

General Information for Qualified Vendors

Only vendors which successfully qualified under the Winnipeg Regional Health Authority (WRHA) Request for Qualification for the Provision of Support Services WR-200-HA-16 are eligible to receive Request for Resources (RFR).

The objective of the RFR process is to secure an external Resource through a competitive tender. A Contract is awarded to the highest scoring Response based upon the criteria within a RFR.

Note: The WRHA is currently subject to the Agreement on Internal Trade and the New West Partnership Trade Agreement and effective July 1, 2017 will be subject to the Canadian Free Trade Agreement and the Canada- European Union Comprehensive Economic and Trade Agreement. Under the provisions of these Trade Agreements, effective July 1, 2017, the WRHA is obligated to publically post Notices of Award (including the RFR awards) which must include at least the following information:

- (a) a description of the goods or services procured;
- (b) the name and address of the procuring entity;
- (c) the name and address of the successful supplier;
- (d) the value of the successful tender;
- (e) the date of award; and
- (f) the type of procurement method used, and in cases where limited tendering was used, a description of the circumstances justifying the use of limited tendering.

This document contains general information to assist Qualified Vendors participating in the RFR Process; this document does not form part of Agreement WR-200-MB-16 or any issued RFR.

Terms and Conditions

The terms and conditions of Agreement WR-200-MB-16 are not negotiable at any time throughout the process.

Should a RFR Response be submitted with other terms and/or conditions, those vendor terms and/or conditions will not be accepted. The terms and conditions included in the WR-200-MB-16 Support Services Agreement are the only ones that will apply, unless otherwise indicated by the WRHA in a specific RFR.

How to Read the RFR

The RFR outlines all the requirements of the Response and any mandatory criteria related to the Resource.

The RFR consists of four (4) sections:

1. Submission Details and Instructions
 - Process information including the instructions, definitions and general information.
2. Request for Resource (RFR) - Project Description / Role
 - Information specific to the RFR including duration, number of Resources, full/part-time engagement, on-site or off-site work, project summary and general responsibilities.
3. Evaluation Criteria Matrix
 - Response is required
 - contains the criteria against which the response will be scored along with the point allotment.
4. Company Quote Sheet
 - Response is required
 - Instructions regarding pricing
 - Authorizing signature (handwritten) is required

If something within the RFR is not clear, ensure that an email clearly outlining the question is submitted to rfr@wrha.mb.ca, within the timeframe allotted in the RFR. An Addendum will be issued to ensure that all vendors receive the same information. Please note that it is too late after the RFR closes for the WRHA to make any changes.

From time to time, a Closing Date may be extended by the WRHA if substantive amendments are made to a posted RFR; otherwise closing dates are firm.

Confidential Information

The Request for Resources contains information that is confidential and proprietary to the WRHA and may not be reproduced or published, in whole or in part, without the express written consent of the WRHA.

Do not post the RFR information on websites when trying to recruit resources.

Response Matrix

- (1) **Mandatory Criteria** – if a Response does not meet the mandatory criteria, it will be considered non-compliant.
 - a. Alternative or similar experience/education will not be accepted.
 - b. If proof of certification, etc. is required, any response which does not include it will be considered non-compliant; the information will not be accepted after the closing date/time.
- (2) **Scored Criteria** – only the information disclosed in the RFR will be scored, there are no “hidden” criteria.
 - a. Responses are scored based upon how they meet the criteria.
 - b. Some criteria contain multiple parts and may/may not ask for examples. Review the criteria carefully to ensure the response thoroughly addresses all aspects of the criteria. Scores will be lower when responses do not fully or clearly address the criteria. It is strongly recommended that more than a “yes” is provided when a criteria is met.
 - c. Past poor performance of a Resource will be scored. It is specific to the Resource, not the vendor. A Resource who has changed companies will still receive the related point loss.

Responding to the RFR

- (1) **Submitting a Response** - It is solely the responsibility of the responding vendor to ensure that the response is submitted in a timely manner. The time used to log the response is the time it is received in the RFR Mailbox, not the time the response was sent. Please allow sufficient time in case of transmission delays.
- (2) **File Size** – Large file sizes can result in transmission delays or failure. Every attempt should be made to ensure that the file size of a RFR response is as small as possible

- (3) **Attachments** – Every attachment should be named with the RFR number, Resource name and company name so that they are clearly identifiable and relatable to the RFR and Resource. It is recommended to save all supplemental information as one file, or include it within the Response Matrix itself. It is recommended to only include the requested certifications, etc. Documentation unrelated to the criteria will not be reviewed.
- (4) **Communication** – While a RFR is posted and through the evaluation to award, vendors should not be contacting project/site representatives about the RFR. The main point of contact will be WRHA Contracting Services at rfr@wrha.mb.ca. Information provided by any other source may not be binding on the WRHA.
- (5) **Forms** – Responses should come in using the templates provided in the RFR. The Evaluation Criteria Matrix and Company Quote Sheet must correspond to the form and content set in the specific RFR.

Resource Availability

Availability is mandatory.

Responses which do not meet the availability will be disqualified. This includes the ability of the Resource to work on-site or off-site as detailed within the RFR (Section 2). Contracts will be terminated if the Resource is not available for the Start Date, the timeframe indicated in the RFR, and/or the on/off-site requirement.

The timelines within a RFR are not negotiable as they are integrated with project timelines. The timelines are often very short, and delays are not acceptable. Award confirmation is often provided on short notice (1-2 days before the Start Date).

It is recommended that vendors confirm that the proposed Resource(s) is (are) able to meet the timelines on short notice before proposing them in response to a RFR.

In the event that unexpected delays are experienced during the evaluation which causes the anticipated Start Date to be missed, the WRHA will award within 5 business days of that date.

Evaluation

The RFR Process is not a human resource process, it is a procurement process. The award of a Contract is based upon the highest scoring Response.

The Responses are scored against the criteria with point assignments related to how well the Response meets the criteria. Scores will be lower when Responses do not fully or clearly meet and/or address the criteria.

If criteria requests certain experience within the healthcare sector, the Response needs to meet both the experience and the healthcare sector to receive full points. A Response which includes the experience in a manufacturing sector will receive partial points, if any.

For education criteria, unless specifically noted, alternative or similar experience/education will result in non compliance (for a mandatory criteria) or a score of zero (for a scored criteria).

Evaluations are conducted based upon the information provided in the RFR Response. Other than past poor performance of a Resource, no other information is considered.

Award

The WRHA may issue an email requesting confirmation of Resource availability. This email is not an award notification; it is only to ensure that the availability requirement can be met.

Once a RFR award is finalized and approved, the WRHA will issue an Award Letter from the Contracting Services department, and separately, a Purchase Order from Procurement Services department. A Resource cannot begin to work until both documents have been provided.

Role of WRHA

The WRHA's relationship is a contractual one with the vendor, not the Resource.

The WRHA is not the employer of the Resource. It is the vendors' responsibility to ensure that Resource(s) understand this to ensure they contact the vendor regarding any vacation, sick leave or other human resource issues.

The WRHA will not work through performance issues with a Resource. If the Resource is not performing in accordance with the RFR and Contract, the Contract will be terminated as per the terms and conditions.

If a Contract is terminated, it is the vendor's responsibility to ensure that the Resource is contacted in a timely manner and that the Resource does not provide services past the date specified by the WRHA. It is also the vendor's responsibility to ensure that all WRHA property is returned immediately following the Contract termination.

If a Contract is terminated due to a Resource performance issue on two (2) days' notice, the WRHA will ask the vendor to ensure the Resource does not return to the work site. The vendor is responsible for providing notice to the Resource in a manner that does not disrupt the workplace or impede the safety of WRHA staff and property.

Amendments - Extensions, Substitutions, etc.

While it is appropriate to inform the Project Representatives of Resource changes, resignations, etc., it is also the vendor's responsibility to ensure that WRHA Contracting Services receives the same information. Any changes to the Resources need to be formalized in the Contract and Purchase Order to avoid blocked invoices and payment delays.

If the term of a RFR Contract will be extended, the WRHA will issue an Amendment Letter from the Contracting Services department, and separately, a Purchase Order from Procurement Services department.

If a RFR Contract is terminated, the WRHA will provide an initial written notice via email. The notice period related to the termination begins with this email. A more formal letter will follow.

General Information

The WRHA will not provide any reimbursement or assistance related to a Resource relocating to the area to perform the services under a RFR (or moving away after a Contract ends or is terminated). This is the sole responsibility of the vendor.

Any questions or comments about the RFR Process can be sent to rfr@wrha.mb.ca.