



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

Bid Receiving/Réception des soumissions

Procurement Hub | Centre
d'approvisionnement
Fisheries and Oceans Canada | Pêches et
Océans Canada
301 Bishop Drive | 301 promenade Bishop
Fredericton, NB, E3C 2M6

Email / Courriel : DFO.Tenders-Soumissions.MPO@dfo-mpo.gc.ca
Copy to / Copie à : Louise.Martel@dfo-mpo.gc.ca

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

Proposal to: Fisheries and Oceans Canada

We hereby offer to sell to His Majesty the King in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods and services listed herein and on any attached sheets at the price(s) set out therefor.

Proposition à : Pêches et Océans Canada

Nous offrons par la présente de vendre à Sa Majesté le Roi du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux appendices ci-jointes, les biens et les services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Title / Titre Emergency Medical Advice and Telemedicine Support for the Canadian Coast Guard on board vessels		Date May 2 , 2024
Solicitation No. / N° de l'invitation 30005498A		
Client Reference No. / No. de référence du client(e) 30005498A		
Solicitation Closes / L'invitation prend fin At / à : 14 :00 ADT (Atlantic Daylight Time) / HAA (Heure Avancée de l'Atlantique) On / le : May 17, 2024		
F.O.B. / F.A.B. Destination	Taxes See herein — Voir ci-inclus	Duty / Droits See herein — Voir ci-inclus
Destination of Goods and Services / Destinations des biens et services See herein — Voir ci-inclus		
Instructions See herein — Voir ci-inclus		
Address Inquiries to : / Adresser toute demande de renseignements à : Louise Martel, Contracting Specialist Email / Courriel: DFO.Tenders-Soumissions.MPO@dfo-mpo.gc.ca Copy to / Copie à : Louise.Martel@dfo-mpo.gc.ca		
Delivery Required / Livraison exigée See herein — Voir ci-inclus	Delivery Offered / Livraison proposée	
Vendor Name, Address and Representative / Nom du vendeur, adresse et représentant du fournisseur/de l'entrepreneur		
Telephone No. / No. de téléphone	Facsimile No. / No. de télécopieur	
Name and title of person authorized to sign on behalf of Vendor (type or print) / Nom et titre de la personne autorisée à signer au nom du fournisseur (taper ou écrire en caractères d'imprimerie)		
Signature	Date	



TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION 3

1.1 SECURITY REQUIREMENTS 3

1.2 STATEMENT OF WORK..... 3

THE WORK TO BE PERFORMED IS DETAILED UNDER "ANNEX A" OF THE RESULTING CONTRACT CLAUSES. 3

1.3 PROCUREMENT STRATEGY FOR INDIGENOUS BUSINESS..... 3

1.4 DEBRIEFINGS..... 3

1.5 TRADE AGREEMENTS 4

PART 2 - BIDDER INSTRUCTIONS 5

2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS 5

2.2 SUBMISSION OF BIDS 5

2.3 TECHNICAL DIFFICULTIES OF BID TRANSMISSION 5

2.4 ENQUIRIES - BID SOLICITATION 6

2.5 APPLICABLE LAWS 7

2.6 BID CHALLENGE AND RECOURSE MECHANISMS 7

PART 3 - BID PREPARATION INSTRUCTIONS 8

3.1 BID PREPARATION INSTRUCTIONS 8

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION 9

4.1 EVALUATION PROCEDURES 9

4.2 BASIS OF SELECTION 9

PART 5 - CERTIFICATIONS..... 11

5.1 CERTIFICATIONS REQUIRED WITH THE BID..... 11

5.2 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION..... 11

PART 6 - RESULTING CONTRACT CLAUSES 18

6.1 SECURITY REQUIREMENTS 18

6.2 STATEMENT OF WORK..... 18

6.3 STANDARD CLAUSES AND CONDITIONS 18

6.4 TERM OF CONTRACT 19

6.5 AUTHORITIES 20

6.6 PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS..... 21

6.7 PAYMENT 21

6.8 INVOICING INSTRUCTIONS 22

6.9 CERTIFICATIONS AND ADDITIONAL INFORMATION 22

6.10 APPLICABLE LAWS 22

6.11 PRIORITY OF DOCUMENTS 23

6.12 INSURANCE - SPECIFIC REQUIREMENTS 23

6.13 SACC MANUAL CLAUSES..... 23

6.14 DISPUTE RESOLUTION..... 23

ANNEX "A" STATEMENT OF WORK 25

ANNEX "B" BASIS OF PAYMENT 33

ANNEX "C" SECURITY REQUIREMENT CHECK LIST..... 36

ANNEX "D" EVALUATION CRITERIAS 39



ANNEX "E" INSURANCE CONDITIONS	46
ANNEX "F" Q&A - E&F.....	48

PART 1 - GENERAL INFORMATION

1.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses;
2. Before access to sensitive information is provided to the Bidder, the following conditions must be met:
 - (a) the Bidder's proposed individuals requiring access to sensitive information, assets or sensitive work sites must meet the security requirements as indicated in Part 6 - Resulting Contract Clauses.
 - (b) the Bidder's security capabilities must be met as indicated in Part 6 - Resulting Contract Clauses;
3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) website.

1.2 Statement of Work

The Work to be performed is detailed under "Annex A" of the resulting contract clauses.

1.3 Procurement Strategy for Indigenous Business

1.3.1 Conditional Set-Aside under the Federal Government Procurement Strategy for Indigenous Business (PSIB)

This is an open tender. However, it will be conditionally set-aside under the Government of Canada's Procurement Strategy for Indigenous Business (PSIB) if two or more bids have been received by Indigenous businesses who are certified under the Procurement Strategy for Indigenous Business (PSIB) criteria and who may be listed in the Government of Canada's Indigenous Business Directory (<https://www.sac-isc.gc.ca/eng/1100100033057/1610797769658>).

If your Indigenous business is not yet registered in the Indigenous Business Directory, please do so at the link provided above. If bids from two or more Indigenous businesses are compliant with the terms of the Request for Proposal, the contracting authority will limit the competition to those Indigenous businesses and will not consider bids from any non-Indigenous businesses that may have been submitted.

If the bids from the Indigenous businesses are found to be non-compliant or non-responsive or are withdrawn, such that fewer than two compliant bids from Indigenous businesses remain, bids from all of the non-Indigenous businesses that had submitted bids will then be considered by the contracting authority.

1.4 Debriefings



Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing or by telephone.

1.5 Trade Agreements

The requirement is subject to the Canadian Free Trade Agreement (CFTA).



PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

As this solicitation is issued by Fisheries and Oceans Canada (DFO), any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in any term, condition or clause of this solicitation, including any individual SACC clauses incorporated by reference, will be interpreted as reference to DFO or its Minister.

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The [2003](#) (2023-06-08) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of [2003](#), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days
Insert: 120 days

2.2 Submission of Bids

Bids must be submitted by the date, time and place indicated on page 1 of the bid solicitation.

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

2.3 Technical Difficulties of Bid Transmission

Despite anything to the contrary in (05), (06) or (08) of the Standard Instructions, where a Bidder has commenced transmission of its bid through an electronic submission method (such as facsimile or Canada Post Corporation's (CPC) Connect service, or other online service) in advance of the bid solicitation closing date and time, but due to technical difficulties, Canada was unable to receive or decode the entirety of the Bid by the deadline, Canada may nonetheless accept the entirety of the Bid received after the bid solicitation closing date and time, provided that the Bidder can demonstrate the following:

- i. The bidder contacted Canada in advance of the bid solicitation closing date and time to attempt to resolve its technical difficulties; OR
- ii. The electronic properties of the Bid documentation clearly indicate that all components of the Bid were prepared in advance of the bid solicitation closing date and time.

Completeness of the Bid

After the closing date and time of this bid solicitation, Canada will examine the Bid to determine completeness. The review for completeness will be limited to identifying whether any information



submitted as part of the bid can be accessed, opened, and/or decoded. This review does not constitute an evaluation of the content, will not assess whether the Bid meets any standard or is responsive to all solicitation requirements, but will be solely limited to assessing completeness. Canada will provide the Bidder with the opportunity to submit information found to be missing or incomplete in this review within two business days of notice.

Specifically, the submission will be reviewed and deemed complete when:

- 1- Certifications and securities required at bid closing are included.
- 2- Bids are properly signed, that the bidder is properly identified.
- 3- Acceptance of the terms and conditions of the bid solicitation and resulting contract.
- 4- All documents created prior to bid closing but due to technical difficulties Canada was unable to receive them, have been properly submitted and received by Canada.
- 5- All certifications, declarations and proofs created prior to bid closing but due to technical difficulties Canada was unable to receive them, have been properly submitted and received by Canada.

Completeness of the Bid Checklist

Bids will be reviewed and deemed to be complete when the following elements have been submitted by the bidder:

Complete (Y/N)	Action Taken
	Certifications and securities required at bid closing are included.
	Bids are properly signed, that the bidder is properly identified.
	Acceptance of the terms and conditions of the bid solicitation and resulting contract.
	All documents created prior to bid closing but due to technical difficulties Canada was unable to receive them, have been properly submitted and received by Canada.
	All certifications, declarations and proofs created prior to bid closing but due to technical difficulties Canada was unable to receive them, have been properly submitted and received by Canada.

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than **seven (7)** calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.



2.5 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **Ontario**.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

2.6 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
 - Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the award of certain federal contracts under \$30,300 for goods and \$121,200 for services. If you have concerns regarding the award of a federal contract below these dollar amounts, you may contact OPO by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca.

- (c) Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Canada requests that the Bidder submit **all** its **email** bid in separately saved sections as follows and **prior to the bid closing date, time and location**:

- Section I:** **Technical Bid** (one soft copy in PDF format)
Section II: **Financial Bid** (one soft copy in PDF format)
Section III: **Certifications** (one soft copy in PDF format)

Important Note:

The maximum size per email (including attachments) is limited to 10MB. If the limit is exceeded, your email might not be received by DFO. It is suggested that you compress the email size to ensure delivery. Bidders are responsible to send their proposal and to allow enough time for DFO to receive the proposal by the closing period indicated in the RFP. Emails with links to bid documents will not be accepted.

For bids transmitted by email, DFO will not be responsible for any failure attributable to the transmission or receipt of the email bid. DFO will send a confirmation email to the Bidders when the submission is received.

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

Canada requests that bidders follow the format instructions described below in the preparation of hard copy of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Bid

In their technical bid, Bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B"

3.1.1 SACC Manual Clauses

Section III: Certifications

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



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

Refer to annex "C".

4.1.1.2 Point Rated Technical Criteria

Refer to annex "C".

4.1.2 Financial Evaluation

SACC Manual Clause [A0222T](#) (2014-06-26), Evaluation of Price-Canadian/Foreign Bidders

4.2 Basis of Selection

4.2.1 Highest Combined Rating of Technical Merit and Price - A0027T (2012-07-16)

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum of **70 points** overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of **100 points**.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained divided by the maximum number of points available multiplied by the ratio of 70%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.



7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of technical merit and price, respectively. The total available points equal 135 and the lowest evaluated price is \$45,000 (45).

Basis of Selection - Highest Combined Rating Technical Merit (70%) and Price (30%)				
		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 70 = 59.63$	$89/135 \times 70 = 46.15$	$92/135 \times 70 = 47.70$
	Pricing Score	$45/55 \times 30 = 24.55$	$45/50 \times 30 = 27.00$	$45/45 \times 30 = 30.00$
Combined Rating		84.18	73.15	77.70
Overall Rating		1st	3rd	2nd



PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Integrity Provisions – Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.1.2 Additional Certifications Required with the Bid

5.1.2.1 Conditional Set-aside for Indigenous Business

If requested by the Contracting Authority, the Bidder must provide the following certification for each owner who is Indigenous:

1. I am an owner of _____ (*insert name of business*), and an Indigenous person, as defined in [Annex 9.4](#) of the *Supply Manual* entitled "Requirements for the Set-aside Program for Indigenous Business".
2. I certify that the above statement is true and consent to its verification upon request by Indigenous Services Canada.

Printed name of owner

Signature of owner

Date

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to



provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the bid non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Security Requirements – Required Documentation

In accordance with the [requirements of the Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>), the Bidder must provide a completed Contract Security Program Application for Registration (AFR) form to be given further consideration in the procurement process.

Bidders are reminded to obtain the required security clearance and, as applicable, security capabilities promptly. As indicated above, bidders who do not provide all the required information at bid closing will be given the opportunity to complete any missing information from the AFR form within a period set by the Contracting Authority. If that information is not provided within the timeframe established by the Contracting Authority (including any extension granted by the Contracting Authority in its discretion), or if Canada requires further information from the bidder in connection with assessing the request for security clearance (i.e., information not required by the AFR form), the Bidder will be required to submit that information within the time period established by the Contracting Authority, which will not be less than 48 hours. If, at any time, the Bidder fails to provide the required information within the timeframe established by the Contracting Authority, its bid will be declared non-compliant.

5.2.3 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](#) website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

5.2.4 Additional Certifications Precedent to Contract Award

5.2.4.1 Status and Availability of Resources

SACC Manual clause [A3005T](#) (2010-08-16) Status and Availability of Resources

5.2.4.2 Education and Experience

SACC Manual clause [A3010T](#) (2010-08-16) Education and Experience

5.2.4.3 Personnel Identification Form (PIF)

Bidders must complete the Personnel Identification Form found in Attachment 1 to Part 5.



5.2.4.4 List of Names for Integrity Verification Form

Bidders must complete the List of Names for Integrity Verification form found in Attachment 2 to Part 5.

5.2.4.5 Contractor's Representative

The Contractor's Representative for the Contract is:

Name: _____
 Title: _____
 Address: _____
 Telephone: _____
 Facsimile: _____
 E-mail: _____

5.2.4.6 Supplementary Contractor Information

Pursuant to paragraph 221 (1)(d) of the Income Tax Act, payments made by departments and agencies under applicable services contracts (including contracts involving a mix of goods and services) must be reported on a T4-A supplementary slip.

To enable the Department of Fisheries and Oceans to comply with this requirement, the Contractor hereby agrees to provide the following information which it certifies to be correct, complete, and fully discloses the identification of this Contractor:

- a) The legal name of the entity or individual, as applicable (the name associated with the Social Insurance Number (SIN) or Business Number (BN), as well as the address and the postal code:

- b) The status of the contractor (individual, unincorporated business, corporation or partnership:

- c) For individuals and unincorporated businesses, the contractor's SIN and, if applicable, the BN, or if applicable, the Goods and Services Tax (GST)/Harmonized Sales Tax (HST) number:

- d) For corporations, the BN, or if this is not available, the GST/HST number. If there is no BN or GST/HST number, the T2 Corporation Tax number must be shown:

5.2.5 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to



provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension?

Yes () No ()

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?

Yes () No ()



If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

The following certification signed by the contractor or an authorized officer:

"I certify that I have examined the information provided above and that it is correct and complete"

Signature

Print Name of Signatory



ATTACHMENT 1 TO PART 5 PERSONNEL IDENTIFICATION FORM

Contract / file number: 30005498A

PROJECT TITLE: Emergency Medical Advice and Telemedicine Support for the Canadian Coast Guard on board vessels

Company Name:	
Address:	
Telephone number:	
Fax number:	
PWGSC file or Certificate #:	

Professional Services (Add second page if more space needed, please print clearly)

Resource Person working on this project	Date of birth YYYY/MM/DD	PWGSC file or certificate #	Security Level	Meet	Does not Meet	Comments

Contractor's Authorized Signatory : _____ **Date:** _____

(For Official Use)

Company Clearance	Required	Security Level	Meet / Does not Meet / Comments (Official Use Only)
Designated Organization Screening			
Facility Security Clearance			
Document Safeguarding Capability			

**For Use at Fisheries and Oceans Canada
Authorization of Contracting Security Authority**

- I approve
- I do not approve based on:

Contracting Security Authority: _____

Date: _____



ATTACHMENT 2 TO PART 5 LIST OF NAMES FOR INTEGRITY VERIFICATION FORM

Requirements

Section 17 of the [Ineligibility and Suspension Policy](#) (the Policy) requires suppliers, regardless of their status under the Policy, to submit a list of names with their bid or offer. The required list differs depending on the bidder or offeror's organizational structure:

- Suppliers including those bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all current directors.
- Privately owned corporations must provide a list of the owners' names.
- Suppliers bidding as sole proprietors, including sole proprietors bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all owners.
- Suppliers that are a partnership do not need to provide a list of names.

Suppliers may use this form to provide the required list of names with their bid or offer submission. Failure to submit this information with a bid or offer, where required, will render a bid or offer non-responsive, or the supplier otherwise disqualified for award of a contract or real property agreement. Please refer to [Information Bulletin: Required information to submit a bid or offer](#) for additional details.

List of names for [integrity verification form](#)



PART 6 - RESULTING CONTRACT CLAUSES

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

6.1 Security Requirements

6.1.1 The following security requirements (SRCL and related clauses provided by Contract Security Program) apply and form part of the Contract.

1. The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), and obtain approved Document Safeguarding Capability at the level of PROTECTED B, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor personnel requiring access to PROTECTED information, assets, or sensitive site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.
3. The Contractor MUST NOT utilize its facilities to process, produce, or store PROTECTED information or assets until the CSP, PWGSC has issued written approval.
4. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce, or store PROTECTED information until the CSP, PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED B including an IT Link at the level of PROTECTED B.
5. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
6. The Contractor must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex D;
 - (b) *Contract Security Manual* (Latest Edition)

6.2 Statement of Work

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

6.3 Standard Clauses and Conditions

As this contract is issued by Fisheries and Oceans Canada (DFO), any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in any term, condition or clause of this contract, including any individual SACC clauses incorporated by reference, will be interpreted as reference to DFO or its Minister.

All clauses and conditions identified in the Contract by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.



6.3.1 General Conditions

6.3.1.1 [2010B](#) (2022-12-01), General Conditions - Professional Services (Medium Complexity) apply to and form part of the Contract.

6.3.2.1 Subsection 10 of [2010B](#) (2022-12-01), General Conditions - Professional Services (Medium Complexity) – Invoice submission, is amended as follows:

Delete: 2010B 10 (2013-03-21), Invoice submission

Insert: **Invoice submission**

1. Invoices must be submitted in the Contractor's name to DFO.invoicing-facturation.MPO@DFO-MPO.gc.ca. The Contractor must submit invoices for each delivery or shipment; invoices must only apply to the Contract. Each invoice must indicate whether it covers partial or final delivery.
2. Invoices must show:
 - a. Contractor's Name and remittance physical address;
 - b. Contractor's CRA Business Number or Procurement Business Number (PBN);
 - c. Invoice Date;
 - d. Invoice Number;
 - e. Invoice Amount (broken down into item and tax amounts);
 - f. Invoice Currency (if not in Canadian dollars);
 - g. DFO Reference Number (PO Number or other valid reference number);
 - h. DFO Contact Name (DFO employee who initiated the order or to whom the goods were sent. **Note:** Invoice will be return to the Contractor if that information is not provided);
 - i. Description of the goods or services supplied (provide details of expenditures (such as item, quantity, unit of issue, fixed time labour rates and level of effort, subcontracts, as applicable) in accordance with the Basis of Payment, exclusive of Applicable Taxes;
 - j. Deduction for holdback, if applicable;
 - k. The extension of the totals, if applicable; and
 - l. If applicable, the method of shipment together with date, case numbers and part or reference numbers, shipment charges and any other additional charges.
3. Applicable Taxes must be specified on all invoices as a separate item along with corresponding registration numbers from the tax authorities. All items that are zero-rated, exempt or to which Applicable Taxes do not apply, must be identified as such on all invoices.
4. By submitting an invoice, the Contractor certifies that the invoice is consistent with the Work delivered and is in accordance with the Contract.

6.4 Term of Contract

6.4.1 Period of the Contract

The period of the Contract is from date of Contract to April 30, 2026.



6.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to **three (3)** additional one (1) year period under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 10 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Louise Martel
Title: Contracting Specialist
Department: Fisheries and Oceans Canada
Directorate: Materiel and Procurement Services
Address: 301 Bishop Drive, Fredericton, NB, E3C 2M6
Telephone: 819-962-7325
E-mail address: Louise.Martel@dfo-mpo.gc.ca
DFO.tenders-soumissions.MPO@dfo-mpo.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

6.5.2 Project Authority *(to be inserted at Contract award)*

The Project Authority for the Contract is:

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____-____-_____
E-mail address: _____

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority, however the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

6.5.3 Contractor's Representative

Name: _____
Title: _____
Organization: _____



Address: _____
Telephone: _____
Facsimile: _____
E-mail address: _____

6.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

6.7 Payment

6.7.1 Basis of Payment

- 6.7.1.1** The Contractor will be paid for its cost reasonably and properly incurred in the performance of the Work, in accordance with the Basis of Payment in Annex B, to a limitation of expenditure of \$ _____ (*insert the amount at contract award*). Customs duties are included, and Applicable Taxes are extra.

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

6.7.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____ (*insert the amount at contract award*). Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a. when it is 75% committed, or
 - b. four months before the contract expiry date, or
 - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.



6.7.3 Methods of Payment

6.7.3.1 Monthly Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada.

6.7.4 Electronic Payment of Invoices – Contract

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

- i. Acquisition Card;
- ii. Direct Deposit (Domestic and International)

6.8 Invoicing Instructions

6.8.1 The Contractor must submit invoices in accordance with subsection 6.3.1.2 entitled “Invoice Submission” above. Invoices cannot be submitted until all work identified in the invoice is completed.

6.8.2 Payments will be made provided that the invoice(s) are emailed to :

- DFO Accounts Payable : DFO.invoicing-facturation.MPO@DFO-MPO.gc.ca
- AP Coder:
- Project Authority:

and provides the required information as stated in subsection 8.1 above.

6.9 Certifications and Additional Information

6.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

6.9.4 SACC Manual Clauses

SACC Manual clause [A3000C](#) (2022-05-12), Aboriginal Business Certification

6.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **Ontario**.



6.11 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) [2010B](#) (2022-12-01), General Conditions - Professional Services (Medium Complexity) apply to and forms part of the Contract;
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;
- (f) Annex D, Evaluation Criteria;
- (g) Annex E, Insurance Conditions;
- (h) the Contractor's bid dated _____ [insert date of bid](#).

6.12 Insurance - Specific Requirements

The Contractor must comply with the insurance requirements specified in Annex “E”. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors; coverage must be placed with an Insurer with an A.M. Best Rating no less than “A-”. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

6.13 SACC Manual Clauses

SACC Manual clause [A7017C](#) (2008-05-12), Replacement of Specific Individuals

6.14 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading “[Dispute Resolution](#)”.



(e) The Parties agree to make every reasonable effort, in good faith, to settle amicably all disputes or claims relating to the Contract, through negotiations between the Parties' representatives authorized to settle. If the Parties do not reach a settlement within 25 working days after the dispute was initially raised to the other party in writing, *either Party* may contact the Office of the Procurement Ombudsman (OPO) to request dispute resolution/mediation services. OPO may be contacted by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca.

(f) The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the administration of certain federal contracts, regardless of dollar value. If you have concerns regarding the administration of a federal contract, you may contact OPO by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca.

6.15 Environmental Considerations

As part of Canada's policy directing federal departments and agencies to take the necessary steps to acquire products and services that have a lower impact on the environment than those traditionally acquired, Contractors should:

a) Paper consumption:

- Provide and transmit draft reports, final reports in electronic format. Should printed material be required, double sided printing in black and white format is the default unless otherwise specified by the Project Authority.
- Printed material is requested on minimum recycled content of 30% and/or certified as originating from a sustainably managed forest.
- Recycle unneeded printed documents (in accordance with Security requirements).

b) Travel requirements:

- The Contractor is encouraged to use video and/or teleconferencing where possible to cut down unnecessary travel.
- Use of Properties with Environmental Ratings: Contractors to the Government of Canada may access the PWGSC Accommodation directory, which includes Eco-Rated properties. When searching for accommodation, Contractors can go to the following link and search for properties with Environmental Ratings, identified by Green Keys or Green Leafs that will honour the pricing for Contractors.
- Use public transportation or another method of green transportation as much as possible.



ANNEX "A" STATEMENT OF WORK

1. TITLE

Provision of Emergency Medical Advice and Telemedicine Support for the Canadian Coast Guard on board vessels.

2. INTRODUCTION

The Canadian Coast Guard (CCG) requires the services of a Supplier that can provide Emergency Medical Information, Advice and Telemedicine Support to CCG Health Officers on board CCG ships in extremely remote areas.

3. OBJECTIVES

The objective of the CCG Health Officers program is to provide a health service based on preventive care, primary health care and Occupational Health Care Nursing to the ship's complement aboard Department of Fisheries and Oceans Canada (DFO) CCG Vessels during arctic and scientific voyages in remote areas. This is to be provided by the Contractors Emergency Physicians in a timely matter where they offer their expert medical advice and reporting services to CCG shipboard Health Officers.

The overall desired outcome is to reduce the need for medical evacuations by managing the treatment of the patient on board the CCG ships by a trained CCG Health Officers (nurses). This is to be provided by phone and/or internet, where medical advice from Emergency Physicians support CCG Health Officers (nurses) on board CCG ships in remote locations.

Every request (telephone call, electronic chat or email) which is directed to the Contractors' Emergency Physicians will have to be evaluated, in terms of the scope of practice and clinical assessment skills of the CCG Health Officer managing the medical case. This will then be used as an evaluation of the overall quality care given by our CCG Health Officers. The result of this assessment must be then given to the CCG National Coordinator of the Health Officers program every month at a minimum.

4. BACKGROUND

CCG, is a special operating agency within Fisheries and Oceans Canada where they work to ensure the safety of mariners in Canadian waters and protect Canada's marine environment.

CCG have Registered Nurses with advanced nursing practice skills providing Primary Health Care services to employees aboard CCG icebreakers and scientific vessels. These vessels sail out of Victoria, British Columbia (BC), Québec (QC), Dartmouth, Nova Scotia (NS) and St-John's Newfoundland (NL) throughout the year.

The purpose of the CCG Health Officers' program is to maintain optimal health, through assessment, treatment, counseling and education.

CCG is seeking to reduce morbidity and mortality associated with life threatening sickness or injuries. Our CCG Health Officers must manage emergencies remotely with the assistance of medical advice from Emergency Physicians via phone and/or internet. This service will support the CCG Health Officers mandate of providing the best possible medical care possible to the CCG shipboard employees.



5. TASKS

The Contractor will be responsible for completing the following tasks, such as, but not limited to the following:

ADMINISTRATION OF CONTRACT:

1. Attend a kick-off meeting organized by the Project Authority within five (5) days of contract award;

EMERGENCY MEDICAL SUPPORT PHYSICIANS (EMSP):

2. To provide Emergency Medical Advice and Telemedicine Support and direction to CCG Health Officers on duty on their respective CCG ship. (See 2024 CCG Vessel Operational Information table below).
3. Emergency Medical Advice and Telemedicine Support and direction must be available in both official languages, English and French at all time.
4. Emergency Physician(s) must be available to accept such calls twenty four (24) hours per day, seven (7) days per week in accordance with the operational schedule of the CCG ships listed (See 2024 CCG Vessel Operational Information table below). That schedule is subject to change as per operational needs, and will be provided to the contractor as soon as possible. This schedule also changes year after year.
5. All Physicians must be in contact with the CCG Health Officer within four (4) minutes of receiving a telephone call.
6. Telephone calls for situations outside the expertise or language competency of the contractor's Emergency Physician must be referred to another Emergency Physician immediately to manage the case.
7. The contractor must use a secure system for recording and storing patient information to ensure confidentiality of medical information.
8. The Contractor's Emergency Physician must be available as and when needed, to review medical procedures which are undertaken by CCG in order to provide their medical overview expertise.
9. The Contractor's Emergency Physician must be available once a year to review CCG's fleet scale of acquisition.

ACCESS:

10. The contractor will provide one (1) to a maximum of two (2) telephone numbers through which the CCG Health Officers can reach the on-call Emergency Physicians.
11. The calls must be answered twenty four (24) hours seven (7) days a week by trained personnel (ie, dispatch centers like 911) if not the actual Emergency Physician.
12. All telephone calls must be voice recorded for liability and quality assurance purposes. All calls records must be available to the CCG National Coordinator of the Health Officer's program for quality assurances within two (2) business days or earlier. This is to be done in a secure way (encrypted or via a secure portal to maintain confidentiality of medical



information). The CCG National Coordinator of the Health Officer's program must be notified that a call took place between a CCG Health Officer and the contractor within twenty four (24) hours for follow-up purposes.

13. Following a phone conversation between the contractor's Emergency Physician and the CCG Health Officer, a secure email address or an access to a secure portal for communication must be accessible to make a report of the condition of the patient on the CCG ship. This is to ensure a follow-up is done. This will be decided by the contractor and the CCG Health Officer regarding feasibility and the easiest communication route at the time of the medical need.
14. The contractor agrees that any data collected during the term of this contract period must be used solely for in-house quality assurance purposes and will not be used for any research or other purposes without the written permission of the CCG National Coordinator of the Health Officer's program.
15. The only person that will have access to the confidential information of a medical file is the CCG National Coordinator of the Health Officer's program. That person will have the responsibility to make sure the information is put in the electronic medical file of the employee for easy access of all care that took place in CCG facilities by their CCG Health Officer.

6. DELIVERABLES

Due to confidentiality terms and conditions for CCG employees the only permissible CCG employee that can ask/access any CCG employee patient care medical file, records and information is the CCG National Coordinator for the Health Officer's program.

MEDICAL RECORD:

1. Patient Care Record file must be created for each telemedicine request received by the CCG Health Officer.

At a minimum, these records must include:

1. the date and time call is received;
2. the time the on-call physician is paged;
3. the time the on-call physician called back or answers the phone call;
4. the name of the person calling in;
5. the name of the patient and date of birth;
6. the nature of the condition/illness/injury;
7. recommendations made to the CCG Health Officer; and
8. all treatment initiated in detail.

These Patient Care Record files must be made available to the CCG Health Officer for inclusion to the CCG employee's Medical Record File at the end of the CCG sailing season.

PRESCRIPTIONS:

2. All prescriptions initiated during an Emergency Medical Advice and Telemedicine Support request must be transmitted via a scanned version or accessible thru the contractor's secure portal as soon as possible and no later than within twenty four (24) hours after the medical received request.



REPORTS:

3. The contractor must provide the following reports to the CCG National Coordinator for the Health Officer's program via PDF attachment(s) sent by email or accessible thru the contractor's secure portal dedicated to CCG's Emergency Medical Advice and Telemedicine Support.
 - I. Monthly summary of all calls received from the CCG ships' Health Officers;
 - II. All health care records of patients serviced;
 - III. Every request (telephone call, electronic chat or email) sent to the contractor that have been evaluated in terms of the scope of practice and clinical assessment skills of the CCG Health Officer managing the case;

*These evaluations will be done using a template which will be determined between the contractor and the CCG National Coordinator of the Health Officer's Program after contract award.
 - IV. Every request (telephone call, electronic chat or email) record must be made available within forty eight (48) hours by PDF attachment(s) sent via email or accessible thru the contractor's secure portal to the CCG National Coordinator for the Health Officer's program for quality assurance and control.

TELEPHONE COMMUNICATION:

4. The contractor will provide one (1) telephone number through which the CCG Health Officers can reach the on-call Emergency Physician(s). This telephone call must be answered twenty four (24) hours seven (7) days a week by trained personnel.
5. All telephone calls must be voice recorded for liability and quality assurance purposes.
6. All telephone call records must be made available to the CCG Health Officer's program National coordinator within forty eight (48) hours through a secure program and/or encrypted email and/or dedicated portal.

INSURANCE REQUIREMENTS

Proof of Annual Liability Insurance and License to Practice:

7. The contractor must provide proof of liability insurance at the beginning of each operational year (see Table below, CCG Vessel Operational Information)
8. The contractor must provide a copy of each Emergency Physician's full name and license to practice in Canada assigned to this contract at the beginning of each operational year.(see Table below, CCG Vessel Operational Information)

SPECIAL REQUIREMENTS

9. All Emergency Physicians must be certified as specialists in Emergency Medicine by both of the following organizations and provide proof.:
 - i. Royal College of Physicians and Surgeons of Canada; and
 - ii. Canadian College of Family Practitioners



2024 CCG VESSEL OPERATIONAL INFORMATION
(this list is subject to change as per operations)

CCG VESSEL	# OF CREW Max People on Board (POB)	Operational Schedule	# of sailing days	Language (Spoken by CCG employees)
NGCC Pierre Radisson	38 Min crew 80 Max crew	July 1 st to September 29 th	90	French
NGCC DesGroseilliers	38 Min crew 80 Max crew	June 20 th to November 19 th	140	French
NGCC Amundsen	38 Min crew 88 Max crew	June 13 th to October 30 th	139	French / English
CCGS Henry Larsen	40 Min crew 70 Max crew	July 10 th to October 7 th	89	English
CCGS Louis St-Laurent	53 Min crew 86 Max crew	July 4 th to July 24 th and August 14 th to November 8 th	20 + 86 Total: 106	English
CCGS Sir Wilfrid Laurier	26 Min crew 45 Max crew	May 21 st to November 4 th	168	English
CCGS Vincent Massey	26 Min crew 39 Max crew	July 10 th to October 9 th	91	French
Total CCG crew:	259 Min crew			
Max total POB:	488 Max crew			
Total Operational days			(average)	

2024							
Month	May	June	July	August	September	October	November
# vessels	1	3	7	7	7	6	3
Estimated #POB	45	102	259	259	259	221	117



Operational days: Calendar days that CCG vessels require provision of services described above.

POB: Total people on board including CCG crew, supernumeraries, clients and passengers. This is variable from mission to mission and day to day. Estimated number of POB assumes 40% use of available berth above crew numbers.

2024: Operational periods have yet to be determined but will be similar to those of 2023. The peak operating season will run from June to October 2024 and will be what CCG considers a normal deployment season which includes eight (8) vessels working in the arctic and offshore. There is a possibility of additional vessels, within the peak period as well as in each option year. The table above includes this additional vessel and POB count; however, this is not fully confirmed at time of solicitation.

TECHNICAL, OPERATIONAL AND ORGANIZATIONAL ENVIRONMENT

With the CCG Health Officer being on board of a ship at sea and with telephone communications sometimes sporadic, the Emergency Physician on duty (on call) may have to reconnect with the ship to complete the consultation. In the event that communications is completely lost and the Emergency Physician is unable to re-establish communications, the Emergency Physician must call the Regional Operation Center (ROC) number. *(To be provided upon contract award)*

Once the Emergency Physician is in communication with ROC, they will be able to help re-establish communication in one form or another. ROC is available twenty four (24) hours seven (7) days a week. Three hundred and sixty five (365) days a year.

LOCATION OF WORK

All work will be completed at the contractors location which might include the location of the Emergency Physician on duty (on call) assigned to this contract.

TRAVEL AND LIVING

All travel and living expenses is the responsibility of the contractor. No travel or living costs is covered by CCG or DFO under this contract.

LANGUAGE OF WORK

The Contractor's resources (Contractor Representative, Emergency Physicians, Medical Physicians, Medical Trained Personnel and back-up resources) **must** be able to provide their services in the language of the received call from the CCG Health Officer. The language is either English or French at the intermediate level. This is defined as Written, Verbal, and Comprehension at an intermediate level. (see the following legend).



Legend	Oral	Comprehension	Written
Basic	<p>A person speaking at this level can:</p> <ul style="list-style-type: none"> • ask and answer simple questions; • give simple instructions; and • give uncomplicated directions relating to routine work situations. 	<p>A person reading at this level can:</p> <ul style="list-style-type: none"> • fully understand very simple texts; • grasp the main idea of texts about familiar topics; and • read and understand elementary points of information such as dates, numbers, or names from relatively more complex texts to perform routine job-related tasks. 	<p>A person writing at this level can:</p> <ul style="list-style-type: none"> • write isolated words, phrases, simple statements or questions on very familiar topics using words of time, place or person.
Intermediate	<p>A person speaking at this level can:</p> <ul style="list-style-type: none"> • sustain a conversation on concrete topics; report on actions taken; • give straightforward instructions to employees; and • provide factual descriptions and explanations. 	<p>A person reading at this level can:</p> <ul style="list-style-type: none"> • grasp the main idea of most work-related texts; • identify specific details; and • distinguish main from subsidiary ideas. 	<p>A person writing at this level can:</p> <ul style="list-style-type: none"> • deal with explicit information on work-related topics since they have sufficient mastery of grammar and vocabulary.



Advanced	A person speaking at this level can: <ul style="list-style-type: none">• support opinions; and understand and express hypothetical and conditional ideas	A person reading at this level can: <ul style="list-style-type: none">• understand most complex details, inferences and fine points of meaning; and• have a good comprehension of specialized or less familiar material.	A person writing at this level can: <ul style="list-style-type: none">• write texts where ideas are developed and presented in a coherent manner.
-----------------	--	---	---



ANNEX "B"
BASIS OF PAYMENT

PROFESSIONAL FEES & ASSOCIATED COSTS:

The Contractor shall indicate below an all-inclusive daily based on twenty four (24) hours duration. And the Contractor shall also indicate below an all-inclusive hourly rate (for meetings, medical procedures analysis and review, and special circumstances) for each year of the Contract as shown below.

Period of Contract : from Contract award to April 30, 2026

A Initial Contract Period: Date of award – April 30, 2026				
No.	Activity	Estimated* Maximum Level of Effort (A)	Rate (B)	All inclusive Total Cost (A x B)
1.	Emergency Physician	500 days	\$ _____ Per Day	\$ _____
2.	<u>Additional medical services as and when needed by CCG:</u> Meetings, medical procedures analysis and review, and special circumstances.	50 hours	\$ _____ Per hour	\$ _____
Sub Total Excluding Taxes (A x B = C-1)				\$ _____ (C-1)
Applicable taxes				\$ _____
All-Inclusive Total Cost Including Taxes				\$ _____

Option Year 1 : from May 1, 2026 to April 30, 2027

B Option Year 1: May 1, 2026 – April 30, 2027				
No.	Activity	Estimated* Maximum Level of Effort (A)	Rate (B)	All inclusive Total Cost (A x B)
1.	Emergency Physician	250 days	\$ _____ Per Day	\$ _____
2.	<u>Additional medical services as and when needed by CCG:</u> Meetings, medical procedures analysis and review, and special circumstances.	25 hours	\$ _____ Per hour	\$ _____
Sub Total Excluding Taxes (A x B = C-2)				\$ _____ (C-2)
Applicable taxes				\$ _____
All-Inclusive Total Cost Including Taxes				\$ _____



Option Year 2 : from May 1, 2027 to April 30, 2028

C Option Year 2: May 1, 2027 – April 30, 2028				
No.	Activity	Estimated* Maximum Level of Effort (A)	Rate (B)	All inclusive Total Cost (A x B)
1.	Emergency Physician	250 days	\$ _____ Per Day	\$ _____
2.	<u>Additional medical services as and when needed by CCG:</u> Meetings, medical procedures analysis and review, and special circumstances.	25 hours	\$ _____ Per hour	\$ _____
Sub Total Excluding Taxes (A x B = C-3)				\$ _____ (C-3)
Applicable taxes				\$ _____
All-Inclusive Total Cost Including Taxes				\$ _____

Option Year 3 : from May 1, 2028 to April 30, 2029

D Option Year 3: May 1, 2028 – April 30, 2029				
No.	Activity	Estimated* Maximum Level of Effort (A)	Rate (B)	All inclusive Total Cost (A x B)
1.	Emergency Physician	250 days	\$ _____ Per Day	\$ _____
2.	<u>Additional medical services as and when needed by CCG:</u> Meetings, medical procedures analysis and review, and special circumstances.	25 hours	\$ _____ Per hour	\$ _____
Sub Total Excluding Taxes (A x B = C-4)				\$ _____ (C-4)
Applicable taxes				\$ _____
All-Inclusive Total Cost Including Taxes				\$ _____



Evaluated Contract Period and Option years Total

Contract Period	All Inclusive Cost
Period of Contract : from Contract award to April 30, 2026	\$ _____ (C-1)
Option Year 1 : from May 1, 2026 to April 30, 2027	\$ _____ (C-2)
Option Year 2 : from May 1, 2027 to April 30, 2028	\$ _____ (C-3)
Option Year 3 : from May 1, 2028 to April 30, 2029	\$ _____ (C-4)
Sub Total Evaluated Bid Excluding Taxes (C-1 + C-2 + C-3 + C-4 = C-5)	\$ _____ (C-5)
Applicable Taxes	\$ _____
All-Inclusive Total Evaluated Bid Including Taxes	\$ _____



ANNEX "C"
SECURITY REQUIREMENT CHECK LIST



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat PR-30005498
Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization Ministère ou organisme gouvernemental d'origine DFO-MPO	2. Branch or Directorate / Direction générale ou Direction Canadian Coast Guard	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work - Brève description du travail CCG requires the services for Emergency Medical Advice, Information and Telemedicine support for the use of CCG Health Officers on board CCG vessels.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. Indicate the type of access required - Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c.) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c.) <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui		
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p.ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciales sans entreposage de nuit? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>		
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

Security Classification / Classification de sécurité
--



Government of Canada /
Gouvernement du Canada

Contract Number / Numéro du contrat PR-30005498
Security Classification / Classification de sécurité

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?
if Yes, indicate the level of sensitivity;
Dans l'affirmative, indiquer le niveau de sensibilité : No Yes
Non Oui

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?
Short Title(s) of material / Titre(s) abrégé(s) du matériel : No Yes
Document Number / Numéro du document : Non Oui

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMBLEMES			

Special comments: DFO will have to sponsor the successful Supplier as Physicians and Health specialist would not
Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No Yes
Non Oui

If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No Yes
Non Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No Yes
Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No Yes
Non Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No Yes
Non Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No Yes
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No Yes
Non Oui

Security Classification / Classification de sécurité
--





Contract Number / Numéro du contrat PR-30005498
Security Classification / Classification de sécurité

PART C (continued) / PARTIE C (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉE			NATO				COMSEC					
	A	B	C	Confidential Confidentiel	Secret	Top Secret Très Secret	NATO Restricted NATO Diffusion Restreinte	NATO Confidential	NATO Secret	COSMIC Top Secret COSMIC Très Secret	Protected Protégé			Confidential Confidentiel	Secret	Top Secret Très Secret
											A	B	C			
Information / Assets Renseignements / Biens	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media Support TI	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link Lien électronique	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée.

12. b) Will the document attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Security Classification / Classification de sécurité
--



ANNEX "D"
EVALUATION CRITERIAS

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement. The Bidder **MUST** provide the proposed resource's CV to support compliance with the requirement.

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

The mandatory technical criteria are:

#	Description of Mandatory Technical Criterion	Cross Reference to Proposal [Bidder to insert]
M1	<p>Team composition</p> <p>The Bidder must provide resumes and copies of certifications of a minimum of three (3) qualified Physicians.</p> <p>The proposed Physicians must have at a minimum two (2) years of experience as an Emergency Physician.</p> <p>The resumes must demonstrate that their experience is within emergency medical care and that of the requirements stated in this Request for Proposal Statement of Work (SOW) at Annex A.</p>	
M2	<p>Experience</p> <p>The Bidder must demonstrate a minimum of two (2) projects in the last ten (10) years, from bid closing that they were responsible for remotely providing Emergency Medical Advice* and supported medical personnel of an organization at a minimum of one (1) remote** location within Canada.</p> <p>*For the purpose of this criterion, emergency medical advice and support is defined as giving medical advice over the phone to a health officer or an individual.</p> <p>**Remote location within Canada is defined as "<i>when there is no primary health care service</i>" and a location that is not accessible via ground transportation.</p> <p>For this CCG RFP Technical evaluation of project(s) the term remote stipulates having providing services to a location that is only accessible via helicopter as an example. These remote locations would not be close to any hospital or health services. (Example: The Nunavik region, the Alaska region, the Labrador region)</p> <ul style="list-style-type: none"> • A medical evacuation is the transfer of a patient to a more advanced healthcare facility, which is frequently located in another country. It can also be arranged for patients who wish to relocate in order to be closer to relatives. • A ground ambulance, in addition to an ambulance jet, may be required to ensure that the patient is transported safely and comfortably. If you choose our bed-to-bed service, we will handle the entire medical flight process, including transfers between healthcare 	



	<p>facilities and airports via sophisticated and fully equipped ground ambulances</p> <p>Each proposed project must demonstrate the following:</p> <ol style="list-style-type: none"> I. Performing clinical assessments while being away from the patient over the phone/emails or videoconference; II. Giving verbal support to a nurse or rescue specialist in order to get the best clinical assessment from a remote distance over the phone/emails or videoconference; III. Giving medical and pharmaceutical prescription(s) over the phone/emails or videoconference that the physician has never seen in person; and IV. Providing written notes of all conversations that occurred and having sent them to the health professional in a reasonable time, maximum twenty four (24) hours. <p>To qualify, the following details must be provided for each experience:</p> <ol style="list-style-type: none"> a) Name of the client organization; b) Title of the contract of the project; c) Start and end dates (MM/YY) of the proposed resource's involvement on the project; and d) description of the tasks performed related to items I,II, III and IV; and e) Email and/or Telephone number of the contract or project Authority 	
M3	<p>The bidder must provide samples of forms that were used for Patient Care Records for a minimum of one (1) project within the last ten (10) years.</p> <p>To qualify, the following details must be provided for each experience:</p> <ol style="list-style-type: none"> a) Name of the client organization; b) Title of the contract of the project; and c) Start and end dates (MM/YY) of the contract or the project; and d) A minimum of two (2) samples of forms that were used for Patient Care Records . 	



Point Rated Technical Criteria

Bids which meet all the Mandatory Criteria above will then be evaluated and scored as specified in the table below.

Bids which fail to obtain the required minimum number of points specified, **70 points out of the total of 100 points (70%)**, will be declared non-responsive. Each point rated technical criterion should be addressed separately.

Instructions – Please read carefully:

- In each of the point rated requirements listed below the Bidder must describe and demonstrate how the proposed resource meets the requirement using descriptions of the process. It is not sufficient to declare that a requirement is met without providing sufficient detail regarding the process used in satisfying the requirement. **Bids that do not contain descriptions that illustrates the requirement will be considered non-responsive.**

NOTE for Project Timeframe in date and total months

Bidders are advised that the month(s) of experience listed for a project whose timeframe overlaps that of another referenced project will only be counted once. For example, Project 1 timeframe is July 2019 to December 2019; Project 2 timeframe is October 2019 to January 2020; the total months of experience for these two project references is seven (7) months.

The bidder should clearly Cross Reference each Point Rated Criterion to the Proposal.

No.	Point Rated Technical Criteria (RT)	Max Points Available	Cross Reference to Proposal [Bidder to insert]
RT1	<p>The Bidder should demonstrate how their Emergency Medical Advice and Telemedicine Support System’s ability to respond to calls within a defined timeframe by providing reports from one (1) project within the last ten (10) years.</p> <ul style="list-style-type: none"> I. Demonstrate consistent *response emergency calls in 3+ to 4 minutes (5 points); II. Demonstrate consistent response emergency calls in more than 2+ to 3 minutes (10 points); III. Demonstrate consistent response emergency calls in less than 2 minutes. (15 points maximum) <p>*Consistent is defined as: 95% of the time Points are not cumulative. To qualify, the following details must be provided for each</p>	15 points	



	<p>experience:</p> <ul style="list-style-type: none"> a) Name of the client organization; b) Title of the contract or the project; c) Start and end dates (MM/YY) of the contract or project; and d) Provide proof of the emergency call report/statistics for consistent response time above. (i, ii or iii); and e) Email and/or Telephone number of the contract or project Authority 		
<p>RT2</p>	<p>The Bidder should provide two (2) projects that demonstrate how their Emergency Medical Advice and Telemedicine Support System provided twenty four (24) hour services seven (7) days per week. Each Project will be evaluated separately (Maximum 15 points per project)</p> <ul style="list-style-type: none"> • By a single physician - (5 points); • By rotation of physicians - (10 points); • By call-in Centre supported by more than one (1) physician at all time- (15 points) <p>Points are not cumulative. To qualify, the following details must be provided for each experience:</p> <ul style="list-style-type: none"> a) Name of the client organization; b) Title of the contract or the project; c) Start and end dates (MM/YY) of the contract or project; 	<p>30 points</p>	



	<p>d) Provide a summary and description of the 24 x7 service; and</p> <p>e) Email and/or Telephone number of the contract or project Authority</p>		
<p>RT3</p>	<p>The Bidder should provide projects within the last ten (10) years of bid closing demonstrating their experience in providing emergency medical advice and support to various clients (e.g. general population, federal and/or provincial agencies, Aboriginal communities/groups; other group of interest) related to the objectives and tasks identified in the Statement of Work at Annex A of this Request for Proposal (RFP)..</p> <p>A) General population in emergency situation (Emergency room or general medicine department) 6 to 12 months experience = 2 points 13 to 24 months experience = 5 points 25 to 36+ months experience = 10 points</p> <p>B) Federal Agencies: https://www.tpsgc-pwgsc.gc.ca/recgen/manuels-manuals/chap18/08-eng.html and \or Provincial agencies: https://www.canada.ca/en/canadian-heritage/services/human-rights-complaints/provincial-territorial-agencies.html</p> <p>6 to 12 months experience = 2 points 13 to 24 months experience = 5 points 25 to 36 +months experience= 10 points</p> <p>C) Aboriginal communities/groups (First Nations; Inuit & Metis) 6 to 12 months experience = 2 points 13 to 24 months experience = 5 points 25 to 36+ months experience= 10 points</p> <p>A + B + C = 30 Points Max. To qualify, the following details must be provided for each</p>	<p>30 points</p>	



	<p>experience:</p> <ul style="list-style-type: none"> a) Name of the client organization; b) Title of the contract or project; c) Start and end dates (MM/YY) of the contract or the project; and d) Email and/or Telephone number of the contract or project Authority 		
<p>RT4</p>	<p>The Bidder should demonstrate with a minimum of two (2) projects within the last ten (10) years how they responded to emergency medical calls from the client's organization point of contact.</p> <ul style="list-style-type: none"> • Call responded by a person with no Emergency Medical Service (EMS), qualification(s) (5 points); • Call responded by a person with EMS qualification(s) (10 points) • Call responded by the physician on call directly with no delays or intermediary . (15 points) <p>To qualify, the following details must be provided for each experience:</p> <ul style="list-style-type: none"> a) Name of the client organization; b) Title of the contract or the project; c) Start and end dates (MM/YY) of the contract or the project; and d) A description how the response to the emergency medical call was done and by who.. 	<p>15 points</p>	
<p>RT5</p>	<p>The Bidder should demonstrate with a minimum of one (1) project within the last ten (10) years, their Medical evacuation procedures where they organized a rapid</p>	<p>10 points</p>	



	<p>patient transfer via one of the following;</p> <ul style="list-style-type: none"> I. from a location to a hospital. (5 points) II. from a remote location to a hospital. (10 points) <p>To qualify, the following details must be provided for each experience:</p> <ul style="list-style-type: none"> a) Name of the client organization; b) Title of the project or the contract; c) Start and end dates (MM/YY) of the contract or the project; and d) A summary of the medical evacuation procedure(s). 		
Minimum Score	70 points		
Total Score Available	100 points		

Bids **MUST** receive a minimum score of **70%**, of the above six (6) Point Rated Technical Criteria in order to be considered technically responsive.



ANNEX "E" INSURANCE CONDITIONS

The Contractor shall, at the Contractor's own expense, provide and maintain insurance as indicated hereunder:

1. Medical Malpractice Liability Insurance

- 1.1 The Contractor must obtain Medical Malpractice Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of the defence costs.
- 1.2 Coverage is for what is standard in a Medical Malpractice policy and must be for claims arising out of the rendering or failure to render medical services resulting in injury, mental injury, illness, disease or death of any person caused by any negligent act, error or omission committed by the Contractor in or about the conduct of the Contractor's professional occupation or business of good samaritan acts.
- 1.3 If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- 1.4 Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.

2. Commercial General Liability Insurance

- 2.1 The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
- 2.2 The Commercial General Liability policy must include the following:
 - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.



-
- f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - j. Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
 - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - l. Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

*Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,
284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8*

For other provinces and territories, send to:

*Senior General Counsel,
Civil Litigation Section,
Department of Justice
234 Wellington Street, East Tower
Ottawa, Ontario K1A 0H8*

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.



ANNEX "F"
Q&A - E&F

Questions - English	Questions - Français	Answers - English	Réponses - Français
<p>1. Call Volume. Can you please provide the call volume that has been received annually over the past five-years to allow for estimation of workload for our emergency medicine consultant and administrative teams? Can you please indicate the number or percentage of calls that been directed to the French and English lines?</p>	<p>1. Volume d'appels. Pouvez-vous s'il vous plaît fournir le volume d'appels reçus chaque année au cours des cinq dernières années afin de permettre une estimation de la charge de travail de nos consultants en médecine d'urgence et de nos équipes administratives ? Pouvez-vous s'il vous plaît indiquer le nombre ou le pourcentage d'appels qui ont été dirigés vers les lignes françaises et anglaises ?</p>	<p>2019: 33 calls 2020: 47 calls 2021: 45 calls 2022: 81 calls 2023: 97 calls</p> <p>Percentage of language used during calls was not listed.</p>	<p>2019: 33 appels 2020: 47 appels 2021: 45 appels 2022: 81 appels 2023: 97 appels</p> <p>Le pourcentage de la langue utilisée lors des appels n'a pas été répertoriée.</p>
<p>2. Annex "D" – Evaluation Criteria, M3 (Pg. 40). The initial statement states that the "bidder must provide samples of forms that were used for Patient Care Records for a minimum of one (1) project within the last ten (10) years" but then para d) requests two (2) samples. Can you please clarify whether you want two templates, two anonymized patient records, or something else?</p>	<p>2. Annexe « D » – Critères d'évaluation, M3 (page 40). La déclaration initiale indique que « le soumissionnaire doit fournir des échantillons de formulaires qui ont été utilisés pour les dossiers de soins des patients pour au moins un (1) projet au cours des dix (10) dernières années », mais le paragraphe d) demande ensuite deux (2) échantillons. Pouvez-vous s'il vous plaît préciser si vous souhaitez deux modèles, deux</p>	<p>We need 2 samples/examples of the form that you use for legal charting of the telemedicine consultation with the physician when we call. The forms needs to be populated (without any patient's name) so that we can see what information is chartered for each call by your physician.</p>	<p>Nous désirons voir 2 échantillons/exemple s du formulaire utilisé par vos médecins pour faire la note légale qui ira au dossier du patient à la suite de la consultation de télémedecine. Si c'est un formulaire, il doit être rempli (sans nom de patient) afin que l'on puisse voir les informations qui sont noté par les médecins lors d'un appel.</p>



Questions - English	Questions - Français	Answers - English	Réponses - Français
	dossiers patients anonymisés ou autre chose ?		
<p>3. RT3 (Pgs. 43-44). This requires evidence that the proponent has provided services to three groups – General population in emergency situation, Federal Agencies, and Aboriginal communities/groups. Whereas we have delivered services to each of these groups, we would question the relevance and purpose of this question given the nature of this RFP. Can you please provide justification/relevance for Group A (General Population) and Group C (Aboriginal communities/groups). We would recommend instead that any emergency medicine consultants possess the requisite qualifications and experience in emergency medicine (e.g., CCFP(EM), RCPSC-EM) and have provided advice to remote and austere locations.</p>	<p>3. RT3 (pages 43-44). Cela nécessite la preuve que le fournisseur a fourni des services à trois groupes : la population générale en situation d'urgence, les agences fédérales et les communautés/groupes autochtones. Bien que nous ayons fourni des services à chacun de ces groupes, nous remettons en question la pertinence et le but de cette question compte tenu de la nature de cette demande de propositions. Pouvez-vous s'il vous plaît fournir une justification/pertinence pour le groupe A (Population générale) et le groupe C (communautés/groupes autochtones). Nous recommandons plutôt que tous les consultants en médecine d'urgence possèdent les qualifications et l'expérience requises en médecine d'urgence (par exemple, CFMC (MU), RCPSC-EM) et aient fourni des</p>	<p>The rationale/relevance for Group A (general population) is as follows: We want to have a provider that has already offered the telemedicine service to the general population so that all stakeholders can have a variety of case experience that can be seen across the population and in all age groups, not just general healthy adult workers (public servants). Although our target clientele is our own workers, we often intervene on search and rescue cases with patients of all ages and from all possible living environments.</p> <p>The rationale/relevance for Group C (Indigenous communities/groups) is as follows: the telemedicine service sought with this RFP is directly related to several Indigenous communities in Canada. Ships</p>	<p>Voici la justification/pertinence pour le groupe A (population générale): Nous désirons avoir un fournisseur qui a déjà offert le service de télémédecine à la population générale afin que tous les intervenants puissent avoir une variété d'expérience de cas qui peut être vu dans toute la population et dans tous les groupes d'âge, et non seulement à des travailleurs d'âge adulte en bonne santé générale (fonctionnaires). Bien que notre clientèle cible soit nos propres travailleurs, nous intervenons souvent sur des cas de recherche et sauvetage avec des patients de tous les âges de de tous les milieux de vie possibles</p> <p>Voici la justification/pertinence pour le groupe C (communautés/groupes autochtones): le service de télémédecine recherché avec cette demande de proposition est directement en lien avec plusieurs</p>



Questions - English	Questions - Français	Answers - English	Réponses - Français
	<p>conseils dans des endroits éloignés et austères.</p>	<p>that have nurses on board and require this service are primarily found in the Arctic, on the Alaskan coasts and on the Labrador coasts. We ask that the company that will provide the telemedicine service have experience with the management of medical and emergency cases in Indigenous communities to provide the best possible service to this population that can be vulnerable and is almost always in very remote areas. Our ships have a mandate to respond to all search and rescue cases in this region when we are present in the area, so it is relevant to have responders who have knowledge of the cultural differences of these groups in order to ensure maximum cultural safety during interventions.</p>	<p>communautés autochtones au Canada. Les navires qui ont des infirmières à bord et qui nécessitent ce service se retrouvent principalement dans l'Arctique, sur les côtes de l'Alaska et sur les côtes du Labrador. Nous demandons que la compagnie qui assurera le service de télémédecine ait de l'expérience avec la gestion de cas médical et d'urgence chez les communautés autochtones pour offrir le meilleur service possible à cette population qui peut être vulnérable et est presque en tout temps en région très éloignée. Nos navires ont comme mandat d'intervenir dans tous les cas de recherches et sauvetage de cette région lorsque nous sommes présents dans les environs, il est donc pertinent d'avoir des intervenants qui ont une connaissance des différences culturelles de ces groupes afin d'assurer un maximum de sécurité culturelle lors des interventions.</p>
<p>4. Confirmation of Start Date (Pg. 19). Please confirm</p>	<p>4. Confirmation de la date de début (page</p>	<p>2024-08-15</p>	<p>2024-08-15</p>



Questions - English	Questions - Français	Answers - English	Réponses - Français
the proposed start date for this contract.	19). Veuillez confirmer la date de début proposée pour ce contrat.		
<p>5. Page 40 M3: Provide samples of forms that were used for PCR for a minimum of 1 project over the past 10 years...a minimum of 2 samples that were used for PCR's</p> <p>a. Can you clarify if you are looking for PCR's that the Health Officers (HO's) would use to document their notes while on board the ship and/or the template that the physician would use to document their clinical notes to share with the HO's??</p> <p>b. Are these forms expected to be examples of hard copy forms and/or electronic PDF versions used in the portal?</p> <p>c. What are patient care records considered to be? For example is a controlled substance log also considered part of a patient care record?</p>	<p>5. Page 40 M3 : Fournir des échantillons de formulaires qui ont été utilisés pour le DSP pour au moins 1 projet au cours des 10 dernières années... un minimum de 2 échantillons qui ont été utilisés pour les DSP</p> <p>a. Pouvez-vous préciser si vous recherchez des DSP que les officiers de santé (HO) utiliseraient pour documenter leurs notes à bord du navire et/ou le modèle que le médecin utiliserait pour documenter leurs notes cliniques à partager avec les HO ?</p> <p>b. Ces formulaires doivent-ils être des exemples de formulaires papier et/ou de versions électroniques PDF utilisés dans le portail ?</p> <p>c. Que sont les dossiers de soins des patients? Par exemple, un registre de substances contrôlées est-il également considéré comme faisant partie du</p>	<p>a. We need examples of the template the physician's from your company would use to record the conversation they had with the client regarding the medical advices they gave for the patient.</p> <p>b. Electronic PDF versions forms are acceptable.</p> <p>c. Notes from physicians after receiving a call, prescription from physicians. Controlled substance log is not considered part of the PCR.</p>	<p>a. Nous avons besoin d'exemples du modèle que les médecins de votre entreprise utiliseraient pour enregistrer la conversation qu'ils ont eue avec le client concernant les conseils médicaux qu'ils ont donnés au patient.</p> <p>b. Les versions électroniques PDFdes formulaires sont acceptables.</p> <p>c. Notes des médecins après avoir reçu un appel, prescription des médecins. Le registre des substances contrôlées n'est pas considéré comme faisant partie du DSP.</p>



Questions - English	Questions - Français	Answers - English	Réponses - Français
	dossier de soins d'un patient ?		
<p>6. Page 44 RT6: The bidder should demonstrate with a minimum of one (1) project within the last ten (10) years, their Medical Evacuation Procedures, where they organized a rapid patient transfer via one of the following:</p> <ol style="list-style-type: none"> From a remote location to a hospital To qualify the following details must be provided for each experience: <ol style="list-style-type: none"> Name of the client Title of the project of the contract Start and End Dates of the contract or the project and A Summary of medical evacuation procedures <p>Can DFO please clarify what is expected in the bidder providing "A Summary of Medical Evacuation Procedures"?</p> <p>Is it expected that the Telemedicine Provider organizes all aspects of the Medical Evacuation of a CCG member for this contract including an actual air asset medevac provider and team for medical extrication?</p>	<p>6. Page 44 CT6 : Le soumissionnaire doit démontrer, avec au moins un (1) projet au cours des dix (10) dernières années, ses procédures d'évacuation médicale, dans lesquelles il a organisé un transfert rapide de patients via l'un des éléments suivants :</p> <ol style="list-style-type: none"> D'un endroit éloigné à un hôpital Pour être admissible, les détails suivants doivent être fournis pour chaque expérience : A) Nom du client Titre du projet du contrat Dates de début et de fin du contrat ou du projet et Un résumé des procédures d'évacuation médicale <p>Le MPO peut-il clarifier ce qui est attendu du soumissionnaire en fournissant « Un résumé des procédures d'évacuation médicale »?</p> <p>Est-il prévu que le fournisseur de télé-médecine organise tous les aspects de</p>	<p>We want to know what would be the steps taken from your physicians to support the client if a medical evacuation needs to take place from one of our ships to a village where they would be taken care of by another team of health professionals when they cannot stay on board our ship because of their conditions.</p> <p>We expect the medical provider to be the liaison between the client and the medical provider accepting the patient Example: If we need to transfer a patient via medevac to a village ashore because his/her condition does not</p>	<p>Nous souhaitons savoir quelles seraient les démarches entreprises par vos médecins pour appuyer le client si une évacuation sanitaire devait avoir lieu depuis l'un de nos navires vers un village où il serait pris en charge par une autre équipe de professionnels de santé lorsqu'il ne peut pas rester. à bord de notre navire en raison de leurs conditions.</p> <p>Nous attendons du prestataire médical qu'il fasse la liaison entre le client et le prestataire médical qui accepte le patient. Exemple : Si nous devons transférer un patient par évacuation médicale vers un village à terre parce que son état ne lui</p>



Questions - English	Questions - Français	Answers - English	Réponses - Français
<p>Can DFO provide further details on which aspect of the Medical Evacuation the Telemedicine provider is responsible for as they will not have access to specific location details/coordinates, sea state, weather, speed and capability of the vessel etc.</p>	<p>l'évacuation médicale d'un membre de la GCC pour ce contrat, y compris un véritable fournisseur d'évacuation sanitaire aérienne et une équipe pour la désincarcération médicale ?</p> <p>Le MPO peut-il fournir plus de détails sur l'aspect de l'évacuation médicale dont le fournisseur de télémédecine est responsable, car il n'aura pas accès aux détails/coordonnées spécifiques de l'emplacement, à l'état de la mer, aux conditions météorologiques, à la vitesse et à la capacité du navire, etc.</p>	<p>allow them to stay on board, the physician would be the first contact to give a medical report to the closest facility where the patient can be transferred, and therefore facilitate the acceptance of the patient from that facility.</p> <p>See Answer to Q9.</p>	<p>permet pas de rester à bord, le médecin serait le premier contact pour remettre un rapport médical à l'établissement le plus proche où le patient peut être transféré, et ainsi faciliter l'acceptation du patient depuis cet établissement.</p> <p>Voir réponse à la Q9.</p>
<p>7. Page 30 states in paragraph 2 ,2024: Operational periods have yet to be determined.....a normal deployment season which includes eight (8) vessels working in the arctic and offshore....while the 2024 CCG Vessel Operational Information table on page 29 shows a maximum of 7 vessels.</p> <p>Can Canada please confirm the maximum number of vessels that the bidder should be prepared to cover and to submit pricing for in this contract?</p>	<p>7. La page 30 indique au paragraphe 2, 2024 : Les périodes opérationnelles doivent encore être déterminées.....une saison de déploiement normale qui comprend huit (8) navires travaillant dans l'Arctique et au large....tandis que le tableau d'informations opérationnelles sur les navires de la GCC pour 2024 à la page 29 montre un maximum de 7 navires.</p>	<p>During a normal season eight (8) ships are deployed as stated but when a ship is in refit we can have less. Sometimes a ship carries a nurse for only one or two special missions so this can</p>	<p>Au cours d'une saison normale, huit (8) navires sont déployés comme indiqué, mais lorsqu'un navire est en radoub, nous pouvons en avoir moins. Parfois, un navire transporte une infirmière pour une ou deux</p>



Questions - English	Questions - Français	Answers - English	Réponses - Français
	Le Canada peut-il confirmer le nombre maximum de navires que le soumissionnaire devrait être prêt à couvrir et à soumettre des prix dans ce contrat ?	increase the number during those times. For 2024, we have 8 ships that will be operational, but not necessarily deployed at the same time. In future years, the amount can increase depending on operational plan.	missions spéciales ce qui peut augmenter le nombre pendant ces périodes. Pour 2024, nous disposons de 8 navires qui seront opérationnels, mais pas forcément déployés en même temps. Dans les années à venir, le montant pourra augmenter en fonction du plan opérationnel.
8. Page 26: Administration of Contract: #1 Attend a kick-off meeting organized by the Project Authority within five(5) days of contract award. Can Canada please clarify if this will be a Virtual or In Person Meeting that might necessitate travel?	8. Page 26 : Administration du contrat : #1 Assister à une réunion de lancement organisée par le chargé de projet dans les cinq (5) jours suivant l'attribution du contrat. Le Canada peut-il préciser qu'il s'agira d'une réunion virtuelle ou en personne qui pourrait nécessiter un déplacement ?	Virtual via MS Teams will be preferred.	Une réunion virtuelle via MS Teams sera privilégiée.
9. Page 39; M2 Experience...there are two paragraphs at the bottom that we are unsure of how to interpret. a. <i>A medical evacuation and transfer of a patient to a more advanced health care facility, which is frequently located in another country. It can also be arranged for patients who wish to relocate in order to be closer to relatives.</i> Can Canada please clarify if it will be a requirement of the	9. Page 39 ; M2 Expérience...il y a deux paragraphes en bas que nous ne savons pas comment interpréter. a. <i>Évacuation médicale et transfert d'un patient vers un établissement de soins de santé plus avancé, souvent situé dans un autre pays. Il peut également être organisé pour les patients qui</i>	a. No it will not be a requirement of the bidder to arrange medical evacuations/r repatriation of CCG crew members to other countries or from one care facility to another with	a. Non, le soumissionnaire ne sera pas tenu d'organiser des évacuations médicales ou le rapatriement des membres de l'équipage de la GCC vers d'autres pays ou d'un établissement de soins à un autre dans le cadre de



Questions - English	Questions - Français	Answers - English	Réponses - Français
<p>bidder to arrange medical evacuations/ repatriation of CCG crew members to other countries or from one care facility to another with this contract or if this is just to be considered an example statement?</p> <p>b. Statement beginning with A ground Ambulance, in addition to an ambulance jet,.....If you choose our bed-to-bed service, we will handle the entire medical flight process, including transfers between healthcare facilities and airports via sophisticated and fully equipped ground ambulances.</p> <p>Can Canada please clarify if it will it be a requirement of the bidder to arrange and handle the entire medical flight process as described above for this contract or if this is just to be considered an example statement?</p>	<p><i>souhaitent être déplacé afin de se rapprocher de leurs proches.</i></p> <p>Le Canada peut-il préciser s'il sera exigé du soumissionnaire d'organiser les évacuations médicales/le rapatriement des membres de l'équipage de la GCC vers d'autres pays ou d'un établissement de soins à un autre avec ce contrat ou s'il s'agit simplement d'un exemple de déclaration ?</p> <p>b. Déclaration commençant par Une ambulance terrestre, en plus d'un avion ambulance,.....Si vous choisissez notre service lit à lit, nous prendrons en charge l'ensemble du processus de vol médical, y compris les transferts entre les établissements de santé et les aéroports via des ambulances terrestres sophistiqués et</p>	<p>this contract. What is expected would be the liaison between the client and the medical provider accepting the patient Example: if we need to transfer a patient via medevac to a village ashore because his condition cannot allow to stay on board, the physician would be the first contact to give a medical report to the closest facility where the patient can be transferred, and therefore facilitate the acceptance of the patient from that facility. Note that CCG will be the organisation facilitating the transport for the patient via medevac with their own boats and/or helicopters. The telemedicine company will not have to participate in any steps of</p>	<p>ce contrat. Ce qui est attendu serait la liaison entre le client et le prestataire médical qui accepte le patient. Exemple : si nous devons transférer un patient par évacuation médicale vers un village à terre parce que son état ne lui permet pas de rester à bord, le médecin serait le premier contact pour remettre un rapport médical à l'établissement le plus proche où le patient peut être transféré, et ainsi faciliter l'acceptation du patient depuis cet établissement. Notez que la GCC sera l'organisation qui facilitera le transport du patient par évacuation sanitaire avec ses propres bateaux et/ou hélicoptères. L'entreprise de télémédecine n'aura à participer à aucune étape de l'évacuation sanitaire, sauf à assurer la liaison médicale pour</p>



Questions - English	Questions - Français	Answers - English	Réponses - Français
	<p>entièrement équipés.</p> <p>Le Canada peut-il préciser s'il sera exigé du soumissionnaire d'organiser et de gérer l'ensemble du processus de vol médical comme décrit ci-dessus pour ce contrat ou s'il s'agit simplement d'un exemple de déclaration ?</p>	<p>the medevac except being the medical liaison to facilitate the transfer to the accepting medical facility (i.e. give a medical report to the health staff of the medical facility where the patient is being transferred).</p> <p>b. No it will not be a requirement of the bidder to arrange and handle the entire medical flight process as described above for this contract. What is expected would be the liaison between the client and the medical provider accepting the patient Example: if we need to transfer a patient via medevac to a village ashore because his condition cannot allow to stay on board, the physician would be the first contact to give a medical</p>	<p>faciliter le transfert vers l'établissement médical acceptant (c'est-à-dire remettre un rapport médical au personnel de santé de l'établissement médical où le patient est transféré).</p> <p>b. Non, le soumissionnaire n'exigera pas d'organiser et de gérer l'ensemble du processus de vol médical tel que décrit ci-dessus pour ce contrat. Ce qui est attendu serait la liaison entre le client et le prestataire médical qui accepte le patient. Exemple : si nous devons transférer un patient par évacuation médicale vers un village à terre parce que son état ne lui permet pas de rester à bord, le médecin serait le premier contact pour remettre un rapport médical à l'établissement le plus proche où le patient peut être transféré, et ainsi faciliter</p>



Questions - English	Questions - Français	Answers - English	Réponses - Français
		<p>report to the closest facility where the patient can be transferred, and therefore facilitate the acceptance of the patient from that facility. Note that CCG will be the organisation facilitating the transport for the patient via medevac with their own boats and/or helicopters. The telemedicine company will not have to participate in any steps of the medevac except being the medical liaison to facilitate the transfer to the accepting medical facility (ie give a medical report to the health staff of the medical facility where the patient is being transferred).</p>	<p>l'acceptation du patient depuis cet établissement. Notez que la GCC sera l'organisation qui facilitera le transport du patient par évacuation sanitaire avec ses propres bateaux et/ou hélicoptères. L'entreprise de télémédecine n'aura à participer à aucune étape de l'évacuation sanitaire, sauf à assurer la liaison médicale pour faciliter le transfert vers l'établissement médical acceptant (c'est-à-dire remettre un rapport médical au personnel de santé de l'établissement médical où le patient est transféré).</p>
<p>10. Are historical call volumes for 2022 & 2023 available?</p>	<p>10. Les volumes d'appels historiques pour 2022 et 2023 sont-ils disponibles ?</p>	<p>1. 2022: 81 calls 2. 2023: 97 calls</p>	<p>1. 2022: 81 appels 2. 2023: 97 appels</p>
<p>11. Would the day rate be inclusive of any calls for service as required, or is</p>	<p>11. Le tarif journalier comprendrait-il tous les appels de</p>	<p>The day rate includes any calls for the</p>	<p>Le tarif journalier comprend tout appel au service de</p>



Questions - English	Questions - Français	Answers - English	Réponses - Français
<p>that reflected in the additional 50 hours of effort, please clarify.</p>	<p>service requis, ou cela se reflète-t-il dans les 50 heures d'effort supplémentaires, veuillez clarifier.</p>	<p>telemedicine service, at any time, from any ships in operations. The 50 additional hours are for other requirements if needed (i.e. MD consultation to review an SOP)</p>	<p>télémédecine, à tout moment, depuis tout navire en opération. Les 50 heures supplémentaires sont destinées à d'autres exigences si nécessaire (c'est-à-dire une consultation avec un médecin pour examiner une SOP)</p>
<p>12. For our Emergency Physicians they must be certified by Royal College of Physicians and Surgeons of Canada; as well as Canadian College of Family Practitioners. However, are they required to be licensed to practice in all Canadian jurisdictions to coordinate with the waters a vessel may be in? What is the licensing requirement for this service for our Emergency Physicians?</p>	<p>12. Pour nos médecins d'urgence, ils doivent être certifiés par le Collège royal des médecins et chirurgiens du Canada ; ainsi que le Collège canadien des médecins de famille. Cependant, doivent-ils détenir un permis pour exercer dans toutes les juridictions canadiennes afin de se coordonner avec les eaux dans lesquelles un navire peut se trouver ? Quelles sont les exigences en matière de licence pour ce service pour nos médecins urgentistes ?</p>	<p>The requirement is to hold a practice license in a province or territory of Canada. The physicians do not need to have a license in every jurisdiction where our ships will be.</p>	<p>L'exigence est de détenir un permis d'exercice dans une province ou un territoire du Canada. Les médecins n'ont pas besoin d'avoir un permis dans toutes les juridictions où se trouvent nos navires.</p>
<p>13. Would DFO be open to alternate proposals including 24/7 Nurse Practitioner support backed by an on-call Physician?</p>	<p>13. Le MPO serait-il ouvert à d'autres propositions, notamment le soutien d'une infirmière praticienne 24 heures sur 24, 7 jours sur 7, appuyée par un médecin de garde ?</p>	<p>No, DFO would not be open to alternate proposals.</p>	<p>Non, le MPO ne serait pas ouvert à d'autres propositions.</p>



Questions - English	Questions - Français	Answers - English	Réponses - Français
<p>14. Appreciating that the contractor is required to use a secure system for recording and storing patient information, do the CCG nurses have access to a similar system for information transfer to the contractor NPs/Physician to enable secure medical record transfer, proper patient charting including orders, and encrypted chats/video calls? Would DFO consider allowing the associated contractor staff to work in the same system, or is a separate electronic medical record system preferred?</p>	<p>14. Sachant que l'entrepreneur est tenu d'utiliser un système sécurisé pour enregistrer et stocker les informations sur les patients, les infirmières de la GCC ont-elles accès à un système similaire pour le transfert d'informations aux IP/médecins de l'entrepreneur afin de permettre un transfert sécurisé des dossiers médicaux, un dossier approprié des patients, y compris commandes et chats/appels vidéo cryptés ? Le MPO envisagerait-il de permettre au personnel de l'entrepreneur associé de travailler dans le même système, ou préférerait-il un système de dossier médical électronique distinct ?</p>	<p>The CCG presently has access to an electronic health record system to store patient charting and orders. The CCG does not have an internal system to record calls or videos. The telemedicine contractor needs to have a system to record the calls on their ends.</p>	<p>La GCC a actuellement accès à un système de dossiers de santé électroniques pour stocker les dossiers et les commandes des patients. La GCC ne dispose pas de système interne pour enregistrer les appels ou les vidéos. L'entrepreneur en télémédecine doit disposer d'un système pour enregistrer les appels à ses extrémités.</p>