



## **ANNEX A – STATEMENT OF WORK**

### **1. Scope**

#### **1.1 Purpose**

The Department of National Defence (DND) has a requirement for the provision of veterinarian services and support as and when requested, including but not limited to mobile veterinarian services, needed to support the conduct of specialized canine operations.

#### **1.2 Background**

The Unit supports up to 14 canines (working dogs) that work in many environments under varying conditions. It is essential that the canines receive routine, urgent and emergency veterinarian care, in a timely manner as required. In addition, services will include the provision of high quality dog food on a monthly basis or as needed.

#### **1.3 Terminology**

- 1.3.1 **Canine:** any working breed ranging from 12 weeks to 13 years in age.
- 1.3.2 **Routine care:** yearly vaccinations, and at a minimum two (2) health checks per year.
- 1.3.3 **Urgent care:** non-life threatening situation (eg. dog in pain or suffering) that requires immediate attention.
- 1.3.4 **Emergency care:** life threatening situation that requires immediate attention.
- 1.3.5 **Veterinarian care:** to provide a licensed all inclusive mobile service on a pre-arranged care schedule within the National Capital Region (NCR) with only 24-48 hours notice. This shall include but not limited to regular vaccinations, examinations, minor surgeries, re-examination, and consults.
- 1.3.6 **Dog Handler:** an individual assigned to work and provide training to their assigned dog.
- 1.3.7 **The College of Veterinarians of Ontario (CVO):** regulates the practice of veterinary medicine in Ontario to protect the public interest. The CVO is not a school or university. The CVO licenses veterinarians, inspects and accredits veterinary facilities and investigates complaints against veterinarians.
- 1.3.8 **Ontario Veterinarian Price Guide (OVPG):** a list of veterinarian fees considered fair and just, prepared for the Ontario Veterinary Medical Association in partnership with the Canadian Veterinary Medical Association.
- 1.3.9 **Ontario Veterinary Medical Association (OVMA):** association that represents Ontario veterinarians in private practice, government, academia, industry and public service. Its mandate includes the provision of economic research, continuing



education and professional development, increasing public awareness, government relations, and member services.

1.3.10 **Ontario Veterinary College (OVC):** veterinary school in Canada located at the University of Guelph in Guelph, Ontario, one of five veterinary schools that offers the Doctor of Veterinary Medicine, DVM program in Canada.

## **2. Applicable Documents**

2.1. The most recent version of the Ontario Veterinarians Price Guide (OVPG).

## **3. Tasks and Deliverables**

### **3.1. Veterinarian Services**

DND requires veterinarian services care for up to 14 canines that work in many environments and under varying conditions. It is essential that the canines receive routine, emergency, urgent and preventative veterinarian care in a timely manner as required. All veterinarian services provided by the Contractor are to be done in accordance with the Ontario Veterinarian College (OVC) standards. The Contractor shall:

- 3.1.1. Provide veterinarian support/guidance for the dog handler(s) by phone or in-person, on a 24 hour/7 day a week basis;
- 3.1.2. Provide a licensed all-inclusive mobile service within the National Capital Region (NCR) with 24- 48 hours notice. This will include but is not be limited to regular vaccinations, examinations, minor surgeries, re-examination and consults;
- 3.1.3. Provide access to and be employed and/or partnered with a 24-hour animal hospital offering urgent and emergency medical support within the NCR. The Contractor will be notified, time permitting, of the situation during an emergency. As the Point of Contact (POC), the Contractor will provide any documentation needed to facilitate care of the dog if needed. In addition, the Contractor will be responsible for all expenses incurred during the provision of services at the 24-hour animal hospital and will respond to all billing inquiries. The Contractor will invoice DND in accordance with the terms of the contract;
- 3.1.4. Provide vaccinations including but not limited to: Distemper, Hepatitis, Parvovirus, Para Influenza, Rabies Leptospirosos (C,I,G,P), Bordetella, Lyme;
- 3.1.5. Provide services including but not limited to: canine x-ray, dental, laboratorial and surgical services when required at the Contractor's location of choice within the NCR;
- 3.1.6. Provide or arrange to provide specialty care services, including but not limited to: internal medicine, surgery, dentistry, cardiology, ophthalmology, euthanasia and disposal of remains. The Contractor will be responsible for all expenses incurred during the provision of specialty care services. The Contractor will invoice DND in accordance with the terms of the contract;



- 3.1.7. Provide or arrange to provide emergency/urgent care facilities;
- 3.1.8. Provide localized *stand-by* veterinarian mobile services approximately 8 times per year, in response to potential emergency situations that may occur during canine field exercises;
- 3.1.9. Provide up-to-date written and/or digital copy (ies) of each dog record(s) to the Crown upon request and on completion/termination of the contract;
- 3.1.10. Ensure that every Veterinarian Assistant or Technician involved, including sub-Contractors, in clinical practice, shall work under the **supervision** of a licensed Veterinarian;
- 3.1.11. Provide first and last name, driver's license, date of birth and S.I.N. after contract award, for every Veterinarian, Assistant, Technician and for all support resources, in order to gain on-site access to the facility;
- 3.1.12. Provide a current Criminal Record Check for all resources assigned to mobile clinic and ensure they do not have a criminal record; and (i.e. the lead Veterinarian and substitute, and support resources)
- 3.1.13. Ensure that a valid Criminal Record Check is provided prior to any work being performed if an option period were to be exercised.

### 3.2. **Veterinarian Supplies and Dog Food**

DND has a requirement for prescription and/or high quality dog food and other veterinarian supplies in which the Contractor shall:

- 3.2.1. Deliver prescription medication and veterinarian supplies and supplements;
- 3.2.2. Ensure that pricing for all other veterinarian services and supplies not listed in the price grid as shown in Annex B, shall not exceed the guideline rates listed in the current year's Ontario Veterinarian Price Guide; and
- 3.2.3. Provide and deliver prescription and/or high quality dog food (Purina Joint Management dog food or equivalent as agreed upon by the TA (Technical Authority) and the Veterinarian) on a monthly basis or as needed.

## 4. **DND Support:**

- 4.1.1. DND to assist the Contractor with visit clearances.

## 5. **Location of Work**

- 5.1.1. The location of work for this requirement will occur in the Contractor's licensed mobile within the National Capital Region (NCR), Richmond, Ontario, as well as at Canadian Forces Base (CFB) Petawawa. The Contractor will be required to perform localized stand-by services approximately 8 times per year.



- 5.1.2. The work will take place on-site through the Contractor's licensed all-inclusive mobile service, and at emergency/urgent care facilities within the NCR when needed. Specific information is as follows:
- 5.1.2.1 **On site:** the Contractor shall provide first and last name, drivers licence, and date of birth for the lead Veterinarian and substitute(s), and support resources, after contract award to gain on-site access to the facility. The site is located in Richmond, Ontario;
  - 5.1.2.2 **Contractor's all-inclusive mobile service:** mobile service to be capable of administering vaccinations, minor surgery (i.e. putting stitches in to close a cut), examinations and issuing health certificates. These services are to be done in accordance with the Ontario Veterinarian College (OVC) standards; and
  - 5.1.2.3 **Emergency/Urgent care facilities:** the Contractor shall arrange medical care at the Alta Vista Animal Hospital and/or the Ottawa Veterinarian Hospital (the only two 24-hour animal hospitals in Ottawa) as required.
  - 5.1.2.4 **Localized stand-by services:** The Contractor shall provide stand-by veterinarian mobile services approximately 8 times per year, in response to potential emergency situations that may occur during canine field exercises in the NCR, Richmond, Ontario, as well as CFB Petawawa.