



National Defence Headquarters  
Ottawa, Ontario  
K1A 0K2

Défense nationale

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

**SOLICITATION AMENDMENT /  
MODIFICATION DE L'INVITATION**

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

Director Services Contracting 3 (D Svcs C 3) /  
Direction des contrats de service 3 (DC Svc 3)  
Attention: Joanne Dubeau  
By e-mail to / Par courriel :  
[Joanne.Dubeau@forces.gc.ca](mailto:Joanne.Dubeau@forces.gc.ca)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes

**Comments – Commentaires**

<p><b>Solicitation Closes / L'invitation prend fin:</b></p> <p>At / à:</p> <p>02:00 PM Eastern Daylight Time (EDT)</p> <p>On / le:</p> <p>04 December 2023</p>
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<b>Title / Titre</b> Pharmacy Refrigerators	
<b>Solicitation No. / N° de l'invitation</b> W6369-23-A083	<b>Amendment No. / N° de la modification</b> 001
<b>Date of Amendment / Date de la modification</b> November 23 2023	
<b>Address Enquiries to / Adresser toutes questions à:</b>  Att: Joanne Dubeau Department of National Defence Director Services Contracting (D Svcs C 3) 101 Colonel By Drive Ottawa, Ontario K1A 0K2 Email: <a href="mailto:joanne.dubeau@forces.gc.ca">joanne.dubeau@forces.gc.ca</a>	
<b>Telephone No. / N° de téléphone</b>	<b>FAX No. / N° de fax</b>
<b>Destination</b> Department of National Defence Central Medical Equipment Depot 105 Montgomery Rd, Bldg: BB-104A Garrison Petawawa Petawawa ON K8H 2X3	

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

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

<b>Delivery Required / Livraison exigée</b>	<b>Delivery Offered / Livraison proposée</b>
<b>Vendor Name and Address / Raison sociale et adresse du fournisseur</b>	
<b>Name and title of person authorized to sign on behalf of vendor (type or print) / Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d'imprimerie)</b>	
Name – Nom _____ Title – Titre _____	
Signature _____ Date _____	

**AMENDMENT 1 TO SOLICITATION NUMBER W6369-23-A083 IS RAISED TO:**

1. Provide clarification and answers to questions from potential suppliers.
2. Amend the Transportation Costs on page 29/39: Section 6.12 Transportation Costs
3. Amend MTC 5.3 on page 18/39.
4. Amend MTC 2.4, on page 15/39.
5. Amend MTC 3.4, on page 16/39.
6. Amend MTC 4.4, on page 17/39.
7. Extend the solicitation closing date by one (1) week from 27 November 2023 to 04 December 2023.

**1. QUESTIONS AND ANSWERS:**

Number	Questions/Answers/Amendments	Date Received/ Replied
Question 1:	We would like to confirm the dates mentioned in this rfp. Closing date is set at Nov 20 <sup>th</sup> for this rfp but the 2 refrigerators are required by Oct 31 <sup>st</sup> 2023. Can you please clarify the dates when you will be requiring the first 2 deliveries.	October 12 2023 at 2:29 PM
Answer 1:	Please see page 4 of the RFP, Section 1.2 Summary. The initial requirement is to be delivered no later than 31 October 2023 or 20 days after the standing offer is awarded.	November 23 2023
Question 2:	Are there any capacity requirements in cubic feet or a height x width x depth requirement? I have multiple units with these specifications for the double door pharmacy refrigerators and temperature range from 2-10 degrees Celsius. If you could also advise if there are similar specs for the single door units.	October 12 2023 at 2:34 PM
Answer 2:	Please see mandatory technical criteria starting on page 15 as well as page 32, Section 4. Specifications.	November 23 2023
Question 3:	The RFSO indicates that the initial requirement is required by or within 20 days after SO (Standing Offer) is awarded. Given that the solicitation does not close until November 20 <sup>th</sup> , would it be possible to reconfirm the milestone dates for this opportunity?  Related to the question above, since the initial requirement is due within 20 days after the SO is awarded, can DND advise how long they expect the evaluation period to be?	October 16 2023 at 2:57 PM

Number	Questions/Answers/Amendments	Date Received/ Replied
Answer 3:	<p>Request for Standing Offer solicitation closes on CanadaBuys on November 20 2023, at 2:00 PM EST.</p> <p>The initial requirement is to be delivered no later than 31 October 2023 or 20 days after the standing offer is awarded.</p> <p>DND cannot advise how long the expected evaluation period will be.</p>	November 23 2023
Question 4:	Can you confirm the closing date and delivery date required.	October 16 2023 at 3:24 PM
Answer 4:	Please see answer 3.	November 23 2023
Question 5:	<p>Following your request on W6369-23-A083 for pharmacy refrigerators, please find hereby questions asked by one of our supplier.</p> <p>I would recommend the following units:</p> <p>Double glass, swing door upright – XXX-XXXX-49 / XXXXX-XXX</p> <p>Double glass, sliding door upright – XXX-XXXX-47 / XXXXX-XXX</p> <p>Single glass, swing door upright – XXX-XXXX-23 / XXXXX-XXX</p> <p>Single glass, swing door undercounter – XXXXXXXXXXXX / XXXXX-876</p> <p>All of these units meet the specs provided <u>except for two of the requirements</u>. That I am noting below.</p> <ol style="list-style-type: none"> <li>1. None of those units come with stainless steel drawers, they come with wire shelves. The 0504G has the option of coming with wire baskets, but nothing stainless steel.</li> <li>2. Also, none of these units have a door ajar alarm.</li> </ol> <p>Can you please confirm if one or the other will suits your request. Please confirm.</p>	October 16 2023 at 3:24 PM
Answer 5:	<p>DND cannot confirm at this time.</p> <p>Please see mandatory technical criteria starting on page 15 as well as page 32, Section 4. Specifications.</p>	November 23 2023

Number	Questions/Answers/Amendments	Date Received/ Replied
Question 6:	<ol style="list-style-type: none"> <li>1. Do you have a model prescribed by an engineering detail?</li> <li>2. Have you already purchased brands or models already known that we could bid on?</li> <li>3. Do you have the technical data sheets for these devices?</li> <li>4. If not, I would like to have the temperature requirements for medium temp (eg 0-4°c)</li> <li>5. And finally, do you want solid or glass doors?</li> </ol>	October 17 2023 at 6:18 AM
Answer 6:	<ol style="list-style-type: none"> <li>1. No.</li> <li>2. If you would like to bid on other Government of Canada opportunities, please review CanadaBuys.</li> </ol> <p>3,4,5. Please see mandatory technical criteria starting on page 15 as well as page 32, Section 4. Specifications.</p>	November 23 2023
Question 7	<p>Regarding your Solicitation number W6369-23-A083 I would like to ask for clarification regarding the following:</p> <p>Page 18 &amp; 19 of 39 #MTC5.2 &amp; #MTC5.3</p> <p>Question: Is the voltage required voltage from 110 – 120 Volts of Alternating Current (Vac) @ 60 Hertz (Hz) with a maximum current draw of 15 Ampere (Amps). OR Must be capable of accepting voltage from 208 – 220 Vac @ 50 Hz with a maximum current draw of 15 Amps?</p> <p>Question: Do you require both and if required what is the quantity required for each category?</p>	October 23 2023 2:45 PM
Answer 7	MTC5.3 has been removed as European power is not required only North American Power, see page 36, Section: 5.1.	November 23 2023

Number	Questions/Answers/Amendments	Date Received/ Replied
Question 8	1) Item No. MTC4 Under Counter Pharmacy Refrigerator Point No. MTC4.4. Factory installed chart recorder for undercounter refrigerators is not available. We have a free standing customer installed chart recorder for undercounter refrigerators. Will a free standing customer installed chart recorder be acceptable four undercounter refrigerators?  2) Item No. MTC5 Double Door, Single Door and Under Counter Pharmacy Refrigerator Point No. MTC5.1 Our undercounter refrigerators have a temperature range of +2C to +9C degrees. Is this acceptable? Our single and double door refrigerators are +2C to +8C. Is this acceptable?  3) Item No. 4.1 Double Door Pharmacy Refrigerators Specifications Point No. 4.1.3 Refrigerators with Sliding Doors. Sliding Double Door Pharmacy Refrigerators are not available. Our units have swinging doors only. Will Swinging Doors only for Pharmacy Double Door Refrigerators be acceptable?	October 26 2023  2:47 PM
Answer 8	1) No, please see the requirements as listed in Annex A. 2) No, please see the requirements as listed in Annex A. 3) No, please see the requirements as listed in Annex A.	November 23 2023
Question 9	Kindly find our queries outlined below:  1) With respect to the stipulated height criteria for the refrigeration units, the RFP indicates a range of 200cm ± 5cm. Considering that our product measures 213cm, we seek confirmation if this deviation falls within the acceptable parameters as defined by the RFP guidelines.  2) In reference to the requested utilization of stainless steel drawers, we would like to inquire whether the utilization of powder-coated drawers would be deemed compliant with the outlined specifications.  3) In relation to the directive concerning shipping costs, the RFP specifies that the costs should be integrated within the invoiced price and separately itemized. For clarity, we seek guidance on whether the shipping cost should be factored into the total price or delineated distinctly on the invoice.	November 1 2023  4:52 PM

<b>Number</b>	<b>Questions/Answers/Amendments</b>	<b>Date Received/ Replied</b>
Answer 9	1) No, please refer to the requirements as listed in Annex A. 2) No, please refer to the requirements as listed in Annex A. 3) Shipping costs should be included in the price, and should not be a separate/individual item listed on the invoice. RFP will be amended to reflect these changes.	November 23 2023
Question 10	<p>In reference to items 4.1.2, 4.2.2 and 4.3.2 of Annex A – Requirement, "Must have a self-closing door with magnetic gasket."                      Question 1: Can you clarify the self-closing feature?</p> <p>In reference to items 4.1.7, 4.2.6, and 4.3.6 of Annex A – Requirement. "Alarm test."                      Question 2: Can you clarify what this term means?</p> <p>Regarding section 2. CERTIFICATION AND COMPLIANCE,                      Question 3: Do you accept a UL certified Refrigerators?</p> <p>Requirement to receive two first systems within 20 days after SO, without indicating estimated time of award will prevent potential bidders from participating on this tender which is not in favor of the buyer. Due to the standard manufacturing time and special shipping required for these types of refrigerators , the bidders would be only those having the system ready for shipping only.                      Question 4: Can you please accept delivery of the two initial refrigerators within 6-8 weeks after contract award?</p> <p>Question 5: Regarding MTC3.4, page 16, can you clarify what is the deference between two bullet sub-items? It seems they are duplicate which should be merged.</p> <p>Question 6: We don't have double door options available but the other two types are available. Can we bid on just those two options?</p>	November 2 2023 10:20 AM

Number	Questions/Answers/Amendments	Date Received/ Replied
Answer 10	<p>1) In this context, "self-closing" means that the door of the pharmacy fridge is equipped with a mechanism that automatically closes the door when it's partially open. If the door were left open accidentally, the self-closing mechanism (i.e. spring loaded or simply the weight of the door) would ensure that it returns to a closed position, preventing temperature fluctuations that could affect the storage of temperature-sensitive medications or vaccines. The door is then locked with the use of magnets embedded within the gasket, which help hold the door firmly closed and maintain the seal.</p> <p>2) The alarm testing feature must allow authorized personnel to simulate temperature deviations or any other alarm triggers (i.e. door ajar, power failure) by initiating a test mode. By running tests under controlled conditions, they can confirm that the system is functioning properly without exposing the actual pharmaceuticals to risk.</p> <p>3) Refrigerators that are only UL certified are not accepted. Please refer to Section 2: Certification and Compliance, of the SOW in the RFP.</p> <p>4) No, the requested delivery in the RFSO remains.</p> <p>5) The second bullet point from MTC3.4 is a typo/ duplicate and has been removed,</p> <p>6) No, the intention is to award one (1) standing offer.</p>	November 23 2023

Number	Questions/Answers/Amendments	Date Received/ Replied
Question 11	<ol style="list-style-type: none"> <li>1) Regarding <b>MTC#2.4, MTC#3.4, and MTC#4.4</b>. Our unit has digital temperature display. In addition to digital temperature display, do you also need a chart recorder or is the digital temperature display sufficient?</li> <li>2) Regarding <b>MTC 2.4, 3.4, 4.4 and specifications 4.1.6, 4.2.5, 4.3.5</b>. Concerning the backup battery for the undercounter refrigerator, how long do you want to be protected during a power outage?</li> <li>3) Regarding <b>MTC 2.4, 3.4, 4.4 and specifications 4.1.6, 4.2.5, 4.3.5</b>. Concerning the backup battery for the undercounter unit, is it acceptable for the customer to provide their own backup power supply, or would not including the backup battery system disqualify our bid?</li> <li>4) Regarding <b>Section 6, Reference manuals</b>. If manuals are only available in English and not in French, will this be acceptable?</li> <li>5) Regarding <b>Annex A, Section 2.1</b>. would it be acceptable if the offered unit does not come with a document confirming compliance with GUI-0069, as long as the unit meets the standards outlined in the "Guidelines for environmental control of drugs during storage and transportation GUI-0096" <a href="https://www.canada.ca/content/dam/hc-sc/migration/hc-sc/dhp-mps/alt_formats/pdf/compliance/gmp-bpf/docs/GUI-0069_V3_EN_Aug%2010.pdf">https://www.canada.ca/content/dam/hc-sc/migration/hc-sc/dhp-mps/alt_formats/pdf/compliance/gmp-bpf/docs/GUI-0069_V3_EN_Aug%2010.pdf</a>. The information can be supplemented with data sheet.</li> </ol>	November 6 2023 6:19 PM
Answer 11	<ol style="list-style-type: none"> <li>1) A digital temperature display is sufficient, as per RFP Specification 4.1.6.</li> <li>2) Battery backup must provide power for a minimum of two hours. The RFP has been amended to reflect this requirement.</li> <li>3) It is not acceptable for the customer to provide their own backup power supply. What is stated in the RFP is what DND requires.</li> <li>4) No.</li> <li>5) . No, everything under Annex A, Section 2 is mandatory.</li> </ol>	November 23 2023



<b>Number</b>	<b>Questions/Answers/Amendments</b>	<b>Date Received/ Replied</b>
Question 12	1) Do they require 110V or 220V?  2) Are stainless steel drawers in the interior required, or will they accept plastic drawers?	November 7 2023  10:06 AM
Answer 12	1) RFP has been amended to reflect the requirement for only North American Power 110V.  2) Stainless steel drawers are required per RFP Specification 4.1.5, 4.2.4, and 4.3.4. Plastic drawers will not be accepted.	November 23 2023
Question 13	1) Does the customer require backup battery system for the chart recorders only or for the entire unit including the freezer?	November 8 2023  10:14 AM
Answer 13	1) The backup battery is for the chart recorder (temperature recorder) only and is not required for the entire unit.	November 23 2023
Question 14	1) Will swing out door type only options be accepted?  2) Will Free standing chart recorder (not factory installed) be accepted?  3) Will set point range of +2 to +9 degrees Celsius be acceptable? Or +2 - +8 degrees Celsius?	November 7 2023  3:58 PM
Answer 14	1) No, the bidder must be able to fulfill all requirements of the RFP.  2) No, please see Specifications detailed under Section 4: Specifications, subsection 4.3.5, the bidder must be able to fulfill all requirements of the RFP.  3) No, please see Specifications detailed under Section 4: Specifications, subsection 4.1.7, 4.2.6 and 4.3.6, the bidder must be able to fulfill all requirements of the RFP.	November 23 2023

Number	Questions/Answers/Amendments	Date Received/ Replied
Question 15	<p>1) Do the pharmacy fridges require NSF 456 compliance for the protection of samples that are sensitive to temperature variation? The NSF 456 standard for vaccine storage is designed to ensure the equipment has appropriate temperature performance to safeguard samples in all potential storage locations within the cabinet.</p> <p>2) Item No. 6.4.4 Taxes-Foreign-Based Contractor Can you please clarify how this clause would apply to Offerors that are Canadian based? We don't see this type of clause on other federal government tenders.</p> <p>3) In reference to Attachment 1 to Part 3 – Pricing Schedule Point E: “... <i>The Contractor is responsible for export clearance, delivery charges, administration, costs and risks of transport. Canada is responsible for all import clearance, including the payment of applicable duties and taxes.</i>” and Item No. 6.11 Shipping Instruction (DND) – Delivered at Place (DAP) Incoterm 2010 Point A (ii): “<i>The Contractor is responsible for export clearance, administration costs including delivery and risks of transport. Canada is responsible for all import clearance, including the payment of applicable duties and taxes.</i>” is this requirement only applicable to Foreign Offerors? As a Canadian distributor we act as an importer and handle import clearance and payment of applicable duties.</p> <p>4) Item No. 6.13 Canadian Customs Documentation Is this requirement only applicable to Foreign Offerors? If as a Canadian distributor we are handling custom clearance and paying any applicable duty, would this section be no longer applicable to us or would we also be required to provide the documentation listed?</p> <p>5) Request for an extension  We would at this time like to request a 2 week due date extension.</p>	November 10 2023  9:21 AM

<b>Number</b>	<b>Questions/Answers/Amendments</b>	<b>Date Received/ Replied</b>
Answer 15	<ol style="list-style-type: none"> <li>1) For compliance, please see Annex A, Section 2. Certification and Compliance.</li> <li>2) Section 6.4.4 on page 27/39 is only applicable to foreign based contractors. This clause does not apply to Canadian based contractors.</li> <li>3) Yes, these two referenced sections are only applicable to Foreign based offerors, outside of Canada.</li> <li>4) Yes Section 6.13 is applicable to Foreign based contractors, outside of Canada, only. Section 6.13 does not apply to Canadian based contractors and would therefore not be required to provide the documentation listed.</li> <li>5) The RFSO solicitation is being extended by one (1) week.</li> </ol>	November 23 2023
Question 16	<ol style="list-style-type: none"> <li>1) Regarding Annex A, optional requirement item# 4.1.5, which states "Must have a minimum of six (6) drawers": Since this is not specified in the mandatory requirements, is it necessary to include drawers with our offer?</li> <li>2) Regarding Attachment 1 to part 4, Mandatory technical criteria, MTC 5.2 and 5,3, it states "Must be capable of accepting voltage from 110 – 120 Volts of Alternating Current (Vac) @ 60 Hertz (Hz) with a maximum current draw of 15 Ampere (Amps)." And "Must be capable of accepting voltage from 208 – 220 Vac @ 50 Hz with a maximum current draw of 15 Amps". These seem to be conflicting pieces of information. Is it acceptable to respond to only one field, for example, 110-120V instead of 208-220V?</li> </ol>	November 17 2023 10:44 AM
Answer 16	<ol style="list-style-type: none"> <li>1) Yes it is necessary. The contractor must be able to provide the optional requirements on an as and when requested basis, as stated in the RFSO.</li> <li>2) See answer 7.</li> </ol>	November 23 2023

**SOLICITATION NUMBER W6369-23-A083 IS HEREBY AMENDED AS FOLLOWS:****2. Amend the Transportation Costs on page 29/39: Section 6.12 Transportation Costs**

DELETE Transportation Costs on page 29/39: Section 6.12 Transportation Costs, in its entirety.

**3. Amend MTC 5.3 on page 18/39**

DELETE MTC 5.3 on page 18/39, in its entirety.

**4. Amend MTC 2.4, on page 15/39**

DELETE MTC 2.4, on page 15/39 in its entirety, and replace with the following:

<b>MTC2.4</b>	The Bidder must provide their company product catalogue, manual or pamphlet to demonstrate to demonstrate that their proposed Double Door Pharmacy Refrigerator has the following Internal Features: <ul style="list-style-type: none"><li>• Digital refrigerator temperature display, either digitally or through a factory-installed seven (7) day inkless chart recorder with battery backup in the event of a power failure.</li><li>• Battery backup must provide power for a minimum of two hours.</li></ul>	
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**5. Amend MTC 3.4, on page 16/39**

DELETE MTC 3.4, on page 16/39 in its entirety, and replace with the following:

<b>MTC3.4</b>	The Bidder must provide their company product catalogue, manual or pamphlet to demonstrate to demonstrate that their proposed Single Door Pharmacy Refrigerator has the following Internal Features: <ul style="list-style-type: none"><li>• Must display refrigerator temperature, either digitally or through a factory-installed seven (7) day inkless chart recorder with battery backup in the event of a power failure.</li><li>• Battery backup must provide power for a minimum of two hours.</li></ul>	
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**6. Amend MTC 4.4, on page 17/39**

DELETE MTC 4.4, on page 17/39 in its entirety, and replace with the following:

<b>MTC4.4</b>	<p>The Bidder must provide their company product catalogue, manual or pamphlet to demonstrate to demonstrate that their proposed Under Counter Pharmacy Refrigerator has the following Internal Features:</p> <ul style="list-style-type: none"><li>• Digital refrigerator temperature display, or factory-installed, seven (7) day, inkless chart recorder with battery backup in the event of a power failure.</li><li>• Battery backup must provide power for a minimum of two hours.</li></ul>	
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**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**