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 GOVERNMENT OF NEWFOUNDLAND AND LABRADOR Government Purchasing Agency 30 Strawberry Marsh Rd. St. John's, NL A1B 4R4 COMPANY NAME AND ADDRESS:		Tender/Quotation No. RFPHealthLine	Revision No.	Page No.
		SHIP TO:		
		BILL TO:		
Customer NO.	Supplier NO.	Created Date:	Revised / Buyer: N/A	
Payment Terms:	Carrier / Shipment:		F.O.B. DESTINATION	
Freight:	Reply Via:		Contact:	
Issue Date: Thursday, November 05, 2015		Closing Date: Friday, November 27, 2015		
Company Official	Signature:	Email:	Date:	Delivery Date:
Phone:	Facsimile:	TENDER CLOSING IS 4:00 P.M. UNLESS OTHERWISE STATED IN THIS DOCUMENT		

HealthLine (811) Service Provider

NOTE: For a complete copy of this Request for Proposals, please open online external attachment listed below: **RFPHealthLine-1.pdf**.

Closing Date: November 27, 2015

Closing Time: 4:00pm NST

Submittal of Proposals:

Government Purchasing Agency
30 Strawberry Marsh Rd.

St. John's, NL A1B 4R4

All inquiries, questions and other communications with respect to this RFP are to be submitted by 4:00pm NST, November 25, 2015, in writing via e-mail to the following individual:

Leanne Bastow
Procurement Officer III, GPA
(P) 709-729-3334
(Email) leannebastow@gov.nl.ca

Line NO:	Item NO./Description	Quantity / UOM	Unit Price	Extended	Tax
1	HealthLine (811) Service 1 e Provider				Y

AMENDMENTS

Listed below are amendments to this document.

- **AMENDMENT # 1** -- Issued: Thursday, November 12, 2015
Re: RFPHealthLine ♦ HealthLine (811) Service Provider

This amendment has been issued to respond to vendor enquiries.

Question #1

Whether companies from Outside Canada can apply for this? (From India or USA)

Answer #1

The company does not have to be a Canadian company, however Article 4.9 of the RFP, specifies that we require ♦ Verification that the Proponent is a corporation in good standing, registered to carry on business in NL ♦ and in Article 7.2 of the RFP, we specify that ♦ If the Proponent is a corporation, the organization must be licensed to conduct business in its own jurisdiction and may be required to produce a certificate of good standing for that jurisdiction. ♦

Question #2

Whether we need to come over there for meetings?

Answer #2

Meetings can almost always be conducted via conference call and teleconference however the successful vendor will be expected to have the flexibility to meet with the Department face to face in NL, at their own expense, if the Department determines that circumstances require it, eg, if the meeting is not conducive to conference call or teleconference.

Question #3

Can we perform the tasks (related to RFP) outside Canada? (From India or USA)

Answer #3

Tasks cannot be performed outside Canada. See the following relevant clauses:

Article 3.5.3 specifies that ♦ Call centres must remain in each of the existing communities (Corner Brook, St. Anthony, and Stephenville). Call centre addresses may change as long as the call centres remain within the existing communities. ♦

Additionally:

Article 3.2, the RFP specifies ♦ All client data must remain in Canada and be securely

stored in an electronic database in accordance with the Personal Health Information Act, SNL 2008, c.P-7.01; and Calls are to be handled within Canada as per legislative, privacy and security standards for NL.

Article 3.5.4 Data and Privacy All data is the property of the Department and must, at all times, remain in Canada (including paper records, electronic records, data storage devices and servers).

Article 4.5 A description of record archiving and retention procedures, which shall comply with the laws of the Province of Newfoundland and Labrador and of Canada and with any requirements necessary in order to maintain valid insurance coverage.

Article 4.6 Use of Information and Data (d) A description of where in Canada the data is going to be housed, including a description of the physical and technical controls in place to protect the data;

Question #4

Can we submit our proposals via email?

Answer #4

No email submissions will be accepted. Please refer to the RFP, including Article 1, for submission requirements.

ONLINE -- EXTERNAL ATTACHMENTS

Please Note: Listed below are the external attachments available for online viewing.

Adobe Acrobat Reader (version 5 or later) may be required for viewing. Refer to the Tender Document for details. This may or may not be a complete list. Click each one in turn to open in a new Window to view / download / print. If there are any problems downloading or viewing the external attachments to this tender, contact the Government Purchasing Agency at 709-729-3348 to obtain a copy for bidding purposes.

- **RFPHealthLine-1.pdf (File Size: 1,220 K)**

*** END OF DOCUMENT ***

Bidder hereby offers to sell and/or supply, upon the terms and conditions set out herein (and on any enclosed sheets, or made reference to) the supplies and/or services listed above (and on any attached sheets) at the prices quoted. All prices are accepted as net prices. The bidder hereby certifies that the prices are not in excess of those charged anyone else, including their most favoured customer, for like quantity and like items. The "Atlantic Provinces Standard Terms and Conditions" form part of this tender and are made available by way of the Internet at www.gpa.gov.nl.ca **IMPORTANT:** All referenced terms and conditions and any attached documents constitute part of this tender.

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Last Updated: November 16, 2015

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