



Northwest Territories Health and Social Services Authority

# REQUEST FOR QUALIFICATIONS

Procurement Shared Services

Title:	<b>Bundled Biomedical Equipment Service Contract Management</b>
Department:	<b>Northwest Territories Health and Social Services Authority</b>
Event ID:	<b>EV0000006555</b>
Issued Date:	<b>March 31, 2023</b>
Submission Deadline	<b>15:00 (Local Time) Friday, May 05, 2023</b>

# REQUEST FOR QUALIFICATIONS

## Table of Contents

<b>SECTION 1</b>	<b>GENERAL INFORMATION AND INSTRUCTIONS .....</b>	<b>2</b>
1.	INTRODUCTION .....	2
2.	RESPONSE SUBMISSION INSTRUCTIONS .....	2
3.	DEFINITIONS .....	4
4.	GENERAL INFORMATION .....	5
<b>SECTION 2</b>	<b>TERMS OF REFERENCE .....</b>	<b>10</b>
1.	PROJECT IDENTIFICATION .....	10
2.	BACKGROUND .....	10
3.	OBJECTIVE.....	10
4.	SCOPE OF WORK .....	10
5.	CONSTRAINTS .....	11
6.	BUDGET.....	11
<b>SECTION 3</b>	<b>RESPONSE EVALUATION CRITERIA .....</b>	<b>12</b>
1.	MANDATORY REQUIREMENTS .....	12
2.	RATING .....	12
3.	EVALUATION PROCESS.....	13
4.	RESPONSE RATING SCHEDULE.....	14
5.	PROCUREMENT PROCESS.....	14
<b>SECTION 4</b>	<b>RESPONSE GUIDELINES.....</b>	<b>16</b>
1.	COMPANY OVERVIEW .....	16
2.	METHODOLOGY / APPROACH.....	16
3.	RESPONDENT'S PAST RELEVANT EXPERIENCE .....	17
<b>APPENDIX A</b>	<b>CONTRACTED HEALTH TECHNOLOGY IN THE NORTHWEST TERRITORIES .....</b>	<b>19</b>

## SECTION 1 GENERAL INFORMATION AND INSTRUCTIONS

### 1. INTRODUCTION

The purpose of this Request for Qualifications (“RFQ”) is to invite interested parties to submit Responses indicating their interest in, and qualifications for, the **Bundled Biomedical Equipment Service Contract Management** (the “Project”). Based on these Responses, the Northwest Territories Health and Social Services Authorities (“NTHSSA”) intends to select, in accordance with the terms of this RFQ, a short-list of up to three Proponents to be invited to participate in the next stage of the Competitive Selection Process, the Request for Proposals (“RFP”) stage.

This RFQ is not a tender or an offer or a RFP, and there is no intention by the NTHSSA to make an offer by issuing this RFQ.

Any interested party, or parties, may submit a Response to this RFQ.

### 2. RESPONSE SUBMISSION INSTRUCTIONS

#### 2.1. Response Submission Deadline

Responses must be received prior to 15:00 local time on **Friday, May 05, 2023** (the “Response Submission Deadline”).

#### 2.2 Response Submission Methods

Responses may be submitted using the following methods:

##### (a) The GNWT Contract Event Opportunities Website

Responses will be accepted through Contract Event Opportunities website under the following conditions:

- the Response is received prior to the Response Submission Deadline specified and is uploaded through the Contract Event Opportunities website;
- the Response should be submitted in Portable Document Format (PDF), unless otherwise specified by the GNWT;
- the Response does not exceed 100 megabytes in size; and
- the GNWT or NTHSSA shall not accept liability for any claim, demand or other action for any reason whatsoever, including where an uploading process is interrupted, a Response is not received in its entirety, is illegible in whole or in part, or which is uploaded to an incorrect event or website.

Response uploads may not necessarily be immediate and can experience delays. Respondent should ensure that their Response is uploaded with sufficient time to account for any delay; four (4) hours prior to the Response Submission Deadline is recommended. Respondents are encouraged to confirm their Response has been successfully uploaded by signing back into the system and viewing their bid (Response).

Note: To amend a Response prior to the Response Submission Deadline, Respondents must cancel their original bid (Response) submission and upload the revised Response.

**(b) By Facsimile Transmission**

Responses will be accepted by facsimile transmission under the following conditions:

- the Response is received in its entirety prior to the Response Submission Deadline at the following facsimile number: **(867) 920-4112**;
- the Respondent acknowledges that the NTHSSA cannot guarantee the confidentiality of information contained in a Response sent by facsimile transmission; and
- The NTHSSA will not be liable for any claim, demand or actions for any damages whatsoever should a facsimile transmission be interrupted, not received in its entirety, received after the specified submission deadline, received by any other facsimile unit other than that stated herein, or for any other reason.

Responses should be submitted with a facsimile cover/transmission page which should identify the total number of pages, the Respondent's name, the RFQ Event ID, the RFQ title, and the Response Submission Deadline

After the Response Submission Deadline has passed, Respondents who have submitted a facsimile version of their Response may be contacted and provided with instructions for the submission of an electronic version of the Response. The electronic version of the Response then must be submitted within the specified time period.

In the event of any discrepancies or conflicts between the faxed version of the Response and the electronic version of the Response, the faxed version shall govern.

Amendments to Response submitted using the facsimile method may also be submitted by facsimile and will be accepted under the following conditions:

- the amendment is received prior to the specified Response Submission Deadline at the facsimile number stated in 2.2 (b);
- the NTHSSA will not accept liability for any claim, demand or other actions for any reason should a facsimile transmission be interrupted, not received in its entirety, received after the stated Response Submission Deadline, received by any other facsimile unit other than that stated herein, or for any other reasons; and
- the NTHSSA cannot guarantee the confidentiality of information contained in the amendment.

- 2.3 Respondents may not amend their Response after the Response Submission Deadline, unless as a result of negotiations commenced by the NTHSSA, but may withdraw their Response at any time.
- 2.4 E-mail submissions will not be accepted.
- 2.5 Responses will not be accepted through mail, at the physical Procurement Shared Services offices or through any facsimile number other than the number stated in paragraph 2.2 b).

### 3. DEFINITIONS

In addition to the terms defined elsewhere in this RFQ, including any schedules or appendices, the following terms have the following meaning given to it in these definitions.

In this RFQ:

**“Addenda” or “Addendum”** means an Addendum or amendment to this RFQ, issued by the Contact Person.

**“Business Day”** means any day other than a Saturday, Sunday, scheduled mandatory leave days over Christmas holidays or holiday as defined in the *Interpretation Act* R.S.N.W.T. 1988, c.I-8.

**“Competitive Selection Process”** means the overall process for the selection of the successful Proponent for the Project including, but not limited to, this RFQ.

**“Contact Person”** means the person identified as such in paragraph 4.25 of this Section 1, or such other person as may be appointed by the NTHSSA for that purpose.

**“Demonstrate”** means to provide information through an explanation, a methodology, provision of examples or past work, provision of resumes, provision of technical specifications of equipment, processes, samples of reports, organizational charts, etc.

**“GNWT”** means the Government of Northwest Territories.

**“Ineligible Parties”** means those persons (including their former and current employees) who have, or had, participation or involvement in the preparation of this RFQ process, including the Competitive Selection Process, or the planning or implementation of the required work/services, and who may provide an unfair material advantage or confidential information to any Respondent that is not, or would not reasonably be expected to be, available to other Respondents.

**“Mandatory Requirement”** means those requirements set out in Item 1 of Section 3. Other requirements described with a “must” or “shall” are interpreted as mandatory requirements of any subsequent contract.

**“NTHSSA”** means the Northwest Territories Health and Social Services Authority.

**“Proponent”** is a Respondent to this RFQ who has been selected to proceed to the RFP stage of the Competitive Selection Process.

**“Respondent”** is an entity submitting a Response to this RFQ for the Project. If the Respondent is a consortium, partnership, joint venture, or other organization, this definition shall include all partners, members, or participants. All parties and their relationship shall be identified.

**“Respondent Team”** or means any company, or companies that have formed a joint venture, that propose to provide the work contemplated in this RFQ.

**“Response”** means a statement of qualifications submitted in reply to this RFQ.

**“Response Submission Address”** has the meaning set out in paragraph 2.2 (b) of this Section 1.

**“Response Submission Deadline”** has the meaning set out in paragraph 2.1 of this Section 1.

**“Responsive”** means, in relation to this RFQ, that the Response conforms in all material respects to the mandatory requirements.

**“RFP”** means the Request for Proposals, which may be issued by GNWT or NTHSSA as a second stage of the Competitive Selection Process.

**“RFQ”** means the Request for Qualifications, including the appendices, issued by NTHSSA as the first stage of the Competitive Selection Process.

**“Short-Listed Respondents”** are those Respondents who have been selected by the Qualifications Review Committee to proceed to the second stage of the Competitive Selection Process.

**“Successful Proponent”** means the Proponent who enters into a Contract for delivery of the Project.

**“Successful Respondent”** means a Short-Listed Respondent.

#### 4. GENERAL INFORMATION

- 4.1. If a Response or amendment contains a defect, or fails to comply with the requirements of this RFQ, the NTHSSA reserves the right to accept the Response if it determines that the defect or failure to comply is not material.
- 4.2. In the event all Responses or amendments have material defects with the requirements of this RFQ, the NTHSSA reserves the right to cancel the RFQ, or to accept the Response(s) deemed to be in the best interest of the NTHSSA.
- 4.3. The NTHSSA has the right at any time in its sole discretion, without incurring any liability whatsoever to any Proponent (and no Proponent will have any claim against the NTHSSA as a consequence), to do any of the following:
  - amend this RFQ prior to the Response Submission Deadline;
  - reject any Response, or all Responses submitted;
  - reject a Response from a Respondent who has on one or more occasions in the course of previous or ongoing contracts with the NTHSSA or any of its Public Agencies:
    - failed to complete the work/services by the contract completion date;
    - failed to meet their obligations under the GNWT Business Incentive Policy;
    - failed to meet any commitments with respect to Community Engagement;
    - had work rejected due to poor or incomplete workmanship or due to supply and/or use of unsatisfactory materials;
    - had a contract terminated, or had the work taken out of its hands; or
    - is in, or has been in, litigation brought by or against the NTHSSA, or involving other parties which in any way calls into question its ownership, financial affairs, unpaid indebtedness, or its management;
  - re-invite Responses submitted by responsible Respondents without going to a public RFQ or other procurement process; and

- negotiate the scope of work with the highest ranked Respondent(s).
- 4.4. **Addenda:** Addenda issued prior to the Response Submission Deadline are incorporated into and form part of this RFQ. By submitting a Response the Respondent acknowledges having received all Addenda issued with respect to this RFQ. It is the responsibility of all Respondents to contact the Contact Person referenced in paragraph 4.25 of this Section 1 to ensure receipt of all Addenda prior to submitting a Response.
  - 4.5. **Qualifications Review Committee:** The evaluation of Responses will be by a committee formed by the NTHSSA, and may include employees and contractors of the NTHSSA. The NTHSSA reserves the exclusive right to determine the qualitative aspects of Responses relative to the evaluation criteria.
  - 4.6. **Review and Selection:** The Qualifications Review Committee will check Responses against the mandatory criteria. Responses not meeting all mandatory criteria will be rejected without further consideration. Responses that do meet all the mandatory criteria will then be assessed and scored against the desirable criteria. The names of successful Respondents will be added to the list of Short-Listed Respondents.
  - 4.7. **Changes to the Response:** The Respondent will not change the wording of its Response after the Response Submission Deadline and no words or comments will be added to the Response unless specifically requested by the NTHSSA for purposes of clarification.
  - 4.8. **Response Expenses:** Respondents are solely responsible for their own expenses in preparing a Response to this RFQ. The NTHSSA will not be liable to any Respondent for any claims, whether for costs or damages incurred by the Respondent in preparing the Response, loss of anticipated profit in connection with any final contract, or any other matter whatsoever.
  - 4.9. **Acceptance of Responses:** This RFQ is not an arrangement to purchase any services whatsoever. The NTHSSA is not bound to enter into a contract with any Respondent. Responses will be assessed in light of the qualification review criteria. The NTHSSA will be under no obligation to receive further information, whether written or oral, from any Respondent. This RFQ is intended to pre-qualify Respondents to compete on a separate, competitive, invitational RFP process.
  - 4.10. **Not a Contract:** Notice in writing to a Respondent that it has been identified as a Short-Listed (pre-qualified) Respondent will not constitute a contract. Only if a Short-Listed Respondent and the NTHSSA subsequently enter into a full written Contract will a Respondent acquire any contractual or equitable rights or privileges relative to the Project.
  - 4.11. **Modification of Terms:** The NTHSSA reserves the right to modify the terms of this RFQ at any time, in its sole discretion. This includes the right to cancel this RFQ or a subsequent RFP at any time without entering into a contract.
  - 4.12. **Ownership of Responses:** All documents, including Responses, submitted to the NTHSSA become the property of the NTHSSA. They will be received and held in confidence by the NTHSSA, subject to the provisions of the *Access to Information and Protection of Privacy Act*. This *Act* allows any person a right of access to the records in the custody or under the control of a public body, subject to limited and specific exemptions. The Response(s) and any accompanying documentation submitted by the Respondents will not be returned.
  - 4.13. **Confidentiality of Information:** Information pertaining to the NTHSSA obtained by the Respondent as a result of participation in this RFQ process is confidential and must not be disclosed without written authorization from the NTHSSA.

- 4.14. **Cancellation of the RFQ:** The NTHSSA has the right to cancel this RFQ at any time and reissue it for any reason whatsoever without incurring any liability and no Respondent will have any claim against the GNWT as a consequence.
- 4.15. **Modification of the RFQ:** The NTHSSA reserves the right to modify the terms of this RFQ at any time, in its sole discretion. This includes the right to cancel this RFQ or any subsequent competitive process, at any time. Any amendments made by the NTHSSA to this RFQ will be issued in writing and sent to all that have requested the documentation. Respondents may contact the Contact Person listed under paragraph 4.25 of this Section 1 to confirm receipt of any amendments.
- 4.16. **Conflict of Interest:** The NTHSSA reserves the right to disqualify any Respondent if any instances, disclosed from any other source, create a conflict of interest. If such disclosures are made, the Respondent is required to indicate the manner in which they intend to address such conflicts. Where the NTHSSA is not satisfied with the manner in which the Respondent intends to address such conflicts, the NTHSSA, in its sole discretion, may refuse to consider the Respondent's Response. Respondents may contact the Contact Person listed in paragraph 4.25 to enquire about any potential conflicts of interest. The NTHSSA reserves the right to disqualify any Respondent if any instances, disclosed from any other source, create a conflict of interest.
- 4.17. **Subcontractors:** If a Respondent intends to use subcontractors, the Response should include the name(s) of the subcontractor(s) and the portion of the work the subcontractor(s) will perform. Responses should also include the; complete address of the subcontractor, the type of work the subcontractor will perform, and the anticipated percentage of work to be performed by the subcontractor.
- 4.18. **No Communication or Collusion:** By submitted a Response, a Respondent, on its own behalf and as authorized agent of each firm, corporate or individual member of the Respondent Team, represents and confirms to the NTHSSA, with the knowledge and intention that the NTHSSA may rely on such representation and confirmation, that its Response has been prepared without collusion or fraud, and in fair competition with Responses from other Respondents.

Respondent's and their Respondent Team members are not to discuss or communicate, directly or indirectly, with other Respondents or their Respondent Team members or any of their respective directors, officers, employees, consultants, advisors, agents or representatives regarding the preparation, content or submission of their Responses or any other aspect of the Competitive Selection Process.

- 4.19. **No Lobbying:** Respondents, and their respective directors, officers, employees, consultants, agents, advisors and representatives will not engage in any form of political or other lobbying whatsoever in relation to the Project, this RFQ, or the Competitive Selection Process.

Further, no such person (other than expressly contemplated by this RFQ) will attempt to communicate in relation to the Project, this RFQ, or the Competitive Selection Process, directly or indirectly, with any representative of the NTHSSA (including any Minister or Deputy Minister, any member of the Executive Council, or any Member of the Legislative Assembly), or any director, officer, employee, agent, advisor, consultant or representative of any of the foregoing, as applicable, for any purpose whatsoever.

In the event of any lobbying or communication in contravention of this Section by any Respondent, or their respective directors, officers, employees, consultants, agents, advisors or representatives, the NTHSSA in its discretion may at any time, but will not be required to, reject the Response submitted by that Respondent without further consideration.

- 4.20. **Limitation of Damages:** Each Respondent, by submitting a Response, agrees that in no event will the NTHSSA, or any of their employees, advisors or representatives, be liable, under any circumstances, for any claim, or to reimburse or compensate the Respondent in any manner



whatsoever, including but not limited to costs of preparation of the Response, loss of anticipated profits, loss of opportunity, or for any other matter.

Without in any way limited the above, each Respondent specifically agrees that is will have absolutely no claim against the NTHSSA or any of its employees, advisors or representatives if the NTHSSA for any reason whatsoever:

- does not select a Short-list of Respondents;
  - suspends, cancels or in any way modifies the Project or the Competitive Selection Process (including modification of the scope of the Project or modification of this RFQ or both); or
  - accepts any compliant or non-compliant Response(s) or selects a short-list of one or more Respondent(s).
- 4.21. **No Obligation to Proceed:** This RFQ does not commit the NTHSSA in any way to proceed to an RFP stage or award a contract, and the NTHSSA reserves the complete right to, at any time, reject all Responses and to terminate the Competitive Selection Process established by this RFQ and proceed with the Project in any other manner as the NTHSSA may decide in its discretion.
- 4.22. **Vendor Complaint Process:** The GNWT has in place a Vendor Complaint Process (VCP). The VCP is intended to provide access to a consistent, fair and timely process to deal with vendor complaints concerning the NTHSSA's procurement process and to identify ways to make improvements to the process. Respondents can obtain a copy of the VCP at: <https://www.fin.gov.nt.ca/en/resources/vendor-complaint-process>
- 4.23. **Joint Ventures:** If submitting a Proposal as a joint venture, the Proponent should clearly indicate that it is a joint venture and provide the following information:
- the name of each member of the joint venture;
  - the name of the representative of the joint venture (i.e. the member chosen by the other members to act on their behalf, if applicable); and
  - the name of the joint venture, if applicable.
- 4.24. **Ineligible Parties:** Current Ineligible Parties:
- The NTHSSA, including its current and former employees who fall within the definition of an Ineligible Party.
  - Other individuals or entities with such connection to the NTHSSA or the required services as to create a reasonable perception of unfairness, information advantage, and/or conflict of interest.
- Additional individuals or entities may be added to or deleted from the list of Ineligible Parties during any stage of the RFQ process through an Addendum.
- The NTHSSA may, in its sole discretion, disqualify a Respondent, or may permit a Respondent to continue and impose such conditions as the NTHSSA may consider to be in the public interest or otherwise required by the NTHSSA, or the Respondent is an Ineligible Party, or the Respondent uses an Ineligible Party.
- 4.25. **Enquiries:** All questions or enquiries ("Enquiries") concerning this RFQ must be in writing and be submitted no later than five (5) calendar days prior to the Response Submission Deadline and directed to the following Contact Person:

Attention: **Contract Administrator**

Address: **Government of the Northwest Territories  
Department of Finance  
Procurement Shared Services**

Phone: **(867) 767-9044 Ext. 32118**

Facsimile: **(867) 920-4112**

Email: **psstenders@gov.nt.ca**

The following applies to any Enquiries:

- (a) responses to Enquiries will be in writing;
- (b) all Enquiries, and all responses to Enquiries from the Contact Person, will be recorded by the NTHSSA;
- (c) the NTHSSA is not required to provide a response to any Enquiry;
- (d) Respondents are encouraged to submit Enquiries at an early date to permit consideration by the GNWT or NTHSSA;
- (e) a Respondent may request that a response to an Enquiry be kept confidential by clearly identifying the Enquiry as "Commercial in Confidence" if the Respondent considers that the Enquiry is commercially confidential to the Respondent;
- (f) if the NTHSSA decides that an Enquiry marked "Commercial in Confidence", or the NTHSSA's response to such an Enquiry, must be distributed to all Respondents, then the NTHSSA will permit the Respondent to withdraw the Enquiry rather than receive a response, which election must be made by the Respondent within three business days of being informed of the NTHSSA's decision. If the Respondent does not withdraw the Enquiry, then the NTHSSA may provide its response to all Respondents;
- (g) notwithstanding sections (e) and (f) above:
  - 1. if one or more other Respondents submits an Enquiry on the same or similar topic to an Enquiry previously submitted by another Respondent as "Commercial in Confidence", the NTHSSA may provide a response to such Enquiry to all Respondents; and
  - 2. if the NTHSSA determines there is any matter which should be brought to the attention of all Respondents, whether or not such matter was the subject of an Enquiry, including an Enquiry marked "Commercial in Confidence", the NTHSSA may, in its discretion, distribute the Enquiry, response or information with respect to such matter to all Respondents.

**Respondents may only rely on written communication from the Contact Person.** Information offered from sources other than the Contact Person with regard to this RFQ is not official, may be inaccurate, and should not be relied on in any way, by any person for any purpose.

## SECTION 2 TERMS OF REFERENCE

### 1. PROJECT IDENTIFICATION

Title:	<b>Bundled Biomedical Equipment Service Contract Management</b>
Location:	<b>The Northwest Territories</b>
Program Department:	<b>Northwest Territories Health and Social Services Authority</b>
Program Division:	<b>Corporate and Support Services, Biomedical Engineering</b>

### 2. BACKGROUND

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River Health and Social Services Authority (HRHSSA) and Tlicho Community Services Agency (TCSA), covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-indigenous peoples. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,600 health and social services staff. Under the direction of the Minister of Health and Social Services, the NTHSSA was established to move toward one integrated delivery system as part of the government's transformation strategy.

The NTHSSA Biomedical Engineering program manages the health technology for all of the NWT, including the HRHSSA and TCSA. The NTHSSA maintains a range of NWT health technology through service contracts (see Appendix A for table of contracted health technology in the Northwest Territories). This equipment is located various communities in the Northwest Territories.

### 3. OBJECTIVE

The NTHSSA is seeking Respondents to propose a single point of health technology service contract management solution that will offer cost savings and administrative support efficiencies to manage a range of health technology service contracts currently being managed by NTHSSA.

### 4. SCOPE OF WORK

The NTHSSA is looking for qualified Respondents which can provide a solution where a single entity will provide a health technology service contract management service and subsequently manage a range of service contracts.

Qualified Respondents would be able to provide service contract management services for the majority of existing NWT health technology service contracts. More specifically, Respondents would be able to provide service contract management services for multiple health technology vendors' and across multiple health technology modalities (e.g., diagnostic imaging equipment under contract, laboratory equipment under contract, etc.).

Qualified Respondents would be able to provide analytics and reporting services, which ensures all contracted vendors performing work in the NWT are meeting reasonable and agreed metrics, and are providing these services at reasonable pricing based on industry trends.

Qualified Respondents would be able to demonstrate efficiencies and savings to the NWT through their service contract management services of at least 45 of 62 health technology items listed in Appendix A.

## **5. CONSTRAINTS**

The NTHSSA is only interested in service contract management services for, at most, those devices listed in Appendix A.

## **6. BUDGET**

The total current budgeted value of the Northwest Territories service contracts for health technology items listed in Appendix A is approximately \$1,500,000.00.

## SECTION 3 RESPONSE EVALUATION CRITERIA

### 1. MANDATORY REQUIREMENTS

The NTHSSA has several requirements that have been deemed mandatory when submitting a Response to this RFQ. Failure to comply with the mandatory requirements will result in disqualification of the Respondent’s Response and removal of the Response from further consideration during the evaluation process.

The NTHSSA has identified the following criteria to be mandatory and therefore critical to the Project.

<b>Mandatory Requirement(s)</b>	
1	The Response must be received at the Response Submission Address prior to the Response Submission Deadline.
2	The Respondent must have at least 5 years of experience in health technology service contract management.
3	The Respondent must be able to provide both Original Equipment Manufacturer service and 3rd Party Multi-vendor service solutions.
4	The Respondent must be able to provide service contract management solutions for, at a minimum, 45 of 62 health technology items listed in Appendix A.

### 2. RATING

Responses will be evaluated and rated by a Qualifications Review Committee, using predetermined criteria to determine which Responses sufficiently demonstrate an ability to provide the required services.

Detailed ratings and comments will be confidential; however, once the Short-Listed Respondents have been announced, an unsuccessful Respondent may ask for their own detailed rating and comments, as well as the names and total ratings of the other Respondents.

In terms of relative importance, each criterion is given a pre-assigned weight, as outlined on the Response Rating Schedule, by which the Responses will be evaluated. Each criterion is rated on a scale of 0 to 10 (see Scoring Legend below). Each criterion’s rating is then multiplied by the assigned weight to yield a total for that element. Summation of the individual totals yields a total score, which represents the overall degree of satisfaction for the respective Response. This procedure is repeated for each of the Responsive Responses.

Continued on the next page...

Scoring Legend (Unit Points)				
0	1-3	4-6	7-8	9-10
<p><b>Deficient</b> – the Response fails to meet the requirements of the applicable RFQ references and associated scoring criteria in a suitable and documented manner. The Response has little merit and fails to demonstrate that the work will be performed in an acceptable manner.</p>	<p><b>Poor</b> – the Response fails to meet the requirements of the applicable RFQ references and associated scoring criteria in a suitable and documented manner. The Response has some merit, but there are significant weaknesses that could result in unacceptable shortcomings in performance of the work.</p>	<p><b>Fair</b> – the Response barely meets the requirements of the applicable RFQ references and associated scoring criteria in a suitable and documented manner. The Response has substance but there are weaknesses that could result in tolerable or reasonably correctable shortcomings in performance of the work.</p>	<p><b>Good</b> – the Response reasonably demonstrates that the requirements of the applicable RFQ references and associated scoring criteria are met in a documented and suitable manner. The Response is comprehensive but there are minor weaknesses that should not significantly impact performance of the work.</p>	<p><b>Excellent</b> – the Response fully demonstrates that the requirements of the applicable RFQ references and associated scoring criteria are met in a documented and suitable manner. There are no apparent weaknesses.</p>

### 3. EVALUATION PROCESS

The Qualifications Review Committee (the “Committee”) may, at its election, during the evaluation, verify and make further inquiries with respect to information given by a Respondent and invite a Respondent to provide clarification for their Response in writing. The Committee is not required to invite any such clarification and the Committee may, at its election, invite such clarifications from only one or some of the Respondents. The Committee may consider such clarifications in the evaluation of a Response.

After the Response Submission Deadline, no additional information may be submitted by any Respondent except upon invitation and request from the Committee, and the Committee shall not request a Respondent to provide missing or deficient information.

The Committee shall evaluate all Responses and make a recommendation of Short-Listed Respondents for approval. The GNWT contact person will advise all Respondents, in writing, of the selection decision.

Continued on the next page...

#### 4. RESPONSE RATING SCHEDULE

Item	Rating Criteria	Assigned Weight (a)	Unit Points Awarded (b)	Total Points (a) x (b) = (c)
<b>Document 1 - Technical</b>				
1.	<b>Company Overview</b>			
	1A	Overview	10	
	1B	Contracted Customers	5	
	1C	Service Companies	5	
2.	<b>Methodology / Approach</b>			
	2A	Contract Management and Quality Assurance Systems	20	
	2B	Service Contract Management Supports	10	
	2C	Data Analysis	15	
	2D	Scope of Supported Equipment	10	
	2E	Cost Saving Approach	5	
3.	<b>Respondent's Past Relevant Experience</b>			
	3A	Similar Experience	10	
	3B	References	10	
<b>Total Score</b>		<b>100</b>		<b>_____ / 1000</b>

#### 5. PROCUREMENT PROCESS

##### 5.1. Short-Listed Respondents

The top three Respondents **with a minimum score of 60%** of the total RFQ points will be short-listed and invited to respond to a RFP to be issued at a later date. In the event that fewer than three Respondents score above 60%, the NTHSSA, in its sole discretion, may short-list additional Respondents based on their scores, or may proceed with fewer than three Proponents at the RFP stage.

##### 5.2. Not Applicable

##### 5.3. Changes to the Respondent Team

The NTHSSA intends to issue the RFP only to Respondents that have been short-listed under this RFQ as Proponents for the RFP process. After the submission of a Response to this RFQ, if for any reason a Respondent wishes or requires to add, remove or otherwise change a member of its Respondent team, or there is a change in ownership or an agreement changes with a member of the Respondent team, or there is a change in legal relationship among any or all of the Respondent team members, then the Respondent must submit a written application to NTHSSA for approval, including supporting information that may assist the NTHSSA in evaluating the change. The NTHSSA, in its discretion, may grant an application under this section, and in exercising its discretion the NTHSSA will consider the objective of achieving a Competitive Selection Process that is not unfair to the other Respondents. For further clarity:

- (a) if the application is made after the Proponents have been determined, NTHSSA may refuse to permit a change to the membership of a Respondent team if the change would, in the GNWT or NTHSSA's judgement, result in a weaker team than was originally short-listed; or
- (b) NTHSSA may, in the exercise of its discretion, permit any changes to a Respondent team, including changes as may be requested arising from changes in ownership or control of a Respondent team member, or changes to the legal relationship among the Respondent team members such as the creation of a new joint venture or other legal entity or relationship in place of the Respondent team. NTHSSA's approval may include such terms and conditions as NTHSSA may consider appropriate.

If the Respondent is selected as a Proponent, there are restrictions on changing these key individuals without NTHSSA approval.

NTHSSA approval may include such terms and conditions as the NTHSSA may consider appropriate.



## SECTION 4 RESPONSE GUIDELINES

Responses meeting the mandatory requirements will be further assessed against the following criteria. Respondents should, in their Response, address all of the evaluation criteria listed below, in the manner described under each evaluation criterion. The Response should be divided into sections in the same order as the evaluation criteria listed below.

### 1. COMPANY OVERVIEW

<b>1A</b>	<p><b>Overview:</b></p> <p>Respondents should describe their background and history in health technology service contract management. The information provided under this sub-section should including:</p> <ol style="list-style-type: none"> <li>1. Respondent company's overview: <ul style="list-style-type: none"> <li>• Total business volume and value of business;</li> <li>• Company age;</li> <li>• Organization leadership and structure;</li> <li>• Number of employees; and</li> <li>• Other relevant details.</li> </ul> </li> <li>2. Detailed description of the Respondent's business structure (for example, incorporated, partnership, for profit, not for profit, or non-profit, etc.).</li> </ol>
<b>1B</b>	<p><b>Contracted Customers:</b></p> <p>Respondents should provide the list and total quantity of contracted customers/members using Respondent's services in the past five years, including:</p> <ul style="list-style-type: none"> <li>• List of all customers, clients, or members; and</li> <li>• Range of types of health technology that the customers, clients, or members are having the Respondent manage (e.g., Lab, DI, Respiratory, etc.).</li> </ul>
<b>1C</b>	<p><b>Service Companies:</b></p> <p>Respondents should provide the list of service companies with whom they have existing negotiated or experience coordinating support from. The information provided under this sub-section should include the following:</p> <ul style="list-style-type: none"> <li>• Service company names and scope of equipment supported by those service companies; and</li> <li>• Confirm if they are Original Equipment Manufacturer support, 3rd Party service support, or both.</li> </ul>

### 2. METHODOLOGY / APPROACH

<b>2A</b>	<p><b>Contract Management and Quality Assurance Systems:</b></p> <p>Respondents should describe and demonstrate their understanding of the Project, explain their approach to meeting the stated objectives, identify significant factors, objectives, site trips, meetings, schedules, various concerns, client reporting, and any other significant events or activities.</p>
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	<p>Respondents should also provide:</p> <ul style="list-style-type: none"> <li>• Complete description of the range and scope of contract management services, including options and flexibility such as: <ul style="list-style-type: none"> <li>○ Primary services with OEM;</li> <li>○ Options for 3rd party;</li> <li>○ First call arrangements;</li> <li>○ Public hospital based biomedical services; and</li> <li>○ Other specialized financial or contract management options for savings (e.g., ability to pool funds for travel and remove travel from contract costs).</li> </ul> </li> </ul>
<b>2B</b>	<p><b>Service Contract Management Supports:</b></p> <p>Respondents should specifically demonstrate and explain, in detail, any support they provide in identifying non-compliance to any agreed service metrics and service vendor resolution support.</p>
<b>2C</b>	<p><b>Data Analysis:</b></p> <p>Respondents should describe the data analysis and reporting services and tools they provide, including any:</p> <ul style="list-style-type: none"> <li>• Tools (web dashboards);</li> <li>• In-person telephone support; and</li> <li>• Special analysis requests.</li> </ul>
<b>2D</b>	<p><b>Scope of Supported Equipment:</b></p> <p>Respondents should provide the list of all health technology items they can currently cover from the total 62 health technology items listed in Appendix A.</p>
<b>2E</b>	<p><b>Cost Saving Approach:</b></p> <p>The Respondents should identify its savings methodology. Examples of saving methodologies could be:</p> <ul style="list-style-type: none"> <li>• one-time reduction in traditional contract pricing savings,</li> <li>• initial contract savings and then refund on unused amounts (what percentage),</li> <li>• other unique options for savings and refunds,</li> </ul> <p>The Respondents should also provide an estimation of savings it can offer on the Budget based on historical trend of savings with their customers (Section 2 – Subsection 6).</p>

**3. RESPONDENT’S PAST RELEVANT EXPERIENCE**

<b>3A</b>	<p><b>Similar Experience:</b></p> <p>Respondents should describe similar services they have provided in the past, and identify the location and dates of the work performed. Projects for similar public sector organizations are of particular interest; however, other projects that indicate the Respondent’s experience and ability to undertake the work should also be described. Respondents should also provide any indications of historical trended financial savings based on the current customer base. In this regard, Respondents should be able to provide:</p> <ul style="list-style-type: none"> <li>• substantiated examples and trending data upon request,</li> </ul>
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	<ul style="list-style-type: none"><li>• overall trended annual savings,</li><li>• examples of savings on equipment with our range in Appendix A that the Respondent has been able to achieve in the past.</li></ul>
<b>3B</b>	<b>References</b> Respondents should submit references in at least two Canadian provinces where they provided bundled service contract management services.

**APPENDIX A**  
**CONTRACTED HEALTH TECHNOLOGY IN THE NORTHWEST TERRITORIES**

Current Service Provider	Manufacturer	Device Type	Model	Locations	Install Date
BCL	IMS International	Digital Mammogram	Giotto 3DL	Inuvik	17-Oct-24
Christie Innomed	Hologic	Digital Mammogram	Selenia Dimensions AWS	Hay River	13-Mar-18
Christie Innomed	Hologic	Digital Mammogram	Selenia Dimensions AWS	Yellowknife	1-Nov-11
Christie Innomed	GE	Bone Densitometer	Prodigy Advance	Yellowknife	1-Aug-17
Carestream	Carestream	Fixed X-ray Rooms and Detectors	DRX-1 System	Norman Wells	8-Apr-18
Carestream	Carestream	Fixed X-ray Rooms and Detectors	DRX-1 System	Fort Simpson	17-Mar-17
Canon	Canon	Ultrasound	APLIO I700	Fort Smith	18-Mar-19
Canon	Sedecal	Mobile X-ray	RADPRO 40KW MOBILE	Fort Smith	12-May-16
Canon	Toshiba	Fixed X-ray Room	RADREX-I	Fort Smith	6-Jul-16
Canon	Canon	Ultrasound	APLIO I700	Hay River	18-Mar-19
Canon	Sedecal	Mobile X-ray	RADPRO 40KW MOBILE	Hay River	31-Jan-16
Canon	Toshiba	Fixed X-ray Room	RADREX-I	Hay River	31-Jan-16
Canon	Canon	Ultrasound	APLIO I700	Invik	22-Jan-19
Canon	Sedecal	Mobile X-ray	RADPRO 40KW MOBILE	Invik	26-Sep-16
Canon	Sedecal	Mobile X-ray	RADPRO 40KW MOBILE	Invik	26-Sep-16
Canon	Toshiba	Fixed X-ray Room	RADREX-I	Invik	17-Oct-16
Canon	Canon	Ultrasound	APLIO I700	Yellowknife	28-Jan-19
Canon	Canon	Ultrasound	APLIO I700	Yellowknife	28-Jan-19
Canon	Canon	Ultrasound	APLIO I700	Yellowknife	28-Jan-19
Canon	Toshiba	CT Scanner	AQUILION PRIME	Yellowknife	1-Jan-17
Canon	Sedecal	Mobile X-ray	RADPRO 40KW MOBILE	Yellowknife	1-Apr-16
Canon	Sedecal	Mobile X-ray	RADPRO 40KW MOBILE	Yellowknife	1-Apr-16
Canon	Toshiba	Fixed X-ray Room	RADREX-I	Yellowknife	1-Apr-16
Canon	Toshiba	Fixed X-ray Room	RADREX-I	Yellowknife	1-Jan-17
Canon	Toshiba	Fixed X-ray Room	RADREX-I	Yellowknife	1-Apr-16
Canon	Toshiba	Fixed X-ray Room	RADREX-I	Yellowknife	1-May-16
Canon	Toshiba	Multi-Purpose/Fluoro Room	ULTIMAX-I	Yellowknife	1-Apr-16
Bayer	Medrad	Dye Injector	Medrad Stellant (IPX1)	Yellowknife	1-Jan-17
Siemens	Siemens	Mobile C-Arm	Cios Fusion	Yellowknife	3-Aug-21
Clarion	Lumenis	Laser, Ophthalmic	Selctra Trio	Yellowknife	1-May-18
Zeiss	Carl Zeiss	Analyzers, Visual Field, Automated	HFA 3 / 860	Yellowknife	1-Jan-18
Zeiss	Carl Zeiss	Scanning Systems, Laser, Optical Coherence Tomography, Biometry	IOLMaster 700	Yellowknife	28-Jun-17
Zeiss	Carl Zeiss	Scanning Systems, Laser, Optical Coherence Tomography	CIRRUS HD-OCT (5000)	Yellowknife	28-Jun-16
Topcon	Topcon	Digital Fundus Camera	TRC-NW8F Plus ImageNet System	Yellowknife	29-Oct-20
Alcon	Alcon	Phaco/Vitrectomy	Centurion Vision System	Yellowknife	1-Jan-17
Northern Optitech	Various	Microscopes and Slit Lamps (1 day work in each community)	Various	Yellowknife, Inuvik, Hay River, Fort Smith	Various
Natus	Natus	EMG	Ultrapro S100	Yellowknife	4-Dec-18
Sysmex	Sysmex	Hematology Analyzers, Automated	XN-1000C BPR	Yellowknife	14-Mar-17
Sysmex	Sysmex	Hematology Analyzers, Automated	XN-1000C BPR	Yellowknife	14-Mar-17
Sysmex	Sysmex	Hematology Analyzers, Semi-Automated	XN-430	Fort Smith	6-Jan-21
Sysmex	Sysmex	Hematology Analyzers, Automated	XN-1000C BPR	Inuvik	1-May-20
Sysmex	Sysmex	Hematology Analyzers, Automated	XN-1000C BPR	Hay River	9-Dec-20
Siemens (lab)	Siemens	Analyzers, Laboratory, Urine, Automated	Clinitek Advantus	Yellowknife	27-Nov-15
Siemens (lab)	Siemens	Chemistry Analyzer, Cardiac, Automated	Stratus CS	Hay River	28-Jun-14
Ortho Clinical	Ortho Clinical	Chemistry Analyzers, Bulk	Vitros 350	Hay River	28-Jun-14
Ortho Clinical	Ortho Clinical	Chemistry Analyzers, Bulk	Vitros 350	Inuvik	01-Jan-12
Ortho Clinical	Ortho Clinical	Chemistry Analyzers, Bulk	Vitros XT7600	Yellowknife	16-Apr-22
Ortho Clinical	Ortho Clinical	Chemistry Analyzers, Bulk	Vitros 5600	Yellowknife	07-Nov-14
Radiometer	Radiometer	Blood Gas/pH Analyzer, Point of Care	ABL90 Flex Plus	Yellowknife	15-Mar-19
Radiometer	Radiometer	Blood Gas/pH Analyzer, Point of Care	ABL90 Flex Plus	Yellowknife	15-Mar-19
Radiometer	Radiometer	Blood Gas/pH Analyzer, Point of Care	ABL90 Flex Plus	Yellowknife	15-Mar-19
Radiometer	Radiometer	Blood Gas/pH Analyzer	ABL800 FLEX	Yellowknife	27-Jul-20
Radiometer	Radiometer	Blood Gas/pH Analyzer, Point of Care	ABL90 Flex Plus	Inuvik	27-Jul-20
Radiometer	Radiometer	Blood Gas/pH Analyzer, Point of Care	ABL90 Flex Plus	Inuvik	27-Jul-20
Biomerieux	Biomerieux	Microbiology Analyzer	Vitek 2	Yellowknife	27-Nov-17
Bio-Rad	Bio-Rad	Hemoglobin A1C Analyzer	D-10	Hay River	1-Jan-03
BD	BD	Blood Culture Analyzers, Automated	BACTEC FX40	Inuvik	1-May-14
BD	BD	Blood Culture Analyzers, Automated	BACTEC FX	Yellowknife	27-Nov-16
Diamond Diagnostics	Werfen	Analyzers, Laboratory, Hematology, Coagulation, Automated	ACL TOP 350 CTS	Hay River	3-Dec-19
Diamond Diagnostics	Werfen	Analyzers, Laboratory, Hematology, Coagulation, Automated	ACL TOP 350 CTS	Inuvik	5-Nov-19
Diamond Diagnostics	Werfen	Analyzers, Laboratory, Hematology, Coagulation, Automated	ACL TOP 350 CTS	Yellowknife	6-Nov-19
Diamond Diagnostics	Werfen	Analyzers, Laboratory, Hematology, Coagulation, Automated	ACL TOP 350 CTS	Yellowknife	6-Nov-19