



**SPECIFICATIONS FOR
TENDER # 0171-1815
SUPPLY OF NON-URGENT PATIENT TRANSPORT SERVICES**

CLOSING DATE: October 4th , 2018

CLOSING TIME: 2:00 PM (Newfoundland Time)



Expression of interest for Non-Urgent Patient Transport Services

1.0 General Provisions

1.1 Intent

Western Health is seeking to obtain Services from a qualified company to provide Non-urgent Patient Transportation services to individuals with varying degrees of mobility challenges. Western Health estimates between 2000-2500 trips per year with the majority of the trips within the city of Corner Brook. However, this is subject to change from year to year and Western Health cannot guarantee the number of trips. Further details of the transporting requirements for this service are listed below in section 2.0.

1.2 Client Background

Western Health was established in 2005 By the Government of Newfoundland and is responsible for the delivery of Health and Community Services in the Western Region.

1.3 Vendor Response

1.3.1 Vendor's response must contain an Executive Summary which shall contain:

- a. A brief description of the product being quoted.
- b. The name, title and address of the Vendor's representative responsible for the preparation of the Tender.

1.3.2 All prices quoted for goods and services must be specified in Canadian dollars, FOB. All responses will be held to be valid for ninety (90) days following the closing date.

1.3.3 Tenders must be received in full on or before the exact closing time and date indicated. **TENDERS RECEIVED AFTER THAT TIME WILL NOT BE CONSIDERED.**

1.3.4 All costs relating to the work and materials supplied by the Vendor in responding to this Invitation to Tender must be borne by the Vendor.

1.4 **Release of Information**

1.4.1 **While Tender is Open:**

Interested parties can request clarification if needed regarding the service requirements by emailing the contact person indicated in section 1.5.

Amendments may be made to the tender if deemed necessary by Western Health. Potential bidders will need to check the web site to ensure they are fully informed of changes.

1.4.2 **At Tender Opening:**

1. The names of the bidders, and overall bid price(s) will be read out.
2. Where the overall bid price(s) cannot be readily determined, no pricing will be released.

1.4.3 **After Tender Opening:**

1. No further information will be released until a full review of proposals is done and the contract is awarded.
2. After award, only the name and bid price of the successful bidder will be made available.
3. Information will be made available for a 90 day period only.
4. Successful Awards will be posted on Web Site.

1.5 **Communication During Tendering**

1.5.1 All communications with Western Health with respect to this invitation to Tender must be directed in writing to the attention of:

Mr. Paul Wight
Regional Director of Materials Management
Western Health
1st Floor
1 Brookfield Avenue
Corner Brook, Newfoundland
A2H 6J7
Tel: (709) 637-5511
Fax: (709) 634-2649
Email: paulwight@westernhealth.nl.ca

1.5.2 Western Health may, during the assessment period, request meetings with the Vendors to clarify points in the Tender. No changes by the Vendor will be permitted after the Tender closing date.

1.5.3 Faxed responses will be accepted with the condition that the original Tender documents are received at Western Health's Materials Management Department no later than **Five** working days following the Tender closing date.

1.5.4 All bids must be sent in a sealed envelope clearly marked with Tender Name and Number to: Materials Management Department, Western Health, Western Memorial Regional Hospital, First Floor, Corner Brook, NL A2H 6J7.

1.5.5 Bids submitted by electronic transmission (e-mail) will not be accepted.

1.5.6 Companies submitting fax Tenders are doing so at their own risk and the fax Tender must be at the public opening as specified in the Tender information. This Authority will not be responsible for in-house courier services if companies submit quotations by fax machine. The time stated on the fax Tender will become null and void since it is the responsibility of the company placing the Tender to have their Tender at the public opening, therefore, this Authority will not be responsible for any damages or liabilities.

1.5.7 In order to contribute to waste reduction and promote environmental protection, the Western Health will endeavour to acquire goods and services that support these principles, therefore, product(s) quoted should include:

- maximum level of post-consumer waste and/or recyclable content
- minimal packaging
- minimal environmental hazards
- maximum energy efficiency
- potential for recycling
- disposal costs

Without:

- reducing the quality of the product required or affecting the intended use of the product
- significantly impacting the acquisition cost

1.6 **Tender Acceptance**

1.6.1 Any acquisitions resultant from this open tender call shall be subject to the Public Procurement Act and regulations.

1.6.2 The Tenders shall be opened in the Private Dining Room at The Western Memorial Regional Hospital on the scheduled date and time.

1.6.3 Any Tender may be accepted in whole or in part. The lowest Tender may not necessarily be accepted and Western Health reserves the right to cancel the Tender call. Western Health shall not be held responsible or liable for the payment of any costs that are incurred by the bidder in preparing a Tender in response to this invitation to Tender.

2.0 Service Specifications

The Vendor must be able to provide the service according to the following:

2.1 To provide transfers for Non-Urgent Stretcher/Wheelchair patients to and/or from designated sites in the communities as listed.

The communities that will be included under this Agreement are highlighted and bolded. The remaining sites will potentially be participating under this Agreement:

Corner Brook
Steady Brook
Pasadena
Deer Lake
All communities within the Humber Valley
All communities North and South Shore of the Bay of Islands
Massey Drive
Stephenville and area
Norris Point/Bonne Bay/Rocky Harbor and area
Port Aux Basques and area

- The service provider must be a qualified company that provides both wheelchair and non-urgent stretcher transportation services for elderly, disabled and/or wheelchair/bed ridden residents.
- Transportation requests will be made to the service provider as needed and with adequate notice.
- The service provider is expected to perform both one way transfers and round trips. **“Round Trip”**: means the pick-up, transportation and delivery from a point of origin to a designated destination and return to the original point of origin within a 4 hour period. The service provider may perform additional trips while waiting at the destination location where possible and applicable.
- **“One Way Trip”**: means the pick-up, transportation and delivery from a point of origin to a designated destination. The service provider may perform additional trips while at the destination location where applicable.
- In the event that the service provider is unable or unavailable to provide transportation services at the required/requested date/time, the RHA reserves the right to select an alternate transport provider.
- The vehicle to be used must be wheelchair and stretcher capable.
- The wheelchair component of the vehicle must be equipped with hydraulic lift system or loading ramp with a capacity of up to 400 kg. The vehicle will also have approved wheelchair and/or stretcher anchoring systems. Please provide details of the vehicle or vehicles to be used if a contract is awarded.
- The vehicle will be fully insured (Minimum \$2 Million Liability), registered and serviced on a regular basis to ensure safety and performance. Service reports must be provided to the RHA on an annual basis and or at the request of the RHA.
- The service provider must be available to respond to transport requests 6 days per week (Monday to Saturday) between the hours of 7 am and 7 pm. Transport may be provided outside of these hours at the operators discretion.
- The vehicle must be cleaned after each use and have full climate control.
- The driver must be equipped with cellular phone.
- The driver is not required to wait with the resident for return trips greater than 90 minutes.
- Drivers must be First Aid and CPR certified, sign an Oath of Confidentiality, provide a Certificate of Conduct with Vulnerable Sector check and will be

required to attend regular orientation sessions provided by the Health Authority relating to needs of individuals with mobility challenges.

- Drivers will greet and pick up the client/patient/resident on the unit of the facility and transfer the client/patient/resident to the vehicle. The driver will transfer the client/patient/resident out of the vehicle and transfer them to the required drop off location.
- **Term** – The term of this agreement shall be for the period of five (5) years with the option to extend one additional year.

3.0 **Presentation / Training / Service**

3.1 **Presentation**

A presentation of the Tender and / or a demonstration of the product / system shall be provided, if requested, at the Vendor's expense.

4.0 **Product History and Vendor Reputation**

4.1 The Contractor shall provide a description of their qualifications and list references. Include a contact person for each organization.

5.0 **Financial Considerations**

5.1 All applicable taxes shall be indicated in the Tender. The cost for service delivery will include total cost for round trip – to and from appointment location.

5.2 **Round trip- 60 kilometers or less** The Service Provider will invoice the RHA or the individual for services performed at a base rate.

5.3 **Round trip greater than 60 kilometers** The Service Provider will invoice the RHA or the Individual for services performed at a base rate plus mileage rate.

5.4 The contractor will invoice the client for **fees** that are not covered by the RHA.

5.5 Western Health and the Site(s) shall not be responsible for payment of any other fees or expenses incurred by the Contractor in the performance of this Agreement. Any work performed by the Contractor outside the scope of Services without the prior written approval of the RHA shall be deemed gratuitous on the Contractor's part, and the RHA and the Site(s) have no liability with respect to such work.

5.6 Terms of Payment

The Contractor shall provide invoices in writing and the invoices shall include sufficient detail with respect to expenses, and applicable sales taxes, if any, claimed and supported by such vouchers, statements, receipts (original vs. copy), time logs and other information as the RHA may require.

The RHA agrees to pay the full invoiced amount within 30 days following acceptance of the services rendered by Western Health. Acceptance testing will be completed within 30 days.

No invoice shall be paid without being appropriately authorized by the RHA or site(s) designate. Unauthorized invoices shall not be settled and shall be returned to the Contractor accordingly.

6.0 Vendor Confirmation (please sign)

I confirm that our Tender meets or exceeds the specifications detailed in this invitation to Tender. I also confirm that all specifications are included in the quoted price. Any items that are optional are noted accordingly.

Contact Name _____

Signed _____

Title _____

Company Name _____

Address _____

Phone _____

Bids:

Price Per One Way Trip: \$ _____ Tax Extra Yes _____ No _____

Price Per Round Trip : \$ _____ Tax Extra Yes _____ No _____

Mileage rate _____

TENDER CHECKLIST

TENDER # 0171-1815

DID YOU INCLUDE

HAS TENDER SUBMISSION BEEN SIGNED	Yes <input type="checkbox"/>	No <input type="checkbox"/>
COPY OF REQUIRED TENDER DOCUMENTS	Yes <input type="checkbox"/>	No <input type="checkbox"/>
COPY OF BROCHURES (IF REQUESTED)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
COPY OF WCB LETTER OF GOOD STANDING (IF REQUIRED)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
COPY OF PROOF OF INSURANCE (IF REQUIRED)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
AMOUNT OF TAX NOTED ON REQUEST FOR QUOTATION FORM	Yes <input type="checkbox"/>	No <input type="checkbox"/>
OPTIONAL PRICING FOR TRAINING INCLUDED (If required)	Yes <input type="checkbox"/>	No <input type="checkbox"/>

NOTE: TENDER RESPONSES MAY BE REJECTED IF YOU ANSWER "NO" TO ANY OF THE ABOVE QUESTIONS.