

This requirement is for: The Correctional Service of Canada, Ontario Region – Health Services

Trade agreement: Canadian Free Trade Agreement (CFTA), World Trade Organisation-Agreement on Government Procurement (WTO-AGP), Canada Ukraine Free-Trade Agreement (CUFTA), Canada Korea Trade Agreement (CKTA), Canada free trade agreements with Chile/Colombia/Honduras/Panama, Canada-Peru Free Trade Agreement, Canada-European Union Comprehensive Economic and Trade Agreement (CETA) and Canada-United Kingdom Trade Continuity Agreement (Canada-UK TCA), Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP).

Tendering procedures: All interested suppliers may submit a bid.

Competitive Procurement Strategy: lowest priced compliant bid.

Set-aside under the Procurement Strategy for Indigenous Business: This procurement is not subject to any set-asides for Indigenous Suppliers.

Comprehensive Land Claim Agreement: This procurement is not subject to a Comprehensive Land Claims Agreement.

Security Requirements: This contract includes security requirements.

Nature of Requirements:

This bid solicitation cancels and supersedes previous bid solicitation number 21401-28-4264838 dated March 2, 2023 that closed April 11, 2023 at 14:00 EDT. A debriefing or feedback session will be provided upon request to bidders/offerors/suppliers who bid on the previous solicitation.

The following is a summary of the statement of work for this requirement.

The Correctional Service Canada has a requirement to contract with a qualified firm to provide qualified inspection and appropriate routine calibration services for the medical devices and equipment located at Correctional Service of Canada (CSC) federal correctional facilities in the Ontario Region. The work will involve the following:

1.1 Background

As part of its mandate, the Correctional Service of Canada (CSC) has built and maintains a large number of secure sites with diverse security profiles. In order to provide the requisite health services to the inmate population within these sites, each institution and regional pharmacy has a wide variety of medical systems and components that, in all aspects, constitutes a critical infrastructure that must be maintained.

The Health Services Sector of CSC has developed a Medical Device Maintenance Program (MDMP), which outlines the processes for the effective inspection, routine calibration, upgrading and replacement of medical devices and equipment used in CSC Health Services clinics, hospitals, and Regional Pharmacies.

The MDMP ensures that medical devices and equipment are safe and functional. It also provides guidance to identify and address potential problems with medical devices and equipment that may result in injury to staff or clients, and requires follow-up on medical equipment or devices involved in an adverse event.

1.2 Objectives

To perform an annual inspection of all relevant medical devices and equipment that fall within the inspection profile of the MDMP.

1.3 Tasks

The Contractor must provide qualified technician(s) to perform the inspection of the medical devices and equipment (referred to as Equipment in this statement of work) CSC has identified in its federal correctional facilities, maintain suggested calibration timelines as appropriate and recommended, and to provide guidance on timely replacement or updating of items.

The Contractor must provide technical support services to ensure the quality and effectiveness of CSC medical devices, medical equipment and associated components.

The medical devices within an Institution's Health Services can be broken down into two distinct categories:

1. Equipment that should be repaired when it ceases to function; and
2. Equipment that should be replaced when it ceases to function

Equipment at End of Life

In all of the above cases, the useful service life of Equipment is established by the recommendations of the manufacturer and captured by Health Services in its Lifecycle Management Program. The Technician must assess the lifecycle status of each piece of Equipment based on the manufacturer's recommended service life as well as through the performance of a physical examination. The technician must note if the Equipment is at or near the end of its useful service life, in their report.

1.4 Deliverables

The Contractor must provide the following services with regards to medical devices within the Ontario Region (List of Equipment, by site, is included in Annex E)

- A) The Contractor must perform on-site inspections on an annual basis. The Project Authority and Contractor will determine the time and date of inspections after contract award. Each inspection must include industry standard verifications for each piece of equipment. The Contractor must provide, inspect, manage and control all required test equipment. The Project Authority will provide a complete list of equipment that the contractor must test and inspect during the site visit, to the Contractor, at least 10 working days prior to each site visit.

The Contractor must test equipment undergoing inspection to ensure it meets quality control standards as per the manufacturer's guidelines.

List of equipment:

From time to time, CSC may add or remove equipment from the lists of equipment when required during the period of the contract. The respective site authority (Managers Health Care and Rehabilitation Program and Services at each site, Chief of Health Services) or the Project Authority at the Regional office may add or remove equipment from the lists.

Any changes greater than 10% in the total number of items to be inspected as part of the contract or any changes greater than 30% in the number of items at any one specific site will require a review of the inspection fees to take into consideration the additional or reduced workload. Should this situation occur, the Project Authority will request an updated quote from the contractor for work to be done.

- B) The Contractor must provide annual performance testing, inspection and calibration of electro medical devices in order to comply with standards set forth by the Province of Ontario.
- C) During inspection, the Contractor must assist the CSC site authority in identifying requirements with respect to repairing existing equipment or purchasing new equipment.
- D) During inspection, the Contractor must repair all issues or problems with equipment being inspected which do not require any parts.
- E) The Contractor must submit an inspection report in writing to the Contract Authority within 30 days of the on site inspection. The report must detail all pieces of equipment inspected, calibrations performed and results of same. The Contractor must also include any concerns identified, or repairs recommended, or completed repairs, or any combination of the three. For pieces of equipment requiring replacement parts to complete repairs, the contractor's recommendations must identify the replacement parts and their estimated cost.
- F) Correctional Service Canada, Ontario Region Health Services will be responsible for addressing all equipment identified as needing replacement parts to complete their repair.
- G) The Project Authority will approve, at their own discretion, all proposed test equipment before it is deployed on site. The Contractor must note that some forms of equipment qualify as contraband within the precinct of a correctional institution and are therefore not permitted on site.

1.5 Technician Certifications

Many manufacturers of medical equipment provide certification programs for the inspection and service of their product lines. The Contractor must provide Technician(s) to complete the work that have the necessary qualifications, training and certification to inspect all equipment.

The Contractor may provide more than one Technician to an institution to inspect the equipment to ensure that a Technician with the proper certification and training applicable to each piece of equipment inspects and maintains it. At their own discretion, the Project Authority may ask technicians to provide proof they have the proper certification and training before they perform any work on CSC equipment.

1.6 Location of Work

The CSC Institution or Regional Escorters will provide individual assigned to escort the Technician throughout the site. The Contractor must ensure that the technician abides by the instructions regarding the escort provided by the Institutional Head or their delegate to the technician.

The Contractor must perform work at:

<p>Bath Institution/Regional Treatment Centre 5775 Bath Road P.O. Box 1500 Bath, ON K0H 1G0 (613)-351-8346 Fax: 613-351-8039</p>	<p>Beaver Creek Institution (Medium) 2000 Beaver Creek Drive P.O. Box 5000 Gravenhurst, ON P1P 1Y2 (705)-687-1895 Fax: 705-687-1896</p>
<p>Beaver Creek Institution (Minimum) 2000 Beaver Creek Drive P.O. Box 1240 Gravenhurst, ON P1P 1Y2 (705)-687-6641</p>	<p>Collins Bay Institution (Max/Medium) 1455 Bath Road P.O. Box 190 Kingston, ON K7L 4V9 (613)-545-8598</p>

Fax: 705-687-5010	Fax: 613-536-3497
Collins Bay Institution (Minimum) 1455 Bath Road P.O. Box 7500 Kingston, ON K7L 5E6 (613)-536-6000 Fax: 613-536-8823	Grand Valley Institution for Women 1575 Homer Watson Blvd Kitchener, ON N2P 2C5 (519)-894-2011 Fax: 519-894-5434
Joyceville Institution Highway 15 P.O. Box 880 Kingston, ON K7L 4X9 (613)-536-6400 Fax: 613-536-6433	Joyceville Minimum Highway 15, No. 3766 P.O. Box 4510 Kingston, ON 4X9
Millhaven Institution/Regional Treatment Centre/Regional Hospital Highway 33, 5775 Bath Rd. P.O. Box 280 Bath, ON K0H 1G0 (613)-351-8000 Fax: 613-351-8136	Warkworth Institution County Road #29 P.O. Box 760 Campbellford, ON K0L 1L0 (705)-924-2210 Fax: 705-924-3351

Travel to the list locations will be required for performance of the work under this contract. Travel is not reimbursable.

1.7 Language of Work

The Contractor must perform all work in English.

1.8 Hours of Work

The Contractor must provide these services during CSC's core business hours (Monday to Friday from 8:00 a.m. to 4:00 p.m.)

Due to the nature of the environment in which the Contractor must provide services, the scheduled dates of inspection and repairs are subject to change due to urgent institutional situations such as Institutional lockdowns, closures due to inclement weather, security requirements, public health measures, or other emergency situations. The Contractor must reschedule the services at no cost to CSC. In these cases, the Project Authority will advise the Contractor of the need to reschedule an inspection with as much notice as possible. The Project authority and Contractor will reschedule the inspection, at a mutually agreeable time. To avoid unnecessary travel to an institution, the Contractor must call the institution the morning of the scheduled inspection date to ensure the inspection can proceed.

Any conditions for participation of suppliers not specified in solicitation documentation: none.

Estimated quantity of commodity: see solicitation document statement of work and basis of payment.

Duration of Contract and Time Frame for Delivery:

Period of the Contract: The Work is to be performed during the period of October 1, 2023 to September 30, 2026 with the option to renew for two (2) additional one-year periods.

File Number: 21401-28-4264838/A

Contracting Authority: Monika Alexander, Regional Procurement Officer
Correctional Service Canada, Regional Headquarters, Ontario Region

Telephone number: 647.234.2934

E-mail: monika.alexander@csc-scc.gc.ca

NOTE TO BIDDERS: Bidders can obtain the complete statement of work and evaluation criteria by downloading the solicitation document and associated documents from the [Canada buys / tender opportunities](#) website.

The Crown reserves the right to negotiate with suppliers on any procurement.

Documents may be submitted in either official language of Canada (English or French).

After contract award, bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within fifteen (15) working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

Procurement Assistance Canada (PAC) offers seminars to businesses interested in learning how to sell goods and services to the Government of Canada. The seminars are FREE.

Topics include:

- Overview of the federal government contracting process;
- Searching for opportunities on the Buy and Sell - Tenders website;
- Bidding on opportunities;
- Registering in supplier databases.

The full schedule of seminars can be found on the [Buyandsell.gc.ca](https://buyandsell.gc.ca) website, under Event Calendar (<https://buyandsell.gc.ca/event-calendar>).