




RFP 2010 Breakdown and Summary

Regions:

- 1) Interior
- 2) Lower Mainland
- 3) Vancouver Island

The new Regions shall be replaced in the map below and be numbered as follows:

- 1. Interior
- 2. Lower Mainland (combines Fraser and Vancouver Coastal)
- 3. Vancouver Island
- 4. Northern



The map shows the five Health Authorities in British Columbia: Northern (green), Vancouver Coastal (yellow), Fraser (purple), Vancouver Island (red), and Interior (blue). An inset map shows the entire province with these regions highlighted. A legend on the right lists the Health Authorities by number: 1. Interior, 2. Fraser, 3. Vancouver Coastal, 4. Vancouver Island, 5. Northern. The map is dated February 2002.

Individual detailed maps are available at: <http://www.health.gov.bc.ca/socsec/provmap.html>

Lower Mainland	Southern Interior
Abbotsford	100 Mile House
Burnaby	Cache Creek
Chilliwack	Castlegar
Langley	Cawston/Keremeos
Maple Ridge	Clearwater
North Vancouver	Creston
Port Coquitlam	Edgewood
Richmond	Elkford
Squamish	Enderby
Surrey	Fernie
Vancouver	Golden
White Rock	Grand Forks
	Invermere/Windermere
Vancouver Island	Kamloops
Campbell River	Kaslo
Comox	Kelowna
Courtenay	Lillooet
Duncan	Merritt
Ladysmith	Nelson
Lake Cowichan	New Denver and Silverton
Nanaimo	Oliver
Port Alberni	Osoyoos
Port Hardy	Penticton
Powell River	Princeton
Salt Spring Island	Revelstoke
Sayward	Riondel
Victoria	Salmon Arm
	Summerland
Northern B.C.	Trail
Chetwynd	Vernon
Dawson Creek	West Kelowna
Fort Nelson	Winfield
Fort St. John	
Kitimat	
MacKenzie	
McBride	
Prince George	
Prince Rupert	
Quesnel	
Smithers	
Terrace	
Williams Lake	
Haida Gwaii	

Who is included in the contract?:

Ministry Responsibility – Equipment Mandates

Ministry of Housing and Social Development (MHSD) - provides specific medical equipment and devices to meet medically essential needs of eligible ministry Clients and their dependents. In recognition of the complexity of medical conditions and range of equipment available, the ministry does not restrict purchases to specific models. Medical equipment and device requests are reviewed on an individual basis with funding consideration provided for the least expensive, most appropriate medical equipment or device.

Ministry for Children and Family Development (MCFD) – The (At Home) Medical Benefits Program is based on the philosophy of community and family care for severely disabled children living at home. The program services must be responsive to the needs of children and their families. Parents and community therapists play an active advocacy role in the care of their children and are generally knowledgeable about market trends and available modalities when requesting home durable medical equipment.

The (At Home) Medical Benefits Program provides support and services for families who are caring for children with disabilities at home. It is intended to assist families who are facing extraordinary costs and care demands because of their children's severe disabilities and complex health needs. The program provides basic medical equipment for children in care with special needs.

Insurance Corporation of British Columbia (ICBC) – the Insurance Corporation of British Columbia is responsible for basic auto insurance coverage on all vehicles licensed in BC. As part of its mandate, ICBC provides assistance to injured Clients by reimbursing expenses for reasonable and necessary medical rehabilitation services to those individuals who qualify.

WorkSafeBC – The Special Care Services Department (SCS) is responsible for the case management of all new claims for severely injured workers. SCS is responsible for providing quality care, support and decision-making to severely injured workers in a consistent, timely and cost effective manner throughout the Province.

Term of Contract

Contract commences September 1st 2010 and ends August 31st 2013 with a single (1 year) option to renew for a further year August 31st 2014.

Equipment Delivery

Guideline:

The Contractor will deliver to the Client's home all equipment within ten (10) business days upon receipt of a Draw Down under the Contract. If after 10 business days the equipment is not delivered to the Client, the Contractor will supply and deliver to the Client's home suitable loaner equipment until such time as the ordered equipment is supplied. This will be provided at no additional charge to the Client or Entity.

Equipment labelling

The Contractor will affix labels to the new delivered medical equipment with the following information;

- Name of dealership;
- Toll-free phone number;
- The month and year of the scheduled warranty maintenance.
(working on new stickers)

Sales Reporting

Contractors will be required to provide monthly sales reports to Purchasing Services as described in Appendix A - Schedule C - "Administrative Requirements" of this RFP.

Head office will produce these reports

Trial, Prescription and Delivery Requirements

Medical equipment requests will have a relevant prescription documented by a physician and all essential medical equipment requests require a functional assessment by an occupational or physical therapist.

A Contractor will be selected by either the Client or the occupational or physical therapist to assist in an assessment and trial of equipment. The Contractor will deliver the equipment to the Client's home, instruct the Client in its correct use and work with the Client and therapist to ensure that the equipment is suitable, adjusted correctly, etc. Upon completion of a functional assessment and in home equipment trials, a complete application can be submitted to the health assistance branch or local employment and assistance branch by the Client.

Equipment applications received by MHSD are reviewed individually. Once an application is approved, the equipment is to be purchased from the approved medical equipment Contractor who was requested to provide the home trials.

Upon delivery of the equipment to the Client, the Contractor submits an invoice to MHSD for the equipment provided.

For all approved mobility devices (wheelchairs and scooters), the Contractor will at the time of delivery will have the Client sign a copy of the *Equipment Care and Responsibility Letter*, provided by MHSD. The signed copy is to be submitted to the ministry along with the invoice. The letter outlines the Client's responsibility for appropriate maintenance and use of the device. If in the opinion of the Contractor a Client is misusing the device, resulting in commercially unreasonable requests for warranty repair coverage, the Contractor may refer the matter to MHSD's Health Assistance Branch for resolution.

Clients of MHSD may purchase upgrades or an upgraded model using their own funds. If this applies, MHSD will provide the Contractor funding for a credit for the amount that would have been approved for the basic piece of equipment. The Client may supplement that credit with whatever alternate funding sources may be available. The invoice submitted should clearly indicate if an upgrade has occurred and what options or model the Client will be contributing funds toward.

Ministry for Children and Family Development

MCFD assists in the purchase of essential home medical equipment and mobility devices for children eligible for medical benefits through the At Home Program; or, for children in care. Requests for equipment are made on the child's behalf through an occupational therapist and/or physiotherapist to the Medical Benefits Program of MCFD.

A Contractor will be selected by either the Client or the occupational or physical therapist to assist in an assessment and trial of equipment. The Contractor will deliver the equipment to the Client's home, instruct the Client in its correct use and work with the Client and therapist to ensure that the equipment is suitable, adjusted correctly, etc.

Each equipment request received by the Medical Benefits Program is reviewed individually in consultation with the recommending therapist. A written decision of the Ministry is then sent directly to the family, with a copy of the letter being sent to the therapist, the medical equipment Contractor, the social worker and/or the Medical Benefits Program Regional contact.

Once the request is approved, the product is purchased directly by the ministry from the approved medical equipment Contractor who was requested to provide the home trials, when authorized to do so by a Draw Down issued by MCFD.

Clients of MCFD may purchase upgrades or an upgraded model using their own funds. The Contractor will invoice MCFD after the delivery of the equipment and the charges will be paid directly by MCFD unless the family purchases upgrades.

Where the family purchases upgrades, the Program will provide to the Contractor a credit equal to the amount that would have been approved for the basic piece of equipment. The Client may supplement the credit with whatever alternate funding sources may be available. The Contractor will be required to provide an invoice that clearly indicates if an upgrade has occurred and what options or model the Client will be contributing funds toward.

Red Cross Recycling Program

MCFD, in partnership with the Canadian Red Cross Society (Red Cross) operates a Children's Medical Equipment Recycling and Loan Service across the Province.

When recycled equipment is available, MCFD will first look to the Red Cross recycling program to fill equipment needs. When recycled equipment is not available, or does not meet a child's needs, MCFD will issue a Draw Down for the equipment and related service and maintenance to a Contractor under the At Home Program.

The Red Cross also manages the repair of all equipment provided to MCFD Clients and equipment not covered under the two year warranty, including equipment purchased by MCFD prior to August 31st, 2010. The Contractor should not anticipate receiving requests for non-warranty repairs for Clients of MCFD. The Red Cross will estimate the costs and feasibility of all repairs and will coordinate with the family to undertake the authorized repairs either directly or through a sub-Contractor to the Red Cross. MCFD will advise the Red Cross of new equipment purchases and the Red Cross will contact the family on a regular basis to check on their equipment and to **ensure that Clients receive the annual free preventative maintenance warranty service required in this RFP.**

Response Guidelines

Regional Service

All locations within British Columbia are included within the scope of this RFP and the resulting Contract – no communities are exempted. The Contractor will be expected to provide the full range of services described in this RFP to all communities within a region.

1. Describe in detail your company's plan to provide the services described in this RFP to the whole of the region you are proposing to service.
2. Describe your customer service model for serving customers with disabilities.
3. Describe the accessibility for individuals with disabilities at each of your sales and servicing outlet(s).
4. Describe, by location, your regular business hours for the days of the week and describe the service provided during weekends, after-hours and holidays to address emergency repairs.
5. List each service and supply outlet(s) located within the region proposed and the services available at each location. Include the address of each facility, phone number, fax number, email address, and website address.
6. List the contact person, job title and direct email address of the individual(s) who will manage the Contract on behalf of the Proponent and act as a liaison with the Province and Entities should they be successful.

Fitting and Trial

The Contractor will perform free assessment (fitting and trial) in consultation with an occupational or physical therapist before any purchase is authorised; assemble all equipment; and provide training in its use, to the Client's satisfaction. Labour and shop supplies are not to be charged when new equipment is assessed. Entities will not pay for the rental of equipment during the trial period, nor while a Client's application for funding is pending.

7. Describe your process that will allow the Client to trial all equipment and devices prior to purchase. Include an explanation of equipment availability.

Non Warranty Repairs

The repair of Goods after the expiration of the warranty period is within scope of this RFP. The Contractor should not perform any repair work that falls outside the warranty period without pre-authorization from the Province or an Entity. The Contractor will be provided with the names of individuals employed by an Entity who may provide authorization.

Equipment requiring repair may be:

- Delivered to the Contractor by the Client
- Required to be picked up by the Contractor (or their sub-Contractor) from the Client's home and repaired at the Contractor's location; or
- Repaired on-site at the Client's home.

If the equipment to be repaired is to be picked up from the Client's home, the Contractor will absorb the cost of transportation.

All parts used for non-warranty work (repair/modification) will be provided at the single discounted price off the Manufacturer's Suggested Retail Price (MSRP) for the generic product category applicable to the part. All parts must be new.

For powered devices, new batteries only will be accepted. – **Non Warranty**

If the Contractor is using a sub-Contractor to perform repairs, all quotes are to be submitted to the Province or Entity by the Contractor.

The Contractor will perform repair work on all manual, power and mechanical equipment within five (5) business days of the Contractor receiving notification of the equipment needing repair by an Entity or the Client, unless the Contractor receives an extension approved by an Entity.

The Contractor will perform repair work on electronic equipment within fifteen (15) business days of the Contractor receiving notification of the equipment needing repair by an Entity or the Client, unless the Contractor receives an extension approved by an Entity.

8. Describe how service work will be performed within the repair timelines outlined.
9. Describe the current stock of parts and equipment, the method of tracking inventory and how you will continue to ensure continuity of supply and access to these items.
10. Describe regularly scheduled service route(s) and frequency of the route(s).

Warranty & Preventative Maintenance Outline:

The Contractor will provide a minimum of two (2) years all-inclusive warranty on **all mobility devices (wheelchairs and scooters)** ordered by the Province and Entities. Warranty shall, without limiting the generality of the foregoing, cover all parts and labour costs associated with repair, adjustments and fittings, or any other costs associated with wear and tear or maintenance of the warranted equipment (e.g. covers flat tire, battery replacement for powered device), and all freight and Contractor travel costs associated with the above. For powered devices, new batteries only will be accepted.

The Contractor will perform **annual scheduled free warranty (preventative) maintenance service at 12 months and 24 months**, during the two (2) year warranty period on **all mobility devices (wheelchairs and scooters)** supplied by the Contractor.

For the balance of the other durable medical equipment, manufacturer's warranty will apply. The minimum two (2) years all-inclusive warranty required on all mobility devices (wheelchairs and scooters) is **not applicable** to any other equipment supplied under this RFP.

Upon termination of the Contract, the Contractor will continue to honour any warranty and perform any warranty services throughout the applicable warranty period, as if the Contract continued in force, notwithstanding the termination of the Contract prior to the expiry of the applicable warranty period.

The Contractor will maintain service records on all services, warranty or other that are required. Copies of records may be requested for audit purposes.

Copies of service records for all equipment sold with the two (2) year, all inclusive warranty to MHSD Clients are to be submitted directly to the Health Assistance Branch at the end of the warranty period. The Contractor will provide equipment service reports including Client's name and address, models, serial number, date(s) of service, and the service record.

Note: Contractor(s) are required to honour the annual scheduled free warranty (preventative) maintenance service at 12 months and 24 months, during the two (2) year warranty period on all mobility devices (wheelchairs and scooters), and the manufacturer's warranty on other durable medical equipment **regardless** of whether the Client moved from one region or if the equipment is transferred from one Client to another. It is the responsibility of the Contractor to arrange to have the equipment returned for repair, returned to the Client after repair, or arrange to have the work performed through a local sub-Contractor. If the Client has moved from one geographical region to another geographical region, sub-Contracting to another supplier within the new geographical region is acceptable.

11. Describe how you will ensure that the annual scheduled free warranty (preventative) maintenance service at 12 and 24 months is performed on all mobility devices (wheelchairs and scooters). Proponents should address matters including but not limited to the scheduling of warranty repairs, the provision of loaners, pick-up and delivery.
12. Describe how you will provide warranty support to Clients residing in the region but not located in a community in which you have a location.
13. Describe how you will provide warranty support to Clients who have moved to another region.
14. Describe how you will ensure that manufacturer's warranty on other durable medical equipment will be performed, if required.
15. Describe how the service records for warranty and non-warranty repairs will be kept for all equipment and made available for audit

Loaner Equipment

The Contractor will supply the Client, upon the Client's request, with free suitable loaner equipment, while any equipment is being repaired during the warranty period. An Entity will not pay to repair loaner equipment.

16. Describe your equipment loaner process.

Recycling of Parts

The Contractor will be responsible for recycling parts removed from equipment during repair where local recycling facilities exist for the materials involved. For information on recyclable materials and location of depots, contact the Recycling Council of BC (604-RECYCLE).

17. Describe any existing or proposed parts recycling programs.
- 18.
- 19.
- 20.
- 21.
- 22.
23. Describe your ongoing training strategy for keeping staff up to date with technical and medical equipment and device developments.
24. For both repair technicians and assessment staff, describe the schedules and routes that you propose in order to provide these services to all communities in the region for which you are submitting a proposal.
- 25.
- 26.
- 27.

Pricing & Quoting

The Contractor will be permitted to submit a single charge for the purchase of a new Good; and an hourly rate for non-warranty repairs. No additional assessment, fitting, trial, consultation, freight or delivery charge will be accepted.

At the time a new Good is being considered the Contractor will provide standardized quotes on all items requested by the Province or Entity, showing the MSRP, the relevant Discount percentage, and the net price.

Equipment Maximums

MCFD and MHSD set funding limits on certain medical equipment covered by this RFP. The funding limits are:

- \$1500 for basic secondary mobility devices for MCFD and MHSD;
- \$3500 power scooters for MHSD and \$3700 for MCFD;
- \$4200 for ceiling track lift package/lifting device for MCFD and MHSD;
- \$400 for walkers for MHSD;
- \$3200 for Alternate Positioning Devices for MCFD;
- \$450 for replacement G22 gel cell batteries (minimum 50A/H) per pair **including installation outside of the warranty period for MCFD and MHSD;**
- \$3000 for basic hospital/containment type bed for MCFD and MHSD.

Labour and Shop Supplies

Labour and shop supplies are not applicable when new equipment is trial tested or purchased.

Restocking Charges

A re-stocking fee not to exceed the amount of the manufacturer's re-stocking charge will be considered in unique circumstances on a case by case basis.

Discount from Manufacturers Suggested Retail Price

For Goods, and associated parts purchased, the Contractor's invoice will state the published MSRP, the applicable Discount off MSRP and the net price payable. If a manufacturer's published MSRP changes during the term of the Contract, the Contractor may pass this change along. The Contractor may be requested by the Province to provide a copy of the published MSRP listing to verify the requested change in price. **The Contractor must pass along any reduction to a manufacturer's published MSRP. Any such change must be noted on the monthly sales reports.**

The Contractor guarantees that the quoted Discount off the MRSP is not lower than the highest Discount provided to any other public sector customer in British Columbia, for like quality, quantity, timing and under similar terms and conditions as those covered by Contract. If a higher Discount is offered to another public sector customer it will apply to all subsequent purchases made under the Contract.

The Contractor agrees to pass on, at the time of purchase, any increase in Discount, or any other special price on home medical equipment i.e. demonstration models, manufacturers’ specials, along with all relevant Contracted Discounts and warranties. **Demonstration models will be identified clearly when price quotations from the Contractor are requested. Such deviations will be noted on the monthly sales reports.**

28.

29. **Proponents must provide a single percentage Discount off the published Manufacturer’s Suggested Retail Price (MSRP) for each of the generic product categories listed in Appendix B – Mandatory Price Quotation Form. The Discount will apply to all product lines contained within the generic product categories listed and to the whole of the region proposed.**

Discount Structure is as follows:

Power/Manual Wheelchairs – negotiated %		All other Products – negotiated %	
Proponent’s	Name:	Region	Name (see Appendix C):
GENERIC CATEGORIES (GPC) AND ASSOCIATED PARTS	PRODUCT AND	PERCENTAGE (%) DISCOUNT OFF MSRP	Single (1 only) per GPC and Associated Parts
Powered Wheelchairs (batteries included) and Wheelchair Tilt/Recline Systems			
Manual Wheelchairs (standard and custom)			
Power Scooters (batteries included)			
Wheelchair Seating Systems			
Ambulatory Aids (walkers)			
Bathroom Aids (commodes/safety/transfer)			
Hospital beds			
Mattresses			
Lifting Devices/Slings			
Therapy Equipment (balls, mats, etc.)			
Alternate Positioning Device (standing frames)			
Specialized Paediatric Car Seat			

Service Technician Rate

The cost of non-warranty repairs is to comprise parts and labour. Labour charges are to be based on an hourly service technician rate.

30.

31. Proponents must provide a Service Technician Hourly Rate for non warranty service in Appendix C, Regions of the Province.

**Service Technician Hourly Rate for Non-Warranty Service;
Power and Manual Equipment is:**

negotiated \$ per hour.