

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
Receiving / Réception des soumissions
189 Prince William Street
Room 421
Saint John
New Bruns
E2L 2B9

Title - Sujet Svc, Federal Health Claims Process	
Solicitation No. - N° de l'invitation 51019-072007/K	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client 51019-072007	Date 2013-03-12
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	Time Zone Fuseau horaire Atlantic Standard Time AST
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:

Q4. Would the Crown consider an extension of 30 days to the closing date posted for the subject RFP?

The Proposal to be prepared in response to the subject RFP will be both comprehensive and complex and will challenge all Bidders - with the exception of the incumbent - to prepare a technically and financially competitive response.

A4. Canada is not considering an extension at this time.

Q6. The RFP as released includes the pre-implementation and operational turnover costs within the evaluated price to be employed in Bidder selection.

The SOW and rated requirements as presented within the RFP - while clearly modified to reflect the concerns expressed by competing bidders during the RFI processes which preceded this release - would still appear to reflect the current service delivery model. It appears as though the incumbent has a compliant legacy systems solution, business processes and organizational footprint that match the current service delivery model. This creates a significant cost advantage for the incumbent over potential competing vendors, potentially making this a non-competitive procurement.

We would request that the Crown create a truly competitive environment for this RFP by removal of these pre-implementation costs from the evaluated price for this RFP as noted in RFI Response #5?

A6. All costs identified in the RFP will be included in the financial evaluation to achieve fairness, openness and transparency for all bidders, and best value for the taxpayers of Canada.

Q7. RFP Page 36, Annex G Page 140 - There is a Canadian Citizenship requirement outlined in the Security Requirements Check List (SRCL) - Appendix C (page 66-68). According to the Canadian Industrial Security Division (CISD), this requirement is in conflict with the 2008 ruling from the Department of Justice whereby it was stated that PROTECTED B cannot be so restricted. Question: Will the SRCL overrule the other RFP & SOW sections that refer only to residency in Canada as a requirement, as in Annex G?

A7. Please delete the Security Requirements Check List (SRCL) contained in Appendix C of the Request For Proposal (RFP) and replace with the SRCL attached to this Solicitation Amendment Number One (1).

Q8. Does the Canadian citizenship requirement in the SRCL extend to those subcontractor personnel who do not actually access any data? Example: If a subcontractor is used to destroy defunct hard drives, do these personnel need to meet the Canadian citizenship requirement contained in the SRCL?

A8. Please refer to the new SRCL attached to this Solicitation Amendment Number One (1).

Q14. RFP Page 70 Appendix D Insurance Requirements Item 2d - What is meant by "personal injury" as stated: "Personal Injury - While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character." Does this include the financial loss a person experiences from a privacy breach? Does it include any costs associated with informing members if a privacy breach were to occur?

A14. It covers injury, other than Bodily Injury, resulting from: libel, slander, defamation (oral or written), false arrest or imprisonment, malicious prosecution, wrongful entry or eviction and violation of privacy. Yes it does because it is capturing injury, other than Bodily Injury, resulting from violation of privacy so the financial loss a person experiences from a privacy breach is include. Yes it does. It will be under the special damages.

Q72. Reference RFP 6.3.7. Financial security that the contractor is capable of providing: please provide the amount of LOC that Canada is looking for?

A72. Canada does not automatically require any Letter of Credit and no amount can be pre-determined. The Crown needs to analyse each bidder's financial capability to perform the contract and, to complete this, we request and analyze documentation mentioned in 6.3.1 a. to g. A Letter of Credit would be requested if we are unable to assess the financial

capability otherwise. The amount requested for the Letter of Credit would be commensurate with the risks that are present at the time of the assessment.

Q73. Reference RFP 6.3.1 (f) & (g). Detailed monthly cash flow statement: if the contractor is a publicly traded company and not in a position to provide this information, what are the alternatives? Can this requirement be met by having a financial guarantee provided by a Guarantor?

A73. Items (f) and (g) are requested if we are not able to assess a company's financial capability to perform the contract with other items, mainly financial statements. If a company is prohibited by legislation to provide these documents, other provisions under this section can be called upon to mitigate risks pertaining to financial capability.

Q74. Reference RFP 6.3.3. Parental Guarantee: please provide the appendix or section for the Parental Guarantee Agreement template/format that is drawn up by PWGSC.

A74. Since each company or group of companies have different corporate structures, Canada requests that bidders provide, if requested, documents that provide parental guarantee and PWGSC analyses this documentation and its terms and conditions to assess that the guarantees it provides are sufficient.

Attached to this Solicitation Amendment Number One (1) are the presentations and Record of Decision from the Bidders Conference held on February 26, 2013.

ALL OTHER TERMS AND CONDITIONS OF THE RFP REMAIN UNCHANGED.



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

51019-07-2007

Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction	
VAC		FHCPS Task Force, Veterans Services Branch	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
N/A		N/A	
4. Brief Description of Work / Brève description du travail			
New procurement for the Federal Health Claims Processing Services on behalf of Veterans Affairs Canada (VAC) and its partners, Royal Canadian Mounted Police (RCMP) and the Canadian Forces (CF).			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>			
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/> <i>non</i>		All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable / À ne pas diffuser <input type="checkbox"/> <i>non</i>			
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>		NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>		NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>		NATO SECRET / NATO SECRET <input type="checkbox"/>	
SECRET / SECRET <input type="checkbox"/>		COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	
TOP SECRET / TRÈS SECRET <input type="checkbox"/>			
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>			
		PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	
		PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	
		PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	
		CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	
		SECRET / SECRET <input type="checkbox"/>	
		TOP SECRET / TRÈS SECRET <input type="checkbox"/>	
		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

Canada



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

51019-07-2007

Security Classification / Classification de sécurité

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No / Non ☐ Yes / Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No / Non ☐ Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

- | | | | |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No / Non ☐ Yes / Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté?

☐ No / Non ☐ Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☐ No / Non ☒ Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No / Non ☐ Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☒ No / Non ☐ Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☐ No / Non ☒ Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☐ No / Non ☒ Yes / Oui

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

Canada



PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens Production		✓														
IT Media / Support TI		✓														
IT Link / Lien Électronique		✓														

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

51019-07-2007

Security Classification / Classification de sécurité

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées)

Bernard Butler

Title - Titre

Executive Director, FHGPS Task Force

Signature

Telephone No. - N° de téléphone
902-566-7438

Facsimile No. - N° de télécopieur
902-566-7573

E-mail address - Adresse courriel
Bernard.Butler@vac-acc.gc.ca

Date

March 4th / 08

14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées)

Barry Johnston

Title - Titre

Departmental Security Officer

Signature

Telephone No. - N° de téléphone
(902) 566-8228

Facsimile No. - N° de télécopieur
(902) 368-0517

E-mail address - Adresse courriel
Barry.Johnston@vac-acc.gc.ca

Date

March 17/08

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?

Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

☒ No
Non

☐ Yes
Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)

ALLAN B. KEITH

Title - Titre

SENIOR CONTRACTING
SPECIALIST - PWGSC

Signature

Telephone No. - N° de téléphone
506-636-4416

Facsimile No. - N° de télécopieur
506-636-4376

E-mail address - Adresse courriel
ALLAN.KEITH@PWGSC.GC.CA

Date

21 APRIL 2008

17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées)

MARIA HENDOZA

Title - Titre

Contract Security Officer

Signature

Telephone No. - N° de téléphone
613-948-1618

Facsimile No. - N° de télécopieur
613-954-4171

E-mail address - Adresse courriel
maria.mendoza@psgc-pwsc.gc.ca

Date

June 4, 2009

**FEDERAL HEALTH CLAIMS PROCESSING SYSTEM
BIDDERS CONFERENCE**

February 26th, 2013
1 p.m. to 2:20 p.m. EST
Ottawa Convention Centre
Meeting Room 215
Ottawa, Ontario

ATTENDEES: See attached participants and attendance list

1. WELCOME AND OPENING REMARKS:

- Allan Keith, Manager, Compensation and Acquisitions, Atlantic Region, Public Works and Government Services Canada welcomed Industry representatives to the meeting.
- Steven Harris, Director-Contract Development, Corporate Service Branch, Veterans Affairs Canada, provided introductory remarks and noted that Veterans Affairs Canada and its partners are very appreciative of the input and feedback that we have received from industry during previous Requests for Information. He also stated that today's presentation would provide an overview of our procurement requirements, approach and the services required.

2. PUBLIC WORKS AND GOVERNMENT SERVICES CANADA PRESENTATION

- Allan Keith, Manager, Compensation and Acquisitions, Atlantic Region, Public Works and Government Services Canada, provided an overview of the procurement process, the timeline and advised that there was a change in the Security Requirements which will be posted in MERX shortly. He also reminded bidders security clearances can be lengthy for those who do not have it and encouraged an early start to the process to ensure compliance with the requirements
- Mr. Keith indicated that the Option Clause included in the request for proposal was important, and that additional work could be added to the contract from other government departments which could not exceed 4,500,000 claim lines.

3. VETERANS AFFAIRS CANADA PRESENTATION

- Steven Harris, Director-Contract Development, Corporate Service Branch, Veterans Affairs Canada provided an overview of the requirements for Federal Health Claims Processing Service which are standard to all three partner departments, and similar to common Industry offerings. He also outlined some of the non-standard, unique requirements that are grounded in legislation and regulations in departmental programs and services offered to clients.

4. CANADIAN FORCES PRESENTATION

- Colonel Dan Farris, Director of Health Services Delivery, Canadian forces, provided an overview of the Canadian Forces Spectrum of Care and the Types of Eligibility and summarized some of the distinct requirement of Canadian Forces such as Pharmacy System and the Drug Exception Centre.

5. ROYAL CANADIAN MOUNTED POLICE PRESENTATION

- Dragana Pantic, Director, Health Benefits Program, Occupational Health and Safety Branch, Royal Canadian Mounted Police, provided the organizational overview and indicated that they were providing services to three (3) territories, eight (8) provinces, approximately 180 municipalities and over 600 Aboriginal communities and outlined the three (3) types of health benefits programs: basic, supplemental and occupational for eligible members and noted that Royal Canadian Mounted Police is currently modernizing its basic health care program.

6. QUESTIONS PREVIOUSLY SUBMITTED BY INDUSTRY

- Mr. Harris noted that approximately 150 questions have been submitted to date. A full review of questions was not provided, but he indicated that the majority of the questions were related to four areas:
 - i. Evaluation criteria and scoring
 - ii. Official languages
 - iii. Information technology and systems
 - iv. Bid submission
- M. Harris explained that the Evaluation Criteria is being revised in response to the submitted questions to address small calculation issues and to improve clarity for bidders. A revised version would be posted on MERX next week.
- He indicated that related to Official Languages, the vast majority of services provided through the contract would have to be available in English and French.
- Related to training, Mr. Harris indicated that bidders should propose the best approach using their expertise and experience.
- Finally, it was noted that all submitted questions will be answered and will be posted on MERX by next week, including questions related to information technology. In cases where questions may not be clear, it is possible that Allan Keith will contact the submitter for further information.

7. QUESTION AND ANSWER PERIOD:

Q1 – Can you provide more information as to what is intended concerning the outcome-based approach? Is it intended to mean economic or health outcomes for example?

A1 – Steven Harris, Veterans Affairs Canada – In this case, the use of outcome-based is intended to mean that Veterans Affairs Canada and our partners have outlined our core requirements and are interested in having industry propose solutions to meet those requirements. The Request for Proposal is not seeking to direct specifically how the requirements are met by a potential solution, only that they are met. The partners have outlined all legislative and regulatory obligations that must be achieved as part of the Request for Proposal documentation, but industry is invited to use their expertise to deliver the best solution for the identified requirements.

Q2 – Evaluation Criteria – As part of the evaluation, will you be giving partial points or the maximum point values as indicated

A2 – Steven Harris, Veterans Affairs Canada – Some of the questions that were received to date have raised this issue. The revised Evaluation Criteria to be issued shortly will clarify this point, but it can be confirmed that partial points will be awarded.

8. CLOSING COMMENTS

- Steven Harris, Veterans Affairs Canada thanked all the participants for attending today's meeting and looked forward to receive the Bidders submissions.

Meeting adjourned at 2:20 p.m.