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11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0A1 / Noyau 0A1
Gatineau
Quebec
K1A 0S5
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LETTER OF INTEREST
LETTRE D'INTÉRÊT

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution
Information Management/Information Technology -
IM/IT/Gestion de l'Information - Technologie de
l'Information-GI/TI
11 Laurier St. / 11, rue Laurier
12C1, Place du Portage III
Gatineau
Quebec
K1A 0S5

Title - Sujet CFHIS SUPPORT SERVICES	
Solicitation No. - N° de l'invitation W8474-03BH01/C	Date 2013-05-06
Client Reference No. - N° de référence du client W8474-03BH01	GETS Ref. No. - N° de réf. de SEAG PW-\$\$XQ-002-26026
File No. - N° de dossier 002xq.W8474-03BH01	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-05-28	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Chevrier, Stephane	Buyer Id - Id de l'acheteur 002xq
Telephone No. - N° de téléphone (819) 956-8224 ()	FAX No. - N° de FAX (819) 956-8303
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

**Public Works and Government Services Canada (PWGSC)
Acquisitions Branch (AB)****Subject:**

Canadian Forces Health Information System (CFHIS) Support Services Procurement

Introduction:

Public Works and Government Services Canada (PWGSC) and the Department of National Defence (DND) have begun work on the procurement for the provision of Support Services for the Canadian Forces Health Information System (CFHIS). As part of the procurement strategy, PWGSC and DND wish to engage the industry at the early stages, in order to obtain industry feedback on the CFHIS support requirements, possible delivery models as well as the procurement strategy itself.

It is noted that the proposed procurement contemplates leveraging the CFHIS capability for other government departments with the same or similar requirements for a medical information management system.

The overall objective of collaborating with the industry is to obtain valuable feedback to help shape CFHIS support requirements and possible alternative delivery solutions as well as the procurement strategy to achieve a delivery model to meet Canada's needs.

This Notice outlines Canada's intended industry engagement strategy. Also, the Notice invites industry to provide any initial feedback at this point, and to identify its organization if interested in participating in the engagement process. While a brief overview of CFHIS Support Services requirement is included as part of this Notice to help familiarize industry with the initiative, Canada intends to issue other Notices that will contain more detailed information relating to the CFHIS Support Services procurement. Suppliers may also identify themselves as a participating entity at that time.

Interested companies are encouraged to continue to monitor the Government Electronic Tendering Services (GETS) for further information on the CFHIS Support Services procurement process.

Background:

CFHIS is a modern health information management system designed to ensure that the health records of all CF members are effectively and securely managed and stored. The CFHIS consists of a range of software applications that support various functions including: patient registration and scheduling, medical documentation, diagnostic imaging, laboratory, and dental treatment.

These applications are seamlessly integrated to create a complete electronic health record for CF members. CFHIS is also consistent with the emerging electronic health record movement across Canada and brings to the CF a capability being developed by all of our allies.

At present, the CFHIS has over 1,500 users located at every base and station used by the CF and DND. With continued growth to all planned user communities, it is expected that the CFHIS will grow to approximately 2,000 users.

DND has a requirement to establish a contract for provision of Support Services for the Canadian Forces Health Information System (CFHIS). The proposed procurement includes a requirement to provide system extension activities and maintenance and support services.

DND will benefit from these contracted services in that they will facilitate the sustainment and modernization of CFHIS which will allow the system to meet the business objectives of the client stakeholder, the DND/CF Health Services Group.

In addition, the proposed procurement is intended to meet the business objectives of other government departments with the same or similar requirement. For example, Correctional Services Canada (CSC) may leverage the CFHIS as they seek to implement an electronic records management system. CSC estimates 2,000 users for the system. There may be other departments that will have a requirement for a health information management system.

CFHIS Requirement:

The proposed CFHIS procurement is for the provision of Support Services for ongoing maintenance and support of existing technologies services, system development, integration and implementation services, training services and further continuing development of the solution for DND.

Maintenance support is required for key software modules which include:

- o Purkinje (Medical)
- o ADSTRA (Dental)
- o SCC - (Laboratory and Radiology)
- o Intersystems - (Integration Broker)

Additional software licenses and support services are required to meet the growing requirements of DND. Given the proprietary nature of the above-mentioned software modules, Canada is considering non-competitive procurements with the respective software suppliers. However, a final decision will only be made following consultation with industry.

Annex A attached provides an overview of the CFHIS requirement. Due to the nature of the requirement, at the procurement stage it is Canada's current intention to request proposals from single bidders, prime contractor-major subcontractor team, or

joint-venture, as applicable.

In addition to meeting DND's requirement, the proposed procurement intends to leverage the CFHIS capability for other government departments with the same or similar requirements for a health information management system. It is contemplated that any resulting contract will include terms and conditions which will allow the selected contractor to provide the same or similar services to meet other government department's needs and objectives.

Industry Engagement Strategy:

The intended consultation approach involves the following activities:

- I. Industry Day (an awareness/information session and open forum);
- II. One-on-one meetings with interested suppliers;
- III. Working group meetings with suppliers, as required; and
- IV. Written responses to a Draft Request for Proposal (RFP), which may reflect the input from Industry obtained by the exercise above.

Please note that participation in any of the Industry consultation steps is not a mandatory requirement for eventual submission of a proposal; industry representatives that do not participate in the consultation process will remain eligible to submit a proposal in response to any future RFP relating to the CFHIS Support Services procurement.

1. Industry Day

An Industry Day is scheduled for Monday, June 3, 2013. During this session, PWGSC and DND representatives will present the proposed procurement strategy and the business needs underlying the CFHIS Support Services. The Industry Day is intended to be an open forum allowing Canada to communicate its requirements at a high level, and for industry to ask questions and seek information in order to gain a sound understanding of the business needs of DND.

Please see Annex B - Industry Engagement Schedule, attached to this Notice.

2. One-on-one meetings with individual suppliers

One-on-one meeting(s) with individual suppliers will be held to discuss requirements in more detail and possible viable options for service delivery models.

Attendance at these individual meetings will be strictly reserved to properly registered industry representatives who sign and submit the form CFHIS Support - Industry Engagement Rules, provided as Annex B to this Notice to the Contracting Authority named herein.

One-on-one meetings will be held on June 3 through to June 6, 2013. Both the Industry Day and the one-on-one meetings will be held at 3500 Carling Avenue, Ottawa, Ontario.

One-hour meetings will be scheduled between registered suppliers and DND, PWGSC and the Fairness Monitor. These meetings will provide an opportunity for vendors to present potential alternative service delivery models for consideration for any upcoming RFP.

Registration for the one-on-one meetings is required on or before Monday, May 27, 2013. All suppliers will be limited to a maximum of three (3) representatives. At the time of registration, suppliers may submit preferred dates for the meeting. Canada will do its best to accommodate the requests. Prior to the Industry Day, suppliers will be contacted directly by the Contracting Authority with their meeting date and time.

3. Working Groups

Following the One-On-One meetings, Industry may be invited to Working Group Meetings comprised of representatives from Industry, DND and PWGSC to discuss specific issues, potential solutions and to review and revise solicitation document(s), as applicable. Canada will finalize the solicitation document(s) following these meetings.

Working group sessions may include the following topics:

- " Draft Statement of Work
- " Draft Evaluation Criteria for the RFP
- " Draft Basis of Payment
- " The Draft RFP

4. Draft RFP

Canada intends to issue a DRAFT RFP, which will incorporate the findings and recommendations from the Industry Engagement that meet the CFHIS Support Services operational needs. The purpose would be to solicit further feedback from Industry prior to developing any final RFP.

Information Prior to Industry Day:

Suppliers may provide comments or questions on the proposed procurement and possible delivery options prior to Industry Day and any one-on-one meetings. This information is to be submitted to the Contracting Authority no later than close of business on Monday, May 27, 2013.

Notes to Interested Suppliers:

This is not a bid solicitation and a contract will not result from this request.

Potential respondents are advised that any information submitted to Canada in response to this Industry Engagement Notice may be used by Canada in the development of a subsequent competitive RFP. However, the Government is not bound to accept any Expression of Interest or to consider it further in any associated documents such as a RFP.

The issuance of this Industry Engagement Notice does not create an obligation for Canada to issue a subsequent RFP, and does not bind Canada legally or otherwise, to enter into any agreement or to accept any suggestions from organizations. Canada reserves the right to accept or reject any or all comments received.

There will be no short listing of suppliers for purposes of undertaking any future work as a result of this Industry Engagement. Similarly, participation in this Industry Engagement is not a condition or prerequisite for participation in any RFP(s).

Suppliers participating in this Industry Engagement should identify any submitted information that is to be considered as either company confidential or proprietary.

Media cannot participate in the one-on-one meetings or any working group sessions.

All enquiries and other communications related to this Industry Engagement shall be directed exclusively to the PWGSC Contracting Authority. Suppliers that intend on participating in this Industry Engagement are asked to advise the Contracting Authority of their intention to participate, in order that they may be notified of any changes to the notice on GETS, which may occur during the posting period. The use of e-mail to communicate is acceptable.

Communication with Industry:

Canada will document all issues, positions and actions. During the consultation process, the Contracting Authority will communicate with registered Industry participants through direct email rather than by posting additional notices on the GETS.

Confidentiality:

Canada will handle any material or information provided by Industry in response to this request for input in accordance with the Access to Information Act.

Disclaimer:

This document is intended for information purposes only and may be subject to change without notice. Release of this information does not constitute a commitment on the part of the Government of Canada to contract for any of the above-mentioned requirements.

Also, please note that attendees are responsible for their own transportation, accommodation, meals, parking and all other expenses related to participation in the Industry Day. Canada will not

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reimburse any firm or attendee for expenses incurred in responding to Canada's questions or attending the consultation sessions.

PWGSC Contracting Authority:

Stephane Chevrier
Supply Specialist
PWGSC, Special Procurement Initiatives Directorate
11 Laurier Street, Gatineau (QC), K1A 0S5
Tel: (819) 956-8224
stephane.chevrier@tpsgc-pwgsc.gc.ca

ANNEXES:

ANNEX "A": OVERVIEW OF THE CFHIS SUPPORT SERVICES REQUIREMENT

ANNEX "B": INDUSTRY ENGAGEMENT SCHEDULE (from June 3 to June 6, 2013)

ANNEX "C": INDUSTRY ENGAGEMENT RULES (MANDATORY FORM)

ANNEX "D": SPECIFIC AREAS FOR DISCUSSION IN ONE-ON-ONE SESSIONS

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ANNEX A

DEPARTMENT OF NATIONAL DEFENCE
INDUSTRY ENGAGEMENT
W8474-03-BH01

OVERVIEW
CANADIAN FORCES HEALTH INFORMATION SYSTEM (CFHIS)
SUPPORT SERVICES

BACKGROUND

CFHIS is a modern health information management system designed to ensure that the health records of all CF members are effectively and securely managed. The CFHIS consists of a suite of COTS software applications that support various functions including: patient registration and scheduling, medical documentation, diagnostic imaging, laboratory, and dental treatment. These applications are seamlessly integrated to create a complete electronic health record for CF members. CFHIS is also consistent with the emerging electronic health record movement across Canada and the GC and brings to the CF a capability being developed by all of our allies.

DND's Director General Enterprise Application Services (DGEAS) Division and its component directorates deliver and support information management applications and solutions for the Canadian Forces (CF). The Director Application Development and Support (DADS) directorate is responsible for providing support and development for both custom and commercial-off-the-shelf (COTS) applications. DADS is responsible for the support of CFHIS at DND and has a requirement for professional services to supplement the DND CFHIS support team.

OVERVIEW OF REQUIREMENT

The Government of Canada (GC) has a requirement for support services for the Canadian Forces Health Information System (CFHIS) which is implemented at the Department of National Defence (DND) on the Defence Wide Area Network (DWAN).

The work includes support services operations, change and problem analysis, resolution and development, business analysis, training materials development, training delivery and new initiative analysis, development and implementation requirements for the following three work scope categories:

1. Steady-state support ;
2. Extensions of Existing Functionality; and
3. Additional Work Requirements.

An objective of the GC is to leverage the CFHIS capability for other government departments with a requirement for a health information management system.

1. Steady-state support

Steady state support is defined as any activity required to maintain and to operate the CFHIS system, both technical and functional, for existing CFHIS users and future users of the solution as it is expanded with the GC. This includes change requests not significant enough to be deemed Extensions of Existing Functionality or Additional Work Requirements. Services under this scope category include, but are not limited to:

-
- a. provision of support to maintain CFHIS operations for all CFHIS users and locations;
 - b. addressing all CFHIS problem reports and service requests from the CFHIS Help Desk (examples of this include password resets, non-functioning CFHIS components and data quality issues);
 - c. analysis of CFHIS Change Requests (CR) based on business priorities, development of system modifications to support change requests and introduction of DND approved changes into the CFHIS (an example of this would be the establishment of an information exchange between CFHIS and another government department);
 - d. analysis of any functional changes mandated for update in the CFHIS based on changes in GC legislation or central agency and DND/CF policies and directives, development of updates to support the mandated changes and implementation and support of the changes (an example of this would be change requests resulting from updates to the Privacy Act and/or DND/GC security policy);
 - e. assessment of the impacts of prioritized changes in business processes supported by CFHIS, modification of CFHIS to support those business process changes and implementation and support of the DND approved changes (an example of this would be the implementation and configuration of new lab instruments for the laboratory information system component of CFHIS);
 - f. analysis of requirements associated with expansion of CFHIS to support such activities as stand up of a new organizational unit, assignment of CF to a new United Nations (UN) or North Atlantic Treaty Organization (NATO) mission, development of any changes necessary to support such expansion and implementation and support of the expansion (an example of this would be the deployment of a CF unit to a new location anywhere in the world);
 - g. provision of support to analyze data migration requirements for legacy systems, to migrate data from legacy systems into CFHIS and to decommission those legacy systems (an example of this would be migrating dental data from the legacy DentIS system into CFHIS);
 - h. development and maintenance of training materials for CFHIS;
 - i. delivery of CFHIS training to CFHIS users as required;
 - j. professional services to support the upgrade of CFHIS application software every 2 calendar years required for continued evolution and modernization of the system.

2. Extension of Existing Functionality

Extension of Existing Functionality is defined as any activity to update systems as technologies evolve and accommodating additional users as required. This includes change requests deemed too significant to be deemed Steady State In-Service Support work. Services under this scope category include, but are not limited to:

- a. analysis of CFHIS CRs based on business priorities where the change requested is too significant to be deemed In-Service Support, development of system modifications to support such CRs and introduction of DND/CF approved changes into the CFHIS (an example of this would be a significant change imposed on a current business process);
- b. assessment of the impacts of prioritized significant changes in business processes supported by CFHIS, modification of CFHIS to support those business process changes and implementation and support of the DND approved changes (an example of this would be integrating DND/CF recruiting centres into the CFHIS);
- c. analysis of any significant functional changes mandated for update in the CFHIS based on changes in GC legislation or central agency and DND/CF policies and directives, development of updates to support the mandated changes and implementation and support of the changes (an example of this would be any change arising from updates to GC security policy);
- d. assessment of requests from non-CFHIS users at DND for integration into the CFHIS (an example of this would be to analyze a request to incorporate the mental health and physiotherapy user groups into CFHIS);
- e. analysis of requirements associated with expansion of CFHIS to support such activities as stand up of a new organizational unit, assignment of CF to a new United Nations (UN)_or North Atlantic Treaty Organization (NATO) mission, development of any changes necessary to support such expansion and implementation and support of the expansion (an example of this would be the deployment of a CF unit to a new location anywhere in the world);
- f. adaptation of the CFHIS to support current or future business processes for current non-CFHIS user communities considering migration to CFHIS, and provision of support to migrate those non-CFHIS communities into CFHIS (examples of this would be the integration of other government departments into CFHIS such as Veterans Affairs and Correctional Services Canada);
- g. analysis of any business direction to support extension of the CFHIS footprint to manage additional business processes and user groups;
- h. integration of third party products into the CFHIS as procured by the GC (an example of this would be the integration of a Pharmacy application into CFHIS);

- i. provision of support to analyze data migration requirements for legacy systems, to migrate data from legacy systems into CFHIS and to decommission those legacy systems for all environments;
- j. development and delivery of CFHIS training as required to support Extensions of the CFHIS.

3. Additional Work Requirements

Additional Work Requirements are defined as any unforeseen requirements or system enhancements with the scope of the CFHIS portfolio that will require a significant resource effort to address. This could include change requests too significant to be deemed Steady State In-Service Support work or Extensions of Existing Functionality. Services under this scope category could include, but are not limited to, any of the services identified in sections 1 and 2 above.

ANNEX B

**CFHIS SUPPORT SERVICES
INDUSTRY ENGAGEMENT SCHEDULE
June 3 to 6, 2013**

Location: 3500 Carling Avenue, Ottawa, ON

DAY 1 (Monday, June 3, 2013)

Time	Event	Speaker
0830	Opening Remarks	PWGSC/DND
0845	Smart Procurement Model	PWGSC - Services and Technology Acquisition Management Sector - Director General
0915	Proposed Procurement Strategy for CFHIS Support Services	PWGSC Contracting Authority
0945	CFHIS Overview	CFHIS Project Director
1000	CFHIS Support Services Requirement	CFHIS Solution Manager
1030	Break	
1045	Questions and Answers	DND/PWGSC
1200	Lunch	
1300	One on One with Industry 1	
1400	Internal Analysis 1	
1530	Close	

DAY 2 (Tuesday, June 4, 2013)

Time	Event
0830	One on One with Industry 2
0930	Internal Analysis 2
1030	One on One with Industry 3
1130	Internal Analysis 3
1330	One on One with Industry 4
1430	Internal Analysis 4
1600	Close

DAY 3 (Wednesday, June 5, 2013)

Time	Event
0830	One on One with Industry 5
0930	Internal Analysis 5
1030	One on One with Industry 6
1130	Internal Analysis 6
1330	One on One with Industry 7
1430	Internal Analysis 7
1600	Close

DAY 4 (Thursday, June 6, 2013)

Time	Event
0830	One on One with Industry 8
0930	Internal Analysis 8
1030	One on One with Industry 9
1130	Internal Analysis 9
1330	One on One with Industry 10
1430	Internal Analysis 10
1600	Close

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ANNEX C

CANADIAN FORCES HEALTH INFORMATION SYSTEM (CFHIS) SUPPORT SERVICES

INDUSTRY ENGAGEMENT PROCESS

RULES OF ENGAGEMENT

(MANDATORY FORM TO PARTICIPANT)

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An overriding principle of the Industry Engagement is that it be conducted with the utmost fairness and equity between all parties. No one person or organization shall receive nor be perceived to have received any unusual or unfair advantage over the others.

All Crown documentation provided throughout the Industry Engagement process, which begins with the Industry Engagement session and concludes when an official RFP is published on the Government Electronic Tendering Service (MERX) ("Consultative Process"), will be provided to all participants who have agreed to and signed the Rules of Engagement ("Participant").

The Consultative Process will consist of an Information Session with Industry Meetings to clarify information provided during the Industry Engagement. A draft RFP may be posted to MERX for Industry comment prior to release of an official RFP.

Canada will not disclose proprietary or commercially sensitive information concerning a Participant to other Participants or third parties, except and only to the extent required by law.

TERMS AND CONDITIONS

The following terms and conditions apply to the Consultative Process. In order to encourage open dialogue, Participants agree to:

" Discuss their views concerning the CFHIS Support requirement and to provide positive resolutions to the issues in question. Everyone shall have equal opportunity to share their ideas and suggestions. Allow Canada to record and/or make notes during the one-on-one sessions, should clarification of information be required;

" NOT reveal or discuss any information to the MEDIA/NEWSPAPER regarding the CFHIS Support requirement during this Consultative Process. Any media questions will be directed to the PWGSC Media Relations Office at 819-956-2313;

" Direct enquiries and comments only to authorized representatives of Canada, as directed in notices given by the Contracting Authority from time to time. Any communication to unauthorized representatives of Canada may be subject to full disclosure by Canada on MERX;

" Canada is not obligated to issue any Request for Proposal (RFP), or to negotiate any Contract for CFHIS Support Services;

" If Canada does release a RFP, the terms and conditions of the RFP shall be subject to Canada's absolute discretion;

" Canada will not reimburse any person or entity for any cost incurred in participating in this Industry Consultative Process;

" All enquiries with regard to the procurement of CFHIS Support are to be directed to the Contracting Authority;

" Participation is not a mandatory requirement. Not participating in this Consultative Process will not preclude a bidder from submitting a proposal;

" A Final Draft RFP may be posted on MERX for Industry comment;

" Failure to agree to and to sign the Rules of Engagement will result in the exclusion from participation in the one-on-one meetings and review of the Final Draft RFP; and

" A dispute resolution process to manage impasses throughout this Industry Engagement Process shall be adhered to as follows:

Dispute Resolution Process

1. By informal discussion and good faith negotiation, each of the parties shall make all reasonable efforts to resolve any dispute, controversy or claim arising out of or in any way connected to this Industry Engagement.

2. Any dispute between parties of any nature arising out of or in connection with this Industry Engagement shall be resolved by the following process:

a. Any such dispute shall first be referred to the Participant's Representative and the PWGSC Manager managing the Industry Engagement. The parties will have three (3) business days in which to resolve the dispute;

b. In the event the representatives of the parties specified in Article 2.a. above are unable to resolve the dispute, it shall be referred to the Participant's Project Director and the PWGSC Senior Director of the Division responsible to manage the Industry Engagement. The parties will have three (3) business days to resolve the dispute;

c. In the event the representatives of the Parties specified in Article 2.b. above are unable to resolve the dispute, it shall be referred to the Participant's Chief Executive Officer and the PWGSC Assistant Deputy minister, acquisitions Branch, who will have five (5) business days to resolve the dispute;

d. In the event the representatives of the Parties specified in Article 2.c. above are unable to resolve the dispute, it shall be referred to the Participant's President and the PWGSC Director General, who will have three (3) business days to resolve the dispute; and

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e. In the event the representatives of the Parties specified in Article 2.d. above are unable to resolve the dispute, the Contracting Authority shall within five (5) business days render a written decision which decision shall include a detailed description of the dispute and the reasons supporting the Contracting Authority's decision. The Contracting Authority shall deliver a signed copy thereof to the Participant.

By signing this document, the individual represents that he/she has full authority to bind the company listed below and that the individual and the company agrees to be bound by all the terms and conditions contained herein.

Name of Company:

Name of Individual:

Telephone:

E-mail:

Signature:

Date:

IMPORTANT: COMPANIES INTERESTED IN PARTICIPATING IN THE CFHIS SUPPORT INDUSTRY ENGAGEMENT MUST AGREE UPON AND SIGN THIS MANDATORY FORM.

RECEIPT OF THIS SIGNED FORM VIA E-MAIL TO stephane.Chevrier@tpsgc-pwgsc.gc.ca IS ACCEPTED.

PLEASE ADVISE IF ANY COMPANY REPRESENTATIVE REQUIRES SPECIAL VENUE ARRANGEMENTS FOR MEETING I.E. PERSON WITH SPECIAL NEEDS

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ANNEX D

DEPARTMENT OF NATIONAL DEFENCE

INDUSTRY ENGAGEMENT
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SPECIFIC AREAS FOR DISCUSSION
IN ONE-ON-ONE SESSIONS

CANADIAN FORCES HEALTH INFORMATION SYSTEM (CFHIS)
SUPPORT SERVICES

In line with the objectives outlined in this GETS Notice, as part of the Industry Engagement for the provision of CFHIS Support Services Canada aims to obtain specific feedback from industry representatives during the one-on-one sessions.

Specific areas of interest are as follows:

1. A discussion on the business model for integration and utilization of resources within a DND-managed Support Team. Overall goal is to obtain a relationship model for provision of Support Services for the CFHIS with clear sharing of responsibilities between DND and contractor's personnel (e.g. how are the resources incorporated and managed in a client organization, issue resolution, governance model). Additionally, to discuss how the CFHIS capability can be leveraged to meet the same or similar requirements of other government departments.
2. A discussion on the delivery model for provision of Support Services for the CFHIS (e.g. alternatives to on-site delivery model).
3. A discussion of possible performance metrics and performance incentives associated with provision of Support Services for the CFHIS.
4. A discussion on methodologies for basis of payment alternatives in conjunction with resource utilization. Goal is to achieve optimization strategies during varying periods of activity associated with Support Services for CFHIS.
5. Proposals for potential evaluation criteria for consideration within an RFP for Support Services of this nature.