

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Public Works Government Services Canada- Bid
Receiving / Réception des soumissions
189 Prince William Street
Room 421
Saint John
New Brunswick
E2L 2B9

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

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

Issuing Office - Bureau de distribution
Public Works Government Services Canada- Bid
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189 Prince William Street
Room 421
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New Bruns
E2L 2B9

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|------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| Title - Sujet Svc, Federal Health Claims Process | |
| Solicitation No. - N° de l'invitation 51019-072007/K | Amendment No. - N° modif. 004 |
| Client Reference No. - N° de référence du client 51019-072007 | Date 2013-04-11 |
| GETS Reference No. - N° de référence de SEAG PW-\$PWB-011-3203 | |
| File No. - N° de dossier PWB-7-20036 (011) | CCC No./N° CCC - FMS No./N° VME |
| Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-04-30 | |
| 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: Keith, Allan B. | Buyer Id - Id de l'acheteur pwb011 |
| Telephone No. - N° de téléphone (506) 636-4416 () | FAX No. - N° de FAX (506) 636-4376 |
| Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: | |

Instructions: See Herein

Instructions: Voir aux présentes

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| Delivery Required - Livraison exigée | 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 |

QUESTIONS AND ANSWERS

Note, questions are numerically sequenced upon arrival at PWGSC. A question and its answer will be provided via MERX as the response becomes available. Potential bidders are therefore advised that questions and answers may be issued via MERX out of sequence. The following questions have been received from potential bidders. In accordance with Article 13 under 2003 Standard Instructions - Goods or Services - Competitive Requirements (2012-11-19) which has been incorporated into the Request For Proposals (RFP) in accordance with Article 2.1 (c) of the RFP, the questions and corresponding answers are provided to all potential bidders as set out below:

Q105. Please confirm that for public access using the internet to connect to FHCPs public facing system components that the contractor is not required to ensure that all network traffic is routed exclusively through Canada.

A105. Data requires an approved Government of Canada data storage facility, and to be on Canadian Soil. Information must not be stored on non Canadian systems. Traffic when in transit is to be protected (encrypted) and it is recognized that it may travel over foreign territory.

Q107. Please provide a targeted implementation date?

A107. Contract Award is expected in January 2014. The Contractor will have 18 months from award to implement the contracted requirements.

Q120. How do security and privacy requirements impact on new technologies such as cloud computing, mobile apps, etc?

A120. It is recognized that currently many mobile/cloud solutions are U.S. based and data would be stored outside of Canada. This would be of concern as Information must not be stored on non Canadian systems.

Q123. SOW 6.14 - Section 6.14 of the SOW appears to contain a broken link to the industrial security manual: Off-site facilities and systems for storing backups and a fail-over site for disaster recovery must be set up and maintained, as per the industrial security manual published by PWGSC (<http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism-eng.html>).

A123. Proper link should be: <http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/msi-ism-eng.html>

Q125. Page 95 of RFP states: "The Bidder must provide and describe one (1) project reference where the Bidder was/is providing health claims processing services with a minimum of 4 million health benefit codes processed per year." Page 98 of the RFP indicates full points will be awarded if over 7.5 million benefit codes are processed per year and scales down points from there with no mention of a minimum. Can you please clarify on what we perceive as a discrepancy in numbers?

A125. The minimum number of benefit codes per year is 4,000,000. This is stipulated in the mandatory requirement. In excess of 4,000,000, additional points may be awarded.

Q135. SOW Section 6.5. 6 (c): the third bullet requires Out of Country Calls in language of callers choice. Can we assume this to be French or English as per the other requirements or does this suggest a broader language requirement?

A135. There are no requirements outside the official language of choice.

Q137. Client is defined in the Glossary/Terms as an eligible recipient of eligible health-related services, supplies and equipment under the FHCPS. Please define Member as it is not defined in the Glossary of Terms? Are the terms interchangeable?

A137. Members refer to clients from RCMP and CF. "Members" of the RCMP....."Members" of the CF.

Q140. SOW 6.3, Page 23; SOW 6.29, Page 75 - There appear to be discrepancies in the service level requirements for the production and mailing of client ID cards. Please clarify which of the following service standard is required:

- SOW 6.3, Page 23 Health Identification Cards (bullet 1 requirement c)
Cards must be produced and distributed by the Contractor within 10 business days of card request and in accordance with security standards. Cards are mailed to the client at the address designated by each Department, accompanied by documentation, as stipulated by each Department.
- SOW 6.29, Page 75 Performance and Service Standards (bullet 2a) New and replacement Health Identification Card must be mailed to the client within five (5)business days from date at which card request is submitted. This must be met 98% of the time over a monthly period.

A140. It is acknowledged that there is an inconsistency in the SOW. 6.29.2.a is the correct reference. Five business days not including mailing time.

Q145. SOW 6.9.1. You have indicated that there is only one Treatment Authorization Centre operated by the incumbent. Is it the intention of the RFP to outsource the entire process to the Contractor?

A145. Yes, VAC's intention is to outsource the authorization of all treatment benefits for Programs of Choice 1 - 14.

Q147. SOW 6.9.1.e. Can you please provide some examples of the current decision making tools utilized in the authorization decision making process?

A147. Some examples of current decision making tools include:

- **Benefit Grids,**
- **Pharmacy - Therapeutic Index: Anatomical Therapeutic Classification System which links DIN to Medical Pension Code.**
- **Pharmacy - Special Authorization Benefits (Approximately 2500 products)**
 - **VAC Criteria document**

Q149. 6.9 and 7.d. In general, if a condition for a client exists in one department...are we to assume the same condition if the same individual has coverage with other departments?

A149. No this assumption would not be accurate. Coverage for each Department is unique to the Department.

Q151. SOW 5.16 d), Page 19 Training Strategy and Plan - Data and documentation used for training purposes must not contain PROTECTED information. Client data in the training environment must be masked to ensure that client data is completely depersonalized. Please identify the specific data elements that need to be masked in the Training Region.

A151. Any data that could identify the client must be masked. For example: client name or client ID.

ALL OTHER TERMS AND CONDITIONS OF THE RFP REMAIN UNCHANGED.