that describe various elements of the current Primary Contracts (for context), an Engagement Agreement, as well as registration information for CanadaBuys and the Indigenous Business Registry.

7 Question to Industry

Respondents are requested to provide answers to the questions in Annex A in the order that they appear and maintain the same lettering sequence.

Respondents may also include any other additional information at their own discretion.

8 Format of Responses

- (a) **Cover Page:** If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.
- (b) **Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:
 - (i) the title of the respondent's response and the volume number;
 - (ii) the name and address of the respondent;
 - (iii) the name, address and telephone number of the respondent's contact;
 - (iv) the date; and
 - (v) the RFI number.
- (c) **Numbering System:** Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.
- (d) **Number of Copies:** Canada requests that respondents submit one electronic copy of their response.

9 Enquiries

This is not a bid solicitation, therefore, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority: Jeremy Chapple
E-mail Address: TPSGC.PASACOCSE-APISCNSSO.PWGSC@tpsgc-pwgsc.gc.ca

Telephone: (873) 354-5628

10 Submission of Responses

- (a) **Time and Place for Submission of Responses:** Respondents interested in providing a response should deliver it to the Contracting Authority identified above by the time and date indicated on page 1 of this document.

Canada requests that respondents submit their response in accordance with the following:

- i. **Email submission:** Responses should be submitted by email to:
TPSGC.PASACOCSE-APISCNSSO.PWGSC@tpsgc-pwgsc.gc.ca
 - ii. **Format of Email Attachments:** The approved formats for email attachments are any combination of:
 - A. PDF documents; and
 - B. Documents that can be opened with either Microsoft Word or Microsoft Excel.All documents submitted should be in an unprotected format (i.e. no passwords).
 - iii. **Email Size:** Respondents should ensure that they submit their response in multiple emails if any single email, including attachments, exceeds 2 MB.
 - iv. **Email Title:** Respondents are requested to include the RFI No. in the "subject" line of each email forming part of their response.
- (b) **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.
- (c) **Identification of Response:** Each respondent should ensure that its name, the solicitation number and the closing date appear legibly on the cover page of their response.
- (d) **Return of Response:** Responses to this RFI will not be returned.

Annex A

Questions to Industry

1. General Questions

ISC intends on using one of the two models presented in this RFI as the future contracting model for Remote, Isolated and Semi-isolated First Nations nursing services.

- a) Of the two contracting models presented, which do you feel is the most appropriate? Why?
- b) Of the two contracting model presented in this RFI, which do you feel would be the most effective in ensuring a consistent and reliable delivery of nursing services to ISC? Why?
- c) Is there a contract model variation that you believe should be considered by ISC for this procurement? Why?

2. Contracting Model 1

- a) Do you foresee any risks or concerns with Contracting Model 1 (as described in Annex B) of which Canada should be aware?
- b) Are there any modifications to this model that you would suggest? Why?
- c) Do you foresee any issues with there being no primary contractor? Why?

3. Contracting Model 2

- a) Do you foresee any risks or concerns with Contracting Model 2 (as described in Annex B) of which Canada should be aware?
- b) Are there any modifications to this model that you would suggest? Why?
- c) Non-performing Primary Contractors would be replaced by the top performing backup contractor and re-ranked accordingly. With this in mind, please provide your feedback on the following examples of thresholds that may be used to determine when, and how, to re-rank non-performing Primary Contractors:

- i. *Minimum TA Fill Rate*

The Primary Contractor must fill a minimum of 70% of all TAs issued to them by ISC with a Contract Nurse (who performs work under the TA) in order to maintain their status as the Primary Contractor for the following year. Failure to meet this threshold would result in the Primary Contractor being re-ranked amongst all contractors (primary and backup) based on their Annual Performance Score under a pre-defined Performance Management Framework. The Contractor with the highest overall Annual Performance Score would become the Primary Contractor for the following year.

- ii. *Highest Annual Performance Score*

The Primary Contractor must achieve the highest Annual Performance Score in order to maintain their Primary Contractor status. Each year all contractors would be re-ranked based on their Annual Performance Score under a pre-defined Performance Management Framework. The contractor with the highest overall Annual

Performance Score would become the Primary Contractor for the following year.

- iii. Please present any alternative threshold, or approach, that you believe should be considered for replacement of a non-performing Primary Contractor.

4. Performance Management Framework (PMF) for Annual Re-Ranking of Contractors

Both contracting models presented in this RFI re-rank contractors annually based on performance as determined through a pre-established PMF.

- a) Based on your experience in delivering nursing services, what are the four most effective performance indicators that could be used to evaluate nursing service contractors? Why?
- b) Based on your experience in delivering services, what is the sole best indicator to use in measuring the performance of nursing service contractors? Why?
- c) How can Canada ensure fairness to all companies when forming a PMF that re-ranks contractors on an annual basis?

5. Tiered System

Both contracting models presented in this RFI use a tiered approach to maximize competition and encourage increased participation from qualified suppliers who may otherwise not have the capacity to deliver the volume of service required to meet the Tier 1 corporate qualification thresholds (Model 1) or the Primary Contractor corporate qualification thresholds (Model 2).

- a) What considerations should ISC be aware of in forming the Tier 2 (Model 1) or backup (Model 2) corporate evaluation requirements to ensure participation from qualified smaller or more localized suppliers?
- b) Please identify any barriers that you believe may exist which, if removed, could increase participation from qualified suppliers and the overall provision of nursing services to ISC?

6. Failure to Provide Contract Nurses on an authorized Task Authorization

When a contractor fails to provide a Contract Nurse as agreed upon under an authorized TA there is an operational impact to ISC and the capacity of care that can be provided within community.

- a) Please provide your feedback on the following measures that may be applied when a contractor fails to provide a Contract Nurse under an authorized TA (and any items that you believe PSPC and ISC should be made aware):
 - i. The application of Payment Credits to be withheld against future invoices paid to the contractor in order to offset a portion of the operational loss experienced by ISC;
 - ii. Suspension of the use of the contract for a temporary period of time after a certain number of infractions (example: Three failures to provide a Contract Nurse without providing an adequate replacement on a TA would lead to a one month suspension of the contract).
- b) Please explain any alternate measures that you believe ISC should consider to address the failure of a contractor to provide a Contract Nurse and why you think they would be effective.

7. TA Group Invitation Process

A TA Group Invitation, as described in Annex B, would be used as a more efficient method of obtaining a Contract Nurse for work under contracting Model 1 and to obtain a Contract Nurse amongst backup contractors under contracting Model 2.

Are there any considerations related to the TA Group Invitation process that you believe Canada should be made aware?

8. Indigenous Socio-economic Benefits

It is anticipated that both contracting models presented in this RFI will include an Indigenous socio-economic framework to ensure the creation of Direct and Indirect Benefits.

- a) Based on your experience, how can ISC increase Indigenous business participation and/or the creation of Indigenous employment and benefits through each of the two contracting models proposed in this RFI?
 - b) What barriers currently exist for your organization in creating Direct Benefits?
 - c) What barriers currently exist for your organization in creating Indirect Benefits?
9. How can companies maximize Indigenous participation while delivering services under any resulting contract?
10. Having reviewed the contents of this RFI and the contemplated contracting models in Annex B, where do you see the greatest opportunity for inclusion of Indigenous participation within the upcoming procurement (this includes Direct use of Indigenous businesses and/or inclusion of Indirect Benefits for Indigenous Peoples)?
11. Given your understanding of contractor service delivery for this requirement, what percentage of the total value of any resulting contract (or percentage of the total value invoiced to ISC annually under a resulting contract) do you see as achievable for the Indigenous Participation Component (IPC)? Why is this value considered achievable?

Within the value of the IPC, is there an optimal percentage for Direct versus Indirect Benefits?

12. How familiar is your company with employing Indigenous persons or sub-contracting with Indigenous businesses? Would additional guidance, or information, to supplement what is included in Annex G be useful?
13. What incentive strategies have you encountered in previous contracts that encourage Indigenous engagement by contractors which result in skills development, industrial capacity, and economic benefit to Indigenous groups? How can these strategies be applied for this requirement and the proposed contracting models included in Annex B?
14. Please provide any additional feedback regarding use of an Indigenous Participation Component (IPC) that you believe should be considered in finalizing the Indigenous socio-economic approach for this procurement.

The following two questions have been included in order to assist with the Indigenous Business Capacity review for this procurement:

15. Is your business located within a modern treaty area? If yes, please specify.
16. Is your business an Indigenous business eligible under the Government of Canada's Procurement Strategy for Indigenous Business (PSIB)?

If so, please register in the Indigenous Business Directory, at the following link: <https://www.sac-isc.gc.ca/eng/1100100033057/1610797769658>.

17. Accessibility

Public Services and Procurement Canada's goal is to ensure that the goods and services the Government of Canada buys are inclusive by design and accessible by default. Considering accessibility for end users in public procurements is now an obligation in the Treasury Board Contracting Policy and, accessibility criteria must be included in the requirements for goods and services, where appropriate.

The Accessible Canada Act, which came into effect on October 2019, directs federal departments and agencies to promote, support, and conduct research into the identification and removal of barriers and prevention of new barriers in all areas of federal jurisdiction.

Barriers can include anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Accessibility is about an interaction between a person and their environment. A person with an impairment experiences disability when they are faced with a barrier.

- a) In order to undertake a meaningful review of the requirement's specifications, ISC is requesting feedback from industry to help reduce barriers from the onset. Based on your experience in delivering nursing services, please identify any barriers that your nurses or their patients may have encountered.
- b) How can the barriers you have identified above be addressed and what type of accommodations do you believe should be considered in order to make the delivery of nursing service more accessible?
- c) Please indicate any industry-specific accessibility standards, or best practices, related to delivery of nursing care that should be considered for this procurement process.

18.

- a) Based on your experience in delivering nursing services, please identify any other barriers that should be considered by ISC when establishing the specifications of the requirement (ex. barriers due to sex, gender, religion, age, geography, language, income, sexual orientation, education, race, ethnicity etc.).
- b) How can the barriers you have identified above be addressed and what type of accommodations do you believe should be considered in finalizing the specifications of the requirement?

19. Green Procurement

The Government of Canada's Policy on Green Procurement directs federal departments and agencies to incorporate environmental considerations into the procurement decision-making processes for all goods and services purchased.

Suppliers have a key role to play in advancing the government's environmental agenda by providing environmentally preferable goods and services. We strive for continuous improvement, and every time we issue a procurement instrument we hope to decrease the environmental impact even more. In order to accomplish this we need industry support.

- a) Based on your experience in delivering nursing services, what environmental considerations should Canada consider for this upcoming procurement process?
- b) What factors can be used in determining if a nursing services provider is more environmentally preferable when compared to others in the market?
- c) Please indicate any industry-specific standards related to environmental considerations and best practices that should be considered for this procurement process.

20. Relocations

ISC must have the flexibility to relocate nurses (ISC and contractor) when needed, from one community to another to apply a holistic approach in managing delivery of healthcare services across a Region. This may include relocating a nurse to react to an unexpected healthcare emergency or an unforeseen shortage of healthcare professionals in a nursing station. Refer to Annex F for a description of the process.

- a) Based on your understanding and/or experience with relocations (changes to the Location of Work as described in Annex F), what modifications could be made to improve the process from a contractor perspective?
- b) What additional considerations do you believe PSPC and ISC should be aware of with respect to relocations (changes to the Location of Work)?

21. Contract Nurse Experience, Certification and Training Requirements

- a) Based on your experience in delivering nursing services, what improvements or changes would you suggest be made to the existing experience, training and certification requirements listed at Annex D?
- b) The working environment can be subject to change due to advancements in policy or technological improvements which may result in nurses needing to undergo new training. ISC requires that contractors be flexible in adapting to these changes and in delivering any necessary training to their Contract Nurses. These changes may be driven by regulatory requirements for nursing practice/licensing or they may be ISC specific training or certification requirements.
 - i. What considerations should ISC be aware of pertaining to the addition of training requirements?
 - ii. What approach do you recommend for addressing new or unforeseen training or certification needs under any resulting contract that would be fair to all parties?

c) Contract Nurse Training Program (CNTP)

- i. Based on your experience in delivering nursing services to other clients, or under other contracts, what improvements or changes would you suggest to the current Contract Nurse Training Program structure (listed at Annex E), including its ongoing review and revision process?
- ii. Are there any existing training, courses or certifications that currently do not form part of the CNTP requirements that ISC should consider adding to improve Contract Nurse preparedness for the challenges of working in Remote, Isolated and Semi-isolated First Nations community nursing stations?

22. Contract Nurse Performance Issue Resolution Process

Concerns related to Contract Nurse performance and/or conduct may be identified at a number of junctures while performing work, and as such, the process to resolve issues is situation dependent. Refer to Annex C for the current Contract Nurse Performance and Conduct of Work resolution process.

a) Based on your experience in delivering nursing services to other clients, or under other contracts, what performance resolution frameworks have you observed that have been effective? Why was this approach effective?

b) What improvements or changes to the framework listed at Annex C would you recommend that ISC consider in order to improve the current process for resolving Contract Nurse performance issues?

23. ISC is aware of the significant challenges to recruiting qualified Contract Nurses for work in Remote, Isolated and Semi-isolated FN communities.

- a) What are the top challenges or barriers that you encounter when recruiting nurses for work in these communities?
- b) Are there any existing barriers to recruitment for work in FN communities, of which ISC should be aware?
- c) What steps could ISC potentially apply that could help reduce or eliminate these barriers?

Annex B

Contemplated Contracting Models

CURRENT STATUS:

ISC is currently in the planning phase for re-procurement of its Remote, Isolated and Semi-Isolated FN nursing services requirement. As part of re-procurement, ISC is looking to revise the contract delivery model in order to streamline administration, expand access and participation from qualified suppliers in each Region, address Canada's social procurement objectives, and increase the Task Authorization fill rates in order to maximize delivery of nursing care to the communities served. To realize these objectives ISC proposes to use one of the following contracting models.

PROPOSED CONTRACTING MODELS:

Model 1:

A Pool of Ranked Contractors per Region

Overview of Model 1:

A Ranked Pool per Region:

Under this proposed contracting model, Canada would issue a Request for Proposals (RFP) and award multiple TA-based contracts per region to create a pool of contractors who are eligible to deliver "as and when requested" nursing services to communities within each Region (*note: the concept of a Primary Contract would be eliminated*).

Each contractor would be ranked based on their RFP bid score obtained at the time of bid evaluation.

Two Tiered Structure:

There would be two tiers for bidding purposes:

- ***Tier 1 – Large Service Providers***
Tier 1 would contain more rigorous evaluation criteria in the RFP in terms of the depth of corporate experience and capacity that must be demonstrated by bidders in order to qualify for the tier. As a result, Tier 1 contractors would be ranked first in the overall rankings for the regional pool.
- ***Tier 2 – Smaller/Localized Providers***
Tier 2 would contain less rigorous corporate evaluation criteria in the RFP than Tier 1 in order to allow access to qualified companies who might otherwise not have the corporate capacity or industry experience required to meet the Tier 1 evaluation criteria, but who are capable of delivering qualified Contract Nurses for work under any resulting contract. Tier 2 companies would be ranked after all Tier 1 companies in the overall rankings for the regional pool.

Bidders who do not meet the RFP's Tier 1 evaluation criteria would automatically be evaluated under the Tier 2 evaluation criteria.

It is anticipated that using this tiered approach in the RFP would maximize the breadth of nursing service providers available in each Region and increase access to smaller, more specialized (or local) suppliers, including Indigenous businesses.

TA Process:

ISC would issue a TA Group Invitation to all contractors when an ISC nursing service requirement is identified (see overview of the TA Group Invitation process below.)

TAs would be authorized based on contractor rank. The highest ranked contractor that replies to the TA Group Invitation within the stated deadline, with a qualified Contract Nurse would be issued the TA.

Performance Measurement Framework & Annual Re-Ranking of Contractors:

Contractors would be re-ranked annually within each Tier, based on their actual performance as determined by a Performance Measurement Framework (PMF) and their resulting Annual Performance Score.

- A monetary Performance Incentive Fee would not be included as part of the PMF structure.
- The PMF's Key Performance Indicators (KPIs) would be easily measurable with the goal of performing a streamlined re-ranking process within each tier (ex. Contract Nurse Task Authorization (TA) Fill rates, measurement of Contract Nurse Performance Reports etc.).
- Using a PMF and re-ranking structure would provide contractors with the ability to increase their overall position within their tier's ranking for the following year (or to maintain their rank) based on their performance. A higher rank would translate into an opportunity to deliver an increased volume of service for that contractor.
- The PMF structure would contain measures to address uneven access to work due to rank (ex. scenarios such as a lower ranked contractor proposing a resource 100% of the time but only getting 20% of work due to losing out to a higher ranked contractor). These potential measures could include:
 - Inclusion of a KPI that measures a contractor's response rate to TAs raised by ISC.
 - Inclusion of a TA fill rate KPI where the calculation only includes TAs that were filled at or below a company's rank.

Contractors who are not providing adequate fill rates for their rank would be adjusted downward under this model, based on their actual performance, and re-ranked at a level that is more closely aligned with their demonstrated capacity to deliver service.

A re-ranking buffer (timeframe) would be incorporated into the PMF structure to allow Canada to calculate PMF scores and apply the revised ranks appropriately. Companies would maintain their rank for a minimum period following each re-ranking (ex. a minimum of 11 months).

Model 2:

A Prime Contractor and a Pool of Ranked Backup Contracts.

Overview of Model 2:

A Prime Contractor and Pool of Ranked Backup Contracts per Region:

Under Model 2 Canada would issue an RFP that results in one Prime Contractor and up to 5 ranked back-up contractors per Region.

The RFP bid scores would establish the Prime Contractor (highest overall bid score) and the initial rank of each of the remaining contractors (ranked in descending order based on bid scores).

TA Process:

ISC nursing requirements would be sent to the Prime Contractor first via Task Authorization (TA) providing the Prime Contractor with a Right of First Refusal (ROFR). If the TA is not filled by the Prime Contractor then it would be sent to the pool of backup contractors using a TA Group Invitation (see overview of the TA Group Invitation process below.) The TA Group Invitation would be authorized based on backup contractor rank, with the highest ranked backup contractor that replied with a qualified Contract Nurse, within the stated deadline being issued the TA.

Performance Measurement Framework & Annual Re-Ranking of Contractors:

Maintaining Primary Contractor status in a Region for the contract validity period would not be guaranteed. If the Primary Contractor maintains a defined threshold (such as a minimum fill rate (ex. greater than 70% of all nursing requirements sent to them), or an alternate threshold such as a minimum Annual Performance Score (APS) under the PMF), then the contractor would maintain their status as the Primary Contractor for the Region and maintain Right of First Refusal for the following year. However, if the Primary Contractor does not achieve the minimum required threshold as stipulated in the contract, then they would be re-ranked along with all backup contractors and the company with the highest overall fill rate (or APS) would become the Primary Contractor for the Region in following contract year.

Backup Contractors would be re-ranked annually based on each contractor's performance as determined by a Performance Measurement Framework (PMF) and their Annual Performance Score.

- A monetary Performance Incentive Fee would not be included as part of the PMF structure.
- Using a PMF and re-ranking structure would provide contractors with the ability to increase their overall position within their tier's ranking for the following year (or to maintain their rank) based on their performance. A higher rank would translate into an opportunity to deliver an increased volume of service for that contractor.
- The PMF's Key Performance Indicators (KPIs) would be easily measurable with the goal of performing a streamlined re-ranking process.
- Backup contractors who are not providing adequate fill rates for their rank would be adjusted downward under this structure, based on their actual performance, and re-ranked to a level closer aligned with their capacity to deliver service.
- A re-ranking buffer (timeframe) would be incorporated into the PMF structure to allow Canada to calculate PMF scores and apply the revised ranks appropriately. Companies would maintain their rank for a minimum period following each re-ranking (ex. a minimum of 11 months).

Tiered Bidding

There would be two tiers for bidding purposes:

Tier 1 - Primary Contractor; and

Tier 2 – Backup Contractor

Qualified smaller companies who potentially lack the rigorous number of hours of Remote, Isolated and Semi-isolated FN nursing experience required to meet the Tier 1 corporate evaluation criteria, or the nursing roster depth etc., can choose to bid as a backup contractor. The evaluation criteria threshold to qualify under Tier 2 (corporate capacity and experience) would be lower than that of Tier 1.

Bidders who do not meet the RFP's Tier 1 evaluation criteria would automatically be evaluated under the Tier 2 evaluation criteria.

Solicitation No. - N° de l'invitation
5A090-213802/A
Client Ref. No. - N° de réf. du client
5A090-213802

Amd. No. - N° de la modif.
File No. - N° du dossier
005xf. 5A090-21-3802

Buyer ID - Id de l'acheteur
005XF
CCC No./N° CCC - FMS No./N° VME

OVERVIEW OF THE TA GROUP INVITATION PROCESS:

Both contractual models presented include the use of a TA Group Invitation process.

When ISC has a requirement for nursing services they would send a TA Form out to all eligible contractors in the Region at once for a response (meaning all contractors under Model 1 and all backup contractors under Model 2). This process is hereby referred to as a "TA Group Invitation".

TA Group Invitation responses received from contractors would be reviewed to ensure that the Contract Nurse proposed meets all of the required experience and certification requirements as defined in the Statement of Work. The TA would be issued to the highest ranked contractor that meets the requirements stated in the TA Form.

By submitting and signing a TA Group Invitation response, the contractor would certify and warrant that the resource proposed will be available to perform the work starting at the time specified in the TA Form or agreed to with ISC.

Annex C

Current Contract Nurse Performance and Conduct of Work Resolution Process

The following process is currently being used by ISC to address Contract Nurse performance issues:

CONTRACT NURSE PERFORMANCE AND CONDUCT OF WORK

Concerns may be identified at a number of junctures, and as such the process to resolve issues is situation dependent. In the event that concerns are identified while the Contract Nurse is onsite, it will be expected that the Regional Manager, Nurse In Charge or Nursing Supervisor will address the concerns directly with the Contract Nurse with notification to Technical Authorities following the event. Concerns, which are identified by Indigenous Services Canada or its delegates following the departure of the Contract Nurse from the community will be addressed directly to the Contractor by the Technical Authority or their delegate.

The Technical Authority or their delegate will advise the Contractor of any professional practice or conduct issues identified with the Contract Nurses delivering services, and provide a completed Contract Nurse – Performance and Conduct of Work Report which outlines the details regarding the practice or conduct issue. It is the responsibility of the Contractor to immediately respond to and address the concerns, including reporting to Regulatory Authorities as appropriate.

Should the severity of the issue(s) require the removal of the Contract Nurse, the Technical Authority or their delegate will immediately notify the Contractor. In the event the incident occurs outside of regular business hours, the Regional Manager, Nurse In Charge or Nursing Supervisor will be delegated the authority to contact the Contractor directly. The Contractor's replacement responsibilities will apply in such situations. The removed Contract Nurse will not be accepted under any future Task Authorizations until the issue is corrected to the satisfaction of ISC.

In order for the Contract Nurse to be accepted under future Task Authorizations, the Contractor must demonstrate in a written communication to the Technical Authority, and the Contracting Authority that sufficient corrective and/or remedial actions have taken place. Written notification will be provided by ISC to the Contractor on whether the actions were deemed sufficient and if the nurse can be used under future Task Authorizations.

Indigenous Services Canada reserves the right to refuse the Contract Nurse for future placements should the corrective actions be deemed insufficient. In addition, Indigenous Services Canada reserves the right to refuse a proposed Contract Nurse, and/or demand a replacement (at no additional cost to Indigenous Services Canada) prior to, and after, authorization of a TA. This, based on any documented record of poor service or unacceptable conduct, including under this or any prior Contract, under previous employment with ISC, or due to FN community requests or Band Council Resolutions.

Annex D

Current Contract Nurse Education, Experience, Certification and Training Requirements

The following education, experience, certification and training requirements are required in each Region:

Alberta Region	Registration / Licensing	Insurance	Education
Registered Nurses	Valid license with College and Association of Registered Nurses of Alberta (CARNA), with no restrictions.	Malpractice insurance through CARNA or Canadian Nurses Protective Society.	Bachelor's degree in nursing, or diploma in nursing from a recognized university or college.
Nurse Practitioners			Masters Degree in Advanced Practice Nursing – Family All Ages, or equivalent as determined by the College and Association of Registered Nurses of Alberta (CARNA).

Manitoba Region	Registration / Licensing	Insurance	Education
Registered Nurses	Valid license with College of Registered Nurses of Manitoba (CRNM), with no restrictions.	Malpractice insurance through CRNM or Canadian Nurses Protective Society.	Bachelor's degree in nursing, or diploma in nursing from a recognized university or college.
Nurse Practitioners			Masters Degree (or has demonstrated substantially equivalent education and experience) and has passed an approved exam demonstrating extended practice competencies.

Ontario Region	Registration / Licensing	Insurance	Education
Registered Nurses	Valid registration with the College of Nurses of Ontario as a Registered Nurse, with no restrictions.	Malpractice insurance through Registered Nurses' Association of Ontario or Canadian Nurses Protective Society.	Bachelor's degree in nursing.
Nurse Practitioners	Valid registration with the College of Nurses of Ontario as a Nurse Practitioner, with no restrictions.	Malpractice insurance through Registered Nurses' Association of Ontario, Nurse Practitioners Association of Ontario or Canadian Nurses Protective Society.	Approved Ontario university NP program - Primary Care or equivalent as determined by the College of Nurses of Ontario (CNO).

Quebec Region	Registration / Licensing	Insurance	Education
Registered Nurse	Valid license with the Ordre des infirmières et infirmiers du Québec (OIIQ), with no restrictions.	Malpractice insurance through OIIQ.	Bachelor's degree in nursing, or diploma in nursing from a recognized university or college

The following experience and certifications are common to all Regions:

a) Work Experience

Each Contract Nurse must meet one of the following criteria:

- 1 year, defined as 1,500 Regular Working Hours of experience, in the past five years from the date of TA issuance, working in Remote, Isolated and/or Semi-Isolated communities;

Or

- 2 years, defined as 3,000 Regular Working Hours of experience, in the past five years from the date of TA issuance, performing nursing services in primary care and advanced clinical assessments. This experience must be obtained in the emergency, intensive care unit or in community settings such as health care centres (e.g. urgent care centre, quick care centre).

b) Certification Requirements

All proposed Contract Nurses must have valid certification (or an equivalent approved by the Technical Authority) in the following:

- Cardio Pulmonary Resuscitation (CPR) / Basic Life Support (BLS) for healthcare providers issued by the Heart and Stroke Foundation of Canada or the American Heart Association;
- Pediatric Advanced Life Support (PALS) issued by the Heart and Stroke Foundation of Canada or the American Heart Association;

- Advanced Cardiovascular Life Support (ACLS) issued by the Heart and Stroke Foundation of Canada or the American Heart Association;
 - International Trauma Life Support (ITLS);
 - Workplace Hazardous Materials Information System (WHMIS);
 - Immunization:
 - Education Program for Immunization Competencies (EPIC) course - developed by the Canadian Pediatric Society.
- For Quebec region, only:*
- Basic online training on the Quebec Immunization Protocol (PIQ) recommended by the OIIQ and offered by Laval University - Protocole d'immunisation du Québec (PIQ).
- Controlled Substances:
 - University of Ottawa Distance Education Portal - FNIHB Nursing Education Module on Controlled Substances in First Nations Health Facilities.
- Transportation of Dangerous Goods (TDG); and
- Privacy Basics and Privacy Impact Assessments – online course (publichealth.gc.ca/training)

Annex E

Current Contract Nurse Training Program Requirements

The Contract Nurse Training Program (CNTP) is defined by ISC in the current ISC Primary Contracts as follows:

“a Contractor developed, maintained, and delivered program that ensures Contract Nurses develop, maintain and enhance their knowledge, skill set and abilities, and, in addition, acquire the necessary practical experience to meet Indigenous Services Canada’s requirement for this Contract. See Section 6 – Deliverables and Section 7 – Contractor Responsibilities for additional information.”

When bidding on the RFP for the existing Primary Contracts (#HT426-172611/C), bidders had to submit a detailed outline of their proposed Contract Nurse Training Programs (CNTP) demonstrating their theory, practicum and assessment methodology.

Bidders were further evaluated on several key service requirements of their proposed CNTP and its Cultural Competency component. Please see Attachment 1 to Annex E below for a copy of the evaluation criteria used in the 2017 RFP #HT426-172611/C related to a bidder's proposed CNTP. (Note: This information is considered historical and is being shared strictly to provide context to RFI respondents. Respondents should not assume that the same, or similar, evaluation criteria will be used in any future RFP resulting from this procurement process.)

Each successful bidder's proposed CNTP was then incorporated into the resulting contract following a review, modification and approval process.

The following excerpts are taken from the statements of work with respect to the CNTP (in order to provide RFI reviewers with further context):

Section 4. Glossary of Terminology:

“Start-Up Phase: means a three month period commencing on Contract Award date designed for engagement between ISC, the Contracting Authority and Contractor(s), as well as orientation and information transfer to the Contractor. This phase will allow for feedback on the Contractor's proposed CNTP, APC Plan as well as clarifications on deliverables and responsibilities. Information and training materials specific to ISC, and site orientation information, will also be shared with the Contractor. This phase is also in place to allow a timeframe for all Contract Nurses proposed by the Contractor to obtain all requirements as outlined in the Statement of Work.”

Section 6. Deliverables:

The Contractor must deliver the following to the Technical Authority:

- Within 15 working days following the completion of the Pre-Placement Orientation (PPO), the Contractor must deliver its revised CNTP for review and acceptance. The revised CNTP must incorporate feedback received from ISC on its CNTP proposed in its bid. In addition, the revised CNTP should be reflective of the information and knowledge obtained during the PPO, specifically in regards to ISC's requirements for nursing services. The technical authority will then have 10 working days to review the revised program and either approve the program or request that additional revisions be made.
- The Contractor must submit updated versions of its CNTP on an annual basis to the Technical Authority, at a date to be determined during the Start-up Phase.

Section 7. Contractor Responsibilities

- The Contractor must deliver the CNTP as proposed in its bid, subject to any revisions made in agreement with Indigenous Services Canada in the Start-Up and annual review phases.
- The Contractor must provide a Contract Nurse to attend a Pre-Placement Orientation (PPO). The Contractor must leverage the knowledge gained by the Contract Nurse during PPO, and ensure that their CNTP is reflective of the knowledge gained. The Contractor must ensure that they implement appropriate knowledge management practices necessary to retain any information provided by ISC to the Contract Nurse during the PPO.
- The Contractor must ensure that its Contract Nurses undergo and successfully complete the CNTP in advance of their first placement under this Contract.

Contract Nurse Training Program (CNTP)

The Contractor's CNTP must include Theory, Practicum and Assessment (of Theory and Practicum) modules.

The most current FNIHB Clinical Practice Guidelines (<https://www.canada.ca/en/health-canada/services/first-nations-inuit-health/health-care-services/nursing/clinical-practice-guidelines-nurses-primary-care.html>) must be incorporated into the following components and sub-sections (A, B, C, D, E, F and G) of the Contractor's CNTP.

A) General

- Specificities on scope of practice and nurses' role
 - Pharmacological intervention considerations
 - ECG's (electrocardiograms)
 - Communication to other health care providers using SBAR (Situation, Background, Assessment, Recommendation) (Telehealth etc.)
 - SOAP (Subjective, Objective, Assessment, and Plan) charting
 - Demonstration of critical thinking
 - Documentation
 - Consent to medical treatment
 - Privacy and access issues/confidentiality

B) Management and Assessment of Adult Clients

- Central Nervous system
- Ophthalmology/Eyes
- Otorhinolaryngology (ORL)/ Ears, nose, throat and mouth
- Cardiovascular system
- Respiratory system
- Gastrointestinal System
- Genito-urinary system (men and women)
- Hematology, metabolism and Endocrinology
- Dermatology /Skin
- Mental health (including management and assessment of a suicidal client)
- Musculoskeletal system
- Women's health and gynaecology
- Obstetrics
- Communicable diseases

C) Management and Assessment of Pediatric Clients

- Pediatric health Assessment
- Pediatric procedures
- Pediatric prevention and health maintenance
- Fluid management
- Child maltreatment

- Dysfunctional problems of childhood
- Nutrition
- Central Nervous system
- Ophthalmology/Eyes
- Otorhinolaryngology (ORL)/Ears, nose throat and mouth
- Cardiovascular system
- Respiratory system
- Mental health (including management and assessment of a suicidal client)
- Gastrointestinal system
- Genito-urinary system (men and women)
- Endocrinology/hematology, metabolism and immunology
- Dermatology /skin
- Musculoskeletal system
- Communicable diseases

D) Management and Assessment of Obstetrical, Gynecological and Newborn Clients

- Ophthalmology
- Otorhinolaryngology (ORL)/ Ears, nose, throat and mouth
- Genito-urinary system.
- Endocrinology
- Prenatal care
- Obstetrical and delivery emergencies
- Sexual assault kit (sexual assault)

E) General Emergencies and Major Trauma

1. Responding to general emergencies and major trauma (ABC's, primary and secondary survey, resuscitation)
2. General emergency situations
 - a. Anaphylaxis
 - b. Shock
 - c. Coma (not yet diagnosed)
 - d. Overdoses, poisonings and toxidromes
 - e. Hypothermia
3. Major trauma situations
 - a. Head trauma
 - b. Cervical spine and spinal cord trauma
 - c. Flail chest
 - d. Pelvic fracture
4. Medevacs / Medical Evacuation

F) The knowledge and skills of performing and interpreting Laboratory tests, and ECG

G) The Competencies associated with public health/population health practice

The Contractor's CNTP must also include Theory, Practicum and Assessment (of Theory and Practicum) modules for the following component and sub-sections (H).

H) Indigenous Cultural Competency and Safety

Nursing services, performed under this Contract, will be delivered to Indigenous Peoples within FN communities. Component "H" of the Contractor's CNTP must clearly describe its pedagogical approach, including the theoretical component and, in addition, provide the methods as to how its Contract Nurses (CN's) are evaluated theoretically and in a practicum setting, in order to ensure that its CN's meet the Indigenous cultural and safety competencies:

1. Respect
2. Knowledge of Indigenous history and culture
3. Communication

Component "I" of the Contractor's CNTP must clearly define how the Contractor, through its Continuous Education and Professional Development, ensures that its Contract Nurses not only maintain, but, in addition, continue to refine the competencies needed to fulfill the requirements of Indigenous Services Canada for this Contract.

I) Continuous education and professional development

Attachment 1 to Annex E

Contract Nurse Training Program Evaluation Criteria

RFP #HT426-172611/C

RT2.1^(PB) - Key Service Requirements (KSR) – Maximum: 750 points, Minimum Pass mark = 450 points

For each of the Key Service Requirements below, the Bidder should present a detailed description of its pedagogical approach, as incorporated in its proposed Contract Nurse Training Program (CNTP), including the theoretical and practicum components and, in addition, provide the methods as to how the Contract Nurses (CNs) are evaluated theoretically and in a practicum setting. The Bidder should also demonstrate how this training is integrated into its ongoing professional development of CNs.

Key Service Requirements:

- 1) Maternal / prenatal care, including high risk pregnancy;
- 2) Newborn and pediatric assessment, including well baby assessments (Rourke and Nippissing);
- 3) History and physical assessment of adults and older adults;
- 4) Documentation, including SOAP charting;
- 5) Assessment and treatment of diabetes;
- 6) Assessment and treatment of tuberculosis, sexually transmitted diseases and blood-borne illnesses;
- 7) The requirements associated with the handling and distribution of controlled drug substances;
- 8) Assessment and treatment of depression, anxiety, substance abuse and suicidal ideation;
- 9) Wound care, including suturing; and,
- 10) Emergency assessment and management.

The following rating scheme will be used to assess, and score, each of the ten Key Service Requirements in RT2.1:

Evaluation Guideline				
Rating <i>Bidders will be awarded a score of Good, Satisfactory, Poor, or Not Addressed for each Pedagogical Element; partial marks will not apply.</i>				
Pedagogic al Element	Good	Satisfactory	Poor	Not addressed
a) Theory	The theoretical approach is detailed ² and relevant ¹ .	The theoretical approach is relevant ¹ , but lacks detail ² .	The theoretical approach lacks relevancy ¹ .	The theoretical approach was not addressed, is not relevant ¹ , or is not appropriate ³ .
Score	15	10	7	0
Pedagogic al Element	Good	Satisfactory	Poor	Not addressed

b) Practicum	All practical exercises incorporated and skill demonstrations are relevant ¹ , detailed ² and Canada is confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations are fairly ⁴ relevant ¹ , or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations lack relevancy ¹ and Canada is unsure that the CN will acquire and maintain the skills to perform their duties.	The practical exercises and skill demonstrations were not described, are not relevant ¹ , or are not appropriate ³ .
Score	15	10	7	0
Pedagogic al Element	Good	Satisfactory	Poor	Not addressed
c) Assessment of theory and practicum.	The methods of assessment are relevant ¹ and detailed ² and Canada is confident that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment are fairly ⁴ relevant ¹ or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment lack relevancy ¹ and Canada is unsure that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment were not described, are not relevant ¹ or are not appropriate ³ .
Score	45	31	20	0
Total Key Service Requirement Score (Maximum 75 Points per KSR)				

¹ for the purpose of this criteria, Relevant means applicable to the Key Service Requirement that is being evaluated and Indigenous Services Canada's First Nations and Inuit Health Branch (FNIHB) Clinical Practice Guidelines for Nurses in Primary Care (*in effect as of the date of RFP publication*).

² for the purpose of this criteria, Detailed means comprehensive and thorough; not superficial or partial.

³ for the purpose of this criteria, Appropriate means suitable or proper in the circumstances.

⁴ for the purpose of this criteria, Fairly means for the greater part.

⁵ for the purpose of this criteria, Thorough means complete or [including](#) everything that is [necessary](#).

**RT2.2 (PB) – Contract Nurse (CN) Cultural Competency Elements – Maximum: 135 points,
Minimum Pass mark = 68 points**

For each of the CN Cultural Competency Elements below, the Bidder should present a detailed description of its pedagogical approach, as incorporated in its proposed CNTP, including the theoretical and practicum components and, in addition, provide the methods as to how the CNs are evaluated theoretically and in a practicum setting. The Bidder should also demonstrate how this training is integrated into its ongoing professional development of CNs.

CN Cultural Competency Elements:

Respect:

Element #1: Identify and apply key principles in developing collaborative and ethical relationships with First Nations and Inuit;

Element #2: Engage in effective strategies to share and promote health information with First Nations and Inuit;

Element #3: Identify, acknowledge and analyze one's considered emotional response to the many histories (e.g. prejudice, discrimination, racism, etc.) and the contemporary environment of First Nations and Inuit;

Communications:

Element #4: Establish a positive therapeutic relationship with First Nations and Inuit;

Element #5: Managing situations in which individuals may require the support of trained interpreters;

Element #6: Develop an awareness of First Nations and Inuit means of communication and understand how communication styles can vary widely between, and even within, cultures;

Indigenous History and Culture:

Element #7: Describe potential reasons as to why First Nations and Inuit may avoid the Canadian health care system (and its practitioners) and propose a means to remedy the situation;

Element #8: Explain the connection between historical and current government practices towards First Nations and Inuit, as well as the resultant intergenerational health outcomes and determinants of health that impact them;

Element #9: Explain how they will acknowledge and value Indigenous knowledge with respect to the health and wellness of First Nations and Inuit clients, families and communities.

The following rating scheme, developed in consideration of the Canadian Indigenous Nurses Association (CINA) paper titled *Cultural Competencies and Cultural Safety in Nursing Education: A Framework for First Nations, Inuit and Metis Nursing*, will be used to assess, and score, each of the nine CN Cultural Competency Elements in RT2.2:

Evaluation Guideline				
Rating				
<i>Bidders will be awarded a score of Good, Satisfactory, Poor, or Not Addressed for each Pedagogical Element; partial marks will not apply.</i>				
Pedagogical Element	Good	Satisfactory	Poor	Not addressed

a) <i>Theory</i>	The theoretical approach is detailed ² and relevant ¹ .	The theoretical approach is relevant ¹ , but lacks detail ² .	The theoretical approach lacks relevancy ¹ .	The theoretical approach was not addressed, is not relevant ¹ , or is not appropriate ³ .
Score	5	3	1	0
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
b) <i>Practicum</i>	All practical exercises incorporated and skill demonstrations are relevant ¹ , detailed ² and Canada is confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations are fairly ⁴ relevant ¹ , or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that the CN will acquire and maintain the skills to perform their duties.	The practical exercises incorporated and skill demonstrations lack relevancy ¹ and Canada is unsure that the CN will acquire and maintain the skills to perform their duties.	The practical exercises and skill demonstrations were not described, are not relevant ¹ , or are not appropriate ³ .
Score	5	3	1	0
Pedagogical Element	Good	Satisfactory	Poor	Not addressed
c) <i>Assessment of theory and practicum.</i>	The methods of assessment are relevant ¹ and detailed ² and Canada is confident that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment are fairly ⁴ relevant ¹ or fairly ⁴ detailed ² , and Canada is fairly ⁴ confident that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment lack relevancy ¹ and Canada is unsure that they will allow the Contractor to ensure that CN has acquired and will maintain the necessary skills to perform their duties.	The methods of assessment were not described, are not relevant ¹ , or are not appropriate ³ .
Score	5	3	1	0

¹ for the purpose of this criteria, Relevant means applicable to the CN Cultural Competency Element being evaluated and the Canadian Indigenous Nurses Association (CINA) paper titled *Cultural Competencies and Cultural Safety in Nursing Education: A Framework for First Nations, Inuit and Metis Nursing*.

² for the purpose of this criteria, Detailed means comprehensive and thorough; not superficial or partial.

³ for the purpose of this criteria, Appropriate means suitable or proper in the circumstances.

⁴ for the purpose of this criteria, Fairly means for the greater part.

⁵ for the purpose of this criteria, Thorough means complete or [including](#) everything that is [necessary](#).

Annex F

Changes to A Task Authorization's Location of Work

In most situations the Location of Work is a Nursing Station or Health Centre (with Treatment) in the FN community; however, nursing services, based on operational requirements, may occur within other areas within the community.

Under the present contracting model, while the location of the requirement is identified at the time of the initial Task Authorization, ISC or their delegate(s) reserve the right to change the location of the delivery of services at any point prior to or during the Task Authorization due to operational requirements. In such circumstances, the Technical Authority or their delegates endeavor to provide the contractor with as much notice as possible of the change of Location of Work. Should a Contract Nurse refuse to change location, the Contract Nurse will be sent back and the contractor must provide a replacement of personnel in accordance with the contract.

The Locations of Work in each Region are currently as follows:

Alberta Region:

- Fox Lake Nursing Station
- Garden River Health Centre
- Hay Lake (Chateh) Nursing Station
- John D'Or High Level Nursing Station

Manitoba Region:

- Bloodvein Nursing Station
- Brochet Nursing Station
- Cross Lake Nursing Station
- Garden Hill Nursing Station
- God's Lake Narrows Nursing Station
- God's River Nursing Station
- Lac Brochet Nursing Station
- Little Grand Rapids Nursing Station
- Nelson House Nursing Station
- Oxford House Nursing Station
- Pauingassi Nursing Station
- Poplar River Nursing Station
- Pukatawagan Nursing Station
- Red Sucker Lake Nursing Station
- Shamattawa Nursing Station
- South Indian Lake Nursing Station
- Split Lake Nursing Station
- St. Theresa Point Nursing Station
- Tadoule Lake Nursing Station
- Wasagamack Nursing Station
- York Landing Nursing Station

Ontario Region:

- Bearskin Nursing Station
- Cat Lake Margaret Grey Nursing Station
- Deer lake Jeannette Oscar Lindokken Nursing Station
- Fort Hope Nursing Station
- Fort Severn Nursing Station
- Grassy Narrows Health Center with Treatment
- Gull Bay Health Center with Treatment
- Kasabonika Nursing Station
- Kashechewan Nursing Station
- Keewaywin Nursing Station
- Kitchenuhmaykoosib Inninuwug Big Trout Lake Nursing Station
- Lansdowne House Nursing Station
- Marten Falls Ogoki Post Nursing Station
- Mishkeegogamang New Osnaburgh Nursing Station
- Muskrat Dam Nursing Station
- North Spirit Lake Nursing Station
- Pikangikum Nursing Station
- Poplar Hill Nursing Station
- Round Lake Sena Memorial Nursing Station
- Sachigo Lake Nursing Station
- Sandy Lake Nursing Station
- Summer Beaver Nursing Station
- Wabaseemoong White dog Health Center with Treatment
- Webequie Nursing Station
- Weenusk Peawanuck Nursing Station

Quebec Region:

- Lac Rapide Station de soins infirmiers
- Winneway Station de soins infirmiers

ANNEX G

POTENTIAL USE OF AN INDIGENOUS PARTICIPATION COMPONENT

Canada is considering the inclusion of an Indigenous Participation Component (IPC) as part of the Remote, Isolated and Semi-Isolated First Nations Nursing Services procurement process in order to meet the Government of Canada's commitment of advancing Indigenous socio-economic development through federal contracting opportunities.

The IPC is a portion of the value of a contract that is allocated for Indigenous participation, which can be direct, indirect or both.

Direct Benefits and Indirect Benefits

(a) Direct Benefits

Direct Benefits can be any one of the following:

- i. *Indigenous Business Development:* The contractor must demonstrate it builds and develops viable Indigenous business capacity (refer below to Identifying Indigenous Business Capacity). The contractor must contribute and invest in the development and viability of Indigenous businesses by procuring goods and services from qualified Indigenous firms. The contractor is also encouraged to demonstrate how it intends to maximize the use of Indigenous businesses, such as identifying the work intended to be carried out by Indigenous businesses, including contract and supply chain management.
- ii. *Indigenous Employment:* The contractor must demonstrate its Indigenous employment. The contractor may include details pertaining to Indigenous recruitment and retention strategies and related job activities such as the work to be carried out by each position.
- iii. *Indigenous Training and Skills Development:* The contractor must demonstrate the training opportunities and skills development for its Indigenous employees, such as on-the job training, in-house training, as well as succession plans.

(b) Indirect Benefits

Indirect Benefits include specialized training, career development, scholarships, grants, and community outreach to help local and Indigenous communities in meeting their economic development needs.

IPC Possibilities for the Contracting Models Detailed in Annex B:

ISC is currently contemplating several approaches to meet Canada's Indigenous socio-economic goals under both Model 1 and Model 2 for this procurement, which may include but are not limited to the following:

- o Including an Indigenous Participation Component (IPC) where Direct Benefits are a significantly weighted factor in the PMF (ex. 15-20%) for annual re-ranking; or
- o Scoring points within the PMF depending on the amount of Direct and Indirect Benefits created. PMF scores would accumulate throughout the duration of the contracts and would be factored into the Annual Performance Scores (APS). Points accumulated in one Contract Year for Direct and Indirect Benefits would then be added to the following Contract Year's APS. The points for Direct and Indirect Benefits would accumulate throughout the entirety of the contract therefore providing long term incentives. Large Direct and Indirect Benefits created in one year would still be recognized throughout the life of the contract; or

- Inclusion of an IPC target for the creation of Direct and Indirect Benefits each year that would provide bonus points in the PMF's Annual Performance Score if reached by a contractor; and/or
- For Primary Contractors under Model 2, establishing a minimum percentage (of the value invoiced to ISC each year) that must be incurred on Direct or Indirect Benefits.

About the Indigenous Business Directory:

Indigenous businesses wishing to participate in procurement opportunities under the Procurement Strategy for Indigenous Business and or Indigenous Participation Components should consider registering their Indigenous business under the Indigenous Business Directory.

The Indigenous Business Directory is designed to assist and support Indigenous businesses in the pursuit of business opportunities, including federal procurement. This directory is a resource available to all levels of government, as well as the private sector to identify Indigenous businesses.

Having a business profile in the directory will increase your visibility and may provide additional business. A profile in the directory can also allow businesses to compete for federal government contracts that are set-aside for Indigenous businesses through the Procurement Strategy for Indigenous Businesses.

Information collected for the business registration will create a public profile. However, some of the information is collected for program administration purposes and will not be made available to the public and will be protected in accordance with the Privacy Act.

If your company is an Indigenous business that is not already registered to the Indigenous Business Directory, but would like to become a member, please register using the following link:

<https://www.sac-isc.gc.ca/eng/1100100033057/1610797769658>.

Identifying Indigenous Business Capacity

Early engagement with Indigenous communities and businesses may help any resulting contractor meet the desired outcomes outlined in the Indigenous Participation Component. Early engagement is beneficial for:

- enhancing relationships;
- ensuring a common understanding of the project requirements;
- determining Indigenous business capacity for the procurement of goods and services; and
- identifying skills and training gaps for employment of Indigenous peoples.

The following list is provided to assist in the identification of Indigenous business capacity:

- Indigenous Business Directory (IBD): <https://services.aadnc-aandc.gc.ca/IndigenousBusinessDirectory>
- Canadian Council for Indigenous Business: <https://www.ccab.com/>
- Union Gas: <https://www.uniongas.com/about-us/community/indigenous/business-list>
- Indigenous Business and Investment Council: <https://www.bcibic.ca/>
- Canadian Indigenous and Minority Supplier Council: www.camsc.ca
- Province of Manitoba: <https://www.gov.mb.ca/intr/>
- Province of Ontario: <https://www.ontario.ca/page/indigenous-businesses-bidding-government-contracts>
- Inuit Firm Registry : <https://inuitfirm.tunnngavik.com/>
- Native Women's Association of Canada: <https://www.nwac.ca/womens-business-directory/>

Identifying Indigenous Employment Opportunities

Industry respondents may wish to contact Employment and Social Development Canada (ESDC) to learn more about their Indigenous Labour Programs that may help support the Indigenous Participation Component. ESDC's Indigenous Skills and Employment Training Program is designed to help Indigenous people improve their skills and find employment, visit their website for more information:

<https://www.canada.ca/en/employment-social-development/programs/indigenous-skills-employment-training.html>.

In addition to ESDC, there are numerous provincial and non-profit Indigenous employment and skills development programs. For more information contact: indigenousprocurement@canada.ca

Definitions related the Indigenous Participation Component

The IPC complements the objectives of the Procurement Strategy for Indigenous Business (PSIB), which was established to increase Indigenous businesses development through the federal government procurement process. The PSIB is a federal policy that reserves, or "sets aside" certain contracts exclusively for competition among Indigenous businesses where capacity exists to assure that Canada's operational requirement can be met. At present, it is anticipated that the Remote, Isolated and Semi-Isolated First Nations Nursing Services procurement process will not be set aside for Indigenous businesses under the PSIB, but that it will contain an IPC to encourage contracting with Indigenous suppliers, as well as other measures to help close socio-economic gaps. For more information on PSIB, visit: <https://services.aadnc-aandc.gc.ca/IndigenousBusinessDirectory>.

The following definitions are based on the PSIB policy, which uses the term 'Aboriginal', which now should be interpreted as 'Indigenous', for the purposes of this RFI.

Aboriginal Firm

"Aboriginal firm" means an entity which complies with the criteria set out in the PSIB.

According to the PSIB, "Aboriginal firms" include sole proprietorships, limited companies, co-operatives, partnerships, or not-for-profit organizations. To be considered an Aboriginal business, a firm must meet the following criteria:

- (1) At least 51 percent of the firm is owned and controlled by Aboriginal people; and,
- (2) At least one third of the firm's employees, if it has six or more full-time staff, are Aboriginal. If a firm is starting a joint venture or consortium, at least 51 percent of the joint venture or consortium must be controlled and owned by an Aboriginal business or businesses, as defined above.

Aboriginal Person

An Aboriginal person is defined as a Status or Non-Status Indian, Metis or Inuit person who is a Canadian citizen and resident in Canada.

Aboriginal Content

"Aboriginal content" refers to the amount (e.g. dollar value or percentage of total value) of Aboriginal participation that will be created through this project. Aboriginal participation will include both labour force participation (i.e. value of salary and non-salary committed to employment and development of Aboriginal people), business participation (i.e. value of contracts awarded to Aboriginal subcontractors) and other measures.

Annex H

Engagement Agreement

An overriding principle of the industry engagement is that it be conducted with the utmost fairness and equity between all parties. No one person or organization shall receive nor be perceived to have received any unusual or unfair advantage over the others.

All Crown documentation provided throughout the industry engagement process, which begins with registering for industry engagement and concludes should an RFP be published, will be provided to all respondents who have agreed to and signed the Engagement Agreement.

The industry engagement may consist of written questions and answers, follow-up meetings and any other processes deemed necessary by the Contracting Authority.

In order to maximize the benefits of the industry engagement, Canada will endeavor to solicit comments from respondents on various issues raised.

Any solutions, ideas or issues raised during follow-up meetings will be first analyzed for further consideration by Canada.

Any issues, recommendations, solutions or ideas raised during follow-up meetings and accepted by Canada may be raised later for feedback as part of the industry engagement.

An agenda with discussion topics and any available supporting documentation will be provided to respondents in advance of any follow-on meeting.

Canada will not disclose proprietary or commercially-sensitive information concerning a respondent to other respondents or third parties, except and only to the extent required by law.

TERMS AND CONDITIONS

The following terms and conditions apply to the industry engagement. In order to encourage open dialogue, respondents agree to the following:

1. Discuss their views concerning the requirement and to provide positive resolutions to the issues in question. Everyone shall have equal opportunity to share their ideas and suggestions;
2. Allow Canada to record and/or make notes during the follow-up meetings, should clarification of information be required;
3. All enquiries are to be directed to the PSPC Contracting Authority. Any communication to unauthorized representatives of Canada may be subject to full disclosure by Canada on Buyandsell.gc.ca;
4. Canada is not obligated to issue any Request for Proposals (RFP), or to negotiate any contract for the requirement;
5. If Canada does release an RFP, the terms and conditions of the RFP shall be subject to Canada's absolute discretion;
6. Canada will not reimburse any person or entity for any cost incurred in participating in the industry engagement;

7. Participation is not a mandatory requirement. Not participating in this industry engagement will not preclude a bidder from submitting a bid on any resulting Request for Proposals should one be issued;
8. Failure to agree to and to sign the Engagement Agreement will result in the exclusion from participation in follow-up meetings; and
9. A dispute resolution process to manage impasses throughout this industry engagement shall be adhered to as follows:
 - 9.1. By informal discussion and good faith negotiation, each of the parties shall make all reasonable efforts to resolve any dispute, controversy or claim arising out of or in any way connected to this industry engagement.
 - 9.2. Any dispute between parties of any nature arising out of or in connection with this industry engagement shall be resolved by the following process:
 - a. Any such dispute shall first be referred to the respondent's Representative and the PSPC Manager managing the industry engagement. The parties will have three business days in which to resolve the dispute;
 - b. In the event the representatives of the parties specified in Article 9.2a above are unable to resolve the dispute, it shall be referred to the respondent's Project Director and the PSPC Senior Director of the Division responsible for managing the industry engagement. The parties will have three business days to resolve the dispute;
 - c. In the event the representatives of the Parties specified in Article 9.2b above are unable to resolve the dispute, it shall be referred to the respondent's President and the PSPC Director General, who will have three business days to resolve the dispute.
 - d. In the event the representatives of the Parties specified in Article 9.2c above are unable to resolve the dispute, it shall be referred to the respondent's Chief Executive Officer and the PSPC Assistant Deputy Minister, Acquisitions Branch, who will have five business days to resolve the dispute; and
 - e. In the event the representatives of the Parties specified in Article 9.2d above are unable to resolve the dispute, the Contracting Authority shall within five business days render a written decision which shall include a detailed description of the dispute and the reasons supporting the Contracting Authority's decision. The Contracting Authority shall deliver a signed copy thereof to the respondent.

By signing this document, the individual represents that they have full authority to bind the supplier listed below and that the individual, the supplier, and all supplier representatives participating in the industry engagement agree to be bound by all the terms and conditions contained herein.

Name of Supplier:	
--------------------------	--

Name of Individual	Title	Email Address	Signature	Date

Annex I

CanadaBuys Registration

Government procurement is moving online

Public Services and Procurement Canada (PSPC) is using SAP Ariba, a web-based tool that allows businesses to view and bid on opportunities with the Government of Canada. All procurements that PSPC manages for the Government of Canada will take place on this tool and businesses will need an account to access it. We are making this transition over time and in phases.

It is anticipated that any Request for Proposals (RFP) that may result from this RFI will be conducted through the new CanadaBuys web-based procurement tool.

As a result, we strongly encourage suppliers participating in this RFI process to register for a free account now by following the registration steps included on the following pages in this annex.

For further information and assistance suppliers can also visit the CanadaBuys website <https://canadabuys.canada.ca/en/canadabuys> or call the toll free telephone line at 1-888-247-4016 Monday to Friday 7 am to 7 pm EST.

Registering on SAP Ariba: A guide for businesses

[Print](#)

Article-440

Added: March 20, 2020

Are you ready to register your business on SAP Ariba to start viewing and bidding on Government of Canada tender opportunities?

Use this handy step-by-step guide to help you get there! If you have any questions, you can [call, email, or chat with the CanadaBuys Service Desk. \(/en/contact-support\)](#).

Part One: Create a username, password, and company profile to view tender opportunities

Part Two: Add more information to your company profile required by the Government of Canada

Part Three: Complete these questions to bid on Government of Canada tender opportunities

Part Four: Enter payment information if you've been awarded a contract

Part One: Create a username, password and company profile to view tender opportunities

Register for a username and password to log in to SAP Ariba. Create a company profile (you will add more information to your company profile in Part Two). A company profile will allow you to view Public Services and Procurement Canada (PSPC) tender opportunities.

Step 1: [Go to the registration page \(/en/notification-ariba-registration\)](/en/notification-ariba-registration). Make sure to bookmark that page and always use that URL when completing your registration because it will allow you to add PSPC to your customer list. The URL will bring you to this page:

[Back to top](#)

Step 2: In the Company information section, enter the name of your organization in the Company Name field at the top of the page.

Note: You must enter your organization's **legal name** while registering. If you are unsure of your organization's legal name, you can use the Government of Canada's GST/HST Registry Search (https://www.businessregistration-inscriptionentreprise.gc.ca/ebci/brom/registry/pub/reg_01_Ld.action) to verify that you have the correct name.

The screenshot shows a web form titled "Company information". It contains several input fields: "Company Name:" (highlighted with a red border), "Country:" (a dropdown menu showing "Canada [CAN]"), "Address:" (three stacked text boxes labeled "Line 1", "Line 2", and "Line 3"), "City:", "Province:" (a dropdown menu showing "(no value)"), and "Postal Code:". A small asterisk with the text "* Indicates a required field" is located in the top right corner. A note on the right side of the form states: "If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile."

[Back to top](#)

Step 3: Click the "Country" field to open the drop-down menu and select the country where your organization's head office is located. **Tip:** You can enter more addresses such as your shipping address and billing address later in your company profile.

Country:* **Canada [CAN]** ▼

Address:* - Select Country -

City:* American Samoa [ASM]

Province:* Andorra [AND]

Postal Code:* Angola [AGO]

Name:* Argentina [ARG]

Email:* Armenia [ARM]

Username:* Aruba [ABW]

Password:* Australia [AUS]

Language:* Austria [AUT]

Belarus [BLR]

** Indicates a required field*

[SAP Ariba Privacy Statement](#)

Must be in email format(e.g. john@newco.com) ⓘ

Must contain a minimum 8 characters including letters and numbers. ⓘ

The language used when Ariba sends you configurable notifications. This is different than your web b...

[Back to top](#)

Step 4: Type the street address of your head office into the Address field.

Company information

Company Name:*

Country:* **Canada [CAN]** ▼

Address:*

Line 1

Line 2

Line 3

City:*

Province:* (no value) ▼

Postal Code:*

** Indicates a required field*

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

[Back to top](#)

Step 5: Type the city into the City field.

Company information

* Indicates a required field

Company Name: *

Country: * Canada [CAN] ▼

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

Address: *

Line 1

Line 2

Line 3

City: *

Province: * (no value) ▼

Postal Code: *

[Back to top](#)

Step 6: Click the "Province" field to open the drop-down menu and select the company's province or state.

Company Name: *

Country: * Canada [CAN] ▼

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

Address: *

Line 1

Line 2

Line 3

City: *

Province: * (no value) ▼

Postal Code: *

(no value)

Alberta [CA-AB]

British Columbia [CA-BC]

Manitoba [CA-MB]

New Brunswick [CA-NB]

Newfoundland [CA-NL]

Northwest Territory [CA-NT]

Nova Scotia [CA-NS]

Nunavut [CA-NU]

Ontario [CA-ON]

Prince Edward Island [CA-PE]

int information

Name: *

Email: *

Username: *

Password: *

* indicates a required field

SAP Ariba Privacy Statement

Must be in email format(e.g john@newco.com) ⓘ

Must contain a minimum 8 characters including letters and numbers. ⓘ

[Back to top](#)

Step 7: Enter the postal code or zip code in the Postal Code field.

Company information

* Indicates a required field

Company Name: *

Country: * Canada [CAN] ▼

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

Address: *

Line 1

Line 2

Line 3

City: *

Province: * (no value) ▼

Postal Code: *

[Back to top](#)

Step 8: In the User account information section, enter the first name and last name of the main user.

User account information

* Indicates a required field

Name: * First Name Last Name

SAP Ariba Privacy Statement

Email: *

☒ Use my email as my username

Username: *

Must be in email format (e.g. john@newco.com) ⓘ

Password: * Enter Password

Must contain a minimum 8 characters including letters and numbers. ⓘ

Repeat Password

Language: * English ▼

The language used when Ariba sends you configurable notifications. This is different than your web b...

Email orders to: *

Customers may send you their orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

[Tell us more about your business >](#)

[Back to top](#)

Step 9: Enter the email address you want to use to register the account. You will receive an activation message to this email account once you complete your registration.

User account information

* Indicates a required field

Name: First Name Last Name [SAP Ariba Privacy Statement](#)

Email:

☒ Use my email as my username

Username: Must be in email format (e.g. john@newco.com) ⓘ

Password: Enter Password Must contain a minimum 8 characters including letters and numbers. ⓘ

Repeat Password

Language: English The language used when Ariba sends you configurable notifications. This is different than your web browser's language.

Email orders to: Customers may send you their orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

[Tell us more about your business >](#)

[Back to top](#)

Step 10: Enter a username. The username must be in email format (name@example.com (mailto:name@example.com)).

Tip: You can select “Use my email as my username” located above the Username field.

User account information

* Indicates a required field

Name: First Name Last Name [SAP Ariba Privacy Statement](#)

Email:

☒ Use my email as my username

Username: Must be in email format (e.g. john@newco.com) ⓘ

Password: Enter Password Must contain a minimum 8 characters including letters and numbers. ⓘ

Repeat Password

Language: English The language used when Ariba sends you configurable notifications. This is different than your web browser's language.

Email orders to: Customers may send you their orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

[Tell us more about your business >](#)

[Back to top](#)

Step 11: Enter a password. **Tip:** Passwords must have at least eight characters, must contain at least one number, and are case-sensitive.

User account information

* Indicates a required field

Name: * First Name Last Name

Email: *

☒ Use my email as my username

Username: * Must be in email format (e.g. john@newco.com) ⓘ

Password: * Enter Password Must contain a minimum 8 characters including letters and numbers. ⓘ

Repeat Password

Language: English The language used when Ariba sends you configurable notifications. This is different than your web b...

Email orders to: * Customers may send you their orders through Ariba network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

[Tell us more about your business >](#)

[SAP Ariba Privacy Statement](#)

[Back to top](#)

Step 12: Re-enter the password to confirm.

Please note: After the password fields you can skip over the “Tell us about your business” section. It is not required for registration.

User account information

* Indicates a required field

Name: * First Name Last Name

Email: *

☒ Use my email as my username

Username: * Must be in email format (e.g. john@newco.com) ⓘ

Password: * Enter Password Must contain a minimum 8 characters including letters and numbers. ⓘ

Repeat Password

Language: English The language used when Ariba sends you configurable notifications. This is different than your web b...

Email orders to: * Customers may send you their orders through Ariba network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

[Tell us more about your business >](#)

[SAP Ariba Privacy Statement](#)

[Back to top](#)

Step 13: Before completing your registration, read and agree to the Terms of Use and the SAP Ariba Privacy Statement. This is mandatory. Select the check boxes next to each statement.

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration.

By clicking the Register button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.

You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, You also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian Federation.

☒ I have read and agree to the Terms of Use

☒ I have read and agree to the SAP Ariba Privacy Statement

[Register](#) [Cancel](#)

[Back to top](#)

Step 14: Click "Register".

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration.

By clicking the Register button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.

You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, You also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian Federation.

☒ I have read and agree to the Terms of Use

☒ I have read and agree to the SAP Ariba Privacy Statement

[Register](#) [Cancel](#)

[Back to top](#)

Step 15: Check your email and click the "Activate" link. You have now created a username, password, and company profile! You will now be able to view Government of Canada tender opportunities in SAP Ariba.

Next, go to Part Two to add additional information required by the Government of Canada.

And remember, CanadaBuys is here to help. You can [call](#), [email](#), or [chat with our Service Desk for answers to your questions \(/en/contact-support\)](#).

Confirm Your Email Address

ACTION REQUIRED

Check your email inbox for a message from Ariba. Click the link in the activation email sent to john@newco.com.

If you do not receive an activation email:

- Check your junk mail folder or email filter settings to verify that automated emails from Ariba are not blocked from your inbox.
- Click Resend to have another activation email sent to you.

- If you have more than one email address, you can enter another email address and click Send. Your email address in your profile will be updated accordingly.

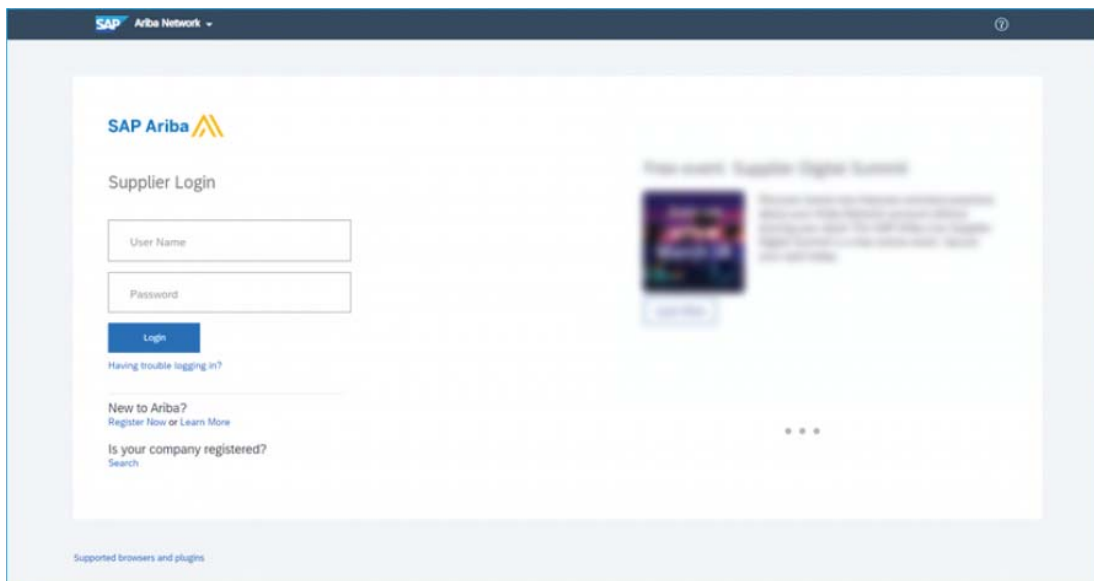
[Back to top](#)

Part Two: Add more information to your company profile required by the Government of Canada

If you followed the steps in Part One, you are now set up with a username, password, and company profile. Now, add additional information required by the Government of Canada to your company profile.

If you need help, you can [call](#), [email](#), or [chat with our Service Desk \(/en/contact-support\)](#) for answers to your questions.

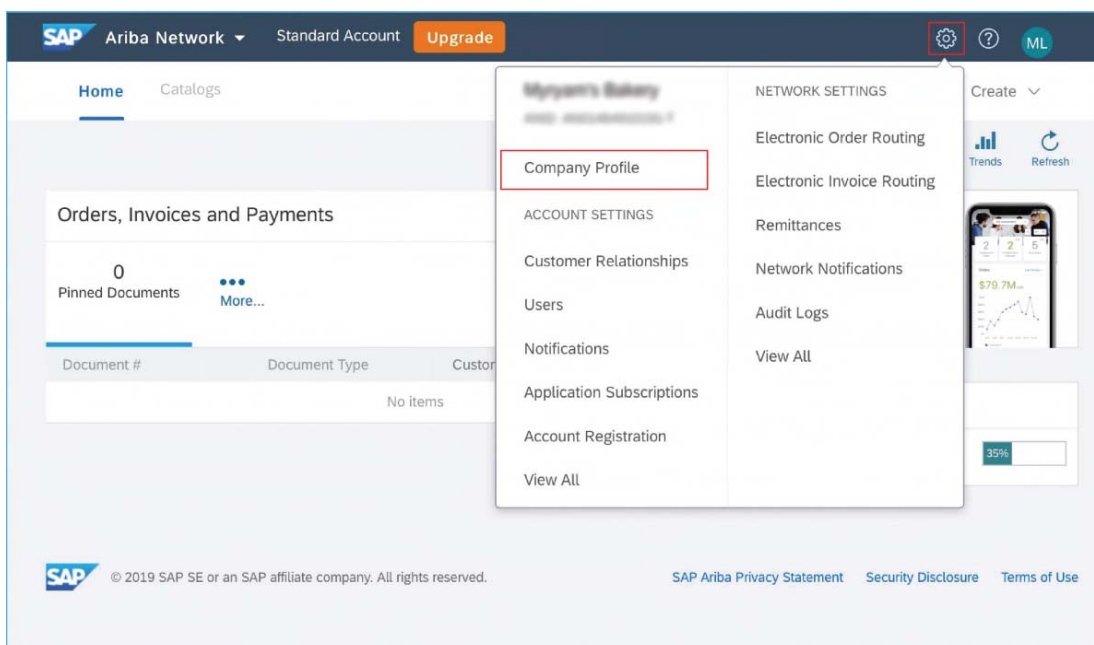
Step 1: [Log in to SAP Ariba using the URL you bookmarked in Part One. Or, if you are already logged in after activating your account, go to Step 2. \(/en/notification-ariba-login\).](#)



[\(/en/notification-ariba-login\)](/en/notification-ariba-login)

[Back to top](#)

Step 2: Open up your company settings by clicking on the gear icon at the top-right of the page and select "Company Profile".



[Back to top](#)

Step 3: The Company Profile section has seven tabs. The following steps will show you how to enter the SAP Ariba required information that is required to do business with the Government of Canada.

[Back to top](#)

Step 4: At the Basic tab, enter your business name in the Company Name field.

Note: You must enter your organization's **legal name** while registering. If you are unsure of your organization's legal name, you can use the Government of Canada's GST/HST Registry Search (https://www.businessregistration-inscriptionentreprise.gc.ca/ebsci/brom/registry/pub/reg_01_Ld.action) to verify that you have the correct name.

[Back to top](#)

Step 5: Provide a short description about your business or services offered.

The screenshot shows the 'Company Profile' form in the SAP Ariba Network. The 'Overview' tab is active. The 'Short Description' field is highlighted with a red box and has a character count of 100. The 'Public Profile Completeness' sidebar on the right shows a progress bar at 95% and a list of sections to be completed.

[Back to top](#)

Step 6: Next, provide information on the type of goods, products and/or services your business sells in the Product and Service Categories section.

Start from the first column on the left, and continue moving to the right. When you make a selection in one column, options appear in the next column (you are essentially narrowing down your product or service categories). Continue until you have completed all four columns. Your selections populate the My Selections section at the bottom of the page.

Then click "OK".

Tip: If you don't see a category that relates specifically to your business, select the closest match.

SAP Ariba Network Standard Account Upgrade

Product and Service Category Selection

Search Browse

Click the product and service category you want to add and click the + icon. Lower-level product and service categories are displayed after you click a product and service category. Click OK to save your changes.

Browse Product and Service Categories *Didn't find what you were looking for? Try Search »*

- Agricultural & Fishing Machinery >
- Agricultural & Fishing Services >
- Apparel, Luggage & Personal Care >
- Chemicals >
- Cleaning Supplies >
- Computer Hardware, Software & Telecom >
- Construction & Maintenance Services >

My Selections (2)

- ☐ Bread and biscuits and cookies (View)
- ☐ Cakes and pies and pastries (View)

Remove

Cancel OK

[Back to top](#)

Step 7: Enter the Ship-to or Service Locations section. Enter a location to open the drop-down menu and select the location that best corresponds to your organization.

Product and Service Categories, Ship-to or Service Locations, and Industries

Product and Service Categories*

Enter the products and services your company provides. Postings made by buyers will be matched to you based on the product and service categories you enter below.

Enter Product and Service Categories Add -or- Browse

Cakes and pies and pastries X Bread and biscuits and cookies X

Ship-to or Service Locations*

Enter the locations that your company ships to or serves. If you serve limited locations, enter the locations your company serves below. If you have global capabilities, browse and select "Global." For example: a services company might only serve the US, but a goods manufacturer may ship globally.

alber Add -or- Browse

Suggestions

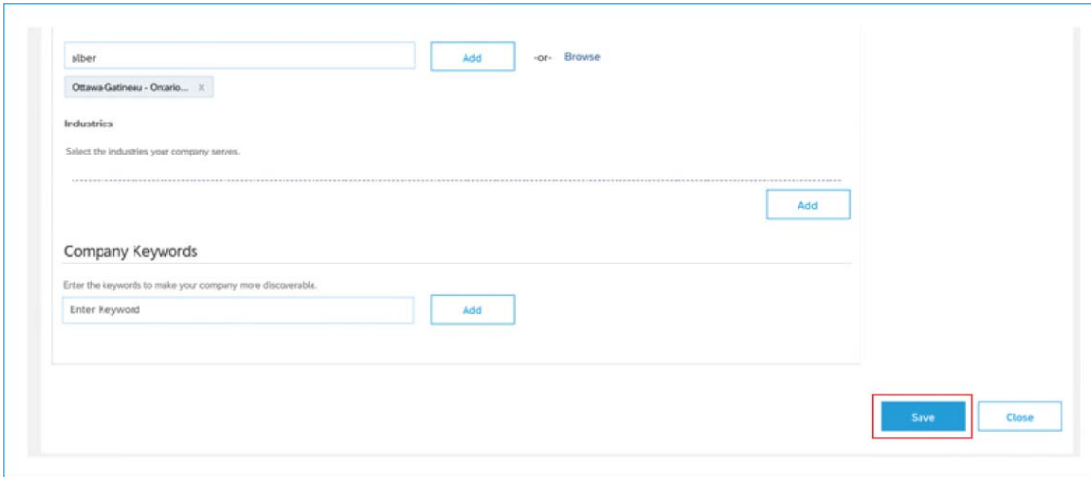
- Alberta - Canada
- Lloydminster - Alberta, Saskatchewan
- Medicine Hat - Alberta
- Red Deer - Alberta
- Wood Buffalo - Alberta
- Edmonton - Alberta
- Lethbridge (County of Lethbridge) - Alberta
- Grande Prairie - Alberta
- Calgary - Alberta
- Port Alberni (Alberni-Clayoquot E) - British Columbia

Add

Cancel OK

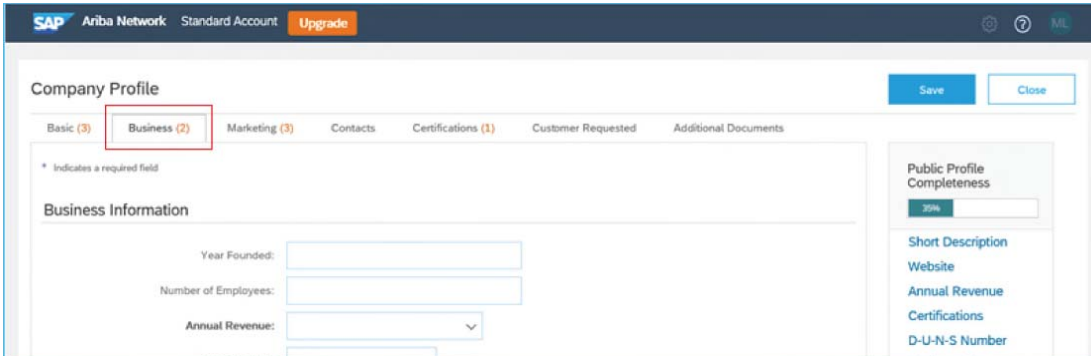
[Back to top](#)

Step 8: Save your entries by clicking "Save" at the bottom right of the page.

A screenshot of a web form for SAP Ariba registration. The form includes fields for 'Address' (with a dropdown for 'Ottawa-Gatineau - Ontario'), 'Industries' (with a dropdown), and 'Company Keywords' (with a text input and an 'Add' button). At the bottom right, there are 'Save' and 'Close' buttons. The 'Save' button is highlighted with a red rectangular box.

[Back to top](#)

Step 9: Go to the Business tab of your company profile.

A screenshot of the SAP Ariba 'Company Profile' page. The page has a header with 'SAP Ariba Network', 'Standard Account', and an 'Upgrade' button. Below the header, there are tabs for 'Basic (3)', 'Business (2)', 'Marketing (3)', 'Contacts', 'Certifications (1)', 'Customer Requested', and 'Additional Documents'. The 'Business (2)' tab is highlighted with a red rectangular box. The 'Business Information' section contains fields for 'Year Founded', 'Number of Employees', and 'Annual Revenue'. On the right side, there is a 'Public Profile Completeness' bar showing 25% completion, and a list of links: 'Short Description', 'Website', 'Annual Revenue', 'Certifications', and 'D-U-N-S Number'.

[Back to top](#)

Step 10: The required fields in the business section are Year Founded, Number of Employees, and the Supplier Legal Form.

The screenshot displays the registration form with two main sections: **Business Information** and **Financial Information**. In the Business Information section, the fields for 'Year Founded', 'Number of Employees', and 'Annual Revenue' are highlighted with red boxes. The Financial Information section includes fields for 'Supplier Legal Form' (highlighted with a red box), 'Penalty Information', 'Discount Information', and 'D-U-N-S Number'. On the right side, there is a sidebar with a progress bar at 35% and a list of links: Short Description, Website, Annual Revenue, Certifications, D-U-N-S Number, Business Type, Industries, Company Description, and Company Logo. At the bottom right of the sidebar, there is a 'Share Your Public Profile' section with a link to 'Click here to get your Ariba badge'.

[Back to top](#)

Step 11: Save your entries at the bottom right of the page.

The screenshot shows the 'Business Type' section of the registration form. It contains two columns of checkboxes for selecting business types: Distributor/Wholesaler, Government/Public Agency, Manufacturer, Other (with a text input field), Producer, Service Provider, System Integrator, Transportation/Logistics, Utilities, and Value Added Reseller. At the bottom right of the form, there are two buttons: 'Save' (highlighted with a red box) and 'Close'.

[Back to top](#)

Step 12: Next, go to the Contacts tab. The only required fields in this section are Main Email and Main Phone. Enter the information and select "Save" at the top-right of the page.

Company Profile

Basic (3) Business (2) Marketing (3) **Contacts** Certifications (1) Customer Requested Additional Documents

* Indicates a required field

Company Contact Information

Main Email:

Main Phone: Country: CAN 1 Area: Number:

Main Fax: Country: CAN 1 Area: Number:

Contact Personnel

Customers need to know how to contact your company. You can provide companywide and customer-specific contacts. First, create your private list of contact personnel. Then, create companywide and customer-specific assignments. Customers do not see your list of contact personnel. Click Edit or any link in the Name column to edit a contact's details. Ariba's policy for handling contact information is described in the [SAP Ariba Privacy Statement](#).

Contacts

Name ↑	Business Title	Email	Phone
No items			

Public Profile Completeness

50%

Short Description

[Website](#)

[Annual Revenue](#)

[Certifications](#)

[D-U-N-S Number](#)

[Business Type](#)

[Industries](#)

[Company Description](#)

[Company Logo](#)

Share Your Public Profile

Click here to get your Ariba badge.

Find us on Ariba Network

[Back to top](#)

Step 13: Click the "Certifications" tab.

Company Profile

Basic (3) Business (2) Marketing (3) Contacts **Certifications (1)** Customer Requested Additional Documents

* Indicates a required field

Certifications

Buying organizations can view these designations in your company profile and search on this information when looking for new suppliers.

☐ **Sustainability Initiatives**
Your business has undertaken sustainability initiatives in one of the following categories: Plan, Products and Services, Energy, Carbon, Transportation, Other.

☐ **Small Disadvantaged Business**
Your business is SDB certified, 8(a) certified, HUBZone certified, or certified as a small disadvantaged business by a state government agency.

☐ **Women-Owned Business**
Your business is at least 51% owned by a woman or women who exercise the power to make policy decisions and who are actively involved in the day-to-day management of the business.

☐ **Minority-Owned Business**
Your business is at least 51% owned by one or more minority U.S. citizens. In the case of a publicly owned business, at least one or more such individuals own 51% of the stock, and one or more such individuals control its management and daily operations.

☐ **LGBT-Owned Business**
Your business is at least 51% owned by a Lesbian, Gay, Bisexual and/or Transgender (LGBT) person or persons and exercises independence from any non-LGBT business enterprise (LGBTBE).

☐ **Veteran-Owned Business**
Your business is at least 51% owned by an individual who served in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable or is at least 51% owned by an individual who can be considered by the government as a Service-Disabled Veteran. The terms "veteran" and "service-disabled veteran" are defined in 38 U.S.C. 101(2) and (16).

☐ **ISO Certification**
The International Organization for Standardization (ISO) family of standards relate to quality management systems and are designed to help organizations ensure they meet the needs of customers and other stakeholders. The standards are published by the ISO and are available through National standards bodies.

Public Profile Completeness

50%

Short Description

[Website](#)

[Annual Revenue](#)

[Certifications](#)

[D-U-N-S Number](#)

[Business Type](#)

[Industries](#)

[Company Description](#)

[Company Logo](#)

Share Your Public Profile

Click here to get your Ariba badge.

Find us on Ariba Network

[Back to top](#)

Step 14: Click "Save" at the bottom right of the page.

ISO 17025 Certified (Competence Of Testing And Calibration Laboratories)

ISO 18000 Certified (Information Technology - Radio Frequency Identification For Item Management)

ISO 18000-1 Certified (Information Technology - Globally Accepted Radio Frequency Identification)

ISO 20000 Certified (Information Technology - Service Management)

ISO 27001 Certified (Information Technology - Security Techniques)

ISO 50001 Certified (Energy Management)

ISO 31000 Certified (Risk Management)

ISO 26000 Certified (Social Responsibility)

ISO Compliant (Other)

☐ Not Certified
Your business does not have any of the certifications listed above.

Save **Close**

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How do I update expiring profile information?

How do I complete my Customer Requested Profile?

Do I need a DUNS number?

How do I upload a logo to my company profile?

How do I pick the best Product and Service Categories for my company?

How to configure your user account information and company settings

Why can't I find an event?

How do I see Ariba applications in a different language?

View more

How do I submit an invoice from a Standard account?

Documentation Support

[Back to top](#)

Step 15: Next, go to the Customer Requested tab. This contains your sourcing customer list. You'll see Government of Canada / Gouvernement du Canada listed here (this means PSPC is one of your customers).

Clicking on "Government of Canada / Gouvernement du Canada" will bring you to some questions you are required to complete in order to bid on PSPC contracts. The steps on how to complete those questions are detailed in the next part of this guide.

Click "Save" to exit.

Company Profile

Basic (3) Business (2) Marketing (3) Contacts Certifications (1) **Customer Requested** Additional Documents

* Includes a required field

Sourcing Customer List

Customer	Customer Requested Profile Information
Government of Canada / Gouvernement du Canada	Complete

Save **Close**

Public Profile Completeness

30%

Short Description

Website

Annual Revenue

Certifications

D-U-N-S Number

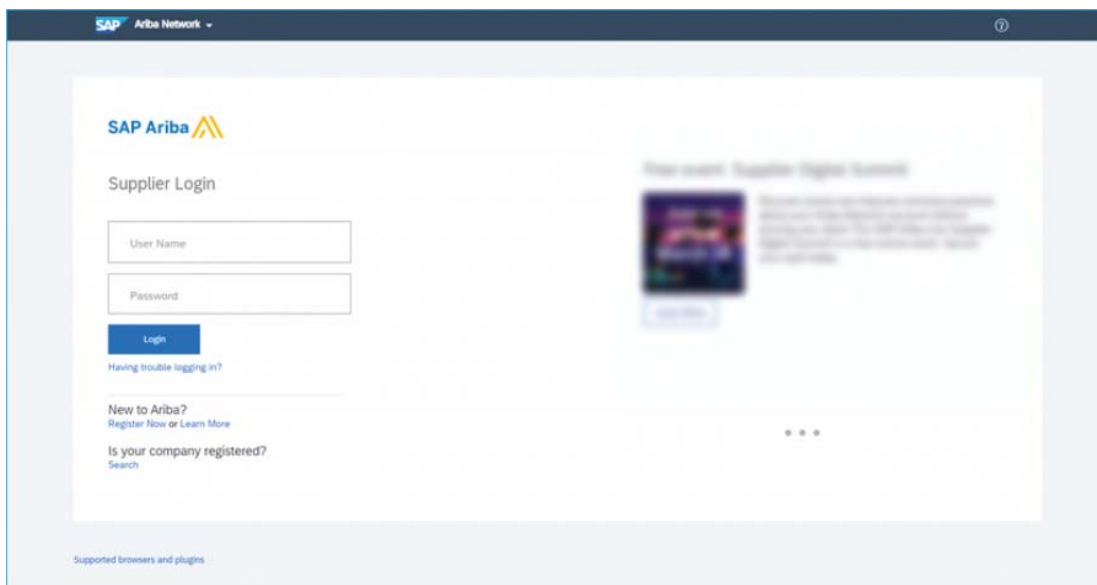
Business Type

[Back to top](#)

Part Three: Complete these questions to bid on Government of Canada tender opportunities

Here, we'll show you how to complete the questionnaire required by the Government of Canada for bidding. You'll be able to submit bids once you complete this section.

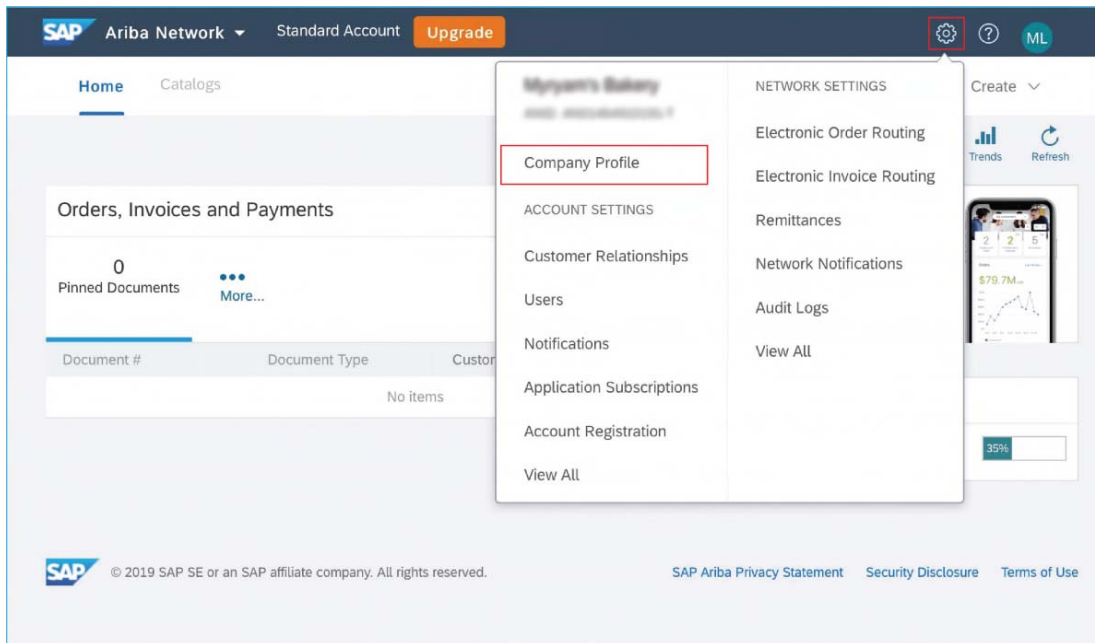
Step 1: Log in to SAP Ariba from the URL you bookmarked in Part One. Or, continue from where you left off in Part Two. (</en/notification-ariba-login>).



(</en/notification-ariba-login>).

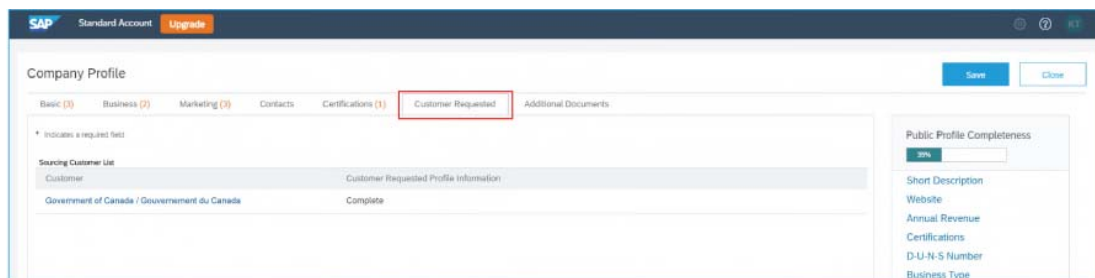
[Back to top](#)

Step 2: Go to your company settings by clicking on the gear icon at the top-right of the page and select "Company Profile" from the left side of the drop-down menu.



[Back to top](#)

Step 3: Click on the "Customer Requested" tab.



[Back to top](#)

Step 4: You will see Government of Canada / Gouvernement du Canada on your sourcing customer list. This means that PSPC has been added to your account as a customer. Click "Government of Canada / Gouvernement du Canada" to go to the questionnaire. To be able to bid, complete questions three to eight.

If you need help with any of the questions, [call](#), [email](#), or [chat online with our Service Desk \(/en/contact-support\)](#).

The screenshot displays the SAP Ariba registration interface. The top navigation bar includes 'SAP', 'Standard Account', and an 'Upgrade' button. The main section is titled 'Company Profile' and contains tabs for 'Basic (3)', 'Business (2)', 'Marketing (3)', 'Contacts', 'Certifications (1)', 'Customer Requested', and 'Additional Documents'. A 'Save' button is visible in the top right corner of the profile section.

A modal window is open, titled 'Government of Canada / Gouvernement du Canada'. It contains the following information:

- Status:** Saved as draft by Joe Smith at ... AM
- Last submitted by:** Joe Smith at ...
- Buttons:** Discard Draft, Save as Draft, Submit
- Warning:** Changes you make below may be subject to approval before they are accepted.
- Question 3: Your responsibility**
 - 3.1:** By selecting "Yes", you agree that you will not input or store any of your Personal Sensitive Information into SAP Ariba or SAP Fieldglass. The answer is 'Yes'.
 - 3.2:** The following set of questions will help contracting authorities gather required information about your company when you submit a bid. For more information, visit Canada Buys. The answer is 'Yes'.
- Question 4: General Company Information**

The background shows the 'Public Profile Completeness' bar at 88% and a list of profile sections: Short Description, Website, Annual Revenue, Certifications, D-U-N-S Number, and Business Type.

[Back to top](#)

Step 5: Question 3 is about personal sensitive information. In question 3.1 you agree to not enter personal sensitive information into the SAP Ariba and SAP Fieldglass system by selecting "Yes" from the drop-down menu.

▼ 3 Your responsibility

3.1 By selecting "Yes", you agree that you will not input or store any of your Personal Sensitive Information into SAP Ariba or SAP Fieldglass.

Personal Sensitive Information is information associated with individual persons such as Social Insurance Numbers (SIN), driver's license numbers, or private credit card or own banking account numbers. For more information, read the [Canada Buys Policy on Privacy](#)

Answer * Yes ▼

3.2 The following set of questions will help contracting authorities gather required information about your company when you submit a bid. For more information, visit [Canada Buys](#).

Please confirm that you have read, understood and agree to the responsibilities outlined in the [Code of Conduct for Procurement](#). You certify that you will adhere to all of the obligations set out within it and live up to its values and principles.

[Back to top](#)

Step 6: Question 3.2 is about confirming you agree to the Code of Conduct for Procurement. You can read the code of conduct by clicking the link.

Select your answer from the drop-down menu.

3.2 The following set of questions will help contracting authorities gather required information about your company when you submit a bid. For more information, visit [Canada Buys](#).

Please confirm that you have read, understood and agree to the responsibilities outlined in the [Code of Conduct for Procurement](#). You certify that you will adhere to all of the obligations set out within it and live up to its values and principles.

Answer * Yes ▼

▼ 4 General Comparison

[Back to top](#)

Step 7: Question 4 is about general information that describes your business. To answer question 4.1, select the industry from the drop-down menu that reflects your main business activity.

▼ 4 General Company Information

4.1 Select the industry that corresponds to your main business activity: *

Unspecified ▼

▼ 5 Integrity Regime

The Government of Canada's [Integrity Regime](#) and the associated [Ineligibility and Suspension Policy](#) helps foster ethical business practices for suppliers and upholds the public trust in the procurement process.

Section 17 of the [Policy](#) requires suppliers to submit a list of names with their bid or offer for integrity verification. Providing this information at the time of registration allows it to be carried forward during the bidding process. It is your responsibility to ensure that this list is kept up-to-date and accurate within the system.

5.1 Select the type of business *

Unspecified ▼

5.2 List names of all current Owners, Directors, and Partners and positions they hold. One per line.
Format: Name, Relationship (BOD member, Owner, Trustee, Partner, General Partner), Position [Optional] (CEO, CFO, etc.)

Answer

[Back to top](#)

Step 8: Question 5 contains questions related to the Government of Canada's Integrity Regime. To answer question 5.1, select the type of business that best corresponds to your organization from the drop-down menu.

▼ 5 Integrity Regime

The Government of Canada's [Integrity Regime](#) and the associated [Ineligibility and Suspension Policy](#) helps foster ethical business practices for suppliers and upholds the public trust in the procurement process.

Section 17 of the [Policy](#) requires suppliers to submit a list of names with their bid or offer for integrity verification. Providing this information at the time of registration allows it to be carried forward during the bidding process. It is your responsibility to ensure that this list is kept up-to-date and accurate within the system.

5.1 Select the type of business *

Unspecified ▼

5.2 List names of all current Owners, Directors, and Partners and positions they hold. One per line.
Format: Name, Relationship (BOD member, Owner, Trustee, Partner, General Partner), Position [Optional] (CEO, CFO, etc.)

Answer

[Back to top](#)

Step 9: For question 5.2, enter the information for the current owners, directors, and partners of the business in the following format: Name, Relationship. Position is optional, but you can add it if you like.

5.2 List names of all current Owners, Directors, and Partners and positions they hold. One per line.

Format: Name, Relationship (BOD member, Owner, Trustee, Partner, General Partner), Position [Optional] (CEO, CFO, etc.)

Answer

[Back to top](#)

Step 10: Question 6 is about Voluntary Indigenous Self-Identification.

Question 6.1 asks if you wish to identify your business as an Indigenous business as defined by the Government of Canada.

Select your answer from the drop-down menu.

▼ 6 Voluntary Indigenous Self-Identification

6.1 Do you wish to self-identify your company as an Indigenous Business?

We will use this information for statistical purposes only.

Indigenous business:

- at least 51% owned and controlled by an Indigenous business(es) or person(s) & if your company has six or more full-time staff
- at least 33% of the employees are of Indigenous descent

Joint Ventures are at least 51% owned and controlled by an Indigenous business(es) or person(s).

Indigenous businesses interested in competing for federal government contracts that are set-aside under the [Procurement Strategy for Aboriginal Business \(PSAB\)](#) should register in the [Indigenous Business Directory](#)

Answer Yes ▼

▼ 8 Environment Considerations

8.1 Does your business have an Environmental Management System such as ISO 14001 or equivalent?

The federal government requires suppliers to meet certain environmental criteria. While adding new environmental criteria, GC needs to ensure that it understands the current state of the industry, relative to environmental factors, in order to add to greening its supply chain. Upcoming requests for proposal (RFP) will require that potential suppliers to obtain a fair price for the requested goods and services. It is important to understand the current state of the industry, relative to environmental factors, in order to add to greening its supply chain. Upcoming requests for proposal (RFP) will require that potential suppliers to obtain a fair price for the requested goods and services. It is important to understand the current state of the industry, relative to environmental factors, in order to add to greening its supply chain.

Yes No Unspecified

[Back to top](#)

Step 11: Question 8 is about Environment Considerations.

Question 8.1 asks if the business has an environmental management system in place. Select your answer from the drop-down menu.

▼ 8 Environment Considerations

The federal government is committed to greening its supply chain. Upcoming requests for proposal (RFP) will require that suppliers meet certain mandatory environmental criteria. While adding new environmental criteria, GC needs to ensure that there is still enough competition amongst potential suppliers to obtain a fair price for the requested goods and services. It is therefore necessary for GC to understand the current state of the industry, relative to environmental factors, in order to successfully incorporate mandatory environmental criteria without inappropriately limiting competition.

8.1 Does your business have an Environmental Management System such as ISO14001 or equivalent?

These systems are a set of processes and practices that enable an organization to reduce its environmental impacts and increase its operating efficiency.

Answer * Yes ☒

8.2 Upload the off Yes [*Attach a file](#)

8.3 Has your business been rated by a sustainable supplier's rating system such as LEED or equivalent?

These systems usually consist of explicit set of environmental performance criteria.

Answer * Unspecified

[Back to top](#)

Step 12: For question 8.3, indicate whether your business has been rated by a sustainable supplier's rating system. Select your answer from the drop-down menu.

8.3 Has your business been rated by a sustainable supplier's rating system such as LEED or equivalent?

These systems usually consist of explicit set of environmental performance criteria.

Answer * Yes ☒

8.4 Provide a link to your business's rating system (e.g. Ecovadis, CDP, or other) *

Yes

No

Unspecified

▼ 9 Full Registration

9.1 Are you currently in the process of finalizing an award of contract from the Government of Canada?

[Back to top](#)

Step 13: To complete this part of the process, click "Save as Draft". When saving as a draft, a status message appears indicating that you have saved the questionnaire as a draft.

Government of Canada / Gouvernement du Canada

* Indicates a required field

Your customer has specifically requested that you complete the following profile information. After you complete the requested profile information, click **Submit**. You can click **Save as Draft** to save any values you may have edited without sending the changes to your customer. Click **Discard Draft** to clear all the changes you have made and display the last values you successfully submitted to your customer.

Status: Saved as draft by Joe Smith at ...
AM
Last submitted by Joe Smith at ...

Discard Draft Save as Draft Submit

Changes you make below may be subject to approval before they are accepted.

Your changes have been saved, but have not been sent to your customer. Click Submit to send your updated profile information to your customer.

Question

▼ 3 Your responsibility

3.1 By selecting "Yes", you agree that you will not input or store any of your Personal Sensitive Information into [SAP Ariba](#) or [SAP Fieldglass](#).

[Back to top](#)

Step 14: To complete your questionnaire, click "Submit". Once you do that, you will see a green banner notification message at the top the page.

Government of Canada / Gouvernement du Canada

* Indicates a required field

Your customer has specifically requested that you complete the following profile information. After you complete the requested profile information, click **Submit**. You can click **Save as Draft** to save any values you may have edited without sending the changes to your customer. Click **Discard Draft** to clear all the changes you have made and display the last values you successfully submitted to your customer.

Status: Submitted by Joe Smith at ...

Discard Draft Save as Draft Submit

Changes you make below may be subject to approval before they are accepted.

✓ You have successfully submitted changes to your customer.

Question

▼ 3 Your responsibility

3.1 By selecting "Yes", you agree that you will not input or store any of your Personal Sensitive Information into [SAP Ariba](#) or [SAP Fieldglass](#).

[Back to top](#)

Step 15: Congratulations! You are now able to bid on PSPC tender opportunities.

In Part Four, we'll show you how to add payment information to your account. If you are in the process of finalizing a contract with PSPC, you must enter payment information.

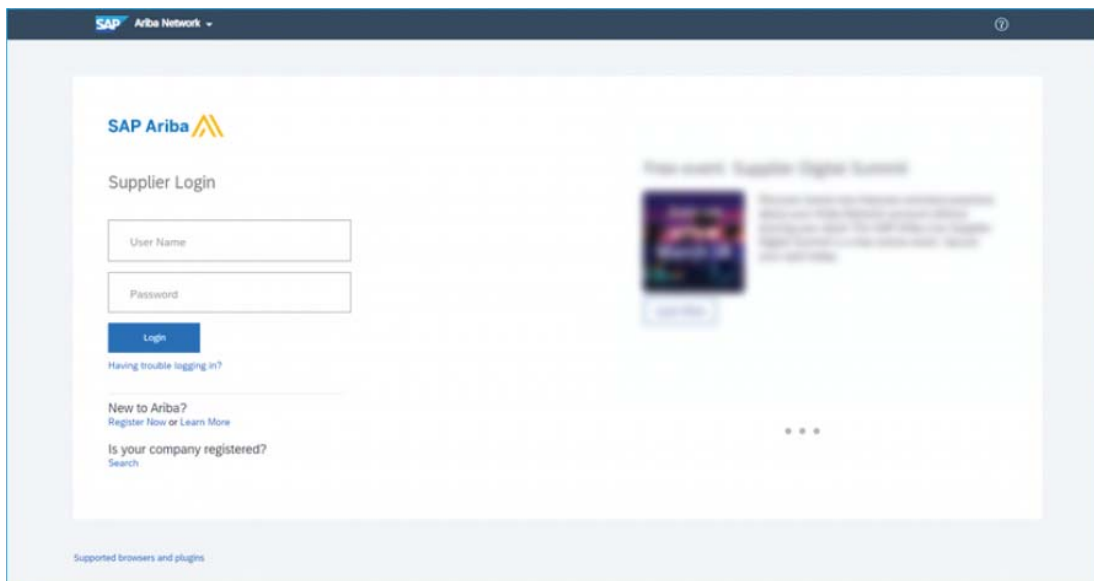
If your business is awarded a contract in future, you will be able to enter payment information at that time.

[Back to top](#)

Part Four: Enter payment information if you've been awarded a contract

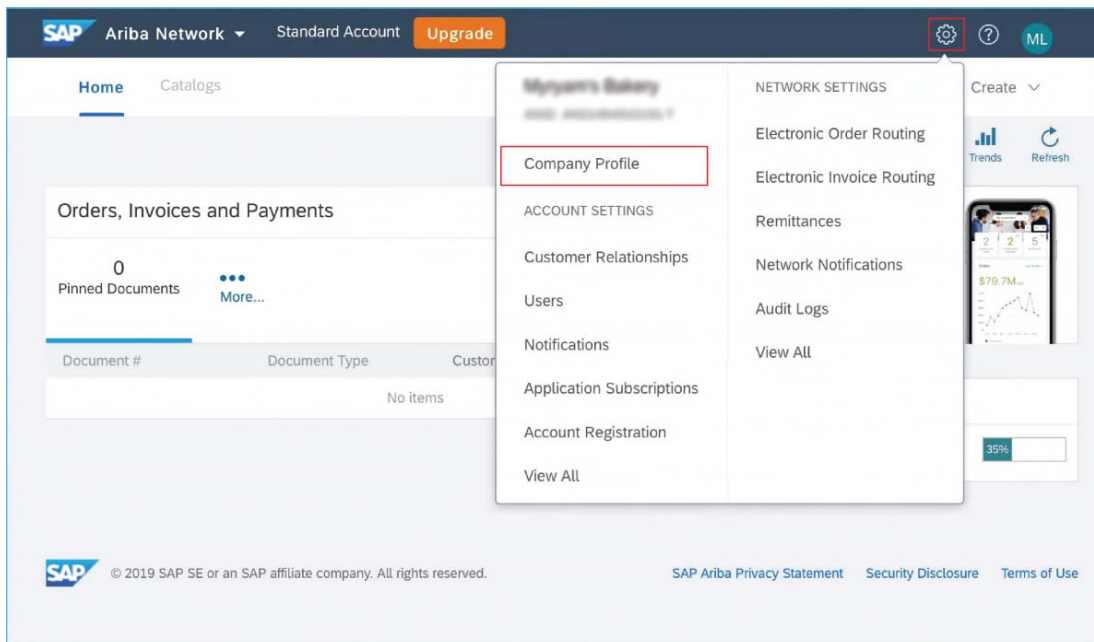
Is your business in the process of finalizing a contract with PSPC? If yes, follow these steps to add payment information to your account. If you haven't been awarded a contract, remember that you will need to eventually complete these steps if you are awarded a contract in the future.

Step 1: [Log in \(/en/notification-ariba-login\)](/en/notification-ariba-login) to SAP Ariba by using the URL you bookmarked in Part One. Or, continue where you left off in Part Three.



[Back to top](#)

Step 2: Go to your company settings by clicking on the gear icon at the top-right of the browser page, and select "Company Profile" from the left side of the drop-down menu.



[Back to top](#)

Step 3: On the Customer Requested tab, click "Government of Canada / Gouvernement du Canada".

The screenshot shows the SAP Ariba 'Company Profile' page with the 'Customer Requested' tab selected. The 'Sourcing Customer List' table has one entry: 'Government of Canada / Gouvernement du Canada' with a status of 'Complete'. A red box highlights this entry. The right sidebar shows 'Public Profile Completeness' at 88% and a list of profile sections: Short Description, Website, Annual Revenue, Certifications, D-U-N-S Number, and Business Type. 'Save' and 'Close' buttons are at the top right.

Sourcing Customer List	
Customer	Customer Requested Profile Information
Government of Canada / Gouvernement du Canada	Complete

[Back to top](#)

Step 4: If you completed all the steps in Part Two and Part Three, pick up again at question 9.

This screenshot is identical to the previous one, but with a red box highlighting the 'Government of Canada / Gouvernement du Canada' entry in the 'Sourcing Customer List' table.

Sourcing Customer List	
Customer	Customer Requested Profile Information
Government of Canada / Gouvernement du Canada	Complete

Government of Canada / Gouvernement du Canada

* Indicates a required field

Your customer has specifically requested that you complete the following profile information. After you complete the requested profile information, click **Submit**. You can click **Save as Draft** to save any values you may have edited without sending the changes to your customer. Click **Discard Draft** to clear all the changes you have made and display the last values you successfully submitted to your customer.

Status: Saved as draft by Joe Smith at ... AM
Last submitted by Joe Smith at ...

Discard Draft Save as Draft Submit

Changes you make below may be subject to approval before they are accepted.

Question

▼ 3 Your responsibility

3.1 By selecting "Yes", you agree that you will not input or store any of your Personal Sensitive Information into SAP Ariba or SAP Fieldglass.

Personal Sensitive Information is information associated with individual persons such as Social Insurance Numbers (SIN), driver's license numbers, or private credit card or own banking account numbers. For more information, read the [Canada Buys Policy on Privacy](#).

Answer * Yes ▼

3.2 The following set of questions will help contracting authorities gather required information about your company when you submit a bid. For more information, visit [Canada Buys](#).

Please confirm that you have read, understood and agree to the responsibilities outlined in the [Code of Conduct for Procurement](#). You certify that you will adhere to all of the obligations set out within it and live up to its values and principles.

Answer * Yes ▼

▼ 4 General Company Information

[Back to top](#)

Step 5: For question 9.1, answer if your organization is in the process of finalizing an award of contract with the Government of Canada.

Select "Yes" from the drop-down menu.

At this time, only businesses that are finalizing a contract will be able to proceed to question 9.2.

▼ 9 Full Registration

9.1 Are you currently in the process of finalizing an award of contract from the Government of Canada?

If yes, banking and payment information will be required.

Answer Yes ▼

Yes
No
Unspecified

Discard Draft Save as Draft Submit

[Back to top](#)

Step 6: Question 9.2 asks if your organization has a Canada Revenue Agency (CRA) business number. If yes, answer questions 9.3, 9.4 and 9.6.

Question

9.2 Does your business have a Canada Revenue Agency (CRA) Business Number? * Yes ▼

9.3 Indicate your CRA ownership type:

Your ownership type as registered with CRA. For more information, visit CRA's website on [SAP Ariba](#).

Answer * Corporation ▼

9.4 Please provide your CRA Business Number. *

Yes
No
Unspecified

[Back to top](#)

Step 7: For Question 9.3, indicate the CRA ownership type from the drop-down menu.

Question

9.2 Does your business have a Canada Revenue Agency (CRA) Business Number? * Yes ▾

9.3 Indicate your CRA ownership type:

Your ownership type as registered with CRA. For more information, visit CRA's website on [Setting up your business](#).

Answer * Unspecified ▾

9.4 Please provide your CRA Business Number. *

9.6 Supplier Type:

Canadian is a resident person or legal entity that provides goods, services or construction.
Non-Canadian is a non-resident person or legal entity that provides goods, services or construction

Answer * Unspecified ▾

Unspecified

Sole Proprietorship

Partnership

Corporation

Other

[Back to top](#)

Step 8: For Question 9.4, enter your CRA business number.

9.4 Please provide your CRA Business Number. *

9.6 Supplier Type:

Canadian is a resident person or legal entity that provides goods, services or construction.
Non-Canadian is a non-resident person or legal entity that provides goods, services or construction

[Back to top](#)

Step 9: For Question 9.6, indicate the supplier type from the drop-down menu. Depending on your response, complete all corresponding questions such as country, method of payment, and banking information.

9.6 Supplier Type:

Canadian is a resident person or legal entity that provides goods, services or construction.
Non-Canadian is a non-resident person or legal entity that provides goods, services or construction

Answer * Unspecified ▾

9.8 Preferred method of payment for Canadian business

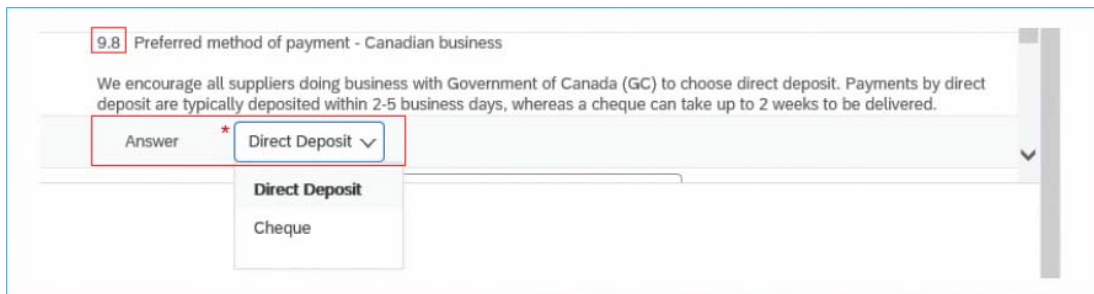
Unspecified

Canadian

Non-Canadian

[Back to top](#)

Step 10: For Question 9.8, select your preferred method of payment from the drop-down menu.



9.8 Preferred method of payment - Canadian business

We encourage all suppliers doing business with Government of Canada (GC) to choose direct deposit. Payments by direct deposit are typically deposited within 2-5 business days, whereas a cheque can take up to 2 weeks to be delivered.

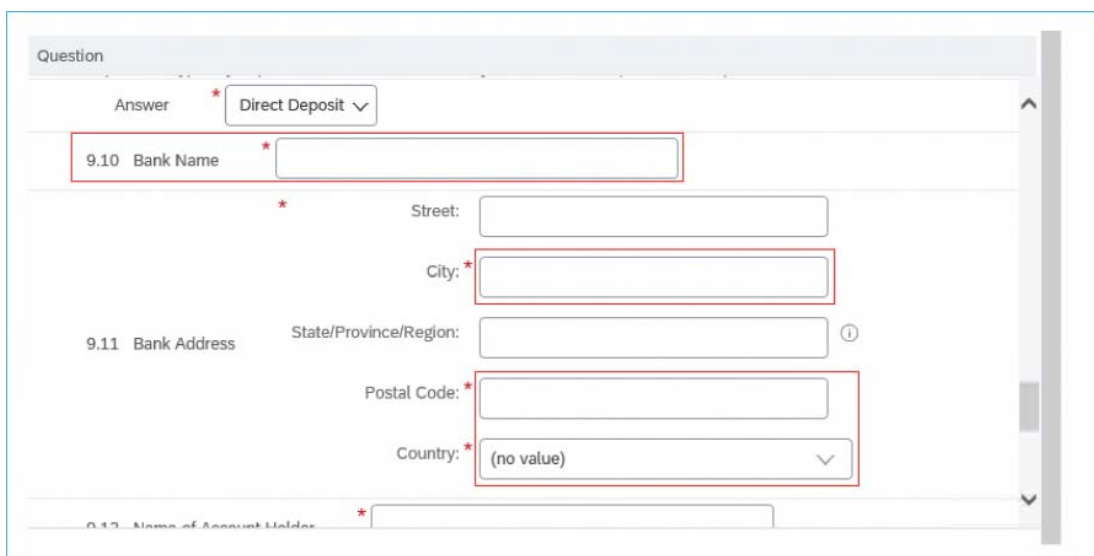
Answer * Direct Deposit ▾

Direct Deposit

Cheque

[Back to top](#)

Step 11: If you choose direct deposit, fill out the bank name and its city, postal code, and country.



Question

Answer * Direct Deposit ▾

9.10 Bank Name *

Street:

City: *

9.11 Bank Address State/Province/Region: ⓘ

Postal Code: *

Country: * (no value) ▾

9.12 Name of Account Holder *

[Back to top](#)

Step 12: Enter the name of the account holder, the Financial Institution Number, the branch number, and the account number.

9.12 Name of Account Holder *

9.13 Financial Institution Number *

This field requires 4 numeric characters. Please add leading zeroes if required.

9.14 Branch Number *

This field requires 5 numeric characters. Please add leading zeroes if required.

9.15 Account Number *

[Back to top](#)

Step 13: For direct deposit, you can upload a copy of a void cheque or a bank confirmation letter by clicking on the "Attach a file" button.

9.15 Account Number *

9.16 Please provide a copy of a voided cheque or confirmation letter from your bank [*Attach a file](#)

9.28 Alternative Payee Instructions

Full registration information collected in the Supplier Profile Questionnaire (SPQ) are for the main supplier only.

For alternative payee / remittance address, please complete the alternative payee form attached, and send to your buyer (PSPC contact) in order to set up the alternative payee account. [References](#) ✓

[Back to top](#)

Step 14: Choose the file on your computer and click "Open". The attached file will show in the box. If this is the file you want to attach, click "OK" at the top-right of the screen.

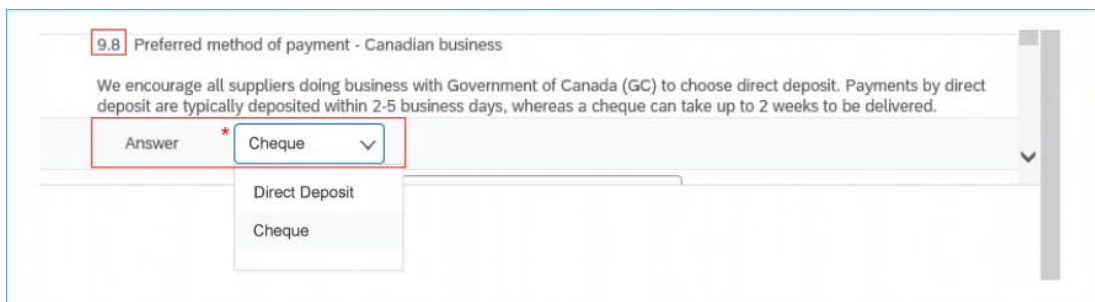
You can now skip ahead to Step 18.

For payment by cheque, continue to Step 15.



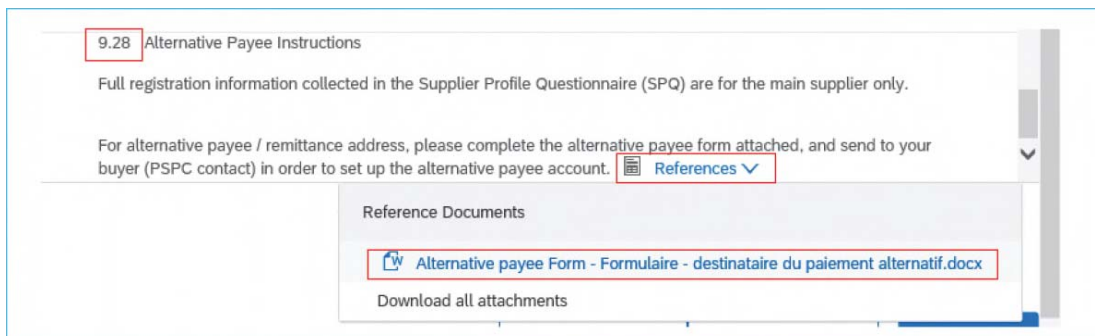
[Back to top](#)

Step 15: If you select "Cheque" as your preferred method of payment, go to question 9.28 and click the "References" hyperlink to view available reference documents in the drop-down menu.



[Back to top](#)

Step 16: Select "Alternative payee Form – Formulaire – destinataire du paiement alternatif" to download and open the alternative payee form.



[Back to top](#)

Step 17: Complete the form according to the English instructions on page three of the document.

You must complete all mandatory fields in sections 1-4 of the document.

Once you have completed the form, save the document to your computer, and submit it to your PSPC contact via email.

Formulaire de demande de création ou changement au compte fournisseur alternatif Create or Change Supplier Alternate Payee Form *CHAMPS OBLIGATOIRES – MANDATORY FIELDS*	
* Demandeur (Prénom, nom de famille) / * Requested by (First Name, Last Name): * Courriel du demandeur / * Requestor e-mail: * Date (AAAA-MM-JJ / YYYY-MM-DD): * Veuillez indiquer type de demande / * Please indicate request type:	Envoyer par courriel à votre contact PSPC une fois complété E-mail this form to your PSPC contact once complete
Section 1 Numéro d'entreprise (NE) / Business Number (BN)	
Veuillez fournir le no. NE / Please Provide BN Number Il est obligatoire d'obtenir votre numéro d'entreprise (NE) pour faire affaire avec le gouvernement fédéral / It is mandatory to obtain your Business Number (BN) which is a mandatory requirement to do business with the federal government	
Section 2 Informations sur le compte alternatif / Alternative Payee Basic Data	
* Nom du fournisseur (Entité légale) / Supplier Name (Legal Entity)	
* Nom du fournisseur externe (Entité légale) / External Supplier Name (Legal Entity) con't	
* Nom du fournisseur externe (Nom commercial) / External Supplier Name (Operating Name)	
* Nom du fournisseur externe (Nom commercial) / External Supplier Name (Operating Name) con't	
* Numéro, rue, suite / Number, Street, Suite	
* Ville / City	
* Province (Région, État) / Prov. (Region, State)	* Langue / Language
* Pays / Country	* No. de téléphone / Telephone No.
* Code postal / Postal Code	* No. de télécopieur / Fax No.
* Courriel / E-mail	
Section 3 Mode de paiement / Payment Method	
*Sélectionner / Select <u>Information sur l'institution financière</u> Vous devez joindre un spécimen de chèque ou une lettre de votre banque indiquant: le nom de la banque et son adresse, le nom du titulaire du compte et l'information sur l'institution financière (No. d'institution financière, No. de succursale et No. de compte). <u>Financial Institution Detail</u> You must provide a voided cheque or a letter from your bank including: bank name and its address, name of account holder and financial institution details (financial institution No., branch No. and account o).	
Section 4 Indicatif de Taxe et autre / Tax Code and other	
No. de taxe si applicable / Tax No. if applicable: <u>Sélectionnez / Select</u> Number / Numéro :	
Autre gouvernement, si applicable / Other government, if applicable: <u>Sélectionnez / Select</u>	
Toute demande incomplète vous sera retournée/ All incomplete requests will be returned.	

[Back to top](#)

Step 18: Click "Save as Draft" at the bottom right of the page to make sure the information you entered is complete.

Question

▼ 3 Your responsibility

3.1 By selecting "Yes", you agree that you will not input or store any of your Personal Sensitive Information into SAP Ariba or SAP Fieldglass.

Personal Sensitive Information is information associated with individual persons such as Social Insurance Numbers (SIN), driver's license numbers, or private credit card or own banking account numbers. For more information, read the [Canada Buys Policy on Privacy](#)

Answer * Yes ▼

3.2 The following set of questions will help contracting authorities gather required information about your company when you submit a bid. For more information, visit [Canada Buys](#).

Please confirm that you have read, understood and agree to the responsibilities outlined in the [Code of Conduct for Procurement](#). You certify that you will adhere to all of the obligations set out within it and live up to its values and principles.

Answer * Yes ▼

▼ 4 General Company Information

Discard Draft Save as Draft Submit

[Back to top](#)

Step 19: If all information entered is complete, you will see a yellow banner at the top of the browser page. If any information is incomplete, a red banner appears indicating the problem.

If you need help, you can [call](#), [email](#), or [chat](#) with our [Service Desk](#). (</en/contact-support>)

Government of Canada / Gouvernement du Canada

* Indicates a required field

Your customer has specifically requested that you complete the following profile information. After you complete the requested profile information, click **Submit**. You can click **Save as Draft** to save any values you may have edited without sending the changes to your customer. Click **Discard Draft** to clear all the changes you have made and display the last values you successfully submitted to your customer.

Status: Saved as draft by Joe Smith at ... AM
Last submitted by Joe Smith at ...

Discard Draft Save as Draft Submit

Changes you make below may be subject to approval before they are accepted.

Your changes have been saved, but have not been sent to your customer. Click Submit to send your updated profile information to your customer.

Question

3 Your responsibility

3.1 By selecting "Yes", you agree that you will not input or store any of your Personal Sensitive Information into SAP Ariba or SAP Fieldglass.

Government of Canada / Gouvernement du Canada

* Indicates a required field

There are 9 problems that require completion or correction in order to complete your request. Mouse over the red icons to learn more. Use the Next and Previous links to step through the errors as needed.

Status: Saved as draft by Joe Smith at ... AM
Last submitted by Joe Smith at ...

Discard Draft Save as Draft Submit

Changes you make below may be subject to approval before they are accepted.

Question

3 Your responsibility

[Back to top](#)

Step 20: All you have to do now is click "Submit" at the bottom right of the page.

A confirmation message will appear indicating that your information has been submitted to the Government of Canada for review.

Question

▼ 3 Your responsibility

3.1 By selecting "Yes", you agree that you will not input or store any of your Personal Sensitive Information into SAP Ariba or SAP Fieldglass.

Personal Sensitive Information is information associated with individual persons such as Social Insurance Numbers (SIN), driver's license numbers, or private credit card or own banking account numbers. For more information, read the [Canada Buys Policy on Privacy](#)

Answer * Yes ▼

3.2 The following set of questions will help contracting authorities gather required information about your company when you submit a bid. For more information, visit [Canada Buys](#).

Please confirm that you have read, understood and agree to the responsibilities outlined in the [Code of Conduct for Procurement](#). You certify that you will adhere to all of the obligations set out within it and live up to its values and principles.

Answer * Yes ▼

▼ 4 General Company Information

Discard Draft Save as Draft **Submit** ▼

Government of Canada / Gouvernement du Canada

* Indicates a required field

Your customer has specifically requested that you complete the following profile information. After you complete the requested profile information, click **Submit**. You can click **Save as Draft** to save any values you may have edited without sending the changes to your customer. Click **Discard Draft** to clear all the changes you have made and display the last values you successfully submitted to your customer.

Status: Submitted by Joe Smith at ... Discard Draft Save as Draft **Submit**

Changes you make below may be subject to approval before they are accepted.

✓ You have successfully submitted changes to your customer.

Question

▼ 3 Your responsibility

3.1 By selecting "Yes", you agree that you will not input or store any of your Personal Sensitive Information into SAP Ariba or SAP Fieldglass.

[Back to top](#)

Other related categories

[Registration \(/en/registration\)](#)



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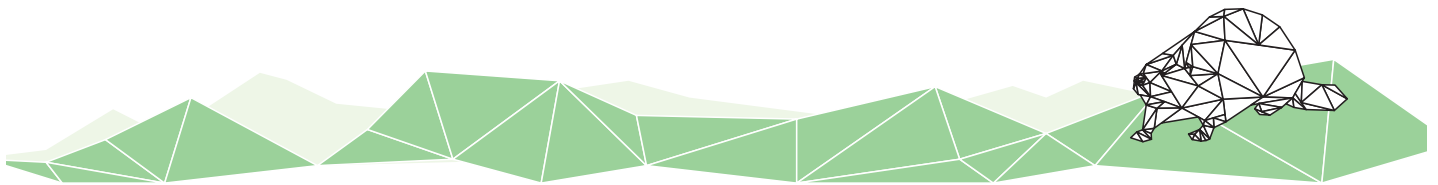


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2021-05-19

Annex J

Glossary

The following acronyms and definitions are used throughout this RFI.

Acronyms:

AB:	Alberta
ACLS:	Advanced Cardiovascular Life Support
APS:	Annual Performance Score
BLS:	Basic Life Support
CNTP:	Contract Nurse Training Program
CPR:	Cardio Pulmonary Resuscitation
EPIC:	Education Program for Immunization Competencies
FN:	First Nations
IPC:	Indigenous Participation Component
ISC:	Indigenous services Canada
ITLS:	International Trauma Life Support
KPI:	Key Performance Indicator
MB:	Manitoba
NIC:	Nurse In Charge
NP:	Nurse Practitioner
NRC:	Nursing Relief Coordination Unit
ON:	Ontario
PALS:	Pediatric Advanced Life Support
PIQ:	Quebec Immunization Protocol/ Protocole d'immunisation du Québec
PMF:	Performance Measurement Framework
PPO:	Pre-Placement Orientation
PSIB:	Procurement Strategy for Indigenous Business
PSPC:	Public Services and Procurement Canada
QC:	Quebec
RFI:	Request for Information
RFP:	Request for Proposals
RN:	Registered Nurse
ROFR:	Right of First Refusal
SO:	Standing Offer
TA:	Task Authorization
TDG:	Transportation of Dangerous Goods
WHMIS:	Workplace Hazardous Materials Information System

Definitions:

Annual Performance Score: The total weighted score of all Key Performance Indicators in a Performance Measurement Framework.

CanadaBuys: The Government of Canada's online procurement services website.

Contract Nurse: The resource (either a Registered Nurse or Nurse Practitioner) provided by the Contractor to deliver temporary nursing services.

Contract: means the articles of agreement, the general conditions, any supplemental general conditions, annexes and any other document specified or referred to as forming part of a Contract, all as amended by agreement of the Parties from time to time.

Contracting Authority: means the person designated by that title in the Contract, or by notice to the Contractor, to act as Canada's representative to manage the Contract.

Contractor: means the person, entity or entities named in the Contract to supply goods, services or both to Canada.

Direct Benefits: Transactions incurred by the Contractor during performance of the work that include:

- a. Subcontracting a portion of the Work, or goods or services required by the Contractor to deliver the Work, to a qualified Aboriginal Business as defined under the PSIB.
- b. Full-time, Part-time and Casual employment of Aboriginal Persons as defined under the PSIB; and,
- c. In house and on the job training opportunities and skills development for Aboriginal Persons as defined under the PSIB.

Engagement Agreement: The document located at Annex H of this RFI.

Indigenous: first inhabitants of Canada, and includes First Nations, Inuit, and Métis peoples.

Indirect Benefits: Indirect Benefits are relevant socio-economic measures, other than Direct Benefits, such as, but not limited to, specialized training, career development, scholarships, and community outreach programs to help local Indigenous communities meet their economic development needs.

Isolated Community: Community with scheduled flights, good telephone services, and no year round road access.

Location of Work: the Nursing Station, Health Centre (with Treatment) or other area in one of the First Nations communities listed in Annex F.

Nurse In Charge: provides professional nursing guidance, supervision and assistance in the delivery of health programs, to support the community leaders and health care team in acquiring the knowledge and skills necessary in the delivery of community health/ treatment programs.

Primary Contract: refers to the main contract established for delivery of nursing services to ISC on an "as and when requested" basis for a specific Region.

Primary Contractor: refers to the contractor under Model 2 (as described in Annex B) who has the highest rank.

Solicitation No. - N° de l'invitation
5A090-213802/A
Client Ref. No. - N° de réf. du client
5A090-213802

Amd. No. - N° de la modif.
File No. - N° du dossier
005xf. 5A090-21-3802

Buyer ID - Id de l'acheteur
005XF
CCC No./N° CCC - FMS No./N° VME

Region: refers to the Locations of Work within a province in which services are being delivered (either Alberta, Manitoba, Ontario and Quebec); refer to Annex F.

Remote Community: a community with no scheduled flights, minimal telephone or radio services, and no road access.

Semi-Isolated Community: a community with scheduled flights, good telephone services, and road access year-round greater than 90 KM to physician services.

Standing Offer: An offer from a supplier to provide goods and/or services to clients at prearranged prices or pricing basis and under set terms and conditions for a specified period on an as-and-when requested basis. When a call-up is made against a standing offer, it indicates Canada's acceptance of the supplier's offer and creates a contract unilaterally. A separate contract is entered into each time a call-up is made against a standing offer. Canada's liability to pay the supplier is limited to the actual value of the call-ups made within the period specified in the standing offer.

TA Group Invitation: means a process whereby a TA Form is sent out to all eligible contractors in a Region at once for a response (meaning all contractors under Model 1 and all backup contractors under Model 2, as described in Annex B).

Task Authorization: is a structured administrative tool that enables PWGSC or a client to authorize work by a contractor on an "as and when requested" basis in accordance with the conditions of the contract. TAs are not individual contracts.

Technical Authority:

The individual responsible for providing information, guidance and advice on the technical aspect of a product or service.

